May 22, 2017

TO: The Academic Senate
FROM: Edward J. Harpham Chair, Information Technology Planning and Policy Committee

SUBJECT: Annual Report of Information Technology Planning and Policy Committee 2016-17

I. Membership
The membership of the [Committee Name] consists of
Edward J. Harpham (chair),
Elizabeth Boyd,
Young Ryu
Bart Ryprsa
Carl Sechen
Michael Tiefelsdorf
Mark Spong
Toni Stephens
Kim Laird
Sanaz Okhovat
Dennis Guten
Raviteja Lingineni
Kevin Parag Desai
Nate Howe, ex officio with vote
Frank Feagans, RUO

In addition, the following individuals have regularly attended and participated in the meetings of the committee as reflected in the minutes:

II. Meetings
November 11, 2016
December 2, 2016
February 24, 2017
March 24, 2017
May 22, 2017
**Actions Taken**

Until last year, this committee has been largely inactive for a number of years. There are a number of reasons for this inactivity. Harpham was appointed chair in January 2016 to fill a position that had been empty for some time. The Senate mandate for the committee was outdated, not reflecting the separating out of the offices for information security and information resources. Leadership in the office of OIT also was undergoing transition for a 15 month period.

Last spring the committee began regular meeting again, sorting out its roles, duties and responsibilities. Chair Harpham went to the Senate securing a new policy charge for the committee reflecting the new institutional structure affecting Information Technology at the university.

This year the committee focused attention upon establishing lines of communication with the Office of Information Technology that would provide input into the development and implementation of policies regarding information technology development at the university. Regular reports from leadership in OIT (including the newly appointed OIT vice president Frank Feagans) have put the committee in a position to assist and advise OIT in planning and policy matters. Information regarding information technology problems and bottlenecks was gathered from members of the committee and passed along to appropriate OIT.

III. **Recommendations for Following Year**

1) Expand and formalize activities as a conduit between the faculty, professional staff, and OIT regarding IT matters present and future at the university as demanded by the committee’s new charge. The committee sees itself playing a central role in informing OIT as to pressing concerns and problems relating to OIT throughout the university.

2) Schedule 3 meetings for each semester next year.

3) Provide advice to OIT for long-term planning purposes, particularly in light of new strategic planning being formulated by the president.

4) The Committee believes that OIT should formally report to the Academic Senate regarding the present problems facing the development of information technology at UT Dallas in light of the new strategic plan being developed by the president.

IV. **Supporting Documents:** attached are the minutes from the committee’s meetings.
Addendum: Additional Committee Suggestions for Annual Report 2016-17

- Integration of dining options around campus in a dedicated smartphone app that gave info like menus, hours, specials, locations (apart from the website)
- Adding parking space sensors to surface lots
- Improved wifi coverage in campus outdoor gathering spaces
- Develop training facilities, perhaps within the individual schools, and the soft- and hardware infrastructure to design professional blended and full-online courses (JSOM is leading here, but they do it only within their school).
- Provide sufficient training and information opportunities to the UTD community to keep up with technological developments on campus and its related policy revisions.
- Fully document the legal ramifications and protections of using UTD’s email accounts for university business and private correspondence. E.g., FERPA, open records request, requests by law enforcement and border security to view email accounts etc.
- Explore the possibility of developing a campus-wide parking spaces management system for vehicles entering the campus (the garages already provide some information, however, it is not on the level that is available, for instance, at DFW airport).
- Increase use of Duo 2-factor protection to include high-risk PeopleSoft pages and Outlook Web Access email portal.
- Facilitate the installation of system and application patch updates, which often directly reduce vulnerabilities
- Take over operations and development for Shibboleth federated identity management.
- Replace legacy identity management software supported by Oracle with replacement system; Microsoft Identity Manager has been selected as the replacement system.
- Ensure that backups occur and are verified to work.
- Greater network segmentation to isolate valuable systems to only necessary connections.
- Produce and maintain current network diagram(s).
- Implement Virtual Desktop Infrastructure model to replace traditional desktop workstations.
- Develop a mobile app which all people on campus will want to use for various benefits.
- On-campus Help Desk presence.
- Allow faculty, in consultation with their department’s tech support staff, to quickly and efficiently order the precise laptop and desktop configurations that their research demands. Faculty need access to the full catalog of options, including (ideally) from more than one vendor.
- Computing inventory must be revamped. Upon purchasing receiving a computing item, the purchaser must be permanently recorded as the inventory holder in a database. The purchaser can later request that items be removed from the database if they are sold (with the new owner so recorded), rendered obsolete, and so forth.
Information Technology Planning and Policy Committee

Meeting Minutes
November 11, 2016

Present: Edward Harpham (H & Dean), Elizabeth Boyd (ATEC), Young Ryu (JSOM), Bart Rypma (BBS), Carl Sechen (ECS), Michael Tiefelsdorf (EP), Mark Spong (EC & Dean), Toni Stephens (Audit), Kim Laird (Administration), Sanaz Okhovat (Research and Compliance), Jay Silver (Staff Council), Raviteja Lingineni (Student), Kevin Desai (Student), Gabe Cavasos (Office of Research)

Next meeting: December 2, 2016, 1:30 pm to 2:30 pm, Cecil and Ida Green Center Conference Room 2.216D

1. Announcements

Dr. Harpham discussed what this meeting is for and what the focus is. He discussed the name of the committee and the decision has been made to remove the “Security” from the title of the committee hence forward the name is now the Information Technology and Planning and Policy Committee. He discussed that the purpose of the committee is gather representatives from every area of the university to collaborate and network about topics, problems, and ideas that can be further communicated to upper level management that will align with their strategic plans as they make Information Technology decisions. He expects the reps to be open and express their concerns and issues so that he may push the topic up to the provost office for them to know what is going on in the community.

2. Discussion

Brian Dourty, Interim Information Technology Officer discussed four main issue areas regarding information technology planning; Organization, FY17 Budget, Projects, and Challenges. Below you will find a brief summary of the categories.

- Organization

First round of interviews for a new CIO went well, and they are targeting to make an offer no later than winter break. Also AVP Scott Willet has submitted his resignation; he has accepted a position at UT SIS. Shannon Cepica was named interim AVP. The search for a new AVP will begin after appointing a new CIO for UTD. Also there were 4 Associate directors added to OIT roster. 2 in EAS for PeopleSoft related activity, and 2 under system and operations. The system will be used for network infrastructure and admin teams and the other will be used for adding more responsibility for Information Security as they progress with the position. Part of the OIT team was moved to the Admin building to assist in departmental requests concerning desktop issues as they occur throughout the university.

OIT has 7 positions open, plus the 140 employees currently working and 60 student workers. As the university grows they will be needing their positions filled and as one position vacates they will reevaluate that position to make sure that they are utilizing it to the best of its abilities to help suite the operations of OIT. Decentralizing the position to create two or more positions to help with the volume of the work load is one of his examples for position
before an offer is made. OIT headcount has diminished because they have lost a lot of people to UT SIS. Resource planning will be important in this area.

The OIT operations and Capital budget is searching for sustainability.

Workloads has created a backlog and they are trying to prioritize the backlog and get back up to speed with some areas. Finishing upgrades has created a difficulty. They are thinking what they can do to finish upgrades. Should they hire temps?

Howe has also discussed university wide communication has been a challenge but they are moving forward because they are now allowed to send out communication emails for outages and problems that have emerged.

3. **General Discussion**

Overall across the room, the committee has discussed how important this meeting was because they were unaware of some of the challenges OIT has been facing. Dr. Harpham has urged OIT to create a wish list and prioritize it based on its importance so they can formulate their findings to discuss with new CIO and President as they plan to make decisions. Dr. Harpham has offered a new meeting time for December 2\(^{nd}\) 2017 at 1:00 – 2:30 pm. He has told the committee to put together their concerns, projects, and wish lists so that they can create a strategy to align it with President’s and CIO’s mission.
Information Technology Planning and Policy Committee

Meeting Minutes

December 2, 2016

Present: Edward Harpham (Dean of Honors College), Elizabeth Boyd (ATEC), Young Ryu (JSOM), Bart Rypma (BBS), Carl Sechen (ECS), Michael Tiefelsdorf (EPPS), Toni Stephens (Audit), Kim Laird (Administration), Sanaz Okhovat (Research and Compliance), Jay Silver (Staff Council), Raviteja Lingineni (Student), Kevin Desai (Student), Gabe Cavazos (Director Office of Research Information Systems), Nate Howe (Director of Information Security), Stephenie Edwards (Awareness and Outreach Manager), Josiah Summerville (Accountant of Honors College)

Next meeting: TBD, Cecil and Ida Green Center Conference Room 2.216D

1. Announcements

   Previous minutes were given to the committee to make adjustments if needed. Dr. Harpham would like the meetings to be a “proposal idea circle” that will aggregate the University’s short-term and long-term objectives and align it with the CIO’s and President’s objectives.

2. Discussion

   • Nate Howe, Director of Information Security
     o Howe has requested to create a centralized Help Desk for Faculty and Staff by creating a help desk window staffed with knowledge-based customer service agents who can help resolve university-wide desktop issues. Once created, he wants to have the help desk’s location announced campus wide so employees are informed.
     o His concern is how to take everyone’s requests, combine them, and create a letter of proposed priorities that the university has agreed upon that will address problem areas in order to support students, faculty and staff.
     o In response to Nate’s concerns, Brian Douruty wants to ensure that the proposal aligns with the President’s plans to ensure the process runs smoothly.

   • Brian Douruty, Interim VP and Chief Information Officer, discussed two initiatives his office is working on.
     o OIT is in the middle of implementing Zabbix, enterprise-level software designed for server status monitoring. This software will be used to stay up to date on server status and create a dashboard for any area that is operating slowly or having trouble. Zabbix will create operational reports such as network incident statuses, overall internet usage, and building-to-building internet usage.
     o Second initiative is to implement a software called Pager Duty. This software will be used as a notification system that will monitor infrastructure health and incident response. It will enable OIT to resolve outages for optimal service performance. Pager Duty will also discover any patterns or anomalies that can disrupt the server. The two initiatives are a safety net to notify employees quickly of server errors and to quickly eliminate server attacks if any occur in the future.
bus routes for students to reference. He has requested the app to include dining menus and any announcements that will pertain to the student body.

- Desai has identified multiple orphan domains of the University’s websites that may be out of date. Orphan domains can create a vulnerability in the system if the website is not secure enough. Dourty will reach out to web development to resolve the issue.

3. General Discussion

- Dr. Harpham discussed the agenda for the next meeting. Departments should discuss and request immediate needs for their area. The needs discussed in areas will be accumulated to make a formal request to the Senate to push political pressure to the president. Direct suggestions were made to the speakers of the committee in order to move forward in resolving their issues. The suggestions are listed below:
  - Nate Howe should define the functions of the requested centralized “Help Desk”. What will make the help desk expand and upgrade its qualities?
  - Cavazos will need to summarize his department’s issues and requests, and then email it to Summerville for him to incorporate these into the meeting minutes.
  - The committee will need to find the procurement policy that narrows the selections of devices to purchase, and submit a letter to the Senate emphasizing how it is restricting the faculty’s functions and capabilities. High-end devices are important for Computer Science and Electrical Engineering.
  - Dourty should contact web development to discuss the inconsistencies in the orphan websites. The websites can have stale content and security vulnerability.
  - Last Dr. Harpham has stated that he wants all departments to form an immediate wish list. The wish list will be collaborated into one agreed letter that will be sent to the University’s Senate.
Information Technology Planning and Policy Committee

Meeting Minutes

February 24, 2017

Present:
Edward Harpham (Dean of Hobson Wildenthal Honors College), Peggy Attari (OIT Associate Director), Shivani Narain (OIT Technical Team Lead), Gabe Cavazos (Office of Research Information Systems Director), Brian Dourty (OIT Interim CIO), Stephenie Edwards (Awareness and Outreach Manager of Information Security), Nate Howe (Director of Information Security), Brian McElroy (Security Engineering Manager of Information Security), Jean Vik (Associate Library Director for Systems), Michael Tiefelsdorf (EPPS Faculty), Chris Milazzo (Library Systems Analyst), Dennis Guten (BBS Systems Analyst), Ali Subhani (IT Audit Manager of Audit), Elizabeth Boyd (Lecturer ATEC), John McConnell (Systems Specialist ECS), Carl Sechen (ECS Faculty)

Next meeting:
March 24, 2017, 3 p.m.– 4 p.m., Cecil and Ida Green Center Conference Room 2.216D

1. Announcements

- Committee received previous meeting minutes to review, adjust, and approve. Committee has approved minutes. Dr. Harpham referenced how important it is to have the most relevant representatives available at the committee and/or council meetings. He would like to continue to have departmental issues discussed in meeting and flowing up to the Senate as much as possible.

- Updates concerning new Chief Information Officer is coming soon. The potential candidates were able to have a public forum for university to engage and ask questions.

2. Discussion

- Gabe Cavazos, Director of Office of Research Information Systems, updated the committee on his department’s progress.
  - Office of Research has created data management plans, and they are in the process of creating quotes with third parties to resolve server infrastructure and data storage issues.
  - Mobile Device Management is making progress on Ipad Mobile Device plans. Their goal is to secure all mobile devices across departments and divisions.

- Nate Howe, Director of Information Security, had an update on the help desk topic.
  - On behalf of the users, Howe wants to have a point of contact that the university can reach out to resolve desktop issues. He wants the new CIO to make the decision on who the point of contact will be.

- Carl Sechen (ECS) and John McConnell (ECSS) elaborated on their issues with procurement and Dell.
  - John McConnell (ECSS)
allow the user to reset their passwords without calling help desk. In addition, supervisors will not have to complete Sponsor Renewals every year. If we terminate the employee, the system will disable the employee’s access, and if the employee is new, the system will add the employee.

- This new update will reduce software support costs, administrative burden, and passwords resets. Verification process will be quicker, and it will interface with new employees’ applications.
  - It will explore the option to use cell phones as a way to reset passwords in the system also.
  - When resetting the password the system will forward a verification code to your cell phone that will authenticate their identity.

- One of Dr. Harpham’s biggest worries is will the university be able to adapt to the upcoming changes? Will the process affect the privacy rights of the university employees’ email address? What will happen if the employees have only one email address?
  - OIT will be notifying every one of the massive change and will advise the university to add a personal email address to their comet account.
  - The help desk will continue to be open at normal business hours to resolve any password resets if there are people who have trouble with the new update.
  - If employees are using their UTD email to forward emails to their personal account, then it can be a FERPA issue, and if they are forwarding emails from their personal account to their UTD account, then it can a privacy issue for the employee. UTD expects its employees to keep their personal and business emails separate from each other.
  - OIT’s target date to implement the new change is March 15, during spring break. There will be a temporary system outage; it will give OIT enough time to implement the new changes, and go live.

3. General Discussion

- Peggy Attari (OIT Associate Director) expressed the idea of considering a Lean University Initiative.
  - A Lean University Initiative helps identify issues, develops plans to resolve issue, and implements resolution to improve efficiency and the needs of the university. UTD used this technique to resolve paper form checkouts. This resolution reduced time and labor for checkout approval and saved costs from using paper. Now checkout is electronic.

- Nate Howe notified the committee of the latest phishing attempt and reminded the committee to continue to be on the lookout for any phishing attempts.
  - He described a phishing email as having a non-official email address that employees cannot recognize. He said this phishing attempt was seasonal since it referenced W-2 during mid tax season.
Information Technology Planning and Policy Committee

Meeting Minutes

March 24, 2017

Present: Edward Harpham (Dean, Hobson Wildenthal Honors College), Gabe Cavazos (Director, Office of Research Information System), Brian Dourty (CTO, Office of Information Technology), Stephenie Edwards (Awareness and Outreach Manager, Information Security), Jean Vik (Associate Director, Library), Michael Tiefelsdorf (Faculty, EPPS), Chris Milazzo (Systems Analyst, Library), Dennis Guten (Web Developer BBS), Elizabeth Boyd (Senior Lecturer, ATEC), John McConnell (Systems Specialist, ECS), Carl Sechen (Faculty, ECS), Frank Feagans (CIO, Office of Information Technology), Sandy Farrar (Director, ATEC), Bart Rypma (Faculty, BBS), Raviteja Lingineni (Student, CS)

Next meeting: April 28, 2017, 3 p.m.– 4 p.m., Cecil and Ida Green Center Conference Room 2.216D

Announcements

- Committee received previous meeting minutes to review, adjust, and approve. Minutes approved. Harpham referenced the importance of communicating across campus as the committee continues to move further into its initiative and agenda. He encouraged the representatives to spread the word if this committee applies to other offices.

- Harpham introduced the new CIO of Office of Information Technology, Frank Feagans, and transferred the attention to Feagans to introduce himself and share OIT’s priorities.

Discussion

- Frank Feagans, CIO for Office of Information Technology:
  
  o Feagans received his Bachelor’s Degree in Computer Engineering and Master’s Degree in Computer Science at the University of Illinois at Urbana-Champaign. Before UTD, he worked at The University of Arizona as Director for Central IT Services. Before applying to the CIO position, Feagans was the AVP for Enterprise Applications.

  o Feagans saw the problems UTD was experiencing with the Oracle PeopleSoft System; he found it suitable and interesting to apply to the vacant CIO position.

  o Feagans priority is to stay aligned with UTD’s vision of having strong communication and contact with the university’s departments.

  o He expressed his five priorities to be Research Support, Digital Enterprise, Student Experience, Third-Party Licensing, and strong Core Services.

  o OIT will have the last budget meeting. Feagans has read over the committee’s previous meeting minutes and it looks like everyone is facing the same problems budgetarily wise. It is very important to create a budget model that enables the significant areas as the university continues to grow.
feedback from the forums, and Dourty wants to know if there is any other areas of interest for OIT to explore. The Forums do not have to be very technical every session and the forums should be an all-inclusive experience for the audience.

- The Net-ID Management System update was partially successful. Feagans and Dourty discussed that there were some hurdles during the implementation and they had ran out of time while overcoming them. They did implement a new PeopleSoft bundle upgrade, but their main problem is having a testing environment that is not identical to their production environment. OIT will plan accordingly and communicate the new date to retry the implementation.

- Jean Vik (Associate Library Director of Systems) had concerns on the Net-ID system implementation.
  - Vik wanted to know if any changes would happen with Alumni Net-IDs. Will alumni accounts be a part of the migration?
  - Dourty has assured Vik that there will be no changes to Alumni and they are a part of the migration.
  - Harpham emphasized how important it is to allow alumni relevant access to the system. Alumni play an important part in gifts for the university, and we will need ways to contact them.

- John McConnell briefly announced that the rollout of Last Pass was successful but their challenge is teaching the end-user how to use it for their benefit.
  - Dourty included his recent experience at an OIT event with a staff member who had trouble logging into the system because they did not know how to use DUO, an identity authentication software for Faculty and Staff.
  - Dourty and Feagans took note of adding a technological education training for Faculty. Feagans sparked the idea of using a mobile-front end on Web-Ex that will simplify the identity verification process for end-users.

**Conclusion**

- Harpham has issued a homework assignment for everyone to create a brief paragraph of his or her own department’s grievances. Harpham will summarize the minutes and grievances into a letter for the senate.

  - Since the committee does not make decisions or policies, we have to communicate to the senate in order for them to understand what we need

  - Feagans advised the committee to quantify how a tweak to the system will save time and/or money. For example, the experience with Dell is unpleasant and in order to bring true attention to the problem, we have to quantify the issues that occur after working with the vendor. If we do not quantify how Dell costs us money, the Senate will view the grievances as “whining”.