



Utah State University

INFORMATION TECHNOLOGY

Information Technology Users Advisory Committee Meeting

University Inn 507

October 27, 2009

3:00 p.m. – 4:00 p.m.

MINUTES

Committee Participants

Peter Adler, Franklin Bacheller, Kirk Bostick, Clint Bryant, Ben Crowshaw, Steven Francom, Keith Gibson, Ed Glatfelter, Stephanie Hamblin, Eric Hawley, Dennis Hinkamp, Laura Holley, Wes James, M. K. Jeppesen, John Johnson, Justin Julander, Deb Megill, Jodi Morgan, Doug Nakken, Benjamin Renard-Wiart, Cyndi Rowland, Andrew Samaha, Joan Scheffke, Nathan Smith, Jeff Sorensen, Amy Wilberg

Guests

Bob Bayn, Kenlee Brown, Steve Funk, Doug Garrett, Stephen Grigg, Allen Hill, Jon Huppi, Miles Johnson, Amy Kitchen, Kevin Reeve, Stephanie Roos

Agenda Item #1

Purpose of the USU IT Users Advisory Committee and Appointment of New Committee Chair for 2009-2010

Vice President M. K. Jeppesen welcomed all and thanked them for their time and willingness to serve on the committee. He noted that the purpose and mission is: To guide IT in fulfillment of its mission which is to provide quality, timely, secure, appropriate, innovative, and reliable information technology services to support the University's goals of teaching, research and service.

Vice President Jeppesen noted that IT has several IT committees which are the Executive Advisory Committee, Network Advisors Committee, and the IT Users Advisory Committee. He noted that as a member of the IT Users Advisory Committee input is sought from a user's standpoint so that their needs can be met and so that it is understandable to the users.

Vice President Jeppesen introduced Dr. John Johnson, Department Head of Management Information Systems in the Huntsman School of Business as the committee chair for the next two years. Dr. Johnson thanked Vice President Jeppesen for this opportunity. He asked the committee to send agenda items to himself or Peggy and to call or email him at any time with suggestions, comments, or questions.

Eric Hawley, Associate Vice President for IT emphasized that there is a real need to focus on the user. He asked the committee to provide input and advice and to pass information on to their departments. He stated that IT is committed to improve the user experience.

Agenda Item #2 –

New Voicemail System “Unified Messaging” – Voice in Your E-mail and More

Eric informed the committee that the present voicemail system has been in place for 15 years and has served USU well; but, the time has arrived that a new system is needed as replacement parts are no longer available and needs continue to change. The new system is titled “Unified Messaging” because it unifies email and the telephone into one system. It will give increased functionality. It will only be available to those who have accounts on the central exchange email system. Some benefits of the new system:

- When one receives a voice mail on their telephone, they will also receive an email. This email has an audio attachment which you can play to listen to the message. The e-mail also shows the number and called ID information. When you open the email and check the voice mail it will mark it as being checked.
- Ability to dial in from cell phone or car phone and check your calendar, read your email, and respond to email with a voice message.
- Allows you to notify individuals if you are running late and can't make a meeting on time.
- You can call, speak a name, and the system will look up the name and dial for you. (Though you can always still call 797-1000 or 0 for personal directory assistance. We will not be replacing humans with computers.)

See <http://it.usu.edu/um/> <<http://it.usu.edu/um/>> for more information

Moving to the new system will be accomplished in phases. It will be staggered in order to get everyone on in a timely manner without complications. The College of Education has volunteered to be the first group. Postcards will be distributed via campus mail the first week of November to the College of Education.

This is a good time for all to switch to the central Exchange e-mail system. The old voicemail system is targeted to be turned off April 1, 2010.

There are some changes that need to be addressed with the new system. At this time the red blinking voicemail notification light will not be used. (It will stay off. Check your email to see if you have a new voicemail.) While the next version should have the blinking light function restored, it has been noted that most people won't use it anyway once they are used to the voicemails arriving in the e-mail.

A question was asked concerning the length of voice mail received and if there was a limit to voicemail length a caller can leave. We are not aware of limits at this time, but will investigate.

Currently the central email system provides 500MB of e-mail storage free. Those who are presently at that level will have their mailbox size doubled to 1GB at no additional cost when they move to the new voicemail system. As an individual joins Unified Messaging the upgrade in mailbox size will take a few days.

Item #3 Updating the Phone Directory

Eric Hawley confirmed that indeed an up-to-date phone book is in the process of being completed. The new phone book will be electronic with current information provided through the Banner system. Unlike the phone book now on the system which contains data from the old manually updated information annually, this will be as current as the information is fed into Banner. He asked each to make certain that each individual in their department update their personal information in Banner as soon as possible (handout given at meeting, the same that was mailed to all staff).

Item #4

New Service Desk/Computer Management System Being Developed to Help; IT and Departments Better Maintain and Support Desktop Computers to Ensure that Systems and Software are Up-To-Date and Secure

Steve Funk informed the committee that for the past three years IT has been using and testing a desktop management suite, LanDesk. On September 2 a meeting of users and non-users was held and the opinion was unanimous that LanDesk should be dropped. There were problems and quirks that were causing much time and stress. A new system is being developed and tested. This system has the capability of knowing and not assuming that computers are patched and up-to-date, reducing the need to manually apply patches and send technicians around to the computers on campus. It doesn't monitor content or cause privacy issues. It may also help with managing software licenses to better assist with software audits. Departments could take advantage of this, as ensuring that licensing requirements are met falls on the department.

Item #5

Most of the Data on USU Desktop and Laptop Computers are not Currently Backed Up. Are You Protecting Important Data Stored on Individual Computers?

Steve Funk asked if anyone had an idea what the cost is to retrieve the information from a hard drive if it crashes. Steve contacted a firm off campus to see what the average cost was to retrieve information after a hard drive crash. He received an answer of \$1600 as a minimum charge.

Steve stated that one thing that keeps coming up is the perception that IT does backups so don't worry about it. That is only the case for data stored on central servers or on departmental servers which are backed up. That is not a good assumption if you are storing data on local hard drives on laptops or desktop computers. IT is looking to provide or recommend some options and looking into requirements including security and encryption. IT is looking at backup service and how it would be serviced, hosted, purchased, and many other issues that need to be addressed. There is also a need to look at how it would impact our network and wireless systems. Steve invited the committee to supply input as information is gathered on backup service. He asked that they encourage discussion with their departments and identify the impact if information was lost or stolen and how to prevent and protect sensitive data.

Item #6 -

Banner Access (SSB) Interface Changes coming in 2010 to Provide a more Intuitive Experience for Students, Faculty, and Staff

Doug Garrett announced that new interface changes for Banner Access will be available in December. IT will place the new process in a test environment and then move into production the first part of 2010. The core functionality will not change. It will be more intuitive and give more flexibility for making modifications. IT is excited to have this flexibility in order to better customize a fit for USU needs. Sungard is taking the old look and giving a refreshed, modernization. It will allow more size and follow a cascading style. This should be very pleasing and inviting for all who use Banner Access along with providing better usability and more flexibility as modifications are made to fit USU needs.

Item #7

(<http://it.usu.edu/policies/htm/information-security>
<<http://it.usu.edu/policies/htm/information-security>>) – **Feedback is needed on this policy**

Bob Bayn pointed out that a new Board of Regents policy requires that USU look closely at data security issues and the role of data stewards. He stated data stewardship refers to the owner or the person who is ultimately responsible for a set of data, and is typically an administrator. Bob pointed out that in the draft policy there are a number of these that have been preliminarily identified. He asked each to take a good look and see if the roles and assignments seem appropriate and are covering needs. He requested that committee members provide feedback.

Bob inquired if departments would agree to have a survey to identify the existence of sensitive personal data (like SSNs and bankcard#s) on their computers. This survey would use the Cornell Spider program. It could be revealing to identify, for example, Social Security Numbers in data that was worked on three years ago, but still exists on the computer even when it was thought to have been deleted. Many sources are vulnerable. There is a need to have an accounting since much information gets placed on desktops as the work is being completed. Bob would like some units to agree to work with technical support staff to install the Cornell program and see what the scope of the problem is. He noted that it works on multiple platforms and will identify information readily. The objective would be to identify the sensitive information and if there is a need to keep it on that computer to hold that machine to a higher level of security, review, and evaluation. IT is mostly interested in getting the nature of how large a liability it is.

Bob asked that committee members check with individuals within their units about their awareness of phishing messages. Are they being compromised by clicking on the wrong link?

Bob also cautioned that there are learning network services who are collecting USU's intellectual information. He stated that some instructors were upset to see that their syllabus was showing on sites that they were unaware of. He stated that this is something that the University, or IT, cannot take care of. Bob checked with USU Legal Counsel and they state the instructor's intellectual property belongs to the faculty and the University is not responsible and cannot issue a claim of copyright infringement. It was noted that any file is on Google so IT and central administration cannot provide much help.

Other

Please submit agenda items or other issues that need to be addressed to Peggy Nixon or Dr. Johnson for discussion at the next meeting.

The question was asked if looking at business intelligence services to purchase from Oracle and others had been pursued since the last meeting. It was reported that as the economy tanked, investing in business intelligence had to be placed on hold pending someone who has money to assist with the funding. Until funding can be obtained the information needed can be extracted from Banner Reporting. Special training can be arranged for if needed to extract this information.

Adjourned at 4:00 p.m.

Followup:

Bob Bayn sent via email the following comments. Please consider these requests:

1) Administrative Units – Look at the Data Stewards list in the draft Information Security Policy to see if we have the right assignments and if the person in that role accepts the stewardship responsibilities described in the policy. (See: <http://it.usu.edu/policies/htm/information-security> <<http://it.usu.edu/policies/htm/information-security>>)

2) Would your unit/department be interested in participating in an exploration for Private Sensitive Information on your computers using the Cornell Spider program? (See: <http://www2.cit.cornell.edu/security/tools/> <<http://www2.cit.cornell.edu/security/tools/>>). This is a “discovery” effort, not an enforcement or disciplinary one. It will serve as a guide to the extent and nature of risks to our private information.