



IT USERS ADVISORY COMMITTEE MINUTES

MINUTES

January 20, 2009

3:00-4:00 p.m.

Merrill-Cazier Library 154

PRESENT

Scott Bates, Lola Jean Bolton, Mark Damen, Charles Delaney, Michael Dietz, Jim Dorward, Bryce Fifield, Stacie Gomm, Dennis Hinkamp, George Hruby, Jeremy Jennings, Kay Jeppesen, John Johnson, Justin Julander, Conna Meeker, Jodi Morgan, John Mortensen, Thorana Nelson, Benjamin Renard-Wiart, Cyndi Rowland, Andrew Samaha, Joan Scheffke, Nathan Smith, Amy Wilberg, Eric Worthen

EXCUSED/ABSENT

Peter Adler, Aaron Andersen, Franklin Bacheller, Kirk Bostick, Sharyn Bradfield, Jacob Brown, Clint Bryant, Scott Ensign, Ning Fang, Nicholas Flann, Keith Gibson, Rob Gillies, Alan Hashimoto, Janna Hawkins, Eric Hawley, Laura Holley, Wes James, Michelle Larson, Gordon May, Mac McKee, Craig Miller, Doug Nakken, John Nicholson, Brian Nummer, Wallace Odd, Sydney Peterson, Scott Randall, Adrie Roberts, Paul Schreuders, Josh Schultz, Elisa Taylor, Susan Turner, John Weeks

GUESTS

Bob Bayn, Steve Funk

WELCOME

Eric Worthen welcomed all and thanked the committee for their attendance.

SEPARATION OF PHONE AND DATA CHARGES

Vice President Kay Jeppesen detailed the information on the separation of phone and data charges that was included in the campus phone bills this month (documentation provided). He emphasized the fact that this is not an increase in the bill but an identification of how the telephone and data is divided within the \$35.00 charge. He was concerned that there was a misunderstanding throughout campus that if you disconnect a handset that the whole \$35.00 charge would go away. Vice President Jeppesen acknowledged his concern for all units and budget cuts each are facing. He noted that IT is looking at an equitable cost structure that will insure good network stability. This process had begun prior to the announcement of budget cuts. The goal IT has is to have a rate structure in place that is fair and equitable to all users for the services that are required.

Question -

Concern was expressed on how the charges would be assessed for research units where active phone lines will vary depending on the grants that are active. An example was given using CPD and Special Education & Rehabilitation. They have 81 active phones and 187 active boxes. These numbers will vary depending on the grants and personnel required. Will a savings be realized if the phones and boxes are

turned off during dormant periods as they wait the awarding of new grants and resources or will the cost to reactivate be elevated so that a savings will not be realized?

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Vice President Jeppesen noted that this is just the first step and basically for now those disconnecting handsets will only realize a savings each month of \$15.50 for the basic ITE 4 handset. Data jacks will not be affected at this time. He emphasized that this is just the first step and that IT will keep the committee informed and request the committee's input.

Question -

Should others have the burden of paying the cost for those who have disconnected?

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Vice President Jeppesen answered that it may be necessary for IT to go back to July and see what the impact has been. He stated that IT does not want to place a financial burden on the colleges.

Comment –

From the research unit's prospect, pushing these charges into the overhead and indirect costs makes for a real complex endeavor.

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Vice President Jeppesen stated that IT wants equality for all who are using the system and will try to minimize the cost by increasing the user base which must include all users who are receiving services and benefits thus share in their fair share of the costs. The hope is that there will be enough savings through economy of scale to reduce costs for each user. He also noted that this is going to be over a period of time.

Question –

Are wireless services a part of the data charge?

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Yes

Question –

Would it be possible to determine this charge as per FTE?

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This method is being used by the majority of other schools. It may be more equitable.

Question –

With reduction in force will charges still be at the present rate fee?

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Yes

Question –

Is there a take home message ?

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Yes, there will not be a change for those who have handsets.

UPDATE ON CARD SYSTEM

Stacie Gomm reported that a Touchnet package, "UPay" was purchased for eCommerce. She stated that it is very exciting to have a solution and it will be ready to go January 28. She cautioned that all who have been on "Rod's System" that "Rod's System" will be shut down once the eCommerce pages

are moved to Upay (approximately February 15). The “uPay” pricing structure is \$780 per year with no minimum or per transaction charge. This charge is in addition to the credit card company bills. This is only for eCommerce transactions. There will be a system put in place where Pcards can be used.

POLICIES, REVISION & NEW

Bob Bayn informed the committee that the Uniform Wiring Policy is a policy which was approved in 1997. Unit names have been revised and a couple of items clarified. The fire code and reference to funding model is a reminder that wiring is basically university infrastructure. This is to encourage leaving the wiring to central administration which is especially important for security purposes. These are really not new concepts.

Question-

With some of CPD projects the units are setup where the room is the entire length of the building. If next week there were a need for additional staff, could they be placed on a router?

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It would require that the facilities design manual guidelines and fire code be met. When you start stringing wires, code is broken rather easily. Another example of a problem would be if one jack were activated and one router serviced ten graduate students, if one gets compromised then the other nine lose their rights as well.

Bob Bayn described the proposed Cooperative Management policy as drawing a line between the enterprise services and functions to be provided by central IT and the local support functions to be provided by unit IT support staff. That will allow each group to work close to the line without threatening the other.

Comment -

Cyndi Rowland noted that CPD has its own robust email services and they are trying very hard to be good citizens. They really don't want to be labeled as rouges. Should it be IT's responsibility to police these activities?

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Yes

Question-

Are there extensive problems throughout campus?

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Bob Bayn stated there are problems and potential of serious problems. He noted that IT is aware that sometimes they get close to what others are doing and this is frowned upon. IT realizes that there is some anxiety and it becomes a bit of a turf issue when IT shuts off a box.

Question-

Do you want to take over the enterprise system? Development has its own software.

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There will always be room for exceptions. We have systems that look like enterprise systems that are not run internally. Should the default be the responsibility of IT? The policy should provide a structure for exceptions. Perhaps the wording exclusively should be removed and primary used in place of. We need to make certain we are efficient. The state will be auditing and they are going to question some of our practices. There are currently some things being duplicated and as we look at the systems we don't want competing systems. All endeavors need to be coordinated. A policy needs to be in place that will

encompass and bring together all of campus. This needs to affect all levels and will aid in making all more efficient. IT is prepared to identify and intervene. It is imperative that this policy is in place prior to the next audit which is scheduled for April. One of the areas they will be scrutinizing is data security. Anyone who is accessing data from the warehouse, Banner data, need to read the policy for downloading information. This is a personal issue for all.

Everyone will need to go through training at least every five years so that the individual will be responsible rather than the university.

A# AND PASSWORD PHISHING/SPAMMING ATTACK

Bob Bayn explained that on December 29, 30 and January 6, millions of spam messages were sent out from USU. Someone had sent phishing messages and they targeted a list of Aggie mail addresses. There were several who believed and replied with their A number and password. It allowed them to use the USU mail relay system. First thing they sent out another phishing message using USU as the host. As a result USU was blacklisted with Hotmail, MSN, Comcast, Gmail, Barracuda, possibly others. Email is not delivered when on the blacklists. We will always have people who are naive. This is going to be an ongoing problem. IT will try to detect sooner and minimize the damage.

Assignment -

Tell your users and remember yourself to follow the rule:

No one should give out their password. The A# is **NOT** confidential.

Everybody knows the rule but needs to be reminded.

Remind constantly that the Key is:

- 1- IT will **NOT** ask for a password
- 2- Call help desk, inquire if they sent the email.

When a hostile website has been identified, IT can block it locally (with a DNS redirect) so that the user will instead see a warning page explaining what we have done. You can see that warning page by going to this blocked website: www.usu.eu (notice the "eu" instead of the "edu").

Please forward any comments or issues to Bob Bayn: Bob.bayn@usu.edu

COMMITTEE MEETING DATES FOR THE 2008-09 SCHOOL YEAR

Tuesday, March 17, 3:00 p.m.

If needed:

Tuesday, April 21, 3:00 p.m.