Item 1: Approval of Minutes

No changes. Minutes from 10/8/15 meeting approved.

Item 2: IT Trends/Innovative Activity

Ed: spoke about Dell’s $67 billion acquisition of EMC, placing Dell approximately $61 billion in debt. Has potential problems, but could also be a valuable asset for Dell.

Henrik: spoke briefly about Dell Premier and the issues he’s experienced.

Allison: gave a quick introduction about Aggie Life and its success.

?: spoke about Windows 10 Enterprise Evaluation and the work currently going towards rolling out Windows 10. Most of the compatibility issues have been resolved, and Windows 10 will be deployed on a case by case basis over the next 6 months. Aiming for release across campus late spring or summer 2016. OAL are also currently dealing with Windows 10 issues. Some applications still haven’t made updates for Windows 10.

?: inquired about the raised floors in classrooms. It is currently being used, though not being sold as aggressively as it could be, and isn’t widely used. Classroom in ETB currently using the raised floors, but only minor adjustments have been made, not any major adjustments.
?: spoke about Project Fi, Google’s program which allows a smartphone to access different networks depending on which network has the best service at your current location.

?: inquired about interest in the Microsoft Surface Book. Henrik stated that he will be looking into it, that it’s comparable to the MacBook. Discrete graphics chip in a slim laptop is a significant upgrade.

?: stated that iOS 9.1 has been released, possible issues.

**Item 3: Announcements**

Tom: Duo Security two factor authentication. 3300 UINs have been flagged, which will redirect them to a two factor authentication page when they attempt to login. One of the core issues with two factor authentication is the need for another source of authentication – smartphone or land line, tablet, or a hardware token. Hardware tokens in the form of USB keys have been successful for computers, but not for mobile devices. Both HOTP and TOTP protocols can get out of sync, and cannot be resynced once they drift. Another issue is Duo Security is a cloud based service, which means that the IT department has some access, but isn’t able to see why a particular authentication failed, only when. TAMU IT department will be required to use two factor authentication, and many colleges are also making the transition. Need to establish a time frame and process for requiring accounts to be enabled. List currently includes anyone who has admin role in SSO application, but could easily include more people. If accounts are required to use two factor, consider removing password expiration, compared to the current expiration rate where 16+ character passwords expire in 4 years. However, there are still some critical services not protected by two factor authentication, and the expiration for passwords can’t be removed because of the risk of compromising the security of those services. IT is heading towards two factor and is prepared to give a demo and require two factor authentication soon. Academic services is not an option for two factor. Bypass codes could be issued to certain users. Customers could run into issues with being able to login if they don’t have access to another device to authenticate on. Prefer not to have to remove two factor authentication from someone’s account due to short-sightedness. Ultimate goal is to have two factor authentication used as widely as possible, but don’t want to users to lose service because they can’t authenticate. International issues have been minimal so far, but hasn’t been widely tested. Need to look into publishing guides and establishing a knowledge base for using Duo Security – Allison looking into this. Ideally implement on semester breaks when students aren’t here and problems won’t be too detrimental. Possibly need to establish an early warning system notifying flagged users when they will be required to use two factor. Many users don’t have any experience with two factor, could be issues without a previous heads up. Warnings could be sent over email, or even traditional mail, but a software based notification system would be ideal. Could be difficult to code, but needs to be established for the long run when there are tens of thousands of users moving to two factor. When two factor is required, possible toggle for turning it off for certain situations. Phishing and other security issues caused direct deposit accounts to be changed, one reason why two factor is being pushed for more and more. Ideally, long term will include everyone on the system, not just admin users. If a user is mostly logging in from the same desktop, two factor information can be remembered for 60 days and won’t need to be re-authenticated until after that time. However, if a user is logging in from a gateway or shell service, two factor authentication is time consuming and frustrating to do every day, unless the user has a hardware token.

Tom: VPN Upgrade. Cisco AnyConnect 3.X is ceasing support for new platforms. There will not be development for new operating systems as of March 30, 2016. Need to consider options for new VPN support within the next 6 or 7 months. Prefer new VPN support as soon as possible, TLS 1.1 and 1.0 have many vulnerabilities. Currently, AnyConnect 3.X will not work on new installs of OS X v10.11+ and Windows 10. The software may continue working for a short period of time, but not for too much longer. AnyConnect 4.X
doesn’t support 32bit Linux or Windows XP when TLS 1.0 is turned off. L2TP support is available for OS X. AnyConnect 4.X client will be active on November 2, from that point on, users will be asked to upgrade. The upgrade is non disruptive. Disruptive updating for when TLS 1.0 is turned off could be scheduled for December 22 or January 2. Adam approved of December 22 date. Message campaign about the update should be sent to customer on November 2 and November 15. Currently there are issues with AnyConnect on iOS, has been removed from App Store. Possible to do direct VPN access, which is easier than AnyConnect.

Item 4 – Introductions of Inflobox Project

Rudy and Cheryl presented the Inflobox Project.

Item 5 – Instructional Technology, Academic Technology

More collaboration between ITC and ITAC in order to discuss the future of academic and instructional technology. ITC has representatives from each college, but doesn’t have great attendance across the board. A core group of dedicated individuals show up consistently and accomplish goals. ITAC and ITC would like to see more synergy across campus, spend less time sharing information between the groups and more time addressing and solving problems. Both groups are trying to work more cohesively with instructional technology on campus. MediaMatrix plays a big role in video distribution and storage, but doesn’t fit the needs of everyone. No consensus reached regarding MediaMatrix. Brief discussion regarding learning systems infrastructure, online proctoring, media management, EII, and universal design. TTVN restructuring is under review, possible governance for TTVN being redone. Need to know user specifications for restructuring and also need an academic representative to be involved with the restructuring. Service portfolio for TTVN and recommendations for what the service should and shouldn’t be. Would like to see service with a broader scope, but need to make sure the current services work. If not, be prepared to spend money for new services. Discussion about the needs across all of the colleges regarding software and in class hardware solutions for video capture. ITAC would like to address electric capture. Costly to put a device in every classroom. Talk of pooling resources for electric capture to see who, across campus, is interested. Returning to ITC and ITAC collaboration, there needs to be more feedback between both groups. ITAC would like ITC agenda items, currently sharing ITAC agenda with ITC. David suggests collaborating and focusing on one important item for an extended period of time to see if collaboration between ITC and ITAC works. Formation of task force combined of ITAC and ITC members; Adam and Jim will coordinate the task force.

Item 6: Open Discussion

No discussion.

Meeting adjourned at 10:03 a.m.