MINUTES
IT Advisory Committee Meeting
September 23, 2010
8:30-10:00 AM

Present: Stephan Balfour, Andy Bland, Lauri Brender, John Chivvis, Bill Chollett, Jim Culver, Fred Fisher, Nolan Flowers, Juan Garza, David Jennings, Stephanie Leary, Tom Lyster, Jim Rosser, Henrik Schmiediche, David Sweeney, Ron Szabo, Rick Young, Pete Marchbanks, Willis Marti, Allison Oslund, Michelle Osterholm

Item 1: Project Management Office
A. The Project Management Office web site is available at http://pmo.tamu.edu.
B. Training
   - Developing a training program with levels of training from novice to expert.
     o Pilot this fall for highest level.
     o Fundamentals training planned for Spring 2011.
     o Outside vendor initially
     o Possibly create train the trainer program
C. Question and Answer
   - Who is the vendor?
     o An individual that started these projects for UNT and Texas Tech
   - Division of Student Affairs has started a PMO and hired PMI professionals. It makes a big difference in the division.
   - What was the driving force to get PMO started?
     o Audit
     o Instead of merely meeting audit requirements, wanted to create the right solution.
     o PMO was developed, and training was determined to be a need at Texas A&M.

Item 2: Beginning of the Year Memo
A. Ron passed out the Beginning of the Year Memo.
   - Opens communication channel.
   - Includes mission statement from retreat.
   - Sent to each ITAC member and his or her supervisor.
B. Reviewing membership with major units on campus.

Item 3: Vice Chair Elections
A. Need for vice chair was discussed at the ITAC Retreat.
B. David Sweeney has been nominated at September 9th meeting.
C. No other nominations were offered.
D. DECISION: David Sweeney was elected as Vice Chair.

Item 4: IPC update
A. Discussed the SAP on unauthorized disclosure of confidential information.
   - UINs are no longer specifically mentioned
B. Follow-up on security surveillance
   - Reviewed a concern regarding surveillance cameras placed specifically to monitor children.
   - Modifications that address this concern were approved.
C. Password authentication SAP
   - Maximum time before password expiration was extended from 90 days to 180 days.
   - Updated to cover all passwords, except service passwords.
   - Moved language about password structure into a guidelines section.
   - SAP has been signed but not posted.
D. Next IPC Meeting Monday September 27th
Item 5: Subcommittee Creation SOP

A. Need specific goals, objectives, deliverables, and timelines.

B. Possible Process
   - Step 1: Has to be suggested
   - Step 2: General consensus that the topic should be pursued.
   - Step 3: Someone should develop a Charter with clear statement of goals, deliverables, and timelines. ITAC will provide input, and vote on it.

C. Should subcommittees create their own charter?

D. Defining the objectives and deliverables of a subcommittee takes time
   - Full committee doesn't have the time.

E. Alternate Suggestion
   - Make a draft charge and choose a champion.
   - Let a smaller group develop more specifics.
     - Charge
     - Deliverables
     - Timelines
     - Membership requirements (e.g., subject matter experts)
     - Tie goals back to our overall strategic plan.
   - Champion presents the specifics to the full committee
   - Does result in a delay, but should be worth it.
   - Membership in the smaller group does not necessarily imply membership on the Subcommittee.

F. Two types of committee
   - Standing committee
   - Task committee
   - Deliverables are more likely in a task committee.

G. Consider Subcommittee membership from outside of ITAC.
   - Members of ITAC may be over committed, but want to appoint a member to a subcommittee.
   - Subject matter experts may need to serve on subcommittees
   - By opening up membership on subcommittees we can increase engagement

H. Reporting
   - Need better reporting back to Dr. Cantrell.
   - Chairs of subcommittee should provide regular updates to ITAC chair for reporting to Dr. Cantrell.
   - Once per month.
   - Develop a standard format for sending to Dr. Cantrell.

I. Should the committee revisit the existing subcommittees?
   - Ask them to come back to us with goals, deliverables and charter.

J. ACTION: Communications subcommittee will write up the SOP and a standard format for reports to Dr. Cantrell

Item 6: Password Subcommittee

A. Suggested subcommittee charge and deliverables:
   - Examine current SAP and recommend changes, including but not limited to:
     - Password complexity
     - Password expiration
   - The subcommittee may be briefed on 2 factor authentication and comment on its applicability to the University.
   - Final deliverables should include rationale for recommendations.

B. Discussion
   - Reviewing industry best practices can provide a good rational for changes to the Password SAP
   - This subcommittee can provide the prework on a new password SAP that may include two-factor option and develop a consensus on what a good practice is.
   - When is the password SAP up for review?
Review date is not for a while, but review dates are a maximum and do not prevent earlier review.

- Should the subcommittee consider higher education best practice or broader industry?
  - Think we should look broader than just higher education, because higher education isn't known to move as quickly.

C. Subcommittee Review Team:
- Henrik Schmiediche, Lead
- Bill Chollette
- Willis Marti
- Rick Young
- Jim Rosser

**Item 7: FY 2011 Objectives**

A. Allison Oslund read out a list of possible future agenda items.
B. Possible Additional Topic: How should IT organizations be audited?
C. Think about what we've already promised to do, and think about what else we can accomplish.
D. **ACTION:** Each ITAC member should select the top 5 topics for FY 2011 and send it to the ITAC listserv by noon on September 28th.

**Item 8: Open Discussion**

A. UPSs on Switches
- With roughly 1200 closets on campus, it isn't feasible for Networking and Information Security (NIS) to properly test and maintain UPSs on all of its switches.
- NIS will work with a department to have UPSs provided that:
  - The department pays for the UPS
  - The department tests the UPS using methods such as SNMP, provides replacement materials when needed, and reminds NIS to provide needed maintenance.
- If building has a generator, NIS can attempt to get the electrical connections between the generator and the network closet.
- Overall if you can have a 2-3 minute outage while the backup generator starts up, it might be a better option than using a UPSs.
  - Don't assume that the generator for your building will to power IT.
  - Consider whether something is really needed when your building loses external power.
- NIS is working toward a resilient network where no single building power outage should cause networking outages for another building.

B. Ron has lined up times for three director road map presentations.
- Jim Snell October 28th
- Rod Zent November 11th
- Ramesh Kannappan December 9th