ITAC Meeting January 26, 2012

In Attendance: Stephen Balfour, Erick Beck, Andy Bland, Jim Bouse, Aaron Brender, Becky Carr, Bill Chollett, Fred Fisher, Mark Harris, Tom Lyster, Pete Marchbanks, Jeff McCabe, Adam Mikeal, John Norton, Allison Oslund, Michelle Osterholm, Henrik Schmiediche, David Sweeney, Ron Szabo

Item 1: Approval of Minutes
Typos were pointed out. Minutes were approved as amended.

Item 2: Announcements
A. Schedule: ITAC meets the second and fourth Thursday of each month with only one meeting over the summer and in November and December.
B. TTVN Conference: The February 23rd ITAC will be cancelled so interested members may attend the TTVN conference
C. Subcommittee Reports are schedule for February 9th. All chairs should submit a written report to Becky Carr before the next ITAC meeting.

Item 3: New IT Trends
A. Stephen Balfour discussed plans to move to a cloud environment in the College of Liberal Arts.
   1. Failed run with Microsoft Consulting and Celestics is moving very slowly.
   2. Looking at Citrix
      i. This solution is very expensive, but the college is strongly considering it.
      ii. If selected, the College may put easy-to-maintain thin clients on desks at $250-400 per unit.
      iii. Citrix solution makes the college more mobile by emulating environments on mobile devices that are not normally available there, and dedicating money that would normally be spent on desktop computers to mobile devices.
   3. College IT staff now doing research on how to secure data in this environment.
B. Discussion:
   1. The service can be used on a plethora of devices: Mac, PC, Mobile, thin clients, etc.
      i. Suggestion of implementing a hybrid solution and working toward thin clients bit-by-bit.
   2. Citrix cannot run on currently owned infrastructure, so Liberal Arts will have to build a brand new server environment with about 50 servers.
   3. Citrix can be Integrated into existing Active Directory
   4. Similar solution implemented by Industrial and Systems Engineering. The rest of the College of Engineering went with VMWare and a campus cloud.
   5. How many end points are in the College of Liberal Arts? 1500
   6. Will there be networking throughput issues? This will need to be discussed with Networking & Information Security.

Item 4: Self-Service Password Reset
A. Willis Marti lead a discussion about Self-Service Password Reset (SSPR). Computing & Information Services now provides a mechanism SSPR, where users provide a Mobile Phone Number or Alternate Email Address in advance. Then, if they forget their password a temporary password is sent to the alternate contact information. With this solution in place, it is possible to eliminate over-the-phone resets.
B. Over-the-Phone resets are time consuming for Help Desk Central, incredibly insecure (because it is impossible for Help Desk Central to get enough information to validate someone over the phone), and not permitted by Incommon Silver an Identity Federation Texas A&M would like to join.
C. CIS is getting pushback on eliminating over-the-phone resets.
   1. With students, if they don’t have SSPR set up, making them go to helpdesk for password resets is an option. This creates motivation to set up SSPR or remember your password.
   2. For Faculty and Staff, a solution under consideration is a departmental representative that can reset passwords. This runs up against the barrier of finding someone who is available nights and weekends and will take the position seriously.
   3. Willis requested help developing a process that can be used that doesn’t depend on the telephone, but that allows identity verification.

D. Discussion
   1. What CIS is doing now:
      i. Help Desk Central attempts to walk people through setting up SSPR after doing over-the-phone resets.
      ii. Reminder screens about setting up SSPR are presented after NetID activation and 6 month password changes.
      iii. No one is required to set-up SSPR.
   2. Consider providing a training course for HR people across campus, and then allowing them to reset passwords for their groups.
      i. There is a plan in the works to do this sort of thing to initially verify the identity of the person to set up a NetID and could extend this to reset password.
   3. Are there any specific requirements to be part of InCommon Silver?
      i. Yes, Must see the user in person with photo ID to create User Identity
      ii. If a person never physically shows up on campus, other solutions are available.
   4. College of Liberal Arts has a form that everyone must complete before traveling outside the United States, could this be used as part of the system?
   5. By enlisting the people in ITAC to communicate with their departments and periodically sending reminders to the campus, You should receive very little pushback if you eliminate over-the-phone resets in September.
      i. Educational Materials will help. Promote setting up SSPR and be clear about security reasons for removing over-the-phone resets.
   6. **ACTION ITEM:** Willis will write up a formal plan and bring it back to ITAC.

**Item 5: Results of the Texas A&M IT Survey**

A. Michelle Osterholm and Allison Oslund presented the results of the Texas A&M IT survey of IT Professionals, and requested feedback on ways to better communicate with IT professionals at Texas A&M.
B. See attached PowerPoint presentation
C. **ACTION ITEM:** Allison Oslund will send an email to the ITAC listserv requesting the names of IT Professionals in each representative’s area.