ITAC Minutes

Jan 12, 2012

Location: Bldg: GSC, Rm: 2605 Time: 8:30-10:00

Attendees: Ron Szabo, Henrick Schmiediche, John Norton, Pete Marchbanks, Juan Garza, Stephen Balfour, David Sweeney, Adam Mikael, Jim Rossier, Chuck Braden, Jeff McCabe, Willis Marti, Fred Fisher, Allison Oslund, Michelle Osterholm, Andy Bland, Rick Young,

Attendee via Polycom phone conference: Steve Conway TTVN connected Qatar, Kevin Davis not present

Item 1: Approval of Minutes: Unanimously Approved

Item 2: Announcements

Sub Committee Reports: Ron Szabo
- Postponed until the first week in Feb; chairs be prepared to present updates

TTVN Conference: Ron Szabo
- Feb 21-24 Galveston, Texas Location Moody Gardens Conference Center
- Open to all system parts – Go to web site for more information.
- Focusing higher education technical presentations and workshops. Great line up of speakers
- Additionally, great way to network with folks from other system parts

AVST Training: Jeff McCabe
- Jeff McCabe relayed the Audio Video Surveillance Technology’s Operational Standards (SAP)
- Parlayed the inappropriate use of AVST equipment.
- Distributed written information that outlined the guidelines of placement installation of AVST equipment / location of installation request forms, and how the committee is structured to process requests. Requests submitted avst.tamu.edu
- Committee meets at least once a month and has cross campus representation; UPD, OGC, USC, Faculty, HR, Student Affairs
- The committee reviews the surveillance installation requests and makes recommendations to the Vice President and the Associate Provost for informational Technology ( VP APIT)
- Jeff advised Individuals to read the executive summary which defines “Resource Owner,” and the “AVST operator”
- Relayed website avst.tamu.edu which delineates operational standards and mandatory training for “AVST operators” through SSO/ Course #2111557
- Summarized how one can access the AVST recorded material,
- Encouraged committee to read the information provided, review the website if anyone has any question to him at email avst@tamu.edu
Fiber Incident Update- Willis Marti

- Willis Marti declares “Back to Normal.”
- Willis Marti relayed repaired another fiber incident due to construction at Moore building.
- Chiefly to Report: 2 more events
  - After action Review/Report: Detail timeline of “lessons learned” the detailed report will be made public. A complete draft will be available to the ITAC committee.
  - Next Steps (Lessons Learned Mitigation and Planning meetings). Topics to include exploring another path peripherally to avoid another incidence.

Item 3: IT Trends: Adam Mikael (The post PC era)

- Adam Mikael presents a concise concept that not just the PC, but everything is going to be connected to the internet and the impact that will have on the enterprise of technology.
- Data is/ will be increasingly more kept “everywhere.” The mobile device market will expand so rapidly that the challenge to IT administrators to manage and secure the data will not be possible. According to an excerpt from Adams ‘presentation from Forbes Dec 2011 states, “Boundaries between works, home and friends vanish.”
- The test/task is for the IT community to get ahead of this trend and immediately develop the necessary tools to address the vulnerabilities that are already here; the prospect is bleak if the imminent realization does not result in creative adaptation and innovation to assuage “the post PC era.”


- Verizon contract exists between NIS/ Willis and Verizon. Retainer has been paid
- Contract gives the ability for departments and units to call in a forensic expert within 24 hour notice.
- The cost is $300 an hour.
- For example if your dept. or unit wanted to contract Verizon’s security forensics personnel, the procedure would be to contact NIS, and in return the security team would be alerted and Dr. Cantrell would be notified
- Subsequently, your dept. would work in conjunction with both Verizon and the NIS security team.
- After the completion of services, if you use 8 hours of Verizon’s expertise, NIS/Willis will bill you for the 8 hours of service.
- Benefit of utilizing Verizon’s Team:
  - Technical expert
  - Court experience
  - Insurance policy- defensible in court.
- This contract will be open to other system members

- Ron Szabo asks Willis for some guidance if one were to experience a “Compromise.”
  - Shut down communication, unplug with network port
  - Goal is not prosecution, but do need to protect the data.
  - Make it harder for some to reconstruct
  - Remember, the University owns data

Item 5: IT Consumerization: David Sweeney (lively exchange)

- David opens up a discussion: What are the issues we are seeing in in our users using devices we can’t control?
  - Adam Mikael states he has an issues with Ipad being purchased and distributed for instructors in his department
  - Adam Mikael asks if he responsible for scanning the Ipad for SS numbers for auditors.
  - Willis responds, “Yes,” and that is an example of technology being ahead of the rule.
  - There is no solution. There is no tool. Even if you wipe the Ipad it is encrypted, and in Apple’s cloud, and can be immediately the data can be returned to the device.
  - Andy Bland states he intends to go back and create a document that the employee signs, at issuance of an Ipad from his department. The document will outline and agree to the basic tenants not to do ______________ things. Obviously can’t make them not do those things enumerated, but, they have made them aware.
  - Willis responded that would mitigate a responsibility. Rules are in place, people are expected to protect the device.
  - Willis has informed auditors, The University does not have an approach that is viable.
  - Willis suggests a solution is to make the storage under centralized control. Google and Apple is the opposite of that ideology
  - Adam Mikael relays Apple devices are targeted to consumers and work great for consumers, but do not work not in managed environment.
  - David Sweeney adds, Innovation starts in the home, rather than work.
    - Employees have the device and are now bringing the device(s) to managed work environment.
    - It is exasperated by departments are buying the devices “for teaching,” that cannot be administered. Explicitly promoting I pad use...
  - Henrick asserts auditors say scan where feasible. Henrick can scan an Ipad, but he can’t scan all Ipad, and IPhones; not reasonable expectation.
  - Ron Sabo asked Willis if the rules say “where feasible, “do we need to provide exception for Isaac.
    - Willis states yes, document examined the issue and determined that is “not feasible.”
    - Defense from central auditors is to show that you thought about it ahead of time.
• **IT Consumerization:** David Sweeney (lively exchange) *cont.*

  - You don’t have to defend your decision, as much as you considered the facts and came to a conclusion.
  - Subsequently, implementing and documenting a policy is in place is helpful to your case.
  - David Sweeney states, if the ability to control the device is diminishing, it would seem that need to shift the focus to control the data.
    - Know our customers and they view the software as the service and cloud as the next logical step.
    - Solution is either outsource data it to vendors: Apple or Google, or to control it ourselves.
    - Figure out strategies diminish control of the device and enhance control of the data.
    - Need to get in front of this to give the same cloud service to our consumers that the vendors provide.
  - Stephen Balfour, while working with vendors, has polled his 700 employees.
    - 30 to 80 percent of the faculty only use their computers at work when they have to
    - Majority of work and data is not stored on University system at all.
    - 80 percent of data is out there and he can’t touch it.
    - His employees create knowledge where they are; it is research. (Trouble is the lines are blurred)
    - The University does not even assert ownership over data.
    - Problem is faculty have an administrative roles that is fuzzy separate from research/teaching role (that identification is not defined clearly)
    - Stephen Balfour pays for software and licenses and encourages folks to use it; he hopes he can pay for more bandwidth. He wants to make the environment so inviting, more storage that his faulty choose to use “his cloud.”
  - Rick Young states Has to be some way of putting a lock on it, so that if lost the data cannot be accessed by the one who finds it.
  - Herrick assets that the University has made this problem, by being so paranoid that some faulty go and purchases their own devices so they do not have to comply with university standards.
  - Davis Sweeney states he is going back to his department prepare a document defining rules and expectations for mobile devices and will push it through exchange. (Will share his document with the ITAC listserv)
  - Willis Marti affirms there is not an ultimate solution, rather one that is “good enough.”
    - Cannot take data loss to zero, but can reduce it.
  - Adam states definitely in a transitional “incunabular,” period that the conventional tools will eventually catch up with the necessary devices.

**Item 6: Open Discussion**

- Ron Szabo encourages people, if missed IT Forum, to go back and review it via IT forum website. Great info disseminated, and Dr. Cantrell excited about ITAC’s participation especially Essential elements work.
Item 6: Open Discussion cont.

- David Sweeny illustrated by bringing up prototype of on the projector of a trial software regarding the Federal Clery Act Notifications sent out on campus
  - Jerry brown did a series of trainings last year to business of student affairs dept regarding reporting Clery Reports to general public.
  - Identified CSA: designated persons who can access the website live at clery.tamu.edu, can be a recorder, input information regarding a crime
  - (Current CSA: Administrators Div. Student Affairs, All Organizational Advisors, Student Advisors, and Student Leaders)
  - Software uses CAS authentication After info is recorded, UPD, Chief Schneider’s dept., is the clearing house for those notices
  - UPD is responsible for making determination if meets standards that require Clery report.
  - This methodology is the first of its kind to incorporate real time info to UPD. All info filtered, changes tracked.
  - Once goes to production other CSAs will be added
  - All info will be distributed through distribution A.
  - David presented to ITAC as a course of notification and an announcement.