In Attendance:

<table>
<thead>
<tr>
<th>Members</th>
<th>Regular Attendees</th>
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<tr>
<td>X Stephen Balfour</td>
<td>X John Norton</td>
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<tr>
<td>X Andy Bland</td>
<td>X Fred Fisher</td>
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<tr>
<td>Aaron Brender</td>
<td>X Juan Garza</td>
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<td>X Becky Carr</td>
<td>X Henrik Schmiediche</td>
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<td>Erick Beck</td>
<td>X John Kovacavich</td>
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<td>X Bill Chollett</td>
<td>X Ron Szabo</td>
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<td>X Jim Culver</td>
<td>X Rick Young</td>
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<td>X Jim Snell</td>
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Also in Attendance: Deb Dandridge

Item 1: Approval of 10-11 Minutes
Minutes approved without edits.

Item 2: Announcements
Email Survey Underway – Survey received 27 responses out of pool of 97. One reminder has already been sent.
Action Item: David will send one additional reminder, then close the survey in the middle of next week.

New Ex-Officio Member – Cheryl Cato has been added as an ITAC ex-officio member.

Identity Management Office Changes – Robert “Trez” Jones has left the university and Susan Neitshe has taken over the position of the identity management office. Susan’s first order of business is getting the Identity Agent program. Andy is beta testing, Ron Szabo will be testing soon.

Password Reset Memo – The password reset memo was passed out for review. The following edits were suggested:

- Make it obvious that identity agents can mark accounts for reset, not actually reset passwords.
- Include a suggestion that the identity agent program should be required at the division or college level.
- Add HR employees as good possible identity agents.

Discussion revealed that CIS may need to create more granularity in the “no phone resets” flag and develop clear guidelines for identity agents.

Action Item: David will update the memo, and send it to the Listserv for a second review. CIS will work on granularity in flags and guidelines for Identity Agents.

Item 3: New IT Trends
ITAC Wiki – A new wiki has been posted where the campus IT community can see what ITAC is working on and provide feedback. Anyone can view the wiki, anyone with a NetID can make comments or add a page. Only ITAC members can edit the main page, and the committee pages. Subcommittee chairs should monitor discussion on their page. The wiki includes a full revision history and no anonymous content can be added.

Subcommittees can post meeting minutes, what you’ve been reading or anything you want to share with the campus. Use the wiki in the way that makes sense for you subcommittee, but try to use it as often as possible. Especially for Shared Services Subcommittees, time is of the essence.
**Action Item:** Send NetIDs to Stephen if it is different than what is in the directory. David will add a note to the wiki main page about no anonymous posting.

**Dell Storage Costs Coming Down** - Fred Fisher said that he met with Dell offers a petabyte of storage for $150,000

**Item 4: Subcommittee Reports**

**Essential Elements Subcommittee** – The subcommittee is close to completing several chapters and is meeting on Monday, November 19 for a marathon session to get as much finished as possible. The subcommittee sent four sections to auditors for review. Auditors want the IT Governance section supported through president’s office. Auditors want to start meeting monthly with the subcommittee so they can review the document as possible updates to auditing standards. Willis Marti said that a large goal of the best practice metrics document is educating auditors. David Sweeney clarified that educating auditors is NOT the primary goal of this document. The subcommittee is looking for models to include in each section of how groups on campus are putting these practices in place.

**Business Continuity** – The report will be complete by the end of the year. There’s still a little internal discussion about which to go: the currently available free resource or some nonexistent centrally funded group.

**Identity Management** – Chair was not in attendance, the subcommittee isn’t meeting. Should this committee be disbanded? The chair is currently chairing two other subcommittees.

**Action Items:** David will talk to Aaron Brender about whether to disband.

**Shared Services Committee** – Time is short for these subcommittees. Deadlines: Draft before Christmas, final report February 1. Subcommittees should post draft on the ITAC Wiki, and email Listserv with link.

- **Email** - Who will be the chair of the email subcommittee? Stephen will chair the committee.
- **Software licensing** – This committee has met, and was encouraged to think about how this service would look in an ideal situation. Committee members are doing some research and will meet again after Thanksgiving.

**Item 5: Multifactor Password Authentication**

Dr. Cantrell asked David what he thought about Google Authenticator, their multifactor authentication tool.

CIS Infrastructure & Operations has been beta testing two-factor authentication for CAS that uses Google Authenticator. Two-factor authentication is a requirement of inCommon Silver.

Should ITAC make a recommendation about multifactor authentication?

**Action Item:** Invite Tom Golson to an upcoming ITAC to demonstrate the current two-factor system and answer questions.

**Item 6 Open Discussion**

**Do not track SAP** – Dr. Cantrell wants a SAP about respecting Do Not Track browser preference. There are currently no legal consequences for not honoring the “Do Not Track” setting.

**Action Item:** Cheryl will send ITAC a draft of a SAP.

**Online University RFP** – David sent the Online University RFP to the ITAC list. The overall consensus of the committee is this is something that would normally fall to the Instructional Technology Council.

**DIR has an RFP for Cloud Services** –

**Action Item:** Cheryl will send the Listserv a link to the RFP.