In Attendance:

<table>
<thead>
<tr>
<th>Members</th>
<th>Regular Attendees</th>
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<tbody>
<tr>
<td>X Stephen Balfour</td>
<td>X Kevin Davis</td>
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<td>X Andy Bland</td>
<td>X John Norton</td>
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<td>X Aaron Brender</td>
<td>X Mark Harris</td>
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<td>Becky Carr</td>
<td>John Kovacavich</td>
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<td>X Erick Beck</td>
<td>X Tom Lyster</td>
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<td>X Bill Chollett</td>
<td>X Adam Mikeal</td>
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<td>X Jim Culver</td>
<td>Mike Nelson</td>
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<td>X Stephen Balfour</td>
<td>Cheryl Cato</td>
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<td>X Andy Bland</td>
<td>Pete Marchbanks</td>
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<td>X Aaron Brender</td>
<td>Henrik Schmiediche</td>
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<td>X John Norton</td>
<td>Ron Szabo</td>
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<td>X Mark Harris</td>
<td>David Sweeney</td>
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<td>Allison Oslund</td>
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<td>X Rick Young</td>
<td>Michelle Osterholm</td>
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<td>X Jim Culver</td>
<td>Jim Snell</td>
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Also in Attendance: Court Sansom

**Item 1: Approval of 9-26-2013 and 10-10-2013 Minutes**

September 26 - Minutes Approved as submitted.

October 10 – A few name corrections were mentioned. The minutes were approved as amended.

**Item 2: Announcements**

- Closing Remote Desktop at the firewall – Willis Marti proposed that the Windows Remote Desktop port be closed at the firewall, so that anyone who wants to use remote desktop would need to VPN first. No one expressed any reservations about making this change. Henrik Schmiediche did express concern about requiring computers to run Java in order to use the connect.tamu.edu website.

**Item 3: IT Trends**

Rick Young gave an update on some Novell tools of interest.

Willis Marti discussed some upcoming changes to phone chips that are expected to improve phone performance on 5 gigahertz Wi-Fi.

The committee discussed the Cryptolock virus that is spreading on campus and the impact it is having on some college share drives. Possible mitigations: create an application whitelist and only allow those applications to be installed without administrator privileges. Frequent backups to limit losses.

**Item 4: Service Desk**

*Tools*

Cheryl Cato described recent demos from Service Now and Cherwell and described major factors for decision making on each:

Cherwell:

- On-campus option.
- Dotnet platform, with some functionality requiring windows.
- Not as configurable as Service Now, but more ready to hit the ground running.
Service Now

- Cloud only
- High level framework that requires a lot of development before customers can use it.
- Flexible and more advanced workflows than Cherwell.

Alan Kurk gave a brief summary of Agiloft and its features:

- On premise option available
- Much lower cost than other options
- Primarily a service desk tool
- Very quick implementation time.
- Stable company with little turn-over.
- Graphic interface for modifications.

Vince Riggins is doing a review and is down to two candidates: Service Now and Agiloft.

Discussion

Cheryl expressed an urgency for CIS to move forward with tool selection this calendar year. CIS is looking for a tool that goes beyond just ticket tracking. David Sweeny mentioned that Mark Stone has stated that reduction of platforms is good, even if it isn’t to a single option.

Subcommittee

Cheryl Cato will chair an exploratory subcommittee on Servie Desk. Other members: Alan Kurk, Joseph Rafferty, Anthony Schneider, Jason Vaughn

Item 5: Encryption SAP

The proposed update to the encryption SAP requires that all confidential information either at rest or being transferred must be encrypted. ITAC has had two opportunities to review the SAP, but Willis and Deb believe that ITAC may have some reservations upon a closer review.

Many committee members expressed concerns about the ability to implement encryption of all confidential information at rest, and suggested that doing so, is unlikely to reduce data loss problems. An alternative that might reduce risks more is to have fewer data feeds and more web services. Alternatively, it may be wise consider this a business problem, educate business owners and allow them to address the problems.

As a reminder, it is important for ITAC to take advantage of their opportunities to review policies. Some members mentioned problems they were having with the Policy Hub web site. Deb Dandridge will review website problems and revise the encryption SAP.

Henrik Schmiediche mentioned the upcoming review of the Third Party/Vendor Access SAP. Specifically, how does the SAP apply to existing contracts and contract renewals? The committee discussed the possibility of grandfathering existing contracts and renewals as a time for renegotiation. The committee also discussed the role of contracts administration. Henrik will bring up these topics for discussion when the IPC discusses the SAP.

Item 6: Subcommittee Updates

Essential Elements The subcommittee has finished the chapters and is looking for example documents. Please review document if you have not. Juan is going to start a roadshow and will show the document to the provost and a group of her colleagues.

Vision and Strategy – Adam Mikeal will schedule the first meeting soon. The subcommittee will submit an updated version of the vision by November 21.