IT Advisory Committee
May 14th, 2015
8:30-10:00 a.m.

Please sign in:

<table>
<thead>
<tr>
<th>Members</th>
<th>Regular Attendees</th>
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<tr>
<td>Chad Ballenger</td>
<td>Kevin Davis</td>
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<td>X Dan Basile</td>
<td>Juan Garza</td>
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<td>X Erick Beck</td>
<td>X Mark Harris</td>
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<td>Andy Bland</td>
<td>Brad Hoover</td>
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<td>Aaron Brender</td>
<td>John Kovacevich</td>
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<td>Casey Bryan</td>
<td>** Tom Lyster</td>
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<td>X Becky Carr</td>
<td>X Adam Mikeal</td>
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<td>X Bill Chollett</td>
<td>X John Norton</td>
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<td>Jim Culver</td>
<td>X Ed Pierson</td>
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Also in Attendance: *Carl McNeeley, **Chuck Braden, Susan Neitsch, Zac Sanders, Mike Dennison, David Noll, Jennifer Bayer (recorder)

Item 1: **Approval of Minutes**
Minutes approved

Item 2: **IT Trends / Innovative Activity**

David - time tracks, can use to track time punches. More closely verify clocking in, etc. can use mobile phone. Recently company focused on multi-platform apps that run on anything. Facial recognition, set up and use as clocking in. Rec sports may go to facial recognition. Use unique Id of phone

Ed - Cisco DX80 for videoconference. Better results in month or two. Won't drive big screen monitor on the wall. Suggestion - use android tech. Designed for single office user environment. Looking at Sugar CRM software to build info tracking for business people.

Adam - Architecture in the middle of Exchange migration. Entire college should be migrated to central Exchange by Memorial Day. Bill – the Library is on deck and should be through before summer.

If issues with email, let them know, want to make sure it isn't Exchange.

Item 3 Announcements

IT Forum, June 3rd - Chef reps coming to talk about Dev Ops. On June 4th will be a condensed version of eight hour Chef workshop. 20-30 people. Link to register will be online at itforum.tamu.edu in next week. Chancellor’s Summit- June 25
August 6-7 ITAC retreat. Will send out link to register. $199 for one night, including food, conference registration. Agenda being worked on, focusing heavily on governance. See if we can come out with governance recommendation that group is happy with.

TAMU System IT governance committee. Several members from ITAC on it. Drafting framework for governance at system level. Seeking feedback, presenting vision and values statement. Having someone come in and take draft to completion. Consultant brought in will be here for retreat. RFP is posted, selection happens next week.

Willis - Microsoft is end of life support for Windows server 2003 as of July 14. Will be turned off if found on network. IT security team will be contacting owners. Hard to identity list. Recommend not waiting to migrate the servers. Should be none on campus as of July 15. Ed - challenge with SQL next April. Find them in all kinds of places. Might want to get earlier start on that one.

Debra - fours SAPs and one rule moving to president’s office for approval - all have been in works for a few years. Comment about CISO being involved in recruiting when electronic signature being used in department. Rather than let everyone choose, will exercise quality control to ensure consistency and narrow down solutions. Incident management retitled to IT crisis management. Ed - distribute list of choices; has been confusion over use of word incident.

Item 4 Texas A&M IT Update

Scott - want to answer specific questions on org changes. Ed - liaison function timeline? Single point of contact, go to person. Going to take months to complete process, plan is 3-6 months to make these changes, culture changes, efficiencies. Idea is we need to provide solution without barrage of different people to talk to. Funding is barrier, trying to make that transparent, maybe have one bill instead of multiple billing systems. Changes in cost structure - over time, more centralized funding, pull away from having to charge some services. Initial target is infrastructure and security services centrally funded. More we can shift centrally, less we had to worry about billing. Bill - how is hiring going. 8 posted positions, have been sent out, gotten good pool but is hit or miss. Hard to pull talent from bigger cities. Ed- if we have a good pool but only need one, how do we pass this person along. Talk to HR about potentially making resume pool. Can invite someone to apply. Use ITAC wiki to spread word. No personal info. Not all candidates, but ones that have been vetted, etc.

Adam - high level picture of role of Texas A&M IT? Scott - caveat that we have a new president and I am still waiting to hear on long term. Single IT is where we are going. Simplify, eliminate redundancy, centralizing data center from administrative offices to combine resources. Economies of scales should drive costs down. Role of IT centrally is to provide larger tools for university, combine and share services. Larger pieces. Redefine business units and services. Look at the model we are using, are we in line with university. Need to evaluate systems, new products.

Syncplicity - Cheryl - confirmation that this is funded. Had to look at it as a non-unified campus. Capability is somewhat limited to rolling out as it was advertised. Across the domain credentials. Sharing responsibility across domains. If user is deleted, data deletes when synced or self-deleted. API not there yet, still pretty manual. Self-service works very well. Presentation hold is very manual process. Recommend to roll out strictly as Dropbox replacement. Will need to talk more later about
administration. All personal data, data sits in the cloud. What benefit do we get from this service vs Google drive? Functionally equivalent. Can't do administrative groupings, if you administrate the account, you see everything. Central IT does not want to administrate for your users i.e group membership, content, etc. Once you establish connection, you get a token. If access is revoked, token is still connected to account. Will still have copy of whatever they have synced but can't communicate with server for new data. Would administrative groups, if available with Syncplicity, be an advantage? Policies based around what we put in the cloud. What are departmental, university policies on this? Will send out self-service url. Should we roll out smaller instances? No way to use sub-domains. More discussion over pros and cons. Propose you sign up for own acct to check it out, and then make determination of whether to use.

**Item 5 Central Exchange Address List**

We did not have time for this agenda item and will defer to a future meeting.

**Item 6 CAS/VPN Upgrade**

Two changes on CAS. Code and certificate changes. SHA1 insecure, CAS Dev SHA2, have been testing and correcting issues, change on August 19, recommend testing. On 20, DUO, implementing flagging accts that need DUO, taking them to enroll screen; can switch off of DUO if it goes down. Current hardware for connect.tamu.edu are end of life. Discussion of current hardware and capabilities. Connect-test.tamu.edu; additional firewall changes. By end of business Friday can use and test it out, should be as normal, clone of current system but different encryption. Best case down for 5 minutes, worst case down for 30 mins while hardware is switched over. Potential risks once new hardware is in place - should be able to connect to new hardware if they could connect to old. Windows 7 and OS X will require going to help desk and changing settings. Instructions are still accurate on Help Desk. Assessment of what happens if significant amount from home In case of disaster, etc -5000 concurrent users can be handled. Provision for prioritizing IT workers? Start testing after Friday and send feedback.

**Item 7 Open Discussion**

Meeting adjourned 10:30 a.m.