MINUTES
IT Advisory Committee Meeting
February 10, 2011
8:30-10:00 AM

In Attendance: Andy Bland, Becky Carr, John Chivvis, Bill Chollett, Steve Conway, Jim Culver, Fred Fisher, David Jennings, Tom Lyster, Henrik Schmiediche, David Sweeney, Ron Szabo, Rick Young, Pete Marchbanks, Willis Marti, Jeff McCabe, Allison Oslund, Michelle Osterholm

Item 1 Subcommittee updates
A. Communications
   • The communications subcommittee is working on a brochure and PowerPoint presentation about ITAC, and plan to update the web site to reflect that information.
   • ITAC Retreat planning
     o It's time to start planning for the ITAC Retreat.
     o Will July in Galveston work?
       ▪ Steve Conway said meeting in Galveston would work.
       ▪ Many committee members have conflicts with a July retreat.

B. Email Retention
   • The email retention status report and the full and abbreviated why papers were provided to the committee.
   • Recommendations
     o Provide the existing why papers to the communications and marketing team in CIS, for polish and dissemination.
     o Include email retention recommendations in Security Awareness Training.
     o Instead of creating university wide rules, give to deans, departments heads as best practices, and show the reduced risks.
   • Discussion
     o Is it reasonable to say that if you have a document that needs to be retained it cannot be stored in email?
       ▪ While email systems are not designed to be file storage, document retention recommendations are beyond the scope of the email retention subcommittee.
     o Electronic Document retention is not being addressed well across campus.
       ▪ Struggling to know what legally must be kept.
     o Creating record retention policy should not be the responsibility of IT.
       ▪ IT does have an obligation to provide the tools necessary for electronic document retention.
       ▪ It is not realistic to tell users not to store files in email without offering an alternate solution.
     o Document Imaging System
       ▪ Departments are becoming more interested in document imaging systems
       ▪ System will have document types and automatically purge records at appropriate times.
       ▪ Imaging system implementation is a good opportunity to address document retention.
       ▪ Jim Whitehurst will be presenting about the LaserFiche at the next ITAC meeting.
     o Lack of archives in the 90s because many electronic documents were never stored in a permanent format and were discarded with the systems they were stored on.
       ▪ Document retention needs to address legally required documents as well as documents that are not required but still valuable.
     o David Sweeney moved to dissolve the email retention subcommittee.
       ▪ Henrik Schmiediche seconded the motion
- **DECISION:** Email retention subcommittee was dissolved.

**C. IT Audits**
- Working on a charter that will be satisfactory to ITAC and Auditors
- Willis Marti will work with the auditors at the TTVN conference and decide how to progress.
- **Discussion:**
  - Why do we need auditors’ permission to develop a list of best practices for our profession?
    - We aren’t asking permission.
    - We are seeking agreement on a process for developing the best practices used in the A&M system and internal audits.
      - Identifiable metrics for defining significant problems and reasonable risks.
      - A system for documenting best practice.
  - Mission of Audit should be to improve the organization.
    - Defined as checking to see that you are doing what you are supposed to be doing, and doing it correctly.
  - Scope Creep is also a problem
    - Problems that have been addressed may be marked as incomplete because of new development happening on the same systems.

**D. Identity Management**
- This subcommittee has been inactive.
  - According to a recent conversation with Cheryl Cato, her team needs help with policy.
    - Ultimate goal is to receive silver level status with InCommon
    - This subcommittee can serve as an information conduit, instead of being actively involved in technical implementation.
    - Progress on the Technical Side.
      - Identity Management requires knowing who you are, and determining that you are who you say you are.
        i. Knowing who you are
          1. The enterprise directory currently gets information from 23 sources
        ii. Determine you are who you say you are
          1. Currently using passwords
          2. Moving toward two-factor authentication system
            a. No timeline has been specified. There is no direct source of funding for this area, so budget cuts have caused a slowdown.
      - Bringing in Microsoft consultant for Active Directory
        i. A centralized Active Directory that works is important for the cloud

**E. Passwords**
- The Password Subcommittee has met once and is currently researching password best practices.
  - Documents are inconsistent, and many are out of date.
  - Everyone knows what to do but no one wants to be the first
- **Authentication is a dynamic and fast moving world.**
  - It is hard to build agreement before technologies are out of date.
  - How often should passwords be changed?
    - Depends on number of factors
    - Depends on security level required
- Moving forward, but expect a long timeframe.
Item 2 Subcommittee on Business Continuity and Disaster Recovery

A. Since two subcommittees have recently completed their change, we recently discussed topics for a new subcommittee. Business continuity and disaster recovery was the top of the list.

B. Is this one or two topics of discussion?
   - At least two.
     - The group that reviews disaster recovery maybe the best group to review business continuity
   - Business continuity vs. disaster recovery
     - Business continuity isn’t strictly an IT function.
     - Business continuity has to be situation driven.
     - Disaster recovery can be done largely without customer input.
       1. People have been doing disaster recovery for a long time.

C. Business continuity challenges
   - Getting executive management involved.
     - This topic makes little forward movement because it is hard to get executives behind taking the time and resources to address it.
     - Help is needed in driving this initiative from the top down.
   - IT in business continuity
     - A business continuity plan is required before IT can begin planning.
     - IT can decide what others will do, but you are relying on others to perform as expected.
   - Need to develop top priorities for the event of a crisis
     - Payroll
     - Teaching students: This core function cannot be ignored if you can't afford to lose a semester’s tuition.
   - If you are counting on a single alternate site, you make the assumption that the same disaster will not hit both places.

D. Other Considerations:
   - A robust network plays a large role in business continuity. A running server in a data center has less value if a power outage in another building causes a networking outage in your building.
   - This is a topic of interest for the Board of Regents: they have asked CIS to be prepared to recover FAMIS and BPP within 72 hours.

E. Exploratory Committee
   - Exploratory committee will review which topic to address first, and the scope of what to address.
   - Membership
     - Lead: Steve Conway
     - Members: David Sweeney, John Chivvis, and Andy Bland.
   - Possible Deliverables:
     - Define relationship between disaster recovery and business continuity.
     - Resources that IT leaders can use to discuss business continuity with their customers.
     - Recommend topics for new subcommittees that are discovered during this subcommittees work.

Item 3: AVST Update

A. The Audio Visual Surveillance Technology Committee recently had its first meeting. The group is in an education phase, and a second meeting is scheduled.
Item 4: IPC Meeting
A. The Information Policy Committee discussed web accessibility
   • Every web page on campus is expected to follow the web accessibility rules.
   • It is very difficult or maybe impossible to follow the rules on every web page.
     o In a decentralized environment, it is impossible to ensure compliance with TAC 206.
   • Creating document that shows progress in the correct direction.
B. Texas A&M is moving toward compliance.
   • Charley Clark is the ADA coordinator for Texas A&M.
   • Texas A&M IT will be scanning web pages for compliance and provide the results to webmasters.
   • Charley will set goals and priorities for scanning.

Item 5: Laptops for Students
A. Due to time constraints this topic was postponed until the next meeting.