MINUTES
IT Advisory Committee Meeting
September 9, 2010
8:30-10:00 AM

Present: Stephen Balfour, Andy Bland, Lauri Breder, Becky Carr, Bill Chollett, Steve Conway, Jim Culvar, Fred Fisher, Mark Harris, Kirk Hausman, Stephanie Leary, Tom Lyster, Jim Rosser, Henrik Schmiediche, David Sweeney, Ron Szabo, Rick Young, Cheryl Cato, Tom Golson, Willis Marti, Jeff McCabe, Michelle Osterholm

Ron Szabo opened the meeting with thanks to Fred Fisher, appreciation for those attending the retreat and an announcement about the beginning of the year letter. He then suggested developing a standard opening for ITAC communications.

Item 1: Zimbra Hosted Email Presentation and Q&A

A. Tom Golson presented on CIS’s hosted Zimbra email service and the features of Zimbra 6
   - CIS now offers hosted Zimbra email to Texas A&M departments
     - 500 MB mailboxes are available for $12 per mailbox per year for Faculty and Staff and $10 per mailbox per year for students.
     - Additional Space is available for $2 per GB per year.
     - Service includes 28 day backups for Disaster Recovery.
   - Zimbra 6 is an email, calendar and collaboration tool now owned by VMWare.
     - Zimbra 6 includes many features.
       - Per domain customization
       - More layouts, views
       - New Document storage options
       - Instant messaging
         - Limited conversations in the web IM client
         - Broader options available when using an external client
   - Zimbra tools
     - Documents
       - Use wiki markup to develop shared documents
     - Briefcase
       - Provides portable storage for documents, spreadsheets, and presentations
       - Simple editing tools for these file types are also included
     - Difference between documents and briefcase
       - Documents are easier to share, but have less markup options
         - Who can share?
           - Anyone using Neo can share with each other
           - View only privileges can be given to anyone
           - Anyone within the hosted Zimbra environment could share with each other
       - Briefcase is for portable storage of more complex files
     - Preferences
       - Zimlet options are available to hosted mail customers
       - Import/export options
         - Export options can be used to archive email
       - Active sync with mobile devices
         - Provides remote wipe for supported mobile devices
         - Blackberry integration is not currently available

B. Demonstration
   - Mailbox has a 3 column view
   - Zimbra tools
     - Documents
     - Briefcase
     - Preferences

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Empowering Departmental Administrators to support their customers
  - Create, remove mailboxes, adjust quotas
  - Create resources, distribution lists
  - Provide backups and recovery through web interface
  - Use the Access Control List to grant specific functionality rights to specific people
  - Develop Zimlets in test space provided by CIS Infrastructure Services

C. Zimbra Q&A

- Does Zimbra allow use of the outlook client, and what features will be supported?
  - Zimbra has a great web interface, but is also a fully standards compliant mail service that supports many mail protocols
  - A Zimbra connector for Outlook is available at: http://infrastructure.tamu.edu/message/email/zimbra_resources.html
  - All Outlook features work with the Zimbra mail service.
    - The tasks feature is not as robust in Zimbra as it is in Exchange.

- Can people send on behalf of others?
  - A few options available:
    - Shared mailbox
    - Share folders and Personas (Preferred Method)

- Is Infrastructure developing a Zimlet for using Zimbra with Samba Share?
  - This has been discussed with Brad Epps.
  - Infrastructure is looking into it, but not as a top priority.

- How does the web interface for Zimbra 6 work in web browsers besides Internet Explorer?
  - Works well in Safari and Mozilla Firefox.
  - End-user interface is good in Chrome, but Admin interface isn’t great.
  - Opera is not well supported.

- What options are available for guests?
  - Guest NetIDs can be requested, and then administrators can setup an account
  - Guest mailboxes will be charged based on time used, not a flat yearly rate.

- Is there a user self-recovery function?
  - No, once a user deletes a message from the trash folder, it can only be recovered by an administrator.

- What quota options are available?
  - Default quota is 500 MB.
  - Additional storage can be purchased.
  - In Zimbra, Quota is provided in bulk; so a departmental administrator can allocate larger quantities to some customers and less to others.
  - Briefcase and Documents are only limited by total account quota
    - Max size of a single upload is 49 MB

- How does Zimbra handle meeting room reservations?
  - Resources, including meeting rooms and equipment can be setup to:
    - Auto-accepts/declines, based on availability
    - Route requests to an approver
  - Resource accounts are free

- How many customers are currently using this service?
  - 5 departments
  - About 1000 mailboxes

- Will the service be available if the machine room loses power?
  - The service will not be available.
  - Note: When the machine room is down, the relays will not deliver mail.
Item 2: Virtualization Q&A
A. Virtualization Q&A
   - What backup services are available?
     o Inside virtualization service we do disaster recovery snapshots
     o If need more protection for virtualized machine, provided for additional cost
   - Is archiving of an image possible?
     o If you provide an archive target, CIS can get you the image file of the machine
   - What is the cost for backups?
     o 40 cents per MB per month
B. CAS updates
   - CAS is being moved to virtualized environment.
   - After migration, CAS should be the most highly available service on campus.

Item 3: Retreat Review
A. David Sweeney presented an update from the ITAC Retreat
   - Reviewed Vision, Mission and Goals.
   - Goals focus on policies, communication, projects.
   - One item remaining to be discussed is a list of objectives for the coming year.
   - Three common words when defining the mission, vision and goals of ITAC.
     o Engaged
     o Active
     o Influencing

Item 4: Bylaw Vote
A. The Committee reviewed the changes presented.
B. Fred Fisher moved to Approve; Kirk Hausman seconded; motion carried.
C. DECISION: Bylaw updates were adopted.
D. DECISION: Vice Chair Elections to be held at September 23rd meeting.
   - David Sweeney nominated as vice chair.

Item 5: Password Management
A. Willis Marti discussed some changes in passwords on campus
   - As more services are CAS authenticated, we have more knowledge of accounts that are accessed from geographically distant locations
   - We lock accounts of students with suspicious activity on their accounts
   - Faculty and Staff can also be locked, but the process isn’t automatic
B. Best practice has up until now been strong password
   - Considering updates to password rules
     i. Longer periods before password changes
     ii. Increased complexity requirements
   - Password guessing isn’t as big a threat as phishing and interception
   - Building better compromise detection capability
C. Industry Best Practices
   - Auditors will look at industry best practices
   - Planning to have University IT and System Internal Audit try to develop a process for best practices to be discussed and developed in coordination with each other
   - If the University decides to make Password changes, the System will follow
   - Changing the password rules is only half the battle also need unified authentication to better detect compromise.