NSHE
Campus Technology Officer Meeting
October 28, 2009
1:00– 2:30 p.m.

Minutes

Attendance: Bob Moulton, Robyn Render, Roberta Roth, Susan Bunyan, Karen Brown, Kenneth Sullivan, Jeff Cox, Brian Chongtai, Lori Temple, Steve Zink, Paul Mudgett, Ed Novak

Advisory Group Update- Lori Temple provided an update on the recent Advisory Group Meeting. She stated Robyn Render was in the process of setting up a meeting with the campus presidents. Evelyn Tinney and Karen Brown are assisting with the e-mail project. Campuses are reporting their network planning to the connectivity group so that it can be coordinated with SCS' planning. Several campuses have offered to meet with Roberta and assist with SCS' planning questions. Roberta will be scheduling meetings with those campuses. There will be a joint planning meeting with the Advisory Board and SCS. SCS new website will go live on October 19, 2009. SCS' Internal Communication will be discussed at a later Advisory Group meeting. Karen Brown is on track with Project Management. There are ongoing discussions on the Legacy Systems and will remain on the agenda until completion. SCS is currently meeting with campuses to discuss Data Center capacity planning to understand their needs. A group of HR folks will be meeting to discuss a leave recording system.

iNtegrate- Robyn Render stated the Technology Administration Governance Process had been distributed to everyone for their review. This is being drafted with the assistance of Lori Temple. This is the first cut of a living document with no deadline set for Lori to provide an executive summary. Robyn would like everyone to look at it and provide her with feedback.

The BOR requested a security policy be created (January 2009) to be added to existing security policy and to create a collaborative umbrella group to work together and bear all the costs and everything related to this policy. Paul Mudgett was responsible for assisting with the creation of this policy. He said the major change to the policy was the addition of an Information Security Officer function.

Robyn Render recently distributed a final draft of the Information Security Policy to everyone along with accompanying briefing material. She wanted to bring this policy to the CTO's one last time to inform them that this would be the last opportunity to provide feedback before the November 2, 2009 cutoff for the December 2009 BOR meeting.

Ken Sullivan asked if there was a date for which the policy would be implemented. Robyn replied the first thing that needs to happen is to have the policy accepted by the BOR at the December meeting. Once the policy is approved she plans on convening the members of the Information Security Program (Information Security Officers, Institutional Security Administrators) to come up with a plan on executing the policy. Per Lori Temple's suggestion Robyn will edit the policy to include a reference to NSHE wide participation.

Suggestions/notes from Lori Temple and CTO feedback at the October 28, 2009 meeting:
1) Identifying an individual responsible for security does not resolve security issues.
2) The policy proposal is a part of section 22 item number 7 in the existing security policy.
3) Need to re-word clauses 7a and 3a pertaining to Data Storage to avoid contradiction in clauses.
4) Annual audit is a heavy resource requirement that cannot be met by one person.
   – Robyn proposed an annual audit schedule and will bring this topic back for further discussion at a later meeting.
5) Inaudible- Could not make out this suggestion.
6) Request definition of *events of non-compliance* in section 7d.
   – *Events of non-compliance* will be removed from the policy since it is already listed in the procedures and guidelines manual item #5.
7) The word 'appropriate' in the last sentence in Section 1 Item #2 in the Procedures and Guidelines Manual is questionable.
   – Robyn suggests it read 'as appropriate per the institutional risk assessment.'
8) Section 1 Item #4 does not reference students.
   – The security policy is not just for employees. Item #4 will be rewritten to include students.

- The word 'business' will be taken out in the statement 'security awareness training intended to educate business and employees and also the security best practices they need to incorporate in their daily activities.'
- The policy needs to declare those responsible for data on campuses have a big role.
- Section 4 in the Procedures section the phrase 'physical control limiting physical access' was not clear.
    Paul Mudget defined this as badge readers, sign in/sign out log etc…
- It is recommended words be spelled out instead of using acronyms in the introduction. i.e. HIPPA
- Limited control of Faculty needs to be understood.
    Robyn stated it was more about the awareness effort and demonstrating compliance.

A final draft of the policy will be sent to the CTO's prior to it being sent to the BOR. Once the policy is approved and a Security Officer/Security Team is put together a copy of a document describing a collaborative approach that will include a template with the minimum security plan requirements will be sent to each campus. Campuses will submit this document to Robyn Render for approval.

Student E-mail and Unix Services Transition- Chris Gaub was not available to provide an update on the e-mail and UNIX services transition project but Karen Brown provided it for him. Since the last CTO meeting Chris Gaub, Karen Brown and Evelyn Tinney have met with the project leads. Evelyn Tinney has been designated as the Project Manager from SCS for this project and the primary contact. There will be another FAQ session prior to the next CTO meeting and a possible roundtable discussion for institutions making the move to Google Apps and those that are not.

Monthly Project Report- Karen has developed a monthly project report which is a compilation of all the weekly reports that are of high visibility and high importance not including iNtegrate. These projects are reviewed at the weekly Senior Management meetings and are grouped alphabetically by institution. The report is available in the Project Management Office section on SCS' external website under the 'About Us' tab.

Monthly Service Requests Report Prototype- Another report came about from the previous CTO meeting from a request from Lori Temple. She requested a monthly service request report be available. Karen sent Lori a prototype and has found it very useful; however, she has not had the opportunity to provide Karen feedback. Each institution will receive their individual reports via e-mail.

All feedback is welcomed. Please submit suggestions to Karen Brown.

Modem users –The modems are no longer economically viable for the SCS modem banks to be used as general purpose access to the internet. A small set of modems will be available in Reno and Las Vegas.   The discontinuance of service is designed to help eliminate people relying on the modems and get them to move in a different direction.

SCS' Service Desk is being oriented on the dissemination of communications via the lists that were re-sorted by domain name which was sent to the CTO's by Roberta. The Service Desk will run a report which will identify all calls from people related to the dial-up service. This information will be shared and will be in place on Monday, November 02, 2009.

System Wide Software Committee- Susan Bunyan made a presentation at the Advisory Group meeting last month and was asked to present it at the CTO meeting as well.

The System Wide Software committee was formed 1999 as an extension of Connectivity and as a collaborative effort to save money. Its initial responsibility was to review all general purpose software contracts and assess if there was a need to consolidate the contracts.   Most recently the committee expanded beyond licenses by purchasing tutoring hours. This mainly applies to the community colleges and a department at both UNR and UNLV. The committee is comprised of one representative from each campus; however, not all campuses participate in every contract. If there is a cost savings by bundling SCS will approach the vendor as one entity based on the campus needs.

SCS has always been involved with system wide software (with the assistance of Ron Ritchie- UNR Purchasing) by purchasing and selling licenses back to the campuses as well as offering training for the licenses. The committee was chaired by Chris Gaub for many years. A few accomplishments are the consolidation of Microsoft campus/ Novell and WebCT agreements. SCS bid for antivirus software and got Semantic and McAbee. SCS purchased and shares TN3270 software.

The committee will be revising their meeting schedule and will be meeting on a quarterly basis.   The next meeting is scheduled for January 2010   For more information on the System Wide Software committee and the complete list of agreements please visit SCS' website and click in the 'Committee' link at the top of the page.

Next Meeting December 09, 2009