**IT Gov Minutes**

April 6, 2022

Via Zoom

**Attendees:** Lori Ciccomascolo (absent), Brenton DeBoef (absent), Nancy Eaton (absent), Melissa Frost, Brandon Fuller, Joshua Gyllinsky (absent), Amanda Izenstark, Karlis Kaugars, Michael Khalfayan, Kara Larsen, Ian Lester, Dean Libutti (absent), Ryan Menard (absent), Sanjay Kumar Mupparapu, John Stringer, Kathleen Torrens (absent), Ted Walls

**Guest:** none

1. Approval of Minutes
   1. March 2022
   2. Ian moved to approve minutes as presented.
   3. All present voted to approve.
2. CIO Updates
   1. Google
      1. Will charge for account, $84k annually given our student enrollment. 26k account cap (now have ~160k accounts that we need to reduce by 84%). Need to reduce data storage by 62%, and much of this storage is used by relatively few.
      2. Alumni is the biggest group to deal with email accounts and working with Lil Rourke on this.
      3. There are some asking to transition to Microsoft Office which we already pay for. Thoughts?
         1. Yes!
         2. Mike K: There are additional protections and controls available in Outlook not afforded in Google.
         3. Amanda: collaborative functionality of Google is good for pedagogy and working with other faculty across the country. Additionally, high school students are coming in knowing how to use Google and results in a lot less handholding.
         4. Ted: this would be ground-shaking for faculty and students. Just moved off Listserv to Google Groups. Feels the same with pedagogy as Amanda stated.
         5. John S: Feels Microsoft collaborative piece is better and easier than Google. Microsoft office skills are highly desirous with employers which we should be teaching students.
         6. Ian: switching email would be the easiest to change. Moving away from other Google tools would be a big effort as it delivers research, outreach, etc. Any migration to Microsoft would require a transition over 12 months as it has a significant impact on all things.
         7. Sanjay: a soft push for users to use more Microsoft tools and then once it’s more prominently used on campus, the transition will not be as difficult.
3. Project Status Updates
   1. Preferred name and pronoun update went live. Follow-ups have occurred around this, especially with regard to faculty default as Mr. or Ms. rather than Dr.
   2. No other questions or comments from the group
4. Cyber Insurance
   1. Attempted group purchase with CCRI & RIC, and they were denied. URI costs increased by 113% and were told next year URI would be uninsurable.
      1. No penetration testing, lack of MFA, inadequate backups, not PCI compliant, no O365 advanced threat protection, patching cadence too slow, encryption, and local admin rights were some of a number of issues noted.
   2. To resolve:
      1. Data gathering: addressing what we own and who manages it as there is no central inventory currently.
      2. Desktop support query will come next.
      3. Penetration testing: white hat hacking of our systems to see how vulnerable we really are and performed annually (~$75k annually).
      4. Multifactor Authentication: it is available at URI, but it is lacking in use. Will require additional security team support and service desk support and will be implemented post-graduation this year.
      5. Inadequate backups: need complete data to firm up cost estimate and will likely be around $350-400k annually. Currently doing it through cloud-copies of data.
      6. Patching Cadence: done weekly in ITS but unclear what’s happening with distributed IT. More data needed from distributed IT. May need to increase staffing to manage. May need a few extra licenses of Qualys. Need to eliminate all non-patchable systems from URI.
      7. Encryption: data should by encrypted both in transit and at rest. More data needed from distributed IT. As we move to cloud services, this will become mandatory. Working to hire an IT Contracts person in ITS. Waiting on cost and effort estimates to do this for ITS-managed systems. Will be needed for many endpoints as well.
      8. Admin rights: users should not have administrative rights to neither their endpoints nor large data systems. More data needed from distributed IT. Some units have full desktop support, others have none. Even among those with desktop support, this is frequently not limited. For data systems, we have at least some that are administered on a part-time basis by non-IT staff.
         1. 17 FTE need to support everyone and $600k in equipment annually for 5-year cycle. $750k for 4-year. Roughly 3,000 endpoints (guesstimate).
   3. To become insurable for next year will be $700m.
   4. Questions:
      1. John S: can we have virtual labs that folks can log into with personal computers? The costs to do that are higher than buying them laptops.
      2. John S: active directory rollout status? Received statement of work to assess current AD infrastructure and from that plan will be drafted and estimated costs.
      3. Ted: lots of things to be worried about all at once (tackling and paying for it) feels unwieldy. What should we focus on immediately and incrementally to make it feel less so? Some items can happen behind the scenes, and the costs are already covered. Other parts are very expensive and require a shift in how we work.
   5. Kara: our broker is working on this with the insurance company underwriters to address and hopefully resolve what we do have and what we need to do.
   6. Karlis: this will be shared at the All Hands Meeting tomorrow.
      1. Currently committed funds to hire an external IT Manager to help us get through this in a short period of time. It will take a lot of time, effort and change at URI to continue to be insurable. This person will be more of a change management professional than a traditional project manager. We will need to work with a consultant on this rather than a full hiring process to save essential time generally lost in a traditional URI hiring search process. Looking at MPAA contracts as way of hiring.
5. Open Forum
   1. Next meeting is WED 5/4/2022 at 9 AM via Zoom.