**IT Gov Minutes**

May 4, 2022

Via Zoom

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

**Guest:** none

1. Approval of Minutes
   1. April 2022
   2. John Stringer moved to approve minutes as presented.
   3. All present voted to approve.
2. CIO Updates
   1. Moving ahead with Salesforce Marketing Cloud for URI Online. Unclear how other departments will fold in. This is not Salesforce for the student lifecycle.
      1. Kathleen: is there an estimated timeline for implementation? No, not yet.
      2. Dean: is there someone from the IT team that examines the size and scope of these things to be sure they have a longer lifecycle and ability to grow? We do consider these things and know we will have to hire additional staff to do integration programing.
      3. John: will we have a systems architectural review? Yes, done by admin apps but the sequencing review is done by IT Gov. If we can get the purchase done, ServiceNow has this module that we can use.
   2. Sunopsys in being requested by International Student Office to track immigration and visa status. It is being done in spreadsheets right now. Challenge is that it is an on-prem model using cold fusion technology, which is outdated. It will take 9-18 months once everything is ironed out.
      1. Dean: with the cold fusion issue, have they looked at other products that may work better? Yes, they have, and those products also have a myriad of issues.
3. Project Status Updates
   1. No other questions or comments from the group
4. Cyber Security / Insurance
   1. Karlis has been working to learn what we have for servers, how they manage users, authentication structures, etc. and found that many have independent incidences apart from the university structure and are very outdated. He and Mike K are working on a security report to share with others, so they know the risk involved. There are relatively few that are encrypted and backed up properly, making us easy targets for ransom attacks.
   2. Document in IT Gov folder
      1. “IT Service Protection” that is a policy document that talks about minimum system protections. It is more technical than other policies because it talks about large scale systems.
         1. There is still resistance to taking direction so the solution will be a university policy.
      2. Updates to IT Use Policy include IT security training, administration of system requires additional training (need to determine what that training will be).
         1. There are systems being administered by non-IT professionals and this training will help with these people continuing to run their systems.
      3. IT Endpoint Protection Policy also has revisions as well. It’s reformulated that there is no distinction between university and non-university systems.
      4. Please review these. They are making their way through the URI channels for approval.
      5. TASK: Please review and provide feedback on the policies by Wednesday, May 11.
   3. We are creating a new unit in IT regarding personally used devices endpoint support. Working through funding and staffing model. Requesting funding for three positions in IT Security to support this. Endpoint replacement policy for the university is also being created.
   4. Multifactor authentication: starting enrollment process this week. Duo this week, SSO after May 18 before summer classes begin. Looking to get key fob code generators for employees who do not have a cellphone or choose to not use their personal cellphone for MFA.
   5. Questions? Comments?
      1. Brenton: Acceptable Use Policy and grad school training. How soon can it happen? Mike K can set it up.
      2. Ian: an accompanying checklist to the policies would be very helpful so people are aware of what they are doing or are lacking to confirm as the policies are a lot to read and makes it easy to miss things. Then the lists are submitted somewhere (ServiceNow) to document it’s been done and what needs to be maintained.
      3. Ted: need to frame the message clearly and kindly regarding use of personal devices.
         1. Karlis: We need to change the practice of using personal devices even though it is financially advantageous to the university. And it may help with the adoption of these new policies.
      4. Brenton: what about visitor access? Karlis: any visitor that is part of Eduroam has access at URI and it happens in the background.
      5. Karlis: if people are concerned about their personal devices and their privacy, they should leave those devices at home because as soon as you connect to the network, all of that is logged. Note, that the same is the case with Verizon when you Google something from home.
         1. Brenton: is there a policy about data storage and use through this logging? No. We do need to log the data to rectify issues when they arise and the storage of it is very short term because we cannot store the volume.
         2. Kathleen: is there a general contact on the IT team that people can contact for questions related to this? We are purchasing new machines for a lab. That would be Mark Oliver.
      6. Ian: at our next meeting, could Mike K give us a brief overview of the environment we are in, separate from what the insurance company is saying? The ore knowledge we have about the danger we are in would be helpful in understanding and making decisions. Yes.
5. Open Forum
   1. Next meeting is WED 6/1/2022 at 9 AM via Zoom.