**IT Gov Minutes**

June 1, 2022

Via Zoom

**Attendees:** Lori Ciccomascolo (absent), Brenton DeBoef, Nancy Eaton, 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 (absent)

**Guest:** Shaun Kavanagh (absent)

1. Approval of Minutes
   1. May 2022
   2. Karlis moved to approve minutes as presented.
   3. All present voted to approve.
2. Proposed Projects: Smart Sheets and Byte Technology Smart Fridges (Shaun Kavanagh)
   1. Postponed until August as Shaun is sick.
3. CIO Updates
   1. None.
4. Project Status Updates
   1. Brenton: Adobe acquisition for forms processing signature application? Grad School got extension of one-year for AirSlate since Adobe is not complete.
      1. Karlis: New contract through NERCOMP has significantly lower costs than Adobe contract provided therefore Mike M asked Adobe if we can make the change and Adobe said they would give us the same deal as NERCOMP is offering. Hoping it will be wrapped up within the week.
   2. No other questions or comments from the group
5. Desktop Support Update
   1. Making good progress. Formation of new department reporting to Bob Viens responsible for desktop support. Phil T’s position has been transferred to ITS and MOU beginning stages.
   2. Defining different levels of desktop support that we can offer: Level 3 in-person support embedded in a unit that can do across the board support and ability to escalate to appropriate IT area when the person cannot do it. Level 2 support similar but will be available to multiple areas without 24/7 access. Level 1 support is handled by student employees sent through the Service Desk.
   3. Hoping we can beef up support for a lower cost in all three levels.
   4. Hit a budgetary snag due to miscommunications last week but as of this morning we are back on track.
   5. Manager of Desktop Support job description is finishing up and would like to have a two-week, internal only posting so the person has broad URI experience.
6. Security Environment at URI
   1. Providing adequate desktop support.
   2. Three policies in front of Administrative Policy Committee on June 12.
      1. Received good input back from faculty, Legal, etc.
   3. Data Classification process needs to be determined. Being worked on by John Stringer and Mike K.
   4. In final process of purchasing a product from ISORA that has standard security measures embedded in it, and then we add organizational structure, responsible parties, etc. Then, folks fill out a questionnaire which results win a registry of compliance and rollout dashboard that can be deployed at various levels to see how we are doing with the cyber security framework.
      1. It is an essential tool for the university.
      2. The dashboards can be crafted by area so areas will always know how they are doing with cyber security.
      3. Hoping to wrap things up with Purchasing.
      4. Much of the work of this will rely on distributed staff and we recognize that the initial push of this will put extra work on them but once done, it will be much easier.
   5. Discovery processes to identify systems no longer supported by the manufacturer. The vast majority are related to scientific equipment or software system that is no longer up to date or managed effectively.
      1. Card swipe systems in academic buildings and GSO software are just two examples. Sam Adams has a group working on some of this.
   6. Also addressing home-grown data systems that contain student records and LMS maintained by a single faculty member that do not have modern security standards.
   7. Questions:
      1. Sanjay: SSO and access to university applications. When someone leaves, what happens to access to InfoEd? When someone leaves, we remove their access but occasionally they need access later.
         1. Mike K: there is a script that runs once we are notified someone is terminated that removes former employee from systems. For graduate students, it is specific for what you request them to have access to until they graduate.
            1. Karlis: student access varies upon graduation since they need access for various things.
         2. Karlis: It varies from divisions and departments. In Finance it is immediate termination of access. In academics it is a little more complex as they need a limited period of access after leaving, and then there are the lecturer’s who are on an academic-year contract (nine months) but still need to provide grades, reviews, assessments, faculty who retire and come back occasionally, faculty who retire and come back as emeritus. It is complicated. Working with Matt Bodah to try to define access rights to instructional systems in various scenarios.
7. Open Forum
   1. John: Active Directory redesign would be something he would like to learn more about and feels IT Gov would benefit.
      1. Mike K: just submitted proposal for a company to come in and evaluate where we are now and then developing a statement of work plan to move forward. We have a statement of work for the initial review.
   2. Kara: Is there conversation about providing a URI employee intranet since right now all our information is outward facing?
      1. Karlis: our Communication department at URI does not have the staffing for this right now. ITS Business Office leverages Sharepoint to have an internal site for ITS operations. Have also spoken with Jen Riley about an academically focused intranet but no movement. Unsure of the best strategy is right now and there is not enough bandwidth to handle this project currently.
   3. Kara: As we make improvements to security to satisfy our underwriters, have our threat detectors been active or have we simply been safe from intrusions?
      1. Mike K: we get attacked daily but we have been managing them through detections and actions.
   4. Karlis: reached out to Michael (FacSen new president) and determined that current faculty appointments to IT Gov are remaining.
   5. Upcoming Meetings
      1. Next meeting is WED 8/3/2022 at 9 AM via Zoom.
      2. Zoom invitations have been sent to calendars for the next year, August 2022 through July 2023.