**IT Gov Minutes**

**EMERGENCY MEETING**

December 10, 2020

Via Zoom

**Attendees:** Jacqueline Britto (absent), Lori Ciccomascolo, Nancy Eaton, Melissa Frost, Amanda Izenstark, Karlis Kaugars, Michael Khalfayan, Ian Lester, Dean Libutti, Cynthia Mace (absent), Kelly Mahoney (absent), Ryan Menard, Sanjay Kumar Mupparapu, Shanna Pearson-Merkowitz, Anthony Rolle (absent), John Stringer, Kathleen Torrens

1. Security Breach on December 3, 2020
   1. One of systems feeding student records system was attacked. Thought is was a directed attack, but it was a robotic attack that was used to launch other attacks on cloud servers.
      1. 110 gigabytes of data were on the server – which contained every student record we hold (bills, grades, financials, social security, etc.)
      2. 770,000 named individuals in the student record system, URI employees
      3. 500 W9 forms on this server
   2. This data was not taken. We were extraordinarily fortunate.
   3. Server had to be restored and/or built from the ground up. Was taken off-line at end of workday and back up by 9:30 PM that evening.
      1. A community notice was sent to the university informing them of server coming off-line for work.
   4. Part of this issue was senior DBA retired 1.5 years ago and we’ve had three failed searches due to poor salary for senior DBA position.
2. Review of working document of actions in response to security breach
   1. The list changed a bit from COD and SLT meeting to this morning with their feedback.
   2. Language changed from suggested and requested to mandated.
   3. Last two items on new list require additional funding, which needs IT Gov endorsement before moving ahead to Strategic Budget & Planning Council.
      1. The University will aggressively move to 24x7x365 cloud support models for critical systems. This is anticipated to require approximately $175K in one-time funding and recurring allocations close to $20K / month.
         1. We are behind in our PeopleSoft system updates (PS tools is behind 1-1.5 years from most recent version and PUMS patches are also behind by the same timeframe).
         2. Oracle database version 12C is what URI runs but current version is 19. Patches that are appearing no longer work for 12. Oracle pledges to still support 12C but it is lacking.
         3. Sierra-Cedar has infrastructure for Amazon webservices and can transfer our PS environment into Amazon. They’ve done this for Harvard and other universities.
            1. Blue Green hosting allows them to test versions, transfer information all within 24 hours. Fully monitored.
            2. $175,000 initial cost then $20,000 monthly in support costs.

This is a low price point for us to maintain our records.

* + - 1. Feedback:
         1. Ian: does this help with our process to replace PeopleSoft and what are the implications? Our replacement of PS will take 5 years starting from Fall 2021, funding Spring 2022, write RFP, etc. Off-loading some of our PS work to S-C will allow staff to focus on finding, evaluating new platform replacing PS.

Ian: we need to point out all the benefits by going with this service to make a strong case.

* + - * 1. Dean: how do we work on the culture part of the ITS team? When a team is behind, it makes us more vulnerable and there’s an understanding that it’s okay to be behind – but we cannot be as it’s unacceptable. Karlis concurred. Part 8 and Part 9 of document will help move towards a positive path.
        2. Kathy: This situation is an opportunity to move away from old IT business as usual and many things happening now at URI that will help change the culture.
        3. Amanda: She concurs with Kathy.
        4. Shanna: Faculty cloud storage is needed. They download student information on personal clouds or hard drives. There is concern about data breaches around research which has very sensitive information. Karlis: there is secure cloud storage in O365 and One Drive, which are both encrypted. Research DMZ being discussed as well as other shared storage within guidelines. We have antivirus, encryption, proactive account control available but people don’t install it which is why we are moving from optional to mandated.

Karlis: ITS has given fully loaded desktops in addition to laptops to faculty, partially subsidized by URI and the colleges and it’s worked well thus far, but COVID happened and stopped the progress.

* + - 1. ***Action 12 is fully endorsed by IT Gov, no nays or abstains.***
    1. The University will re-invest and upgrade our disaster recovery capabilities to more effectively and efficiently restore services. This is anticipated to cost between $30-50K annually for the next three years.
       1. It was faster to rebuild than restore from backup because of our poorly aging backup infrastructure. It badly needs a refresh. Costs us around $30,000 annually. Full replacement will cost around $60,000, with then annual cost for upkeep. It would cover multiple systems (PeopleSoft, O365, etc.)
       2. Adds on-campus backups, licensing, and cloud storage/backup.
       3. Ian: Does this system cover PeopleSoft? Yes, even if moved to the cloud. Any issues are the responsibility of the cloud service provider, unless it is a URI programmer error then there is a cost to it. The backup would be in cloud storage and physical storage on campus. It’s an 80% discount off list price that David Porter negotiated with vendor.
       4. Sanjay: Are there any exclusions to systems included in this backup? Anything running with software as a service through provider (Cherwell, Slate, Faculty180, Brightspace, etc.) have contractual service and backup and recovery with those providers. Talking about moving Insight into cloud backup and a few other application systems as they don’t run 7/365 as it saves the university a lot of money (we still need to provide backup for those systems).
       5. ***Action is fully endorsed by IT Gov, no nays or abstains.***
  1. Enhanced individual and endpoint security: goal is to secure people’s accounts
     1. All access to URI data systems, including Single-Sign-On (SSO), Google and (when available) People Soft, shall utilize two-factor authentication.
        1. It virtually prevents someone from hacking your account.
        2. The easiest is with connecting it to your phone to approve or deny with application installed on your phone. There’s also text with code and there’s a phone call option too.
        3. Comments:
           1. Ian: adoption is at the individual level. Ability to change authentication level is good but needs a little flexibility as there are three different systems.
           2. Shanna: implementation is at individual level and not everyone knows what’s available or required. Can this be facilitated by department meetings since these meetings are required?
           3. Amanda: are concerned about SIM swapping – many faculty share their cellphones with students, and concern about folks losing their phones so how would that be handled? There are multiple options for recovery.

1. Karlis is asking that folks review the rest of the document and comment on each point with feedback due within one week. He will email the group today.