

IT Governance: Shared IT Infrastructure Advisory Committee (SIAC)



Chairman's Notes

3:00 to 4:00

12/12/12

CSE 507

Members Attending: Cromer, Fitzpatrick (Chair), Kirmse, Lander, Livoti, Robinson

Others Attending: Benjamin, Burdette, Madey, Miller, Moffat, Sallot

1. Chairman's Notes – from October 30, 2012

There were none.

2. Remedy Project Status –

Tim Fitzpatrick

- **Phase I – Completed – September 2012 –**
 - Purpose – upgrade 10-year old Remedy software to current release levels – done
 - Objective – migrate current features/functions to the new software – mostly done
 - Scope – implement Change Management and Incident Management modules – done
 - Schedule – planned for 6 months – actually took 2 years
 - Budget – staffing – planned as a spare time effort – now consuming 2+ FTE
 - Budget – licenses – planned for existing users — now many more needed
 - Deliverables – planned for all existing reports + some new requests – now many still pending
 - Note – Due to major changes in the system (Remedy), and vastly expanded capabilities (BMC), which people want (now), the upgrade turned out to be much more complex than planned. Also, a lot of local modifications (Help Desk Reports) had to be re-done.
- **Phase II – Plan A – April 2013 –**
 - Operations, Maintenance, Enhancements – transfer support from CNS to ES
 - Additional Licenses, Features, Functions for Local IT units – add as needed
 - Asset Mgmt, Knowledge Mgmt, Configuration Mgmt (CMDB) – evaluate
 - Notes – We (CNS) thought that Phase II would play out according to the outline above. We would hand off ongoing Remedy support to Enterprise Systems. ES would then evaluate needs – of both central and local units – for both additional user licenses and additional service management modules. And additional funding for staff support and user licenses would be provided (somehow). However, recently (over last 3 weeks), the plan has changed. The thinking now is that Remedy may NOT be the best ITSM/Ticket/Request tool for UF over the long-term.
- **Phase II – Plan B – January 2013 –**
 - Help Desk – will add additional licenses immediately – to meet today's needs
 - CNS – will continue to fix Remedy problems – but will freeze maintenance and enhancements
 - ES will evaluate other ITSM tools as a possible Remedy replacement for use by all UFIT units

- **Committee Member Comments –**

- Kirmse says her group is “investigating other options” due to various Remedy problems.
- Sallot said his group is too. Ken mentioned some specific problems – lack of analytics, and some “stability problems” (users having to re-authenticate for no apparent reason).
- Cromer said it’s his sense that end-users don’t like how many steps they have to go through to enter a ticket. And they (IFAS) are not pushing any broader use of Remedy.
- Robinson echoed similar comments.
- Sallot and Kirmse noted that they have developed “user-friendly” ticket-entry forms, and that they can share these with interested others.

3. Infrastructure Applications Advisory Committee (IIAC) Report –

Dan Cromer

- **Microsoft Direct Access – Evaluation and Pilot Project Status (Dan Miller)**

- Held one meeting – discussed Policy, Requirements, and Pilot Project
 - Policy –
 - Should have a minimum number of DMZs
 - Should not have any tunnels or back-doors
 - Requirements –
 - Remote machines must be managed to ensure compliance with policy
 - Must use common approaches (standards)
 - Must have remotely deployed patches
 - Must have scalable multiplatform VPN
 - Must have Single Sign-On
 - Pilot Project –
 - IFAS donated a server to be installed in the UF DMZ
 - Alex York and Nancy Watson will work on pilot deployment
 - Got some input from Academic Affairs on how they’ve been doing it
 - Pilot should be up by early January, with wrap-up targeted for April
- Don’t see a way to let different departments do it in different ways
 - Unified SCCM should solve this problem

4. UF Exchange Enhancement Proposals –

Iain Moffat

- **Office 365 Policies – re Email for Student-Employees**

- Held 1st work-group meeting –
 - Decided to use service-accounts for students who are also part-time employees. The service-accounts should be role-based, rather than person-based.

- Discussed various scenarios for managing a person's UF life-cycle –
 - You come to UF as an employee and you take classes as well. Do you just have one mailbox (Exchange)?
 - You're an employee and you are a part-time student who graduates. Do you get an 'Alumni Account'?
 - Some institutions are outsourcing ALL email for both students and staff. Does that simplify things?
- Recent meeting with Elias adjusted the implementation plan –
 - Rather than doing mass cutover for all students at once, we will do it in phases
 - Incoming freshmen (Summer 2013) go directly into Office 365
 - "Opt-in" Service (thru Fall 2013) will be available for continuing students
 - Forced migrations will start late Fall 2013 thru early Spring 2014. Time frame may get pushed further out, depending on the adoption rate.
 - Phased implementation will be easier on the Sys-Admins and Help Desk
 - Starting In January, OSG will be working with Microsoft on methodology
 - Need to sort out provisioning, and interfaces with ISIS, Sakai, etc.
 - Start with 3-4 months of prep – figure out the method – test the process
 - Then pilot with 1,000 people (Help Desk staff + volunteers) in May
 - Move next to Preview students and to Summer B freshmen
 - Also, open up Opt-in migration for continuing students (early-adopters)
 - There are also several thousand faculty and staff in GatorLink Mail. They will all need to be migrated to Exchange, so that GatorLink Mail can be retired. This will probably be done in parallel with the O365 Opt-In period. Elias doesn't want to push too hard on anyone – neither the students, nor the faculty and staff.
 - Lander observes many faculty and staff are forwarding off campus (or perhaps registered in Exchange but forwarding to GL). Is there going to be a new policy concerning this?
 - Moffat replies – That's a Rob Adams/InfoSec/Privacy office issue.
 - Robinson adds – there are also many phantom/abandoned accounts that will need to be cleaned up
- **UF Exchange Email Retention Period – Change from 1 to 3 years?**
 - For current user base, increasing retention from 1 year to 3 years would cost ~ \$90K (~\$30K/year). It could increase by ~40% when all faculty/staff move into Exchange.
 - Kirmse suggests that this seems worth doing, and would significantly reduce risk
 - Currently, it is the individual's responsibility/decision re when to delete email
 - Livoti suggests that General Counsel should review again and give a ruling

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- The Committee agreed something should be done, and questioning the cost/benefit/risk is a good way to at least get the conversation going. There needs to be a policy review.
- Cromer suggests that retention might be role-based (with P4 and P5 retained longer)
- **UF Exchange Email Recovery period – Change to 30+ days after deleted?**
 - There's an App for that! EMC AppSync gives you another 30 days (cost: \$22K/month)
 - For now, the recovery-cycle is – 30 days (Trash) + 15 days (Dumpster) = 45 days
 - The Committee agreed again, it is time for policy review (InfoSec, Privacy, GC)
 - C. Benjamin says Housing uses Mailmeter to search/recover deleted email for 7 years.

5. End-User Storage on Demand – Pilot Project with the College of Business

Eric Olsen

- Olsen unavailable for this meeting: Comments from Moffat
 - Still working with vendors who are retooling their product. Not much to say yet.
 - Tim would like to see a feature/function comparison with the DropBox service
 - Follow-up again at our next meeting

6. Warren Curry – InCommon Update

- Curry unavailable for this meeting: Comments from Tim
- Warren believes we are in full compliance, but have not yet gone through all the audits for certification. We'll get a more complete report from Warren next time.

7. Sean Lander – Qualtrics Issues

- UF has a site-license. Lots of people are using it. They email out to large target audiences. But it's getting caught in Proofpoint and other anti-spam solutions.
- Moffat will work with Proofpoint to stop the quarantine on Qualtrics traffic. More next time.

8. Dan Cromer – Digital Signature Standards – for email and other document types

- Informal discussion by members of the committee
- Tim would like to take this up with ES (Curry)

9. Next Meeting – the 4th Tuesday from 3:00pm to 4:00pm – January 22 at CSE 507

Additional Information:

- UF IT Governance Home: <http://www.it.ufl.edu/governance/>
- Shared Infrastructure Advisory Committee (SIAC) website: <https://connect.ufl.edu/it/SIAC/>