

Information Technology Council

Minutes

Zoom Meeting

May 3, 2022 – 8:30 a.m.

1. Call to Order

- a. Dr. Karen King called the meeting of the Information Technology Council to order at 8:00 a.m. in a Zoom Conference at East Tennessee State University.

2. Attendance

- a. Introduction: CISO Mike Lehrfeld
- b. Michael Laws retired on 4/30, Rob Archer added to team
- c. Members present: Rob Archer, Tami Baker, Bonnie Burchett, Joe Chappell, David Currie, Deborah Dotson, Bill Hemphill, Myra Jones, Candy Massey, Rob Nelson, Karen King, David Linville, Margaret Pate, Tony Pittarese, Charles Rodholm, Beth Wiley
- d. Absent: Tisha Harrison, Lyndsay Daniel

3. Action Items

- a. Approval of Minutes March 1, 2022
 - i. Karen King called for a motion to accept and approve the March meeting minutes as posted. Tony Pittarese moved for approval with a second by Bill Hemphill and the motion carried.

4. Information Items

- a. Project Management Report – Candy Massey
- b. New charter, updated organization, scoring – university priorities, staff availability, importance, relates to students
 - i. ITC Unit Priority List
 - ii. Completed Projects List
 - iii. David Linville asked about the 98% complete and at-risk project in the red zone, project is MEAC network conversions, they put it off, problems with SSID's
 - iv. Mike Lehrfeld suggested putting notes in the column to give context

5. Subcommittee Reports

- a. Research Computing Subcommittee – David Currie
 - i. Research – Virtual Linux workspace made available to faculty/staff, have not received any requests

- ii. Security – Built a ransomware response plan to isolate machines off the network if caller goes to Help Desk, ran a couple tests on Help Desk students which were able to escalate call and isolate machines in 10 minutes
- b. Security and Network Subcommittee – Rob Nelson, Charles Rodholm
 - i. Met on 4/26, some network segmentation already created, selecting VLAN vendor, will bring recommendations forward
 - ii. PCI compliance – Karen Glover helping take credit cards across network
 - iii. Martin Center – no concession area
 - iv. Discussed phishing training
- c. Banner Subcommittee – Chair Beth Wiley
 - i. Upgrades and patches, putting together an emergency usage process (e.g., covid) to be complete at the end of May
- d. Academic Subcommittee – Myra Jones
 - i. No report
- e. Data Governance – Joe Chappell
 - i. Potential contract with academic partnership, use parts of term instead of standard terms, information from David Smith in HR regarding roll over to ERP implications

6. CIO Updates

- a. Web Team
 - i. Moved the the Office of Marketing & Communications, reporting to Jessica Vodden, will not be a standing committee as part of governance in the future
- b. ERP update
 - i. Contract/purchase completed yesterday, President signed, legal redlined, Oracle and legal met yesterday and worked out, will be resigned
 - ii. Working on pre-implementation tasks and securing backfill for ESS
- c. ERP Project Manager Update
 - i. Search narrowed to two people, may ask for second interviews on campus
- d. Admin Access
 - i. MakeMeAdmin went live campus wide on 4/19, tested prior, received 27 tickets, two exemption requests, 411 requests to elevate privileges
 - ii. Bill Hemphill stated the rollout was two weeks before semester ended, those with Macs and lab students needed extra help
- e. ScreenSavers
 - i. Same message as on screens around campus
 - ii. Bill Hemphill asked if there was an opt out available, has a vertical screen, running crowdsourcing, will discuss with David or Vince
- f. Security Audits with Data Custodians
 - i. Need a process in place to review who has access to data, met with 3 of 5 data custodians, HR & Student is complete, B&F is working on, will meet with Advancement and Fin Aid in coming weeks
- g. Blackbelt Replacement – Jones

- i. Current 24/7 help desk support, was affordable and allowed by purchasing, legal unable to agree to terms of new agreement, calls have decreased by 100/year, identifying a contract to purchase from, looking at Xuper which is three times the cost at \$31 per incident
 - ii. Mike Lehrfeld asked about the availability of a report on call times/issues and current hours for the on-site help desk, 400/year is the most calls ever had
 - h. Herjavec Update – Currie
 - i. Managed Security Service Provider, receives activity monitoring, uses Splunk tool, have access to Herjavec and Splunk dashboards, received first alert on Sat at 4:17am, low level, traffic was moved away due to blocked IP's, several watching reports, servers were bombarded, traffic triggered alert, later Sat received major phishing attack over 4 hour period, conducted search and destroy, 40k emails pulled from inboxes, 100/hour phishing alert button hit 100 times per hour, firewall logs going to Herjavec now, O365 and others logs to go to Herjavec in the near future
 - i. CyQu Survey – Currie
 - i. Contained 450 questions
 - j. New ITC Charter - <https://www.etsu.edu/its/itc/default.php>
 - i. New committee members selected by Fall
 - ii. We will continue to meet each month during the summer if we have action items, it was suggested to have a quick meeting during the summer with just updates if no action items
 - iii. Beginning Fall semester – in person meetings, it was suggested to meet in person in August/summer months, prefer zoom when classes are in session

7. Old Business - None

8. New Business, Announcements, Updates - None

9. Adjournment

- a. The meeting was adjourned at 9:41 a.m.