Information Technology Council

Minutes

Zoom Meeting

October 5, 2021 – 8:30 a.m.

1. Call to Order
   a. Dr. Karen King called the meeting of the Information Technology Council to order at 8:30 a.m. in a Zoom Conference at East Tennessee State University.

2. Attendance
   a. Addition of new member – Lindsay Daniel
   b. Members present: Tami Baker, Bonnie Burchett, Joe Chappell, David Currie, Deborah Dotson, Bill Hemphill, Myra Jones, Rob Nelson, Karen King, David Linville, Tony Pittarese, Charles Rodholm, Beth Wiley
   c. Absent: Lyndsay Daniel, Tisha Harrison, Michaele Laws, Margaret Pate
   d. Invited guests: Michael Phillips & Mikel Etxeberria from Huron Consulting Group joined the meeting at 9:30 a.m.

3. Action Items
   a. Approval of Minutes September 21, 2021
      Karen King called for a motion to accept and approve the September meeting minutes as posted. Debbie Dotson moved for approval with a second by Tony Pittarese and the motion carried.

4. Subcommittee Reports
   a. Web Steering Subcommittee – Michaele Laws
      i. No report
   b. Research Computing Subcommittee – David Currie
      i. Sending out 90-day reminder that service update license will end on Win7 machines, tracking 12, 11 ETSU, 1 USPS
   c. Security and Network Subcommittee – Rob Nelson, Charles Rodholm
      i. Shared network assessment
      ii. Discussed email forwarding & admin rights
   d. Banner Subcommittee – Chair Beth Wiley
      i. Upgrades caught up
      ii. Software/projects on hold pending new ERP
   e. Academic Subcommittee – Myra Jones
      i. No report
f. Data Governance – Joe Chappell
   i. Revising old Banner document, incorporating certificate that was read/accepted to access document

5. Discussion Items
   a. Updates – CIO
      i. Security Issues at LGIs
         1. Administrator Access Controls
            a. Mitigate risks
         2. Email Forwarding
            a. Forwards that contain sensitive data violate state law
            b. If blocked and exceptions are allowed, the exceptions should be reviewed annually
      3. Charles Rodholm Presentation
         a. Ransomware issue, universities & healthcare are targets for research data
         b. Administrator privileges & risk mitigation
         c. Account is compromised, malware is installed, sensitive data/network is accessed, threats to publish sensitive data, system is encrypted, ransom demand to unencrypt
         d. Restrict Administrative Privileges is #5 safeguard on CIS framework top 20 list
         e. Solutions – avoid/eliminate, transfer, accept risks, mitigate
         f. Researching 3rd party solution, impact on help desk, insurance
      ii. Feedback and Questions
          1. Obvious next step, changes in security are accepted, needed protection, communication, seamless/convenient solution, incorporate technology, auto elevate, authenticate
   b. ERP Update
      i. Could receive funding from the State, UT received two proposals, bid not awarded yet, TBR will get an extension to maintain current Ellucian license
      ii. Huron Proposal
      iii. Hrusovsky Consulting
      iv. Both options for readiness assessment once a vendor is selected
         1. Devise a plan to move to a new system with no modifications
         2. Project management – ETSU, deployment partner or from outside?
         3. Change management – person in charge from deployment partner?
         4. Funds available for full time person?
         5. Communication
         6. Timeline
      v. Ancillary Systems Inventory to Data Custodians
         1. Will revise list and send back out
   c. BCP/DR Update
i. Internal Review and Test
ii. External Review by third party
iii. Feedback from ITS Leadership in progress
iv. Finalize BCP/DR for current year
d. Table Top Exercise
   i. Completed on September 28, 2021
   ii. Review of exercise results in progress
   iii. Follow up table top planned for October

6. Huron Consulting Group
   a. IT Governance – Conducted interviews on aspects of governance, information flow between units, prioritization of projects, communication channels
   b. ITC Communication – members report back to the groups they represent, resolution to issues is effective and quick
   c. ITC History – known to date back to the 90’s under different title(s), has evolved over time, implemented sub-committees, tech shift under current leadership, Dr. King provides background and informs group prior to decisions being made
d. ITC Representation – Faculty, administrators, ITS
e. ITC Agenda – available in MS Teams, all members can add items, members receive reminders/agenda call a few days before meetings
f. ITC Schedule – Meets monthly
g. ITC Decisions – by vote and informal input, balance shared governance, recent votes on required security training, 2FA, policy changes
h. ITC Sub-committees – flow from subcommittee to ITC, structured internal reporting, can change structure/adjust as needed, up to date currently
   i. Project management/Portfolio management – Unit project priority list is available on ITS project management website, hi-level projects are discussed, not a formal review of all projects, outcome metrics and disposition of other projects could be helpful

7. Old Business - None

8. New Business, Announcements, Updates - None

9. Adjournment
   a. The meeting was adjourned at 9:58 a.m.