Information and Communication Technology Council
February 25, 2014

Attendance
- Steve Brewer
- MJ Canavan
- Ian Walls
- Julie Buehler
- Gail Cruise
- Bret Holloway
- Jon Olson
- Dave Hart
- Iris Chelaru
- Nikki Stoia
- Eric Gendreau

Security

A recent intrusion at the University of Maryland resulted in personal information for all University cardholders being compromised. While this was an issue with a homegrown system rather than a vendor-supplied solution, something similar could still happen at the University of Massachusetts.

From her listening tour, the CIO was able to determine that, using the Educause Core Data Service Almanac’s information security standards, in comparison to our peers, we’re behind in security practices. When implementing new security protocols and practices, one must weigh and balance the benefit of the security with impact on overall system usability.

Common approaches include:

- **“Defense in Depth”** – using multiple layers of security to provide redundancy and failover.
- “Heat map” of campus to find where desirable data is being housed, and to protect those sources first. (i.e. HIPAA data)
- “Signed acceptable use agreements” – force end users to pause at least once a year to think about what they’re doing on their computers. Individuals’ security behaviors can be a source of very severe breaches.
- Updated Data classification guidelines – current guides are confusing in their distinctions of what data is legally restricted, which is confidential and which is public.
- Make broader use of already-licensed firewall, encryption and antivirus software
- Integrate security into strategic plan
Other ideas floated:

- Bringing in expert to look at how to catch up and get ahead. Training is vital to information security, as social engineering can be much more effective than technological attacks. An excellent resource on this is *The Art of Deception*, by Kevin Mitnick.

- **Virtual Private Networks** (VPNs) - There is a centralized VPN solution at the University, its usage is somewhat limited beyond several administrative and academic units. Inconsistent desktop management, local firewalls and other restrictions can make VPN use difficult for end users.

- **Network Address Translation** (NAT) - changing the networking to keep certain computers on a private, University-only network. Deployment would need to be handled with caution and lots of communication, as many decentralized solutions may have cropped up that depend on the current networking schema. Any necessary exceptions would need to be thoroughly documented so they can be revisited in the future, should circumstances change. There may be significant time and effort associated with a NAT deployment.

**Strategic Planning**

Strategic planning requires community engagement; IT plans can quickly become unrealistic, and thus get shelved before they’re ever implemented. Ideas to foster engagement include:

- The Chancellor had town meetings with all the colleges during the broader strategic planning process; repeat this?
- Use lots of smaller groups to build parts of the plan
- Transparency
- Solicit staff input, as they are a major part of the overall culture. Department chairs (or higher) need to buy into this.
- Bootcamp model - Half day events with guided conversation and food

Discussion should also include:

- Description of current state
- History of IT ecosystem
- What technologies should be in the core services offered by central IT?
- What should be considered an investment for strategic planning?
- What should be a departmentally-implemented solution?

**Communities of Interest**

There are many communities in existence, but no reliable inventory there of, and no documented procedure for how to create and foster new ones.

One possible structure to facilitate communication and connection: a summit like **New England Regional Developers**, which brings together web developers from across the
region to cross pollinate and connect with those who have similar interests. Starting with a survey of interests, a set of topics could be developed and an initial program created.

Subcommittee on Green Computing

Proposed Enactment

Whereas, Green Computing initiatives in the form of programs, approaches, solutions, and technology choices can yield significant improvements in sustainability, therefore

Be it Enacted, that the Information and Communication Technology Council establish an open subcommittee for students, faculty, staff, and members of the UMass Amherst community to investigate Green Computing opportunities concerning the campus and make recommendations to the council and the Chief Information Officer.

Sponsored by Senator Gendreau

Vote
Aye: 8
Abstain 1

So enacted.

Other business

Exchange email

Raw notes from meeting sessions will be available soon, behind a NetID login. Major issues include:

- Training
- Lack of time for performing an email migration (needs to be intuitive).
- **Biggest complaint**: migrations didn’t factor in email history, which is critical for some members of the campus community.
- Explanation of why Umail is no longer viable was not made clear enough.
- Separation from undergraduates
- Limited support of IMAP with Exchange
- Desire for faculty, staff and graduation student option to choose Google Mail