Information and Communication Technology Council
April 22, 2014

Attendance

• Steve Brewer
• MJ Canavan
• Ian Walls
• Iris Chelaru
• Gail Cruise
• Bret Holloway
• Nikki Stoia
• Michelle Rosenfield
• Julie Buehler
• Eric Gendreau

IT Communications
Iris presented some of the recent changes in IT communications.

Technology in Context
1. Transparency initiative
   a. **Organization charts**
      Website was service based, not people based, which didn’t always fit when a person needed to speak to a person. Just a start; more can be added as feedback dictates
   b. **Open forums**
      Good to get face-to-face interaction outside of Help Services.
   c. **IT service status**
      Launched beta version of status monitoring website for major IT services. Some services yielding a lot of false positives, but working on eliminating those. oit.umass.edu/status. Goal to add past and planned future outages.
      Suggestion: add RSS or Twitter feed. Reporting outages on nights and weekends, but need to adjust the staffing model to support this.

2. IT as part of UMass Amherst community
   Shift of focus from the technology to the context of the technology, what it’s usage. Leverage alumni and vendor relations to get better IT strategic outcomes.
   a. **Fact cards**
      Designed for IT leaders; small enough to hold in hand while talking to a vendor to give them the data they need.
   b. **IT feature articles**
      Building library of articles, looking at areas that make successful use of
technology. Highlight innovations, low use services, student achievement. 1. Cyber security contest, 2. electronic testing, 3. Eduroam, 4. use of cloud technologies to connect students as cited example content. Long forms shared here; contextual selections used as appropriate.

c. **TechTalks**
Series on a wide range of technology topics. Kyle Frazier (sculptor alum) speaking about career trajectory. Getting promoted above folks who don’t have as broad an educational background.

d. **Chancellor's Report to the Board of Trustees**
Content provided to report. Quarterly, with themes. No IT content previously, but themes very conducive. 4 appearances in the last 2 issues. Excellent opportunity to tell our story. Release form and review of content before publication.

**Operational Changes**
- Web content mirroring email distributions
- Specialized lists for IT Professionals to cover what’s in queue (Adobe, Heartbleed)
- Closer relationship with University Relations & Campus Communicator’s community
- Updates to executive leadership
- Templates for emergency communications
- Events calendar and master communication plan

Reaching out to IT leader alumni; we have lots prominent alums in big-name IT organizations. Searching LinkedIn to get leads, as local info isn’t always up to date.

**Announcements**
- Departments have been contacted by Gary Parker (who operates Google Search appliance) to get firewalls lowered now that the Google appliance has been tuned to lower the impact on servers.
- Faculty senate has a [new website](#).
- Green Computing:
  - an email from OIT went out on Friday including tips on lowering energy usage, advocating the New 2 U tagsale in Southwest at move-out. The first stage is raising awareness, then next fostering connections with existing on-campus entities.
  - CIO asked what needs to be done to add OIT to the Green Office program.

**Heartbleed**
Heartbleed is a bug in OpenSSL, one of the most important cryptographic libraries on the Web, which left secure content exposed to any hacker. It originated in a flaw in the ‘heartbeat’ protocol, which checked if the connection between client and serve still existed. By requesting more data than the protocol intended, the bug exposed raw data from the server’s memory, which could include anything include private user data or cryptographic keys. While this bug has been in the wild for over 2 years, it only really became a serious threat after it was announced and every would-be attacker started
exploiting it. Patching the bug requires replacement of cryptographic keys from a central authority, which bottlenecked later in the day.

OIT still hasn’t sent a “change your password” email because some systems are still waiting on the patch. Network Security is keeping pace with law enforcement and security organizations to move at a pace that won’t wind up making things worse later. IT staff members were on campus well into the night patching servers.

**Ethernet jack charges**
The industry standard is moving from jack charges to other kinds of cost-sharing models. In order to fully leverage such a model, we need to spend more time identifying costs actual costs around IT services, and document the service levels that can be provided for that cost.

People make decisions on the first number they see, so initial estimates must be accurate and carefully calculated to get within the ballpark. We need to clearly associate costs to benefits, which necessitates many cross-unit conversations.

**IP access to projectors**
This would allow devices like Apple TV to project content in classrooms. A pilot project was launched last year about this.

**Supported Software (OIT-NSS Desktop Support)**
The CIO hopes the new User Services Director will aid in this process. There are currently 2 finalists, and ICTC members were invited to attend the open sessions to ask questions and provide their feedback to the search committee.