



Middle Tier Committee

University of Wisconsin - Whitewater

Wednesday, January 31st, 2018

11:00 a.m. to 12:00 p.m. | Andersen Library - 2005

Vonnie Buske X	Lauree Miller X	Katy Heyning (Robin F.) X
Carol Miller (Connie) X	Elena Pokot X	Elizabeth Watson
Matt Aschenbrener	Jackie Briggs X	Lynsey Schwabrow
Elizabeth Hachten X	LaDonna Steinert	Claudio D'Agostino X
Dane Seckar-Anderson X	Louann Gilbertson X	

Minutes

1. Review and approve November 8, 2017 meeting minutes (handout)

Minutes were reviewed and approved.

2. Projects for Next Quarter (handout)

Claudio D'Agostino went over the completed projects from November to January. He explained that the goal is to pull projects together and work with every single office individually. Some of the projects he mentioned included, strengthening the compliance of assigned Security Training, a CDR process upgrade, and cleaning up high school codes. His team was also able to create a tool that allows students to use remaining financial aid towards existing tuition. Claudio continued by explaining that CRM is working with admissions to help to increase retention. This will be a focus for next quarter. Claudio added that student projects are always welcome. One specific student project is looking to improve SEO in Google by claiming official UWW images across campus. The goal is that when one searches for UWW, official images will be the first thing that they see.

3. PeopleSoft 9.2 Upgrade (handout)

Claudio went over the PeopleSoft upgrade with the group. He explained CEMLI with the group and said that with the help of Tech liaisons, his team has eliminated several customizations. So far, they have a 21% reduction, and they are pleased with that. The next step will be the database upgrade. The development environment will be upgraded to 12c. The production date of 9.2 is March 25, and his team will be stopping any changes in the environment in mid-April. Claudio was happy to add that one of his developers was able to find a script to move all the projects together reducing 3 months of manual work. First round of testing for PeopleSoft TL will be in May, with the final test in June. The go/no go date will be in summer with a production date around the end of

July. Liz Hachten asked if PeopleSoft would be down in July during testing? Claudio said, yes it will be down for the weekend.

4. Security Posture

i. UW System Phishing (1/29-2/2)

Elena Pokot explained the UW System Phishing exercise and told the group that an email was sent from ICIT alerting campus. UWW formerly ran its own phishing campaign and was the only UW-System institution to do so. The UW System now wants to run the exercise centrally. Once the campaign is finished, numbers will be provided.

ii. Security Training Update

Elena Pokot gave a summary on the Security Training and provided updated numbers. Less than 45 people remain who have not yet completed training. This process went very smoothly and ICIT is happy with the results.

iii. IT Audit

Elena Pokot explained that the system auditors are conducting an IT audit at this time. UWW is the third in line for the audit. The audit information was recently submitted. Additional questions are being sent back at this time.

iv. Data Classification/Policy Approvals (handout)

Elena Pokot reminded the group of the security policies that the system put into place. Elena continued to explain the data classification policy with the group, including high-risk and confidential data. Part of the issue is that data custodians need to be identified. It is important to know whom the data owners are and if they have access to any high-risk information. The policies were approved by the chancellor's cabinet on Monday and have been posted on the website. Over the last year, ICIT has identified over 200 systems and apps used on campus. This lead to a great deal of knowledge, which has helped with the UW System security updates. The auditors also asked for authentication regarding campus Net-IDs. Systems that do not run on Net-IDs have local accounts, and some systems require different passwords and authentication. The next step will be to identify those who have access to high-risk data through a shared account. If one has access to confidential data and it is not theirs, the passwords will need to be stronger. ICIT will go down the list and identify high-risk local passwords and work to make them stronger. Vonnie Buske explained that she has advised her staff to update their passwords, but they are not able to identify them all. She asked how ICIT would handle that? Elena answered; we will go on trust for now. We are able to ask and see what info is returned but we cannot go in and look. Louann Gilbertson explained that if a vendor does not require or enforce a stronger password but we do, we would need a record of that. Elena added that when this topic was brought up to the cabinet, the cabinet asked about training for the data custodians. We are going to provide training info, we are following up and that is the next step.

v. Listserv Policy (handout)

Elena introduced the ListServ policy to the group. A problem was created a few months ago when someone requested a ListServ for all students at UWW. This

request was granted, and a solicitation email was sent to the entire campus. In response to this, Elena asked John Feldkamp to look at ListServ policies from other universities. John explained that he looked at other school's policies and used them as a template. He defined several lists and parameters for each group. He also identified rules, guidelines, and responsibilities going forward. Elena added that if the list manager leaves, there needs to be a transition in place, this has not been handled well in the past. Jackie Briggs asked if there is a list of all active ListServs, and who manages them? John said that we can get that information. Elena added that some lists already exist and we have an opportunity to clean some up and review. Elena added that we can share the list; the group can read it and help identify what is needed and what is not. Jackie asked if an external request would go through a bedding process? Elena explained that those requests go through registrar's office.

vi. Administrative Rights for shared computers and critical business functions.

Elena explained that in an academic setting, shared PCs do not have admin rights. Special needs has always been addressed, but in most cases, academic shared PCs do not have admin rights. ICIT is proposing to expand that concept to PCs that are shared in business offices or have critical business functions. In several cases, it was found that configuration was messed up due to vendor updated and administrative rights. The goal of this project is to protect business usage while not taking away functionality. Vonnie Buske said she worries that there are some stations where various staff sit at a location, and she does not want them to feel like their access is being taken away. Elena explained that what is often found is that add-on browser applications or multiple versions of software are continuously installed. Louann Gilbertson added that most times when using an office PC, the functions do not need admin rights, this is more for protection. The usability will be the same and they shouldn't see a difference. Liz Hachten asked if this would affect upgrades? Elena said, not negatively, it would be a controlled environment. In certain cases like ImageNow, there will be exceptions. Each case will be reviewed individually. Liz Hachten asked what the exception process will look like? Elena answered that it will depend on what else is running on the PC. If some sensitive items are being run as well, we will add a PC to dedicate to that software. John Feldkamp will write up the policy and we will review at the next meeting.

5. Involvio

Elena Pokot explained that several campus leaderships have been asking about mobile capabilities regarding available services for students. Involvio is a student engagement app that provides a place for students to view services and events available on campus. Involvio integrates everything together including, courses, schedules, events, groups, chat, and calendar. Another function allows students to integrate their success network into the app. A student could connect with a counselor or RA through the app. This would help get students the contact information of their success team ASAP to start them off on the right foot. Elena asked the group to think about who should be part of a student's success network. If a student has an issue, who should they reach? We want to make connections easy for students when they have an issue. The success network needs to be more than just a directory, it needs to be personal. Jackie Briggs asked if a parent would be allowed to login to connect to someone at UWW? Jackie added that if

this were possible, she would like to guard against it. Jackie continued that questions would come up if students give their parents their passwords and info. Elena added that an additional feature of the app would give the option to track students regarding class attendance. When this feature was presented at the Involvio demo, the WSG reps asked if tracking would be automatic. Students will know that they are being tracked, which is why this will be an opt-in option. Vonnie Buske added that there would need to be education for students about how to use this feature when contacting their success team. Liz Hachten asked what the timeframe would be? Elena explained that she hoped the decision will be made in the next 3-4 weeks. Liz asked if faculty are aware of this app yet? Elena said not yet, by they will be included before the official decision is made. Liz added that faculty could get upset finding out this late in the process. The committee will need to find the best way to approach faculty and be prepared to offer a solution if they choose not to adopt Involvio. Elena continued that there is an additional retention tool that is currently being built. UWW will be one of the first universities to use this. The retention part will include the ability to find out what drives student success, and deploy models for success. We may have access to this when they release the beta version. This will help see patterns of success and failure. This will need a variety of student data to ID these patterns. Jackie Briggs asked when would students have access to the app? Elena explained that decision is up to us. We can decide when this will be live. We also need to make sure that every student can have access to the app regardless of financial standing. The group will continue to discuss as the official decision is made in the coming weeks.

6. Other Topics

7. Next Meeting:

4/25/18