



Middle Tier Committee

University of Wisconsin - Whitewater

Thursday, June 6th, 2019

1:00 p.m. to 2:00 p.m. | Andersen Library - 2005

Todd Carothers X	Lauree Miller X	Elizabeth Watson X
Connie Murray	Elena Pokot X	Lynsey Schwabrow X
Matt Aschenbrener	Jackie Briggs X	Claudio D'Agostino X
Elizabeth Hachten X	Janelle Crowley	Heather Chermak X
Dane Seckar-Anderson X	Louann Gilbertson X	Bill Trippett X
Kristin Fillhouer		

Minutes

1. Review and approve February 21st, 2019 meeting minutes (handout) - 5 mins

Minutes were reviewed and approved.

2. Projects for Next Quarter (handout) – 5 mins

Claudio D. gave a quick overview of the current and completed projects list. He explained that his group will be prioritizing projects that focus on enrollment, retention and UW System initiatives.

He continued to talk about CRM, explaining that this is coming into the picture and he will be working with Jackie Briggs. He also mentioned that the UW System advising tool, EAB will be implemented next Spring.

Liz Hachten asked if there was a UW initiative to change the BI system. Elena said there is no initiative at this time, however, the current BI does not meet all of our needs and may not be our final solution. Elena added that we will need to figure out a governance structure for a BI initiative. This will be brought up during the next middle tier meeting.

3. Fluid Update (handout) – 10 mins

Claudio gave an update on the Fluid project. They are transitioning the student centers and working on the final design. Cutover date is planned for Fall 2019. The next steps will be to convert pages, change the interface and analyze the student and staff focus groups. Claudio reminded the group to please ask tech liaisons to keep testing.

4. CRM Update (handout) – 5 mins

Claudio gave the group an update on CRM. He explained that the goal of CRM was to align with the strategic enrollment plan. He continued by saying that Ellucian was never the tool we wanted, so they would need to make a decision to stay with it, or find another solution. Claudio reached out to Ellucian to make an assessment and they came up with 58 points of recommendation. Based off of this, it was decided that Ellucian would not be the long-term tool. At this time, they are looking at Slate as a possible solution.

5. Security Posture – 20 mins

i. Spear Phishing

i. Public Staff Directories (handout)

Elena explained to the group that several departments had recently received phishing emails posing as UWW accounts. These emails were targeted attacks, to specific groups. The question that came up about these attacks was, how are these scammers getting this information (contact lists)? Elena explained that all of our webpages are indexed through Google. To combat against this, Elena proposed to hide the UWW directory contact info behind Whitepages. The group agreed to this, and Elena asked them to reach out to the Web Team to get this completed.

ii. External Email Tag

Elena explained that ICIT will be updating the “External Email Tag” that will show up in the body of any email that does not come from an on-campus server.

ii. MFA Update (handout)

Elena thanked the group for helping with MFA for ImageNow. The last step in this project looks at students using shared accounts to login to workstations.

Elena continued by adding that Point and Click was finished last week and Simulation IQ is in progress at this time with TouchNet still pending.

There are 30 additional apps that are not hosted by UWW that are being worked at this time.

6. Office 365 Migration (handout) – 10 mins

Elena engaged the group regarding a potential Office 365 migration. She explained that the time has come to think about moving from Exchange to Office 365. UW-W is currently the last UW campus with on prem exchange. Elena added that Office 2019 is not much different than 365, so she wanted to bring this to the group to start the conversation.

Elena went over a few pros and cons with the group. One of the main issues of 365, is that there is no recovery of deleted items. Louann Gilbertson also added that 365 does not allow Ironport (identifies potential phishing emails) to run against it. Would need to consider a replacement if we go to 365. Lauree Miller asked about the send rate limit for 365. Elena explained that today, if someone gets phished, their mailbox does not allow sending more than 100 messages at once. Office 365 does not allow for a send limit, however, we would still be able to monitor them. Many organizations with 365 automatically block users from sending to more than 100 people at once. This could be an issue for several departments on campus.

Jackie Briggs asked what the major con of our current system is. Elena said that mailbox quota limit is currently the biggest con of exchange. Elena added that more companies are developing integrations to cloud-based solutions as well.

Elizabeth Watson asked about open records laws and how retrievable are Office 365 emails that have been deleted. Elena said that both 365 and exchange have a litigation hold feature.

Liz Hachten asked if archived email would be local or cloud-based. Elena said she would check on this and follow up. Lauree Miller asked if there would be an email for life feature. Elena said she did not think so.

Elena told the group that she will follow up on their questions, and look for a possible quote if this is a route we want to pursue further.

7. UW-Whitewater App (handout) – 5 mins

Elena gave a quick update on the UW-Whitewater App. At this time, there is no active promotion of the app, it is still being introduced slowly at SOAR sessions. The app will also be used for the Warhawk Welcome Week. The plan is to rollout the app officially in September, with a promotion and communication plan. Elena added that the attendance tracking feature is being tested, they were able to match 37 of 39 students who attended class with the app. Again, the attendance tracking will be an opt-in feature, with QR codes available as well. More updates to come.

8. Other Topics?

9. Next Meeting: September 2019