Trisha Barber x	Lauree Miller x	Elizabeth Watson x
Tricia Clasen	Elena Pokot x	Lynsey Schwabrow
Matt Aschenbrener	Jackie Briggs	Kristin Plessel x
Elizabeth Hachten x	Janelle Crowley x	Heather Chermak x
George Vu x	Louann Gilbertson x	Bill Trippett x

Middle Tier Committee
Thursday, March 25, 2021, 1 p.m. to 2:00 p.m.

Meeting Minutes

1. **Review and approve January 21, 2021 meeting minutes** (handout)

   Minutes were reviewed and approved.

2. **Review Active and Completed Projects** (handout)

   Elena Pokot asked the committee to review the project lists. There are currently 42 active projects. Elena asked if anyone has any questions or comments? There are 3 completed projects, but they were big projects. Reminder that ICIT is down 50% in resources for the development team.

3. **IT Security**

   a. **MFA Migration from Symantec VIP to DUO** (handout)

   Elena Pokot discussed ICIT progress on the transition to DUO as well as issues that ICIT has encountered so far. Clarify that employees that access HRS and SFS (largely HR and Fin Ser) hosted in Madison, have the same physical system but hosting is separate. Originally, we didn't need to touch those systems – the plan was to do our on-campus systems like WINS, health services and ImageNow. This would have included a transition of approximately 400 or 500 instances of employees and student X-IDs. In the middle of transition, we were informed that HR will establish a new process that any employee who requests changes to their direct deposit in self service will need MFA. That presented a problem because only 1/3 of current employees have MFA. Decision made to enable MFA handled by HR with ICIT as back up. Recently we were notified that Shop UW+ approvers and requestors will also need MFA. Tuesday UWSA decided to suspend requirements for MFA for purchasing, however since this is a temporary suspension we are going to move forward with credentialing those that need MFA for purchasing. Kristin Plessel question – can we switch the transition date from April 10? Per Elena this is not possible because too many wheels are already in motion. We will put extensive communication in WINS and

Canvas so that faculty and students are ready. Communication will be in ConnectIT distributed by Monday, March 29. There will be a campus announcement as well. We are appx. 70% complete for transition – Encourage those who still need to transition to do so by April 1 while the process is easier. After the end of March, the transition process will be harder and take much more time. We will send the list of users in each Division and ask that representatives help us ask those who are transitioning to complete before the end of March. No other questions on this topic.

    b. Information Security Awareness and Phishing (handout)

        i. https://www.uww.edu/icit/policies-agreements/email-policy

Elena Pokot discussed the importance of each employee to complete training. This training is now monitored by Shared Services and a 100% completion rate is required. UW-System has implemented a Phishing Campaign. Simulated phishing emails will be periodically sent out to UW faculty and staff. Campuses will be notified of the employees who have been successfully phished, including the employee and their supervisor. We are working with UW-System on how to send employees who are on this list training for phishing. Any thoughts or concerns on phishing and phishing training? Elizabeth Hachten stated that one staff member received incorrect information on whether or not it was required to do training again and appropriate timeframe to complete the training. Elizabeth Watson stated that we may need an announcement from HR stating the System requirements (employment requirement) for mandatory training and timeframe for training. Janelle Crowley stated that Shared Services is having issues with this training objective and the transition of completion dates from campus to Shared Services. It appears that it will be updated by June. Also, pending BOR approval for permanent changes. Elena reminds that the policy states information security awareness training is annual 365 days from last time you took it. Although messaging from UW-System is not clear we can still push forward to reach compliance. Currently at approximately 80% completion rate. Janelle states that since HR has sent reminders over the past couple of weeks a lot of employees have taken training so we are getting on the right track. Elena will share the committee concerns about the platform at her CIO meeting 03/26.

    c. New UWSA Policies

        i. IT Asset Management Policy 1035

Policy states all IT assets – any piece of tech connected to the network (printers, projectors, etc.).

            1. Computers (handout)

Elena stated that ICIT appreciates all of the campus help with this. It was very hard during COVID since many people were remote, and we did great! For MAC's there are only 7 at EOL without plans and we are working with CoAC on those. For Windows devices we are

doing much better than a couple of weeks ago. We have cut the number in half to 25. If your area is mentioned to have outstanding items please work with these areas to assist ICIT with a plan. Contact Joel Koszyczarek with questions on your area for specific info or we can send representatives for each of the specific users. Joel will send the names 4 to Elizabeth W, 2 to Janelle.

2. Other Devices (handout)

There are also devices that were not purchased through ICIT, (not computers, not printers). Nick Ciesinski of ICIT emailed owners of these devices to make them aware that they will need to provide asset data for their devices that ICIT will submit to UW-System. Asked for this asset data information by the end of April. Please check with those in your organization/division to make sure they get this completed so that we can properly report to the System. Do you need more information than the list of people the email was sent to? No, this is good enough. We really appreciate your help.

ii. Risk Management Policy 1039 goes into effect 04/01/21 need elements we are to report on from the System but we haven't received yet. At this point we are anticipating any elements not complying with UWSA policy.

1. Shared Accounts (handout)

Cause for celebration! Elena stated that this project has taken us 3 years but we have reduced the number of shared accounts from 1500 to 25. This was an incredible effort! There are currently only 5 high risk (4 in ICIT court) 1 in Hawkcard Office. Will Elizabeth W please work with Dave Halbach so that we complete this project by late April? Most of the medium risk are on the ICIT plate as well. Special thank you to Provost office – incredible effort to transition 3 Provost accounts. ICIT is grateful for everything the campus community has done.

2. Admin Rights Update (handout)

Elena gave an update on administrative rights. We have been working on this project for about a year and have reached an 84% reduction – incredible effort! ICIT is working with UTC to develop a process to assume ownership for patching of software. This is taking time because our goal is to maximize updates but minimize interruption. The process will enable users to delay updates if they are in the middle of software use. Joel Koszyczarek explained the approach we are taking – initially we will focus on browsers because they are used daily. Due to high usage browsers are heavily targeted by those who would want to get into our network. Plan browser patching for the 3rd week of the month pushing out updates to Chrome and FireFox. We understand the need to get the patches out without interrupting work so the user will have the ability to defer patches for up to one week and complete when convenient. The ICIT website will list patches by month (what is done and why). We are working with a group of early adopters who have web-based applications that rely on browsers. This group will test patches before they go out to the

whole community. Elena asks Kristin Plessel if Joel's explanation has addressed concerns with browser patching that were raised at AAL? For background Kristin explains that the concern was raised when the application prompts you to update and you cannot update it at that time without interrupting work or you don't have the ability to update? Joel stated that ICIT is taking that into account for browsers. We are disabling the auto update piece so that this no longer happens. Updates will be pushed by ICIT. We are also trying to reduce popups and prompts to ensure the notification that users do get is UWW branded and it is a safe source so people feel confident that they should be doing the update. This information will be detailed in ConnectIT as well.

4. **IT Continuity of Operations Plan – Discussion** (handout)

Elena stated that ICIT has a disaster recovery process for services we support. The handout/slide details our current state. ICIT chose these systems based on informal discussions with leaders on campus, and have not received a formal confirmation that these systems are the most appropriate and most important for this plan. The list is in order of most importance of service. Authentication is listed as most important because so many applications/systems are in the cloud and authentication is needed to access these applications/systems. The more services in the cloud the more important this function becomes. This level includes LMS and goes hand-in-hand with network access for those who are remote. Do all agree that authentication is the most critical? Kristin Plessel asked for the definition of RTO and RPO. Elena explains that RTO stands for Recovery Time Objective and is the duration of time within which a service must be resorted and RPO stands for Recover Point Objective and refers to the amount of data that be lost before harm to the business occurs (when we can restore data from the most recent backup). For example, if the website goes down can restore service within 1 hour (people can access the website). However, if changes were made to the website between the outage and the most recent backup those changes would be lost. Our backup is located at UW-Platteville. Active-active means that both systems are active at all times. Standby means that UW-Platteville is ready to accept, but it will not be active until we tell it. Unified communications – hosting has active-active. Email does not have equipment that can accept it at Platteville – we are working on transition to O365. Time ran out so this topic will remain on the agenda for the next meeting.

5. **Decommission Warhawk4life – Status Update** (handout)

Elena gave an update. Discussion of this project began at this committee 6 months ago. Thank you to those who have helped make the transition as positive as possible, especially the Alumni office. Great collaboration. Pleased with low number of concerns. Believe this was the right choice for campus.

Congratulations Liz Hachten. Thank you for the many years of service to campus and this committee. Liz has provided valuable feedback. Thank you for everything you have done.

We will miss you. Liz has appreciated being a part of this committee and thank you to the committee as well. She has learned a lot.

ICIT Action Items

1. **ICIT will email each Division the MFA user in each area that still needs to complete the transition from Symantec VIP to DUO.**
2. **Elena to discuss committee concerns with the Shared Services platform for mandatory employee training at her CIO meeting on 03/26/21.**
3. **Joel K will send a list of users with end of life windows devices that don't have plans to Janelle (2) and Elizabeth Watson (4).**
4. **Joel K to update ConnectIT details regarding browser patching per discussion today.**