



Middle Tier Committee

Thursday, November 12th, 2020, 1 p.m. to 2:00 p.m.

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

Minutes

1. Review and approve September 10th, 2020 meeting minutes (handout)

Minutes were reviewed and approved.

2. Review Active and Completed Projects (handout)

- a. ImageNow Upgrade (handout)
- b. SQL Upgrade (Handout)
- c. Project Approval Request (SN) (handout)

George Vu went over the active project list with the committee. He gave updates on some specific projects including EMR, ImageNow Upgrade, and the SQL Upgrade.

EMR has been moved up to a very high priority in order to meet this demand for Health and Counseling Services.

The ImageNow upgrade was completed on Nov 3rd. George was happy to report that the project is closed with no major issues.

The SQL upgrade is going on as planned. George explained that there are several unsupported databases at this time, so we are moving to SQL 2017. ICIT is working with department leaders to help test the environment prior to moving over. Hoping to finish this by the end of the month. Elena added some additional information regarding the relevance of this upgrade. Most of the business applications that are used every day require databases to store the information. These databases must be kept up-to-date. If a change does not get tested, problems may be introduced into the system. It is vital to make sure that testing is done properly to limit any impact to our users.

George gave one final update regarding the project approval request process through ServiceNow. Ideally, the approval request would be automated. When filled out, an email will be sent to the executive sponsor. Once the approval is completed by the sponsor, a message is then sent to ICIT to begin the prep for the project. Elena added that with the current state of the budget, division heads are now looking more closely at the projects that are being approved and how resources are being spent. If ICIT feels like a project request is larger than normal, ICIT will suggest using this approval process. Typical functional projects will continue with the same process in place at this time.

3. Re-Open Plan – Status update

- a. HyFlex video-enabled classrooms
- b. Virtual environments for academic software
- c. WINS Development – Tool for classroom scheduling
- d. UHCS testing and contact tracing support
- e. UW-Whitewater app (Involvio)
 - i. Reporting positive COVID tests
 - ii. Reservations: Study space – being used, Reserve a seat in class - Future
 - iii. Virtual SOAR and Warhawk welcome – Success!

Elena Pokot gave a brief update on the re-open plan. This included, transforming 31 video-enabled classrooms, adding additional applications to the Citrix Virtual App library, remoting into lab devices to use resources intensive programs, class schedule readjustments for instructors, purchasing additional laptops for student use, and enabling jabber accounts and installing data jacks for UHCS testing.

Additionally, the UW-W app was able to host SOAR sessions during the Warhawk Welcome as well as act as a resource to report positive COVID tests. Students are also able to reserve study spaces through the app (currently piloting in select buildings).

4. IT Security

- a. Systems with High-Risk Data – Status Update (Handout)
- b. Annual Software Inventory Audit:
 - i. 194 active systems, 56 major, 54 received, 2 outstanding: Fleet Management and University Housing Student Portal
- c. Shared Account Practice Directive/Update (Handout)
- d. Admin Rights Dashboard (Handout)

Elena Pokot gave a brief update on current security posture initiatives. She thanked the committee for their help regarding MFA for all high-risk systems. Great effort, nearly done with the initial list.

Aron Chohanec has been working on the software inventory audit. This needs to be done on an annual basis. System owners will be getting a survey from ICIT asking about data classification for their system. This inventory is nearly complete.

The shared accounts on campus are down to about 70 from about 1600, (95% complete). This information was taken to the cabinet along with the Shared Account Practice Directive and Procedure. The goal is to complete this project by January 2021.

Local admin rights removal update. All administrative offices have been contacted and ICIT has removed admin rights access on about 85% of those devices at this time. Now starting to work with faculty and are planning to complete this project by the end of the Spring 2021 semester.

Elizabeth Watson asked about that the new Diversity and Inclusion Division to be added to this list if not already. Elena said this is a good idea and will add them to the list.

5. IT Continuity of Operations Plan (Handout)

Elena Pokot gave a brief summary on the recent table top exercise that was conducted to test the campus' preparedness regarding possible emergencies. During the exercises that involved IT, questions are asked like, "if there is a tornado, can we still access the network, email, etc." While responding to these

questions, it was noted that ICIT has never really had a formal place where this information is kept. In addition to this exercise, the UW System recently began conducting an audit for Continuity of Operations Plan. As a result of the exercise and the audit, a formal communication piece has been added to the current COOP.

Elena shared the plan with the committee. It identified critical services and systems, what the infrastructure looks like, and where there are redundancies to fail over to. Elena asked the committee to look over the plan, and provide any feedback. The committee agreed that they would need more time to review this plan, and that time should be given at the next meeting to discuss.

Elizabeth Watson suggested that Maxient (student records and legal data) could be a possible system to add. She added that student health records may need to be added as well, especially with COVID. Elena explained that any changes to this plan will require additional resources as well as convincing campus leadership of the necessity of the change.

6. Warhawk 4 Life (5343 accounts, 1500 expired) (Handout)

Elena Pokot gave a quick update on the proposed W4L decommission project. There are about 4,000 live accounts at this time. The plan is to gradually deprovision these accounts as well as discontinue the option to sign up for alumni email. A year (Dec, 2021) will be given to those who are currently signed up to transition to another email account. Lauree Miller added that she forwarded this plan to the Director of Alumni Relations and said that they are willing to help communicate this message. Lauree also confirmed with Elena that students are given 6 months of access to their UW-W email upon graduation. Elena thanked Lauree for their support.

7. Hyperion Replacement Project

Elena Pokot gave a brief summary of the proposed Hyperion Replacement Project. Hyperion is out of support at this time. Certain offices are not able to perform without this program. George Vu is contacted areas to find out if Hyperion is still being used. There are not many areas using this program at this time, but they are spread out. This environment will need to be cleaned up and a possible replacement will need to be considered.