



### Middle Tier Committee

University of Wisconsin - Whitewater

Thursday, September 10th, 2020

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

Taryn Carothers	Lauree Miller X	Elizabeth Watson X
Tricia Clasen	Elena Pokot X	Lynsey Schwabrow X
Matt Aschenbrener X	Jackie Briggs X	Kristin Plessel X
Elizabeth Hachten X	Janelle Crowley	Heather Chermak X
Dane Seckar-Anderson X	Louann Gilbertson X	Bill Trippett X
Aaron Chowanec X	George Vu X	

# Minutes

## 1. Review and approve July 7th, 2020 meeting minutes (handout)

Minutes were reviewed and approved.

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

Elena Pokot gave an update on some recent completed projects. The PS Tools upgrade went well and Elena thanked all of those who helped with the testing. George Vu added that he was very happy with the project and reported no issues during the upgrade. Other notable projects were COVID related including adding 31 video-enabled classrooms, as well as the procurement of microphones for instructors.

Elena moved on to the active project update. Going forward, projects that serve cross functional boundaries will be prioritized. Elena also added that she would like the middle tier committee to take an active role with prioritization.

Aron Chowanec gave an update on the ongoing ImageNow upgrade. He has been working with functional areas to prepare the campus for the upgrade. They are currently in the testing phase and will continue testing until October.

Elena gave an update on the SQL upgrade. SQL databases are used by many functional areas over the campus and needed to be upgraded to the latest version. George Vu added that he is contacting each functional area to schedule their upgrade time.

- i. **PeopleTools Upgrade Summary**
- ii. **ImageNow upgrade** (handout)
- iii. **SQL upgrade** (handout)

### **3. IT Security**

#### **i. Systems with High Risk Data - status update (handout)**

Elena gave a brief update to the committee regarding systems with high-risk data. Any systems that have high-risk data must be protected by MFA. Progress has been made over the last year and currently there are 6 systems remaining that need to be addressed. Elena noted that TouchNet (student billing) has not yet come up with a solution which is concerning at this time.

#### **ii. Annual Software Inventory Audit:**

**56 major systems. 38% Completed as of 09/04. Target completed date: 09/30**

Elena explained to the group that every year ICIT identifies all campus software and then contacts each system owner to make sure that the software is correctly managed and classified. The goal of this process is to reduce the number of systems that contain high-risk data.

#### **iii. Shared Account Practice Directive (handout)**

Elena gave a brief update on the Shared Account project. This has been an ongoing project to eliminate the use of shared accounts. In the two and a half years into this project, ICIT has reduced the number of shared accounts to 88. Out of these remaining accounts, 7 have access to high-risk data, these need to be addressed right away. Elena asked the committee to review the Shared Account Practice Directive and give any feedback prior to executive tier meeting in a few weeks.

#### **iv. End-point Management (handout)**

Elena gave a brief update on Endpoint Management. This was another area that needed to be addressed regarding IT security concerns. One of the concerns was the access to local administrative rights. Elena went over the handout with the committee showing how many local admin accounts existed in each area. Lynsey Schwabrow asked about the large number of accounts in the Police Department. Elena explained that each person in this area has access to multiple computers, thus increasing the numbers.

##### **i. Admin rights dashboard (handout)**

##### **ii. VPN Access Clarification (handout)**

Elena continued speaking about Endpoint Management with regards to computer access through VPN. She explained that any computer that connects to the campus through VPN needs to have the same protection as a computer that is logged into the campus wireless network. Kristin Plessel asked if there is a checklist available that would identify if a user has the correct anti-virus program installed. Elena explained that a communication will be going out to faculty and staff that will explain the steps and show an example of the process.

Louann Gilbertson suggested using a university-owned laptop when off campus over a personal device.

Elena continued by addressing a second area of concern, remoting into a campus desktop. After the initial communication went out a few weeks ago, several offices contacted ICIT and explained that they needed to be able to remote into their desktop in order to do their work. ICIT

provided options for these people including moving documents to a network drive and using virtual applications. Elena asked the group that if anyone still believes they need to remote in to their desktop, to please contact ICIT and we will work with them to meet their needs.

Lynsey told the group that her primary concern regarding the upcoming communication (for VPN and remote desktop use) was putting a date on it. She suggested giving end users more time to work through the alternative options over having a hard cut-off date. Lauree Miller asked for some clarification as to what was actually going away. Elena explained the difference of using remote desktop over VPN. Elena then asked the committee if there is anything else that can be put into the communication. Lynsey asked if it was possible to find out how many people are using RDP. Elena said she would look into it. Lastly, Elena asked the committee to provide any feedback regarding the Endpoint Practice Directive.

#### **4. Warhawk 4 Life (handout) → Recommendation**

Elena explained to the committee that the Warhawk 4 Life program has been offered to students for a long time. This allows students to continue to have UW-W emails accounts after graduation. Elena added that as we move closer to the transition to Office 365, these accounts will be costly to keep. Compared to other campuses, UW-W is the only school still providing this service in this way. The recommendation would be to gradually discontinue this service.

Lauree Miller said that she will bring this up at her next staff meeting. Matt Aschenbrener wanted to know how many accounts we currently have and how many people are actually using the service. Elena explained that we can track who uses the service based off of who is updating their password. Louann added that there is an additional IT security challenge because these people are not on campus and can still be targeted by cybersecurity attacks. Matt added that he thinks this service should be considered a centrally funded program and requested that this be sent to the cabinet. Elena liked that idea and agreed to take to the cabinet.

#### **5. UW-Whitewater App Re-open Functionality (handout)**

Elena gave a brief update on the UW-W App. Additional functionality is being added that will allow people on campus to report a positive COVID test.

#### **6. Data Governance Policy (handout)**

Elena gave an update on the Data Governance Policy. The DG committee worked on the framework for the policy. The next steps will include reviewing and defining the common data elements and determine how the data is used. Heather Chermak said that she will need to look for a fully comprehensive piece that outlines data and its definitions. She added that the committee will need to work with all areas on campus for this. Elena explained that a Data Governance Committee invitation has been drafted, and she asked the Middle Tier to read through it and provide feedback. Further discussion on this topic is still needed.

**Next Meeting: November 2020.**