



Middle Tier Committee

Thursday, February 17, 2022, 2 p.m. to 3 p.m.

Matt Aschenbrener x	Heather Chermak x	Lauree Miller x	Lynsey Schwabrow
Taryn Carothers x	Tricia Clasen	Kristin Plessel x	Stephanie Selvick x
Frank Bartlett x	Janelle Crowley x	Elena Pokot x	Bill Trippett x
Jackie Briggs	Louann Gilbertson x		

Agenda

1. **Review and approve December 16, 2021 meeting minutes** (handout)
2. **Review Active and Completed Projects**
 - a. **Completed** (handout)
 - b. **Active** (handout)

Vast majority of active projects are for UW System initiatives. Gantt chart-like is new, Admin Council asked for a more descriptive view of projects in flight and projective time for completion.

Active projects do not reflect other projects (this is only projects over 20 hours to complete). Those projects are in Jira.

- i. **Office 365 for email Update**
- ii. **Jabber to Webex App Migration Update**

https://www.uww.edu/icit/about/projects#communication-_-collaboration-app-consolidation

- c. **Project prioritization process - new** (handout)

Given limited ICIT resources, we have a challenge to address campus projects based on priority. Address departmental priorities and campus priorities. We are making a shift in the process so we can make sure we can honor all the requests.

1. Core functional areas (RO, FA, etc.) submit projects via Jira and these are prioritized with Urmi. This process will not change- we don't want to introduce an external approval process so it can remain agile, etc.
2. ServiceNow submissions - often require procurement, etc. longer. Reviewing these projects requires security review, technology review, etc. this can take up to 20 hours alone. Proposal for addressing this on page 2 Stage 3. Recent concerns over the last few months have been that people who submit project requests don't know status or timeline for completion. This new project will allow the requester to know the status of the project request. If a project is urgent, it goes through no matter what. Projects determined as high priority will undergo a feasibility study, and VCs will determine speed of delivery. This process ensures flexibility but also prioritization. The first goal of this new process is transparency.

This has been accepted by Executive Tier as a working process.

Question from Kristin Plessel: How are we prioritizing backlog projects? From the handout, she said that 3 months seems like a long time. Elena noted a proposed change in wording from "at least 3 months in advance".

Elena Pokot noted that if we want to move forward at a faster pace, we need more resources particularly with Info Security aspects.

Taryn Carothers shared issues they had with their prioritization process and shared some suggestions:

- Supportive of concept, and willing to be in conversation about rolling this out from her past experience with this kind of process.
- Stick to prioritization (don't shift to approval only model).
- To properly do this - we need to know who and what resources we have available for projects.

Frank Bartlett asked about complicated systems upgrades: How far in advance should they start with reviews? RFPs take time. Major changes, how far in advance? EP: if you need to replace an entire system, start at least a year in advance at minimum. 15 months because procurement is 6 months. Prioritization for ICIT team will change over time as the project rollout date approaches. Projects might start out as medium priority and then move to high priority.

Matt asked about Project management office staffing: how well is ICIT staffed? Currently Urmi and Aron C (with only an hour a week) so we are understaffed. Because we were not able to recruit for 2 years.

3. IT Security

d. UWSA Phishing campaigns and consequences (handout)

System phishing campaigns not received well, they will be adjusting their process.

e. Process for managing Information Security Risks (handout)

Risk is determined by our IT Security officer. The Chancellor is ultimately responsible for risk. Executive tier decided that VC and other members of the cabinet who do not report to a VC will be designated risk executives. A risk executive can avoid, transfer or mitigate a risk. Risks accepted must be brought to all of cabinet members to be accepted together.

f. Securing Access to UWW network: MFA on VPN and additional applications

Starting with VPN in March and then moving to other apps we will be expanding MFA to additional systems for anyone enrolled in DUO.

g. Data encryption – computers in areas that work with high-risk data

IRP and UHCS started with computer authentication. Will be adding additional units. Next step will be data encryption.

h. Single sign-on (SSO) upgrade: Proposing either Sunday, February 20 or 27. Impact would be 2-hour outage of email and a different look for the Duo Plugin

Upgrade SSO infrastructure. Proposed on a Sunday to minimize disruption. Will email dates to deans as well. UPDATE, post-meeting: Outage will be for SSO (single sign on) so any system requiring Net-ID login will be inaccessible for 2 hours (8am-10am). This would affect Canvas, WINS, Nelnet, Qualtrics, EAB, OWA (web email access), etc.

i. IT hardware asset purchase process (handout)

We need to have an inventory of all IT assets. We need to maintain this inventory. Process for purchasing technology will go through ICIT. No delays expected as a result of this new process.

3. IT Strategic Plan (handout)

Reviewed with Provost, he recommended EP move forward with the IT Strategic Plan that will take into account feedback from various groups. Page through and if you see something missing, let EP know. If you see projects on the list that should no longer be there, let EP know.

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

a. Results of WINS disaster recovery testing (handout)

See Section 10 - two scenarios tested in May and October and we met requirements with no disruption. Campus website didn't meet requirements and the web team has addressed this with additional testing and mitigation.

5. Computing Environment (if time permits)

- a. **Additional apps to 3rd party patching > FileZilla and VLC:** additional applications being reviewed and added. If you have any update needs that are becoming problematic, reach out to have them added.
- b. **Wired authentication for PC's:** making a few changes that should be transparent to users and visitors and students (will not prevent them from joining).
- c. **MECM:** changes to the way we deliver Microsoft patches. Transitioning to Microsoft Endpoint Configuration Manager -- there will be a few changes for users -- it will ensure updates are being delivered and allow us to report to the System as needed. No user disruptions expected.

Next Meeting?