

ITCC Minutes, May 9, 2012

4-5:30 Telepresence Room, Library

Attending:

Wunsch, Weaver, Trish, Singler, Bax, Crosbie, Brady, Liu, Lutzen, Schramm, Cesario, Allen, Chancellor, Drallmeier, Callaway, Utrecht.

Meeting called to order at 4 PM.

Approval of April minutes

Moved Weaver, Second Singler, unanimous.

Business Policy Manual Update (Beth Chancellor)

University business needs to be done on university resources when those are provided. A prime example is use of university email.

When we don't provide IT resources, so a project uses other tools, the best practices procedure would be to initiate a discussion with IT in order that the user and IT all know that information is being used as intended and that security is protected.

Please use common sense!

One topic discussed during this meeting that was not mentioned in previous ITCC meetings on this topic was that the policy includes sanctions for willful noncompliance. It was pointed out that this should be a last resort and that guidance through training would be more effective.

We discussed how the ITCC has considered related issues – please see previous guidance of ITCC and Faculty Senate regarding corrective actions emphasizing learning instead of punishment. This included the case study and related resolutions passed last year.

Relevant documents:

Several are at: <http://facultysenate.mst.edu/infortechnology/>

Especially:

<http://facultysenate.mst.edu/media/campussupport/facultysenate/documents/itcc/2011/ITCC.Minutes.OpenForum.03.11.11.pdf>

(Case study discussion, pp. 4-5.)

This was also taken up at the full Faculty Senate June 16, 2011:

<http://facultysenate.mst.edu/media/campussupport/facultysenate/documents/fsminutes/2011/FS.Minutes.06.16.11.pdf>

The ITCC and the Faculty Senate both unanimously passed the following motion at these meetings:
"The Faculty Senate recognizes that computer security problems are never guaranteed to be avoidable. Therefore we recommend that the university adopt a perspective of learning from

problems rather than assigning blame. We also recommend that individuals with responsibilities for the protection of sensitive data seek the involvement of professionals to ensure that safety is provided. Furthermore, guidance to accomplish this should be provided to people with such responsibilities."

The case study that led to this recommendation involved a security breach at another university, where the faculty Principal Investigator was punished, but later successfully sued the university. Such an outcome would be highly undesirable and could be avoided by adopting a learning-first mentality.

Although the Business Policy Manual does not solely pertain to issues of information security, that is a major motivation. Therefore, the ITCC and the Missouri S&T Faculty Senate has been prescient with respect to this issue and it is recommended that the above findings be considered as the development of the Business Policy update is considered.

One possibility that was discussed is the inclusion of clarifying language. For example, the policy could state that the goal is to ensure that the University is adopting best practices of information security, including the process of continuous improvement and effective communication, preferably before, but also after, any incidents.

IT Infrastructure Library Tool (Vicki Callaway)

This is a new tool to replace ticketing system. Please see attached. Users' interactions with the help number will be very similar. The tool will try to reduce referring tickets back and forth, and improve knowledge management to increase searchable knowledge.

MS Exchange Imminent Rollout Update (Karl Lutzen)

6 PM, May 11 rollout, outage will be about two hours but that could start at any time after the process begins. Update to Outlook 2010 will be needed. Different web-based email, use owa.mst.edu not minermail.mst.edu anymore. Postcards were sent out. Whole campus about 2 weeks.

Mass mailing went out to all department chairs. Mass email to everyone going out beforehand.

CIO Search Discussion – Position Description

Below the CIO level:

Library and Global Learning (Distance Education) don't report to CIO. There is no desire at all to change that and the previous ad was misleading and should be corrected this time around.

Above the CIO:

CIOs in the UM system universities currently report to their Provosts. However, their responsibilities go beyond academic, inward-facing activities and also include support to the entire administration and students as well as faculty.

Don pointed out that now is the right time to consider whether or not the current reporting relationship should be the default. It might help in recruiting if the CIO reported to the

Chancellor with dotted-line to the Provost. Various universities have different policies. Some universities have the CIO report to the Chancellor; others have the CIO report to the CFO. Gary was asked about it and he is not opposed to higher level reporting for benefit of strategic planning.

The topic was discussed but no recommendation was reached. It was decided to leave it to the Search Committee, Provost and Chancellor to work out for the purposes of the position description and ad.

Misc.

The ITCC decided to request a report and organization chart of IT from John Bax at our next meeting.

Next Meeting

The next meeting of the ITCC will be Wednesday, August 29, 4:00-5:30 PM, and it will be in 236 EECH unless otherwise announced prior. The agenda will include election of new officers, CIO search update, Scheduling of Upcoming Meetings, and IT Organization.

Meeting Adjourned at 5:50 PM.