

University of Utah
INFORMATION TECHNOLOGY COUNCIL
March 28, 2002

Members in Attendance: Steve Hess, Julie Thompson Bradder, Ed Barbanell, George Brown, Martha Eining, Julio Facelli, Chuck Grissom, Chuck Hansen, Kay Harward, Dave Hoisve, Chris Kidd, Helen Lacy, Trevor Long, Clifton McIntosh, Paula Millington, Suzanne Miner, Wayne Peay, Gary Rasmussen (for Sara Michalak), Rita Reusch, Steve Reynolds, Mike Robinson, Nancy Staggers, Kevin Taylor, Daniel Trentman, Pieter Vanderhave, Mark Woodland, David Zemmels

Members Absent: Paul Brinkman, David Huth, Bill Jahsman, Joanne Yaffe Kjosness, Wayne McCormack, Sarah Michalak, Grant Moulton, Tony Murillo, Jim Parker, Pierre Pincetl, Antonio Serrato-Combe, Joseph Taylor, Terri Winkler

I. Welcome:

Steve Hess welcomed everyone to the meeting.

II. Approval of the Minutes of the Meeting held January 24, 2002

The minutes were approved as written.

III. E-Commerce Process

The ACS module, which supports credit card transactions over the web, has been a success. Last semester, about 30% of tuition payments were made using the credit card module. There are a number of University departments that would like to conduct e-Commerce using the credit card module. A process flow chart was presented that represents the process of applying for, and implementing the ACS credit card module for departmental e-Commerce applications. The purpose of this action item is to approve this draft process, so that other organizations may use the credit card module.

The application process will require the approval of several campus organizations, including, the Office of IT, the ACS Organization, the Office of the Webmaster, the Institutional Security Office, and Income Accounting. The ITeC Executive Committee was presented a copy of the process flow chart to determine whether or not the colleges/departments will find the process viable. It is anticipated that the application form will be an automated process, with automatic distribution to the approvers, so there will not be a long waiting period for approval.

Another important step in the process is the set up of account information that is used to reconcile the money that is received through Income Accounting. Income Accounting reconciles the income to the organization's account.

ACS will create templates and the back-end support necessary for e-Commerce site development. The organization will need to determine where they are going to host their site. They may host it in their own machines, or they may choose to host it in a centrally managed server. Once the site is ready, it will be tested

with ACS. If the ACS test is successful, ISO then ensures that the site is secure. The site must then be registered with the University Web Master. All e-Commerce sites will be reviewed by the internal audit organization. Once those processes have been reviewed and approved, the e-Commerce site may go live.

Mike Robinson said that with the success of web based tuition payments last fall, they will go live with the admissions application on April 2nd.

All web based credit card transactions will be subject to a \$1.00 convenience fee.

It was asked what the time line would be for this application and implementation process. Kevin said that the goal is to have the approvals done within a week or two. After initial approval the organization meets with the Income Accounting personnel to do the account creation. The time frame depends on how complex the site is, i.e. how many products and/or prices are offered. If the organization has one product, the Income Accounting process will probably take about an hour. If the organization has several items, products or services, then, the process will be more time consuming. Probably the largest piece of the process is the actual construction of the site. ACS has committed that when a site is ready for testing, they will test it without delay. ISO has been very responsive. If an organization requests a security review today, ISO typically responds the same day. Kevin said that he would be surprised if the whole process took more than a month.

Wayne Peay asked why more than one e-Commerce server was allowed on campus. He suggested that a one-time security review is totally inadequate and that sites should be audited on a regular basis.

Wayne Peay made a motion to create a service that the University would offer for credit card purchases. He proposed that, if possible, all web based credit card applications should be hosted on a central server. He also proposed that the process flow chart be used as a basis for moving forward, subject to changes as we gain experience with the process. He also proposed that any organization that wishes to operate its own servers should do so with the approval of the cognizant vice president. Wayne's motion was seconded. The committee approved the motion unanimously.

IV. Password Format and Rules, Portal and Central Authentication

Steve described the user network ID format, which includes the EMPLID minus the leading zero preceded with the alpha character (U). He also explained that we intend to move ahead with the use of existing (grandfathered) ID's, and an option to self-select. To continue the development of middleware, we need to establish password policies and guidelines. Kevin Taylor, Dave Huth, Chris Kidd, Abel Thompson and Rick Bloyer have developed the recommendation that is found in the meeting material.

The initial recommendations are based on best practices that are typically used by our peer institutions or large commercial organizations. The recommendations are intended to provide rules that will minimize hacking.

The proposed password recommendation was presented to ITAC. They determined that the actual password implementation is going to be very dependent on the authentication capabilities of whichever directory service and authentication software is selected. ITAC proposed that the password recommendations be advanced as a framework and set of guidelines that will be subject to change as product selection takes place, or as experience dictates. The recommendations may change based on further technical scrutiny, and an assessment of the impact of on different campus systems.

There was a motion to accept the guidelines as approved by ITAC, subject to change based on the issues previously outlined. It was so moved by George Brown and seconded by Julio Facelli. All voted to approve.

V. Student Computing Labs Acceptable Use Policy Update

Steve referred to a letter to the editor of The Daily Utah Chronicle entitled, "Letter to the Editor: Restrict Computer Use at U." This letter has focused attention of University leaders on the need for acceptable use policies and authentication processes in our student funded computing laboratories. The establishment of authentication services using strong passwords will help greatly in making sure that misuse of computers does not occur.

Computing lab managers have expressed a need for a campus policy that empowers them to control or govern these computer labs. We have had a series of very unfortunate and tragic experiences in some of the labs, which could have been avoided if the lab managers felt empowered by a specific lab acceptable use policy. The existing acceptable use policy (1-15) has been considered too broad and vague to provide the guidance that lab managers say they need.

Presented here is a recommended acceptable use policy for labs. Steve asked Dave Hoisve and Clifton McIntosh, chairs of the committee who wrote the policy, to speak to this.

Dave and Clifton indicated that the Acceptable Use Policy Draft was recently reviewed by ITAC. ITAC voted unanimously to accept the policy as presented. The intent of this is to build on PPM 1-15. This policy is not intended to govern acceptable uses in environments outside of student funded computing laboratories.

The committee discussed the pornography issue at length. There is a perceived need to balance the core values of academic freedom with providing a safe environment where students feel that they can pursue academic interests free from intimidation and harassment.

Tuition will go up for students in the fall. They are paying additional fees for power and fuel. Students need to feel that they are receiving the appropriate value for the fees that they pay.

The committee discussed whether or not to address behaviors and content in a policy or to rely on the fact that misuse of university resources is already prohibited by existing policy. It was generally accepted that labs need to be managed, but that a policy may be unnecessary if lab managers will have the courage to ask resource abusers to leave the laboratories. Wayne Peay suggested that our efforts should be on establishing authentication systems rather than new policies.

Steve summarized the discussion by saying that there are three questions. First, should we have a policy beyond Policy and Procedure 1-15? Second, does the proposed policy place too much emphasis on pornography and should the reference to pornography be removed? Third, should this policy be used as a set of guidelines rather than a policy?

Wayne suggested that the committee rework the policy to address the concerns of the Council. Steve suggested fine-tuning of the policy (or guidelines) and further ITC review. It was suggested that the policy should be reviewed by lab managers and edited to reflect their concerns. It was also proposed that the existing document be accepted as a set of guidelines, which are subject to change after further review.

A motion was made to accept the document as a set of guidelines - not policies, with instructions that the committee seek further input from lab managers and return an edited document to ITC. The motion was seconded and passed unanimously.

VI. Student Computing Task Force Funds, Faculty Computing Upgrades

The chair entertained a motion to approve the recommended funding allocations. Clifton will inform the departments. George moved approval. It was seconded. All were in favor.

VII. IT Plan Update

Steve explained that the middleware, portals, and e-Commerce sections of the IT plan have been updated. The changes are included in the document under Tab 6. Each meeting change in the plan will be presented to the ITC. It is important to note that the projects are not described in detail, but provide an outline of plan activities and projects. Wayne Peay suggested recommended that changes in the plan be dated.

VIII. Associate Vice President's Report

Steve explained that we are in the process of hiring a Director for the Middleware Group and that the position will be posted today.

Three candidates have been interviewed for the NetCom Director. He believes we have four more to go. We should have some kind of decision by the end of next month.

IX. Associate Vice President's Report

Because of demands on ITC and ITEC members' time, and because of duplicated efforts, an attempt is being made to streamline IT governance by combining the IT Council and ITeC meetings. Sarah Michalak and Steve Hess have discussed this with the Council of Academic Deans. The Council of Academic Deans determined that they would like ITC to continue with full representation of all colleges. Today's meeting is the first combined ITC/ITEC meeting with representatives invited from all colleges. We will try this for a period of time, and if it proves effective, we will proceed with a permanent merger of ITC and ITEC. Hopefully, this will reduce the number of meetings people have to attend while ensuring that all colleges are represented. Members should come to the meeting prepared to represent the interests of the college that they represent and vote accordingly. A membership list may be found on the back of the handout under Tab 7. There may be some changes in the future, according to the deans' desires.

The Information Technology Plan is the foundation of the committee's work. The plan can be found on the IT web site (www.it.utah.edu) under Policies and Plans. The Plan will be updated continually, particularly in the project appendix. Subgroups will operate under the jurisdiction of the ITC. ITAC is the Information Technology Advisory Committee, which will advise ITC on technical issues that may impact plans and policies. Other subcommittees may include the PC Managers group, IT Administrators, Wireless Committee, etc. These committees are usually ad hoc in nature. Technical issues that have implications on campus plans and policies will be brought to ITC after being reviewed by these subcommittees. This should enable the ITC to review policies quickly and keep these meetings to an hour to an hour-and-a-half.

Kevin Taylor has Iomega Clik drives that are available to all faculty and staff. See him about them.

X. Other

It was moved and seconded to adjourn. All were in favor.
The next ITeC Meeting will be on June 6, 2002.

The meeting adjourned at 1:31 p.m.
Julie Thompson Bradder recorded the minutes.