

University of Utah
Information Technology Council
Executive Committee

February 14, 2008

THE MINUTES - Unapproved

Attendees (Guests or Representatives):

Dave Adams, Scott Allen, Cathy Anderson, Lisa Arbon-Tagge, Kenning Arlitsch, Ed Barbanell, Paul Brinkman, Paul Burrows, Thomas Cheatham, Dean Church, Tim Ebner, Rene Eborn, Julio Facelli, Carla Flynn, Ryan Fox, Carole Gassert, Demian Hanks, Kay Harward, Steve Hess, Dave Huth, Chris Kidd, Lisa Kuhn, Helen Lacy, Jim Livingston, Nancy Lombardo, Kimball Lovin, Paula Millington, Tony Murillo, Lonnie Norton, Larry Okun, Joyce Ogburn, Brent Park, Rita Reusch, Steve Reynolds, Steve Scott, Joan Stoddart, Corey Stokes, Joe Taylor, Kevin Taylor, Mindy Tueller, Jeff West, Chuck Wight, Hang Wong, Joanne Yaffe, David Zemmels

I: Introductions and Welcome – Steve Hess

II: Approval of the Minutes – December 13, 2007 Minutes – Approved

III: Project/Portfolio Management – Kimball Lovin and Rene Eborn

The IT Project and Portfolio Office (PPO) objective is to optimize the university's IT portfolio to contribute to the organization's successful performance and to sustain viability, value and growth, and to align IT priorities with the University's strategic plans and objectives. The first phase of the multi-part project is nearly completed. ITC members were introduced to the PPO Request Form and Infrastructure Scoring Model that are under development as tools to assist with projects; the PPO Infrastructure Pilot Projects List was also reviewed.

It is recommended that ITC support the methodology as outlined to date. It is also recommended that ITC approve the priority scoring models with the understanding that this is a trial process and changes are expected. Recommendations were approved.

IV: Compliance Office – Organization and Plan – Chris Kidd

Chris Kidd, Chief Compliance and Information Security/Privacy Officer introduced the new Compliance Office model. The new model's governance structure focuses on, but is not limited to security and privacy issues. Anytime IT processes touch regulatory, policy, or legal requirements, the Compliance Office is likely to be involved. Examples include how IT is used to process credit card information. The new model has consolidated the hospital compliance requirements, such as HIPAA, with the overall campus compliance functional requirements. The new compliance team will work toward sharing information and offering suggestions to any campus entity that needs assistance. The Compliance Office will be hiring a training manager to increase awareness and understanding of security and privacy requirements across campus.

It is recommended that ITC approve the OIT Compliance Office organization, plans and processes that have been identified to date. Recommendation was approved .

V: Operational Security – Organization and Plan – Steve Scott

The Information Security Operations team (ISO) is the technical arm of IT Security and Compliance functions and works closely with the Compliance Office. ISO will focus on incident response, security assessment, awareness and training and will work to enable information systems for acceptable levels of risk, to prevent unauthorized access to systems and to provide information and assistance to campus university entities to secure their systems. Steve reviewed services provided by the ISO group with council members; details can be reviewed on pages 22 and 23 of the meeting materials.

It is recommended that ITC approve the responsibilities of the ISO as outlined. Recommendation was approved.

VI: Improper Use of Directory Information – Kay Harward

The University Administration and Human Resources has received numerous complaints from students reporting undesired access to their directory information. Kay reported that the University does not sell, trade or make available information to marketing firms. Students have felt that their information is too easily obtained through official and unofficial channels. There are options available to disallow public access to student information. These could include making student directory information available only to authenticated users. Students have the option to set a FERPA flag to prevent publication of their information. Once set, the flag remains set until the student resets it. The council discussed options and suggested that input from students be obtained on the issue. Council members felt that information for staff, faculty and graduate students should remain external and recommend that the issue be brought to ASUU for their input before readdressing the topic at an upcoming ITC meeting.

VII: Email for Official Communications – Jeff West and Kevin Taylor

This topic was addressed at the October 2007 ITC meeting; it was recommended that Email be used for official communications for employees. At that meeting ITC members recommended that campus organizations with large groups of people who do not have regular access to a computer be consulted. Input was received from the Hospital and Facilities Management group; both groups have large numbers of employees who do not have regular access to a computer. Currently, the managers in these groups distribute paper-based and electronic information and believe it would be less expensive and more efficient to move to Email as long as procedures were established to identify email as official, to prevent confidential information from being distributed through persons other than the intended recipient, and that departments establish protocols/procedures/guidelines for delivering messages to employees. Council members discussed the proposal at length and suggested that the intent should be that Email can be used as AN official means of communication, but not necessarily the only means of official communication. They also want to ensure that department procedures are established.

It is recommended that ITC approve the use of Email as AN official means of communication for employees. It is also recommended that procedures be established

that will assist campus administrators and departments in successfully adopting Email for this purpose. Recommendation was approved as amended, in that guidelines will be developed and best practices applied.

VIII: Distance Education – Final Report – Helen Lacy and Carole Gassert

The Executive Summary of the Distance Education Task Force was presented to council members. The Task Force was asked to do four things: 1) Determine the nature and scope of Distance Education underway at the University of Utah; 2) Share strategic plans or goals of programs, divisions, departments and colleges; 3) Develop a list of recommendations to the ITC which includes policy, needed resources, facilities, services and expertise; and 4) Prepare a vision statement for distance education that addresses the needs of the entire campus. Each of the four is outlined in the meeting materials beginning on page 27. Council members reviewed the outline of the report and discussed the complexity of the report, where information goes next and who will follow up on the on the recommendations of the Task Force. The Task Force report will be presented to the Academic Leadership Team and Council of Deans in the near future. The entire report of the Task Force can be reviewed at <http://www.it.utah.edu/leadership/committees/DistanceEd>

It is recommended that the ITC approve the report and recommendations of the Distance Education Committee. Council members voted to accept the report and support the recommendations.

IX: Technology Classroom Configurations – Helen Lacy and Carole Gassert

Work on the Technology Classroom Configuration was suspended following the December 2006 ITC Meeting until the completion of the Distance Education Report. Discussions have been held since then with the Utah Education Network and the University Scheduling, the Office of Space Management and IMS groups. From these meetings, eight General Purpose Classrooms have been identified as candidates for upgrades to serve as Enhanced Technology classrooms; these rooms are geographically distributed across the main campus. Locations of the eight classrooms are located on page 31 of the meeting materials. Definitions of General Purpose, Base, Enhanced and Distance Education classrooms begin on page 32. Council members discussed classroom configurations recommendations, upgrades and future planning, and requested a complete list of classrooms.

It is recommended that the ITC approve the proposed technology classroom configurations. Recommendation approved.

X: Incommon Federation – Dave Huth

Due to time constraints this agenda item is postponed.

XI: WIMBA – Corey Stokes

Due to time constraints this agenda item is postponed.

XII: Legislative Issues – Steve Hess

Due to time constraints this agenda item is postponed.

XIII: Faculty Upgrade Survey – Steve Hess

Due to time constraints this agenda item is postponed.

XIV: Clickers – Steve Hess

Student Response System “Clickers” are being used in different departments on campus and depending on the system being used by each department, students may be required to purchase more than one “Clicker”. The Academic Leadership Team has asked that ITC be engaged to seek a solution that is fair to students and meets the needs of departments and colleges. Clickers cost about \$30 each and up to \$8500 for the system. Council members reviewed concerns of students departmental cost. It was suggested that before moving forward that the topic be presented to the Student Council for input and bring the agenda item back to ITC at the April ITC meeting.

XV: Web Content Improvement – Paula Millington

Due to time constraints this agenda item is postponed

XVI: Impact of IT on Higher Education – Steve Hess

Due to time constraints this agenda item is postponed

Meeting Adjourned.