

# IT Governance: Shared IT Infrastructure Advisory Committee (SIAC)



## Notes

**3:00 to 4:00 pm**

**8/5/2014**

**Hub 272**

**Members Attending:** Cromer, Frey, Kirmse (chair), Lander, Robinson, Sallot

**Others Attending:** C. Benjamin, Burdette, J. Capehart, Huelsman, Livoti, Madey, Miller, Moffat, K. Tran

### 1. UFIT Strategic Plan Feedback

**Kris Kirmse**

- Refer to “2014-202 ITSP Version2.003.docx”, attached.

### 2. Network Services Overview

**Tom Livotti**

- Refer to “NS\_SIAC Presentation tcl.pptx”, attached.
  - Net Services has hired Jaime Ilundain (Sr. Unified Communications Engineer from Healthnet) to be the UC Architect for UFIT/NS. This position is intended to implement CIO Eldayrie’s vision of “making all these things work together” (voice, video, conferencing, instant-messaging, etc.)
  - Related note: Patrick Pettus (formerly of UFIT/AT – Video Services) has moved to the UFIT/NS VoIP team
- Additional info on the Distributed Antenna System project:
  - IFAS has given NS a plot of land by Lake Alice, to site a 7,000 sqft “head-end” building for the campus DAS infrastructure. Madey says he hopes to get started on construction later this month
  - The goal is that the external antenna network will cover at least 80% of the campus; once it is operational, the remaining ‘dead zones’ will be addressed via in-building antennas.
  - Madey expects this to be operational in the April-May time-frame

### 3. Technical skill requirements for E&IO Hosting

**Dan Cromer/Ken Sallot**

- This started as a request from CIO Eldayrie to create a more formal/structured plan for provisioning IT services, such that an appropriate/adequate degree of skill and responsibility is in place for each IT service/function.
  - This could even go down to: “before you can get a GatorLink username...” you must demonstrate a certain level of policy-knowledge and security-awareness
    - It was noted that there is already a simple 5-question quiz which must be passed to set/reset a GatorLink password; however, this discussion contemplates going

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somewhat further in assuring understanding of policies & responsibilities, on the part of the individual GatorLink username-holder

- Additional levels of knowledge and assurance of assumption of responsibility may be associated with:
  - Before you could have admin rights on a UF computer
  - Before you could have admin rights on an AD OU
  - Before you could be a SysAdmin on an EIO hosted machine
    - If you get a VM in the EIO environment, what are your responsibilities? This needs to be codified.
    - This could also apply to people who just buy a box and plug it in; there needs to be a policy assuring some level of technical competency must manage any IT resource
- Moffat: EI&O has some concern about putting barriers in the way of possible customers that might result in them going off-premise (e.g., Amazon Web Services)
- Sallot: Keep barriers low, but not non-existent; perhaps even just a check-box on the (future) “Self-Service Provisioning” form, confirming that the requestor has obtained permission of the appropriate IT technical authority in their unit. This could even trigger back-end work-flow such that the request goes to the dept. IT authority (possibly Information Security Manager [ISM] for approval, prior to moving forward to actual provisioning)
- Huelsman: It’s an issue of Responsibility; someone in chain (ISM, ISA, DDD) needs to approve, because they are ultimately responsible
  - Policy already says must be managed by an IT professional and have a security assessment done
- General agreement that provisioning a server requires someone to say, “Yes, I take responsibility, and will maintain responsibility forever.”
- There are liability issues; Eldayrie has advised Colleges, etc. that if there is a data-spill from their unit’s activities, that the unit is responsible for the costs
- Kirmse is pursuing a related issue re: individual administrator rights on UFIT-governed workstations
- Moffat: Customers complain it takes too long; they compare us to Amazon Web Services, and say we’re too slow to provision services
  - Lander: There’s some education needed; people (users) need to be educated that they have responsibilities to UF, and those responsibilities do impose certain additional requirements, beyond just “here’s my credit-card, give me a server.”
  - Livoti: Researchers are very familiar with the need to get approvals

## 4. 2 year review of WiFi Posture Assessment

Ken Sallot

- Sallot: After 2 years of implementation, is Network Access Control/Posture Assessment successful? Is it delivering on its promise? Keeping us secure, but still allowing people to do their jobs?
- Huelsman: UFIT/Info-Security purchased Secunia to help with this. This could help people keep their machines mostly up-to-date, and keep them from being blocked. But very few people are using it.
- Lander: College of Engineering experience is that most of the problems are experienced with machines that have been off for a couple of months, maybe only getting used for presentations. No regular patches.
- Huelsman: Still thinks Secunia would help; at least during the occasional times the machines are turned on, they would be more 'pro-active' about downloading and installing patches.
  - Discussion continued "Why don't we use Secunia? We paid \$500K for it."
    - Probably education; the word is not getting out.
    - Huelsman should work with Tracy Gale to mount an awareness campaign
- Sallot has done some research appearing to show very few Universities using posture assessment
  - **Wireless / NAC Posture Assessment**
    - FSU, UCF, UGA, UT Knoxville, OSU, MIT, Michigan State, University of Michigan, UC Berkeley, Purdue, University of Kentucky, University of Maryland, Texas A&M, Virginia Tech, University Wisconsin-Madison, West Virginia University do not do NAC.
    - LSU (retired "LSUSECURE" in May 2014 leaving only eduroam), Clemson (retired "Tigernet" in fall 2013 and replaced it with eduroam)
    - The only one that uses SafeConnect was U. South Carolina, and wireless access was farmed out to AT&T.
  - As a follow-up (post-meeting email), C. Benjamin shared:
    - "When I checked there are some 32 Universities about the size of UF that are running SafeConnect posture assessment."
- Robinson: People hate it (NAC/Posture Assessment), and it's antagonizing potential future donors
- Huelsman: Now that we're 2 years in, we should reevaluate posture assessment, and see what we can do to make it better
- Huelsman will try to get some numbers regarding number of computers blocked, and related stats pertaining to NAC/Posture Assessment

## 5. Infrastructure Applications Advisory Committee (standing item)

Eric Olson

No report this month

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**7. Next Meeting** – the 1<sup>st</sup> Tuesday of each month from 3:00pm to 4:00pm – Sept 2<sup>nd</sup> in Hub 272

## **Additional Information:**

- UF IT Governance Home: <http://www.it.ufl.edu/governance/>
- Shared Infrastructure Advisory Committee (SIAC) website: <https://connect.ufl.edu/it/SIAC/>