

Agenda/Minutes

ATTENDEES

Standard Attendees: Susan Cherry, Jim Cook, Denise Grinnell, Scott Thede, Jennifer Thede (minutes)

Absent: Jim Maat

Guests: Lori Henderson

Handouts: Data Security Response Plan, projects spreadsheet

AGENDA ITEMS

Old Business:

Item	Lead	Estimated time needed	Handouts/reference materials to review (link, or location, or attach)

New Business:

Item	Lead	Notes
Project Updates	Jim C	<p>Jim provided detail on his project spreadsheet. Some highlights include:</p> <p>Vicky, Lori Rendel, and Jim are working on the AD statement of work. Jim will email this to the managers and John. Scott said that his group had a peer review of emergency notification software and reviewed the products and selected NetSupport Notify which is what the task force recommended. It was decided that exploring Microsoft and/or Active Directory native utilities is not necessary largely due to the low cost to acquire and maintain NetSupport Notify and that the replacement of Groupwise would be limited to what it currently covers and that is classroom and employee computers. Enough licenses will exist to eventually cover all university owned computers.</p> <p>Jim reviewed the projects and said that the smart classroom project is difficult to get funds. Mike Johnson is having trouble with securing the additional funds above the original estimates.</p> <p>Project plan for Mobile Connection was entered into Innotas.</p> <p>Tower 25 project needs more discussion/clarity.</p> <p>Concur: VP Scoby and Rick Christner meet on funding tomorrow; more info to come. It has been approved by the President's Council.</p> <p>Backup replacement: Product has been selected, met with purchasing, getting 3 quotes</p> <p>Blackboard project: Mary Holmes is the project lead and this project is moving quickly. IT is having trouble keeping up and moving it through the project process.</p> <p>Add iTunes University as a potential project</p>
Data Security Incident Mgmt	Lori H & John	<p>One of the main security issues that caused IT to work more on the response plan was the COB server breach so that IT can be more prepared. Lori & John have worked on the plan and how should the plan be organized to be prepared best. The plan was approved previously but parts have been added based on the different incidents that have happened. This includes severity level and response team roles. Incident Response Advisory Team oversees each incident and those members and roles are defined. There is a time tracking sheet for the event manager and one for the staff to use. This helps because when people are asked how much time they've spent we can get a better idea. Ferris can actually be reimbursed (through our risk mgmt policy) for time spent if the cost gets to a certain level. Lori also shared the draft web page with contacts for Ferris reps if an event occurs, for such instances when outside people or media need to get in touch. Sample scenarios might get added into the document. Clarity on the severity levels is needed because there are attacks daily so when do we use the document? Need introduction section. It is important that risk mgmt is included. Laptops with encryption are not to be assumed exempt from attack b/c someone might have removed the protection. Can students in TAC take a security breach call? Yes.</p>
ITIL Assessment Update	Susan	<p>Mike from Fruition sent the initial report about Ferris' ITIL assessment. Susan thought some important components were missing (like service catalog) and will ask him to explain or get more data. John said to let him know if we aren't getting a response in a reasonable amount of time. For the roadmap, Susan explained each process and whether Ferris is at crawl, walk, or run stage for phase 1 and 2. We'll have to do some internal assessments as well which would result in revising phases of the roadmap.</p>

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A&F Retreat Update	John	John shared the top IT accomplishments which will be shared with staff. The direct reports talked about collective strengths. A functionally focused service directory is something A&F wants.
IT Services 3 Year Planning	John	John and Jerry are working on a three year IT plan; John will give the managers a chance to review it and provide feedback. The timeline to come up with the plan is Oct. 30. How can we have areas of focus so that we can have more than one priority #1. It is hard to estimate costs for three years out or how much staffing is needed; there is concern about getting this done by the due date.
Network Infrastructure Projects	John	Jim Maat's staff has 8-9 buildings to upgrade and does not believe they'll be able to complete the work in the remaining maintenance windows. Some extra maintenance nights may be needed or extended hours; this is an exception to John's usual stance. Maybe we need more maintenance nights in the summer.
Gartner	John	Gartner has been slow to execute the services we purchased. John has asked them to conduct a special training session for those getting user accounts. The intent is to use their services to help us make decisions on technology trends and direction and help alleviate staff research time.
Round Table	All	<p>Denise wondered about the IT priorities and if they were moving forward. John said they are still not approved but staff can begin work. Keep in mind that we need to do a 3 yr plan. Emergency change management for Kronos to fail back to the original server. T2 is going live this week for parking passes. E-Learning team training for BB 9.1 starts July 18; there are 200 courses to load – need to do batch integration rather than hand-type!</p> <p>Scott said Susan joined the daily TAC phone call to help with communication. Evals are completed. COB entered into a SkyTap contract which is an experiment with virtual desktop interface and servers. TAC is working on implementing online training for customers in lieu of the ITAP program. Susan said Atomic Learning has been purchased for Blackboard training but there might be use for desktop training. Scott is doing a retreat with his coordinators and support staff next week; if there's anything he should cover at the retreat, let him know. TAC is working on a video to be completed by Aug. 15 that will be a customer-facing video to help frame support and flow of a support call for customers. This is step one of a potential video series for IT information. It will be about 5 minutes.</p> <p>Susan said she and Scott met with purchasing on the best process to acquire our service management tool. Mike Pethick said we do not have to go through a bid process, but when we're talking with final vendors we should have someone from Purchasing at the meetings. At minimum three quotes but maybe 4-5 in case one doesn't work. Susan got a copy of an RFP from another college's solicitation for the service mgmt tool. Susan said attended the session on female bullying in the work place. There was talk about how to improve bullying at Ferris in general.</p>

Action Items:

Item	Person Responsible	Status	Notes
Finalize Incident Web Page	Lori (Terri & Kris)		
Finalize security response plan	Lori		Susan has edits and any other manager can submit edits to Lori. Jennifer to change the incident flow chart to reflect the new organization. Edits due in a week.
Schedule special tech review for Blackboard	Jennifer		This has been scheduled for Aug. 22.
Tegrity for AD	Jim		Jim to set up Tegrity to capture AD L&L
Fruition Assessment	Susan		Remind Mike from Fruition that we need the assessment revision completed asap.
Gartner Training	John		John to talk more with Ryan from Gartner to get the training session here on campus.

ADJOURNMENT