
IAC Meeting Minutes

Microsoft Teams Meeting

January 14, 2021 – 10:00-11:30am

Attendees: Jake Anderson (CAS), Lance Baatz (ACNS), Katie Banghart (VPIT), Brandon Bernier (VPIT), Michael Brake (Student Achievement), Kelley Branson (Engineering), Dave Carpenter (CHHS), James Cizek (ACNS), Josh Clark (IS), James Cox (CNS), Nick Cummings (HR), Bill Davis (HDS), Steven Dove (BFS), John Engelking (COB), Lisa Gertig (Internal Auditing), Eric Hamrick (Procurement), Dave Hoffman (VPIT), Jason Huitt (ACNS/Telecom), Steve Lovaas (ACNS), Neal Lujan (DSA), Kylan Marsh (UA), Jamie McCue (VPIT), Richard Nelsen (COB), Mike Olin (INTO CSU), Dawn Paschal (Libraries), Jon Peterson (Research Services), Colleen Polley (Internal Auditing), Kacie Reed (CVMBS), Joe Rymski (University Communications), Gary Senseman (WCNR), Ron Splittgerber (Research Services), Eric Tisdale (CHHS), Tyson Parker (Semester at Sea), Shane Vigil (HDS), Joe Volesky (ACNS), Suzi White (Libraries), Ruth Wilson (Extension)

- Welcome – Brandon Bernier
- IAC Feedback – Dave Carpenter, Jamie McCue, Kacie Reed
 - What does CSU Central IT do best?
 - People are our greatest asset; collaborative and dedicated. The knowledge, expertise, core infrastructure and services we provide.
 - What does distributed IT throughout CSU do best?
 - Ability to understand the specific needs in each area and respond to those areas effectively.
 - What obstacles does CSU Central IT need to overcome?
 - 2 major areas: (1) limited staff and financial resources, help desk ticketing system needs increased support and (2) communication, has improved over time but continues to be a challenge. Central IT is committed to 2-way communication and will continue to explore collaboration options.
 - What would you like to see (services, support, etc.) from CSU Central IT in the future?
 - Improved helpdesk and software management licensing, more unified support and tools, more opportunities for relationship building, communication, knowledge sharing.
 - Thanks to IAC members for providing open and honest feedback. This information was kept in mind as Central IT developed core values, a purpose statement and new organizational structure.
 - Plan to make feedback gathering exercises more regular (annually or twice a year), not a one-time thing.
- IAC Leadership Advisory Group – Brandon Bernier

- Seeking 4-5 IAC members to represent the following roles and/or perspectives: College IT, Divisional IT, Central IT, Mission-Related (Research, Teaching and Learning, Outreach), Business & Administrative Operations.
- Participation rotational; members join for one year.
- Duties: plan IAC meetings and presentations. Determine how to strengthen IAC governance. Outline future strategic initiatives.
- Workload: 2-3 hours per month; biweekly meetings and prep work.
- Cybersecurity Update – Steve Lovaas
 - Staffing:
 - Andrew Diesh (50% FTE) developing incident response capabilities.
 - Preparing search for 50% FTE focused on Security Awareness & Training.
 - DUO:
 - In the final planning phases to enable DUO for Office 365. Anticipate launch this Spring, to cover faculty, staff, students, and associates (not retirees yet), more details to come.
 - Evaluations:
 - External: (1) brief assessment of policies and practices, (2) Central IT divisional security maturity, (3) annual National Cybersecurity Review
 - Internal: (1) Cybersecurity Services Team reviewed hardware asset management, (2) Divisional Cybersecurity Initiative reviewed endpoint security from a software perspective (both web security and software configuration management)
 - IT Risk Management
 - Starting to use the language of Risk Management with new initiatives.
 - Assessing risk against CIS Controls (tool: CIS RAM), developing a Risk Register for Central IT.
 - SolarWinds Hack
 - Able to get into otherwise extremely secure orgs that were thought to be inaccessible. CSU doesn't use the software that was compromised.
 - Takeaways: (1) anticipate SolarWinds going out of business, would need a new helpdesk package for Central IT, (2) necessary to engage in vendor supply chain risk management, (3) risk in using on-prem server/appliance software with updates pulled from cloud sources
- Microsoft Teams Communications Proposal & Teams Pilot – Dave Carpenter
 - Teams for Voice Pilot began Dec. 2019, rolled out more broadly Summer 2020. 500 pilot users. Pilot has proven the technology viable for the university to move forward.
 - Recommendation submitted Dec. 2020. Proposal now moving to Provost & CFO.
 - Discussions to fund Microsoft license as a mandatory cost to the university and properly fund the network from core to the edge. Communication Steering

Committee: broad representation (distributed IT and central IT), identified guiding principles for communications at CSU, these were used in forming the recommendation.

- IT Program Reviews – Brandon Bernier, Nick Cummings, Ron Splittgerber
 - Approached by Lynn Johnson (VPUO), Alan Rudolph and Christa Johnson (OVPR) to discuss IT in their divisions. Identify opportunities to partner and collaborate, develop fresh ideas, future-focused view. Program reviews are collaborative partnerships, not IT audits. Teams are comprised mostly of folks internal to the division.
 - Purpose: Align university/divisional missions and strategies, embrace peer benchmarking and national best practices, add additional value to divisional IT staff, constituents, and stakeholders.
 - Goals: identify key recommendations to evolve IT environment, increasing efficiency and effectiveness of IT services and workflows, reducing costs, providing stronger career paths and training for IT staff, and enhance collaborative partnerships with Central IT.
 - Areas of focus: (1) services offered, (2) IT infrastructure, (3) divisional/unit goals, initiatives, and major projects, (4) org structures and decision making, (5) budget/financial, (6) service delivery and customer support.
 - Takeaways: Many 1-person teams with a lot of responsibility, want to address this throughout the IT community at CSU, how do we come together to stop this issue from recurring. Participants were willing and anxious to share their ideas, not “us” reviewing “you”, a collaborative project. Central IT learned what DUO is doing well and where they are ahead, great learning opportunities.
 - Division of University Operations
 - Developing final recommendations, plan to share with division end of Jan/early Feb.
 - Takeaways: high-level of work with very limited resources. Dept heads and IT managers are open to change, to serve division and university in more efficient and effective ways.
 - Office of the Vice President for Research
 - Kick-off early February
- Evolution of Central IT – Brandon Bernier
 - Collaborative effort, embracing partners across the university and system, creating a community.
 - Completed 2020 Initiatives
 - Creating a New Structure - Fall 2020/Spring 2021
 - Structure Implementation - Spring 2021
 - University Strategic Plan – Spring/Summer 2021

Adjourned at 11:26 AM