



# Information Technology Committee

January 26, 2023 - 11:00 a.m.  
Virtual Microsoft Teams Meeting  
Minutes

## Opening

The meeting was called to order on January 26, 2023, at 11:00 a.m. by Mr. Eric Brown.

## Attendees

Voting Members Present	Non-Voting Members Present
Mr. Elijah Tidwell	Mr. Matt Silva
Mr. Braxton Westbrook	Mr. Cody Bryant
MS. Sharon Holderman	Mr. Brandon Walls
Dr. Mark Stephens	Mr. Jason Luna
Dr. Susan Wells	Mr. Will Hoffert
Mr. Eric Brown (Chair)	Mr. Shawn Albro
Dr. Eunsung Park proxy for Dr. Sandra Smith-Andrews	Mr. Ben Burchfield
Mr. Matt Smith	Mr. David Hales
Mr. Chuck Roberts	Mr. John Woodard
Ms. Elizabeth Williams	<b>Absent</b>
Dr. Curtis Armstrong	Dr. Mohan Rao
Dr. Jeannette Luna	Dr. Ben Stubbs
Dr. Lenly Weathers	Mr. Brian Seiler, AVP of ITS
Dr. Kumar Yelamarthi	Mr. Greg Holt
Dr. Lisa Zagumny	
Dr. Jeremy Wendt proxy for Dr. Jason Beach	

## Approval of Agenda

A motion to approve the agenda was made by Dr. Curtis Armstrong and seconded by Mr. Matt Smith. Motion passed.

## Approval of Minutes

A motion to approve the minutes of the previous meeting was made by Dr. Mark Stephens and seconded by Dr. Kumar Yelamarthi. Motion passed.

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## **Mr. Will Hoffert – Develop TAF Project Submission Form**

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Mr. Will Hoffert advised that Mr. Brian Seiler, AVP of ITS, is developing a TAF Project Submission form. The TAF Project Submission form will help us measure quantitative items that could be beneficial and looking at scopes as we move forward with a new platform for these items. Mr. Will Hoffert stated that funds would be limited based on infrastructure, the cost of the UNIV projects, and other infrastructure items we need to have in place. Mr. Brian Seiler, AVP of ITS, will provide progress updates as we move forward.

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## **Mr. Will Hoffert – TAF Spending Plan Subcommittee Update**

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Mr. Will Hoffert advised that the subcommittee met with the focus on looking at the infrastructure and UNIV projects list to define:

- Definitions of current and ongoing UNIV projects
- Guidelines for evaluating software
- Scopes and impact of these projects,
  - Including
    - ◆ Number of students impacted
    - ◆ Renewal cycles
    - ◆ Cost and projected costs to budget

Dr. Curtis Armstrong asked if the Spending Plan Subcommittee approves the spending plan or if they recommend it to the ITC committee.

Mr. Will Hoffert stated that the Spending Plan Subcommittee provides it as a final version to the ITC Committee for approval and then to the Provost for final approval.

Mr. Eric Brown, Chair, asked if the subcommittee has come up with some metrics to determine what becomes university license software or if that is part of the work still in progress.

Mr. Will Hoffert advised that it goes into the scope of impact for the projects. The subcommittee is still trying to gather information on the number of software installations on campus, how many students are using the software, if the software allows students to download onto their personal devices, and the total number of students a software impacts. Mr. Will Hoffert stated that TAF use to have a couple of projects that may have impacted only two students, and the cost was over a couple of thousand dollars or more. Mr. Hoffert asked if that cost was appropriate based on the number of students impacted since every student pays into TAF. Mr. Will Hoffert stated that the subcommittee is trying to determine how much a particular software is being used across campus versus within smaller areas. Mr. Will Hoffert noted that certain areas do not have a large budget, so we are trying to determine what percentage to allocate for that area. Mr. Will Hoffert stated an example where a department or a smaller unit has only thirty students, and only five students are using a particular software, which could benefit that area. Mr. Will Hoffert advised that the

subcommittee was trying to figure out how to develop the scope of impact while considering the total impact of those dollars.

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### **Mr. Will Hoffert – TAF Strategic Planning Subcommittee Update**

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Mr. Will Hoffert advised Mr. Brian Seilers, AVP of ITS was going to provide an update on the Strategic Planning Subcommittee; however, he could not attend the meeting. Mr. Will Hoffert stated he did not have much information about the Strategic Planning Subcommittee meeting. Mr. Will Hoffert advised that most of the subcommittee discussions revolved around the TAF Project Submission form and possible guidelines for the form.

Mr. Eric Brown, Chair, asked the ITC committee if any members of the Strategic Planning Subcommittee were present in the meeting.

Dr. Lisa Zagumny advised that she was a subcommittee member and would need to pull notes from the meeting. However, what Mr. Will Hoffert has discussed would be a good summary as the subcommittee is still in the discovery phase.

Mr. Matt Smith asked if there was a target rollout date for the TAF Project Submission form.

Mr. Will Hoffert responded by stating he thought toward the fall, but as he is not a subcommittee member, he could not confirm a timeline.

Dr. Lisa Zagumny commented that no date was discussed in the January 17 meeting.

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### **Mr. Jason Luna – Security Training Update**

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Mr. Jason Luna provided a brief update on the campus-wide security training.

- Training deployed to the campus community
  - Start date: December 2, 2022
  - Due Date: January 31, 2023
- Training for 2022-2023 consisted of four separate modules
  - Total estimated time to complete every module is 35-45 minutes
- As of today, 46% of the 2103 personnel assigned have completed training

Mr. Jason Luna stated that reminders have gone out and that another reminder would be next Monday, January 30. Mr. Jason Luna also noted that a part of the training package this year is the Security Awareness proficiency assessment which contains approximately forty questions that users answer that gauge their knowledge per skill area. Mr. Jason Luna noted that his department had not previously sent out assessments, which provides awareness of where we need to focus our training for next year.

Dr. Curtis Armstrong asked if the program broke down the difference between passwords and authentication in terms of the areas of weakness.

Mr. Jason Luna stated that passwords and authentication include training users to create secure passwords and use identity authentication tools. Mr. Jason Luna said that everyone gets a different assessment. Mr. Jason Luna noted that he had taken the assessment four times and gotten four different questions.

Dr. Curtis Armstrong clarified that his question was more of "can we"? Drill down on specific areas of weakness.

Mr. Jason Luna stated that some of the questions he got while taking the assessment were

1. What is a secure password
2. What does it consist of
3. How to create a secure password (passphrases, complexity, and things of that nature)

Dr. Curtis Armstrong asked if the assessment shows where the weakness is, which area in those different forms and if they provided any breakdown. Dr. Curtis Armstrong also inquired if the assessment provided numbers or percentages of accuracy.

Mr. Jason Luna stated that he could run a report of everyone's individual scores in each area, but as far as which specific questions were asked in the assessment, he could not.

Mr. Eric Brown, Chair, read off a question in the meeting chat: Is there a way to provide a list of those who have not completed the training for a particular college?

Mr. Jason Luna stated absolutely. Mr. Jason Luna noted that if anyone would like him to create a report of those who have not completed the training, to send him a request via email.

Dr. Kumar Yelamarthi asked what would happen to individuals not completing their training by January 31.

Mr. Jason Luna advised that the plan would be to give that individual an additional period of time and notify their department before turning off accounts. The length of the grace period has not yet been determined.

Dr. Curtis Armstrong commented that he believes Mr. Jason Luna was using KnowBe4 for security awareness and was pleased with their material.

Mr. Matt Smith suggested that when you (Mr. Jason Luna) send emails out to the department heads, Chairs, Deans, Supervisors, and Directors, he mention that it is good to have training because we want everybody to be secure and help protect our network. Still, the insurance we file with the state is reviewed, and they look for security training.

Mr. Jason Luna stated that the university has to meet several State and Federal regulatory requirements. Annual security training is required for PCI DSS and HIPPA. Mr. Jason Luna noted that it not only meets the regulatory requirements, but it's important for users to be aware of security. It does not just apply to work; you can use some of this stuff on your home network.

Dr. Jeannette Luna asked if Mr. Jason Luna could email the Chairs and Deans a list of those who have not completed the security training. Dr. Jeannette Luna also stated that knowing the grace period sooner rather than later would be helpful. Dr. Jeannette Luna noted that understanding the grace period would be beneficial for the Chairs and Deans.

Mr. Eric Brown, Chair, asked if Mr. Jason Luna could advise out of that number that had not completed the training were individuals like Facilities or individuals that were not regularly in front of a computer. Mr. Eric Brown, Chair, went on to clarify that this had been a problem in the past.

Mr. Jason Luna stated that he does not have that data in front of him, but he could pull a report with that data.

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### **Mr. Jason Luna – Security Software Update**

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Mr. Jason Luna advised that ITS has recently implemented a new security software. On January 6 CrowdStrike Falcon Complete was implemented as our new Managed Detection and Response (MDR) solution. Computers, monitors, different security software, and different suites of security on 24/7 bases. The software acts as a stand-in Security Operations Center (SOC) for the University, allowing proactive measures to be taken when threats are detected on endpoints and servers.

Dr. Curtis Armstrong asked if we were using CrowdStrike for incident response, if we are contracted with them, or if we have another approach.

Mr. Jason Luna asked for clarification of the incident response.

Dr. Curtis Armstrong clarified if there is an incident beyond their monitoring system. Is CrownStrike able to avoid a ransomware attack?

Mr. Jason Luna stated that CrowdStrike does not handle incident response if there is ransomware detected. If CrowdStrike picks that up, and if they can stop it, they will. Mr. Jason Luna went on to state that some key indicators start to happen before an event, like files getting encrypted unexpectedly by an unknown piece of software. In that case, CrowdStrike will do everything it can to stop the incident, but we will have to go through the state for the actual incident response.

Dr. Curtis Armstrong asked for clarification that the university is not contracted with CrowdStrike for the incident response.

Mr. Jason Luna confirmed that the university is not contracted with CrowdStrike for incident response.

Mr. Matt Smith commented that the university's cybersecurity insurance is with the state. Mr. Matt Smith clarified that a few universities had a very similar situation, and the incident response is a state-wide contract with a third-party vendor.

Mr. Jason Luna stated that our CrowdStrike agreement is a warranty that if they cannot prevent an issue, they will assist with covering part of the insurance deductible.

Mr. Eric Brown, Chair, asked about mobile users traveling and if there were any changes in the operations compared to the previous solution or if any changes to the VPN were needed for mobile accessibility.

Mr. Jason Luna confirmed no additional steps would be required.

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## **Other Items**

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## **Looking Forward**

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Mr. Will Hoffert wanted to remind everyone of the upcoming subcommittee meetings.

- Spending Plan Subcommittee
  - April 18, 2023, 11:00 a.m. to 12:00 p.m.
- Strategic Planning Subcommittee
  - April 20, 2023, 11:00 a.m. to 12:00 p.m.
- Innovative Computing Subcommittee
  - January 31, 2023, 11:00 a.m. to 12:00 p.m.

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## **Adjournment**

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There being no other items, a motion was made to adjourn by Dr. Curtis Armstrong and seconded by Mr. Matt Smith at 11:36 a.m. Motion passed.