Members Attending: Eric Olson, Dan Cromer, Kris Kirmse, Lane Blanchard, Shawn Lander, Mark Robinson (remote)

Others Attending: Dan Miller, Avi Baumstein, Ayola Singh-Kreitz, Chris Easley, Ian Moffat (remote), Saira Hasnain (remote), Pate Cantrell, Jeffrey Capehart (remote)

3:00 to 4:30 pm 05/02/2017 Hub 272

AGENDA ITEMS

- **Draft Configuration Management policy and its connection with ITSM** – Ayola Singh-Kreitz and Avi Baumstein
- **Web Conferencing Task Force recommendation** – Dan Cromer
- **UFEM and Trend Micro**—Pate Cantrell

***Draft Configuration Management policy***

**Avi Baumstein**: Draft published on web [link](#). Copy enclosed with minutes.

**Ayola**: ITSM groups are leveraging my.it and many are leveraging this toolset who are using ITSM. There is a Change Management Process guide. Available on the Service Management website. (Only available to UF IT [link](#))

**Shawn Lander**: The Configuration Management Policy may be appropriate for some systems on campus but not others. Appropriate for Enterprise systems but for those “for example” that change out a mouse on a workstation compliance with this draft policy would be overkill...

**Avi Baumstein**: Do we really need Configuration Management Policy?

**SIAC Group** answer “YES”

**Ayola**: Definitely read the ITSM Change Management Process guide first before reading the draft Configuration Management (Avi). The ITSM Change Management has bullet points which provide more detail and will assist with the future compliance with the Configuration Policy, currently in draft form.

**Shawn Lander and Kris Kirmse**: Try not to push too many policies on people at the same time.

**Avi Baumstein**: If you are using ITSM you have a built in tool that will ease the level of entry and compliance with the draft of the Configuration Management policy.

**Shawn Lander**: If a toolset is already provided in ITSM, and because UF has a policy of not duplicating systems...people will have to use ITSM.

**Avi Baumstein**: I try to be agnostic with technology and some other tools are available. (excel, worst case example).
Ayola: ITSM Cherwell is totally free to customers now.

Dan Cromer: Reference Jeff Capehart could audit change management controls in the units and report to the individual Deans to ensure future compliance?

Jeff Capehart: Usually audits are done on enterprise systems unless individual units request one.

Eric Olson, Shawn Lander, Lane Blanchard: Perhaps entertain changing the scope of the Configuration Management Policy to “Information Systems” and not just workstations and servers. This more encompassing scope would include software and databases and align with a previous comment by Shawn Lander regarding possibly including Configuration Management in future Archer Risk-In Takes.

***UFEM and Trend Micro UPDATE

Pate Cantrell: any questions?

3500 end points configured with Trend Micro. The team has started reaching out to individual units to deploy Trend Micro to replace UFEM BigFix. Currently working with CLAS to deploy by June.

Lane Blanchard: How do units get placed on the list for Trend Micro rollout. Answer → Units will be contacted. AHC units are behind firewall.

Chris Easley: There isn’t currently a Configuration Server to relay or punch a hole through the AHC firewall. Affected people in AHC: Justin Burley, Geof Gowan, Chris Hughes (Medicine and Financial Services) Johnny McCrea (Peds)

Eric Olson: Timeline for JAMF rollout?

Pate Cantrell: Next fiscal year. July or August.

Dan Cromer: BigFix expires officially June 30th. Attempting to extend til November 30th for soft transition.

Kris Kirmse: Issues with machines with CPM and put Trend Micro on. Some machines come up with false alert stating no anti virus installed. Working through this issue. Only migrated installs appear to be affected. NOT a security issue but a customer server issue. Implemented web reputation, caused issues with Internet Explorer. Working through this issue as well.

***UF Webinar TaskForce--Web Conferencing Task Force recommendation

Dan Cromer: Software solution searched for with a well-defined scope for a software codec webinar solution. Many looking to eliminate the use of Adobe Connect. One reason → doesn’t allow legacy systems to connect.

Two vendors looked at → Webex and Zoom. Survey’s went out about both products to the taskforce members. Should be a standard for webinars. Dan Cromer asked by Saira Hasnain to head the taskforce. Zoom has been decided on by the taskforce as the approved webinar software. Dan Cromer will give a report on the findings at the next IT@UF meeting (May meeting). Zoom has free accounts (if anyone would like to test) for up to 50 participants for 40 min. meetings. If the recommendation is approved by UF governance…a process will be setup with Zoom for pricing and account creation.
Randy Graff in AHC was on the Webinar TaskForce. Cornell University is in the process of converting from WebEx to Zoom. Link to TaskForce findings: [https://www.yammer.com/ufl.edu/#/files/88230117](https://www.yammer.com/ufl.edu/#/files/88230117)

**Dan Cromer:** Zoom is the easiest to setup and works best with Macs and PCs. Also has a mobile platform.

**Ayola:** Recommendation to share Risk Intake number for Zoom to ease the process for others when they adopt Zoom as webinar software….IF approved by Mr. Elias Eldayrie.