IT Governance: Shared IT Infrastructure Advisory Committee (SIAC)

UF | **UNIVERSITY of FLORIDA**

Chair's Notes

3:00 to 4:00   **02/26/2013**   **CSE 507**

Members Attending: Bailey, Cromer, Fitzpatrick (Chair), Kirmse, Lander, Livoti, Olson
Others Attending: R. Adams, C. Benjamin, Burdette, Madey, D. Miller, Moffat, B. Roberts, Sedesse

1. **Chairman's Notes** – from January 22, 2012   **All**

2. **IT Service Management (ITSM) Project**   **Rob Adams**

   - Adams has a charge from the CIO to oversee ITSM Initiatives:
     - Service Desk
     - Service Catalog
     - Change Management
     - Incident Management
   - History: 4 ITSM initiatives were already running
     - Service Catalog
     - Asset Management
     - Single Point-of-Contact
     - Project and Portfolio Management
   - Elias asked Adams to 'orchestrate' all these individual efforts
   - "CIO's Leadership Group" concluded that "we can't afford Remedy"
     - Licensing to support the whole campus is too expensive
   - Search for a Remedy replacement must include:
     - Identification of user needs and work processes
     - Communication to affected constituencies
     - Support for unit migration
   - Adams thinks that ITSM falls within SIAC's charge and interest. So, he will be asking SIAC to review and endorse recommendations from the ITSM project teams.
     - Trying to keep the functional teams focused on business processes and workflows
     - There will also be a technical team, a communication team, and a Project Manager
   - Bailey comments that his group was starting to look at alternatives to Remedy. Good to know that there is going to be a fresh look for all of UFIT.
   - Adams is now finalizing the structure of the groups -- team leads and team members
   - He will develop a project plan, and then present project recommendations to SIAC

- Kirmse: Remedy license ends 11/30. This will take longer. Will UF renew for another year?
    - Rob: In my opinion, yes.
- Lander: Wishes this 'had started a different way'. Asks if this is a priority to be working on now.
- Cromer: Agrees, but suggests the solution may not be a single product, but 'best-of-breed'
- Adams: Agrees, but we also need to consider Total Cost of Ownership
    - Wants functional groups to IGNORE vendors/products, and focus on business processes
- Cromer: Suggests maybe use Academic Health Center LanDesk system as an interim solution
    - Livoti – would have to ask others at AHC. He's can't to speak to that.
- Incident/Problem Management group has not yet started
- "Change Management" group meets today.   Again, the focus is on requirements, not tools
- Tim: Reminder -- other "ad hoc groups" are also looking at UFIT cross-functional processes
    - Internal Communications
    - Customer Satisfaction Surveys
    - Performance Metrics and Comparative Benchmarks
- Adams: Next Steps -- will come back to this group, for review and comment on --
    - Program Structure
    - Project Plan

3. Email Policy Review   **Rob Adams**

- Adams is working with UF General Counsel on policies regarding:
    - Retention
    - Forwarding
    - Messaging systems
- First got involved via UF need to be compliant with legal requirements (subpoenas, ediscovery, retention holds, etc.). This is "not a Security initiative".
- However, the same tools Security uses for forensics, allow them to help here.
- Legal needs are going to force UF to establish common policies, standards, and systems
- Adams will be meeting with appropriate UF officials and will report back. Likely outcomes are:
    - A university-wide Email retention policy
    - Restrictions on Email forwarding
    - A single Email messaging system
- Adams: Emphasizes again that this is "not an IT initiative." IT can be a tool used to implement university policies. However that needs to be driven by the President or General Counsel.
- Committee agrees and supports this. However, this is "not a SIAC initiative" either.

4. Network Services Updates   **Dan Miller**

- Network Boundary Policy and Standards
    - Not much progress
    - Sending draft to Rob Adams for comment
    - Will report back to SIAC at the next meeting
- MS Direct Access Pilot Project
    - Not much progress on this either
    - Been swamped by other priorities
    - Meet with IFAS and OSG to get things going
    - Then report back to SIAC at the next meeting
    - Cromer mentions that IFAS lead on Direct Access has been in India for past few months

5. Hosting Services Updates   **Iain Moffat**

- Office 365 Project Startup and Steering Committee
    - Making good progress
    - Fiber into the new data center is causing some delays, but still moving forward
    - Forming a steering committee to communicate progress and status to stakeholders
- End-User Storage Pilot Project – Future Directions
    - Been delayed by other priorities. Ready to get going again.
    - Elias wants to investigate Box.Net. So local UF initiative is on hold for now.
        - Moffat: Pilot project was held up by problems with EMC Isilon storage system. Last bug fixed this week.
        - Tim: Still hopes CNS will have an opportunity to consider a custom solution -- meet university needs while minimizing startup costs
        - Lander: We should reevaluate. Time has passed, things have changed
        - Olson: A brief reevaluation of features would probably be useful
        - Cromer: People are using DropBox now, and it's not secure. So we need to move forward quickly, and with a sense of urgency
        - Moffat: Whatever we do needs to be as easy as DropBox. That's the best way to get users to try something else.
            - Syncplicity (EMC) is very DropBox like, but has better security. This is the application that CNS/OSG would be using for a local UF initiative.
        - Tim (as a direction to Moffat): We need to revisit feature/function requirements vs. vendor/product capabilities. And do it REALLY QUICK.
            - Also hoping to see some I2/Box.net price reduction

6. Telecom Billing   **John Madey**

- Changes in the Billing/Funding Model
  - Evaluated options to shift telephone lines and long-distance charges to RCM.
  - Decided to wait until next year, when all RCM service rates will be reviewed.
- Changes in Key-System Support Services
  - CNS will retire support for key-systems effective July 1, 2013. Departments still running key-systems will have to establish their own external support contracts.
    - CNS will be reaching out to these departments. We still would like to help them find a way to migrate over to VoIP.

7. UFDC Tours   **David Burdette**

- Tours have started. We did tours for:
  - the Vice Presidents on 2/14
  - Drs. Joe Glover & Winn Phillips 2/20
  - Enterprise Systems Staff yesterday
- Campus IT Directors this Thursday – Many of you are members of that group

8. Identity Relationship Review/Revalidation Process   **Dan Cromer**

Via email:

The IAAC wants to bring to SIAC a request that a process for revalidation of select Identity Relationships be implemented so that it is done periodically by Identity Managers, as is done for PeopleSoft roles by Department Security Managers (DSA). People configured as Department Associate, Consultant Faculty, Consultant Staff, and perhaps others, have completed their term of working for UF, yet still have network access. This may be more appropriate for a different governance committee (Enterprise Systems? Security?). If so we request that you as chair forward it as appropriate.

- There is no process for reviewing some relationships/roles/authorizations
- Kirmse will meet with W. Curry and Nancy Hodge to review details of this issue
- Should this issue go through SIAC, or should we pass it on to another committee?
- Tim: Enterprise Systems would need to change their process. A request or recommendation should probably go directly to Dave Gruber.
- Kirmse will write up details, and draft a request
- Committee agrees

9. Next Meeting – the 4th Tuesday from 3:00pm to 4:00pm – April 23 at CSE 507

Additional Information:

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