

IT Governance: Shared IT Infrastructure Advisory Committee (SIAC)



Notes

Members Attending: Blanchard, Cromer, Kirmse (Chair), Frey, Lander, Robinson, Sallot

Others Attending: Burdette, P. Cook, Easley, Livoti, D. Miller, Moffat, Singh-Kreitz

3:00 to 4:00 pm

5/6/2014

Hub 272

1. ITSM Update

Ayola Singh-Kreitz

- See slide deck *"ITSM Update to SIAC v35-6-14.pptx" attached as appendix*
- 1st users will be UFIT
 - Other groups will be migrated from Remedy later, but not all at once
 - Non-IT Entities? Shared Services offices from other groups?
 - These will be handled similar to the non-UFIT IT units; groups will be on-boarded as resources permit
- Projected time-frame?
 - Groups currently not in Remedy should plan on renewing their current solution for another year.

2. IBM Endpoint Management Update

Tricia Cook

- Just met w/IBM; doesn't yet have an actual 'project plan.'
 - Endpoint Management is a suite of products which continually check/monitor systems
 - Power management
 - Software usage analysis
 - Mobile device management
 - Lifecycle management
 - Patch
 - Server automation
 - OS deployment
 - Security & compliance
 - Inventory
 - Core protection (Antivirus)
- No timeline yet
- Currently working on architecture/design
- Will there be portal for depts.? Yes, there will be a 'console' available to departmental administrators for doing things appropriate at that level.

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- Will there be a Policy requiring all to use?
 - Yes
- This system is being configured so it will automatically remove KACE, PGP (replace with native OS-based encryption), McAfee, Symantec, AVG...
- Training:
 - IBM coming on site to do initial platform training for Shared Infrastructure UFIT Units
 - CTS will be involved in the actual end-point roll-out
 - There will be a roll-out of training for depts..

3. Identity Access Management Update

Tricia Cook

- UFIT has partnered with Gartner; they're here getting input from campus, preparatory to helping establish a governance structure, strategy, & roadmap
- Will be done in about 3 months, and then senior leadership will decide on implementation steps and timeline.

4. Office365/OneDrive Update

Iain Moffat

- Soft-launch started about a week ago
- 4/30/14 was hard-launch with announcements
- About 600 signed up so far
- Auto-attestation regarding contact with Personal Health Information (PHI) is being removed, because the privacy office has ruled it's not necessary. "Self-attestation" will suffice for all.
- MS has announced they will be upping the OneDrive quota to 1TB; not done yet, and we don't yet know when it will happen. But the 2GB max file-size will still be in place. Also the max number of files will continue. The back-end is SharePoint, and some of these restrictions are a consequence of that.
- We have Internet2 connectivity to MS, which will help with the performance
- Everything except PHI is covered under our current BAA, so FERPA, etc. types of data are OK for use with OneDrive
- Campus network bandwidth concerns? We could be pushing a lot of data to-and-from MS.
 - Miller: Yes, this is a concern.
 - All traffic to MS is taking the peering link
 - But even so, we may oversubscribe a 10Gb pipe
 - There are also latency concerns; distance & router hops; so users should not be expecting "local-equivalent" speed.
- Will people be able to purchase additional storage?
 - Yes, MS is set up for this, but we (UFIT) don't yet have a mechanism in place.
 - Also bear in mind that GatorVault/GatorBox are coming late summer; both are probably charged services

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5. Infrastructure Applications Advisory Committee (standing item) Eric Olson

- Eric not present; Cromer advises that the committee hasn't met recently, except to discuss their purpose/mission

6. Other Topics? All

- MS SQL reporting services for 2008 R2; patch needed to resolve issue with Chrome browsers
- UF Exchange update:
 - Lync for Exchange is coming
 - Working with DCI; targeting early summer
 - June/July target
- Sunset of old GatorLink mail?
 - Need to finish Exchange upgrade; then we'll come up with more specific plans for faculty/staff
 - Students will be migrated more quickly; Elias is interested in getting this done soon.
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7. **Next Meeting** – the 1st Tuesday of each month from 3:00pm to 4:00pm – June 3rd in Hub 272

Additional Information:

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