IT Governance: Shared IT Infrastructure Advisory Committee (SIAC)

Notes
July 3rd 2018 SIAC

Attendance: Kris Kirmse, Eric Olson, Lane Blanchard, Shawn Lander
Remote: Dan Cromer, Jeff Capehart, Warren Brown, David Huelsman, Dewayne Hyatt, Iain Moffat
Others: Joe Gasper, Rob Luetjen, Lisa Deal, Kiem Tran, Eric Gibbs (XEROX), Crystal Norton (XEROX)

Deliverables for August 7th SIAC:

1. **Saira Hasnain** will provide SIAC members and broader IT@UF members a list of port 993 users with the added data fields if possible of IPs and ask why? From these individuals. Also send email to ITUF email list as well. Look for improper use of IMAP (for example through Google)
2. **Inquire w/ Saira Hasnain if** Removed IMAP Connection details from all UF websites
3. **Inquire w/ Saira Hasnain if** Microsoft was contacted regarding the possibility on placing delay on password input to address port 993 “IMAP” issue ; would have to be a feature that was available via Microsoft in the Cloud
4. **Saira Hasnain** Microsoft Groups and Teams (naming conventions)
5. **Tom Livoti** Progress on Enterprise Support for Wireless Displays
6. **Eric Olson** will recommend ISO to look at Punchbowl and Evite (both RSVP services) to make a recommendation for campus-wide solution
7. **SIAC: Eric Olson** will Contact Deepak OR Josh Davis (Exchange) to look at a proofpoint solution for internal email filtering for on-premises and going forward to the O365 solution. Proofpoint in the Cloud? Will request Deepak attend next SIAC.
8. **SIAC:** Invite Ms. Lisa Deal and Rob Luetjen to August SIAC meeting

(XEROX) ACTION ITEMS

- Audit the PrintSmart email listserver for accuracy of Key Device Contacts.
- Send to Crystal Norton: Based on Serial Number Key Device Contact person, IT Contact (group), Secondary Contact (Group)
- Can Xerox close tickets and send back notice of closure of tickets, who can get alerts?

SIAC AGENDA ITEMS

- PrintSmart – Rob Luetjen
- Proofpoint Filtering from @UFLEDU Addresses
- Enabling licensing of Office365 add-on service – Dan Cromer

**Agenda Item Proofpoint**

Concern: Internal sent email is not filtered for SPAM

SIAC Committee: Recognizes this is an issue that needs to be looked into.

Background: This topic was requested by Ken Sallot because the large number of phishing attacks and malware from compromised student accounts – causing headaches for users and for IT.

Discussion:
Shawn Lander: He has also seen a drastic increase in phishing. He’s invested a lot of effort in training users how to identify SPAM or phishing so they can just delete themselves; this has reduced the flow of queries about the legitimacy of email from users, making life easier for ENG IT.

David Huelsman: Moving the Proofpoint server to filter internal email would require a major re-architecture.

David Huelsman: It is a customer training issue BUT there are some technical solutions that need be explored and possibly implemented.

Shawn Lander and Lane Blanchard: Shouldn’t the issue be addressed after the migration?

Reply--Eric Olson: We don’t necessarily have the technical expertise to make the call.

Iain Moffat: UF has purchased solutions. Solutions for removal of email TAP and TRAP. Target Attack Protection… Threat Response AutoPull. Does either protect mailflow that is entirely internal to Exchange? Caution: If internal email is sent, the URL will be rewritten by Proofpoint. Experience is different. Neither good nor bad…just explaining that if a solution is sought think through carefully the changes incurred.

RESOLUTIONS:

1. Proofpoint filtering of internal email needs to be implemented in O365 cloud solution. We would like to see it implemented in the current infrastructure if the required effort is reasonable and if it can be done quickly enough to give a reasonable ROI.

2. Eric Olson will invite Deepak or Josh Davis (Exchange) to make a presentation to SIAC about email architecture, Proofpoint for internal email filtering on-prem, Proofpoint in full O365 environment, Proofpoint in the cloud.

Agenda Item PrintSmart

Concern: Quality of Xerox PrintSmart Campus Experience

Rob Luetjen: Introduces Xerox representatives.

Issues:

Crystal Norton (Xerox): 1582 devices included in the contract. Processing 30-40 new devices a month. Two on site technicians and plus Mr. Gibb who is non technical. Did have a trained person leave. Have used local team to supplement support on campus. Xerox admits to having to cover service level issues to customers on campus.

Short list of PrintSmart Issues provided to Xerox

- Admin passwords vary
- Is the SLA documented so IT groups can see it Toner sent ahead of time—answered YES
- TimeFrames for technicians to arrive
- Occasionally send wrong ink
- Devices not being monitored for problems detected technicians dispatched
- Monthly convenience fees for underperforming devices
Lane Blanchard: The internal problems with Xerox that affect UF customers is my concern. However, the level of detail being provided with the internal issues Xerox is having fulfilling the PrintSmart contract are not. What can SIAC do to help Xerox remove the poor experience UF customers are experiencing?

Warren Brown: Convenience Fees, paying for a device that is not being used. Customers don’t understand having to pay for not using a device.

Lisa Deal: History of convenience fee. Xerox made assumptions on usage of volume within each unit. When specific units didn’t meet this volume. Convenience fees were levied.

Warren Brown: Volume predictions were not accurate because the scope was done wrong. Time was not included in volume.

Lisa Deal: Request: Do away with convenience fees request to Xerox. Last week request was sent out with an answer given in 30 days for proposals to evaluate.

Shawn Lander: Convenience fee levied in a wrong way. On top of the monthly volume the convenience fee is charged.

Rob Luetjen: Do a re-evaluation every 9 months.

Warren Brown: Quality of devices sub-par. NTLM v.2 was not originally supported. Smaller multi function devices have better set of drivers from other manufacturers. Remote monitoring: why are the devices when they fall off the network (ie not reporting to XEROX) “not checking in” why is an alert not sent out.

IT Contact Information for devices. Key Device Contact AND IT Person contact (distribution list)
IT Group, Prmary device is individual, Secondary is a group.

Warren Brown: Why don’t technicians have a stash of toner supplies with them?

Reply-- Rob Leutjen: The technicians do have a stash of supplies for immediate response.

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