

University Information Technology Committee Meeting
9:30 a.m. Wednesday, February 20th, 2002
2405 Williams Hall

Steve Keto, Sam Averitt, co-chairs

Voting members present:

Andrew Pace (substitute for Carolyn Argentati), Dan Steen, Pete Evans, Joe Flowers, Perry Grady, Barbara Kirby, Harriet Mermes, Harry Nicholos, William S. Payne, Joe Perez (substitute for Rick Liston); Andy Raynor, Henry Schaffer (substitute for Tom Miller), Bill Scott, John Tector, Michael Vasu, Gail Wilkerson

Technical advisors present:

Mardecia Bell, Donna Barrett, Debbie Carraway, Rhonda Conlon, Shawn Dunning, Alan Galloway, Charles Hunt, Carl Malstrom, Ron Melbourne, Bill Padgett, Barbara Runyan, (substitute for Gwen Hazlehurst), Alan Schueler, Greg Sparks, Jennifer Van Horn, Patrick Williams, Jason Young

Guest: Dennis Norris

Welcome:

Steve Keto called the meeting to order.

Approval of Minutes:

The Committee unanimously approved the minutes from the December 12th, 2001 meeting. The minutes can be reviewed online at <http://www.ncsu.edu/it/ucsc/02-20/UCSC12-12-01.doc>.

It was also mentioned that the *Disaster Recovery Journal* has listed NC State's Disaster Recovery website as one of the "TOP Samples to Follow for Disaster Recovery Planning". For more information on the recognition, visit <http://www.drj.com/new2dr/samples.htm>.

Presentation:

"The Role of University Computing Standards Committee – Emerging Expectations and Opportunities" – Sam Averitt

Sam gave a presentation to the Committee on the function and current structure of the Standards Committee. Sam said the Committee is co-chaired by the Vice Provost for Information Technology and the Associate Vice Chancellor for Resource Management and Information Systems. The Committee's membership consists of college representation (academic and technical) and organizational/group representation. Sam said the Committee's function is to develop and facilitate the development of a campuswide strategy that will continue to improve the University's delivery and effective use of information technology (IT) and empower the pursuit of innovation,

experimentation and discovery. He said the Committee makes recommendations to the Provost and Vice Chancellor for Finance and Business, and when appropriate, to the Chancellor, for final approval and implementation. According to Sam, there are many competing influences and pressures on the University's IT structure. Those influences and pressures include governance (Legislature, NC CIO, UNC System), compliance (audit, law, security) and business (return on investment, accountability and efficiency). Other influences include academic freedom/competitiveness and technology. In addition to these pressures and influences, he also stated that there are conflicting perspectives of information technology at the state and university levels. He said the state views IT as a Utility Focused Model where products and services are undifferentiated while the University views it as a mission-focused model where the environment is differentiated. Citing Senate Bill 1005, Sam also said that the Board of Governors as well as the Board of Trusts is now involved in defining the flexibility of information technology at Universities. Sam said properly structured, the Committee is a good place to address overall IT strategies for the University. He recommended that the Committee's name be changed to University Information Technology Committee to reflect its true function. The presentation in its entirety can be found at <http://www.ncsu.edu/it/ucsc/UITC2-20-02.ppt>.

John Tector commented that he values the forum that's available. He said the conversation is very legitimate and appropriate. He also commented that the subcommittees deal with appropriate tasks.

Perry Grady suggested dropping the word "Standards". John Tector seconded the motion.

Sam said the decision had to be reviewed by the Provost.

Harry Nicholos said the name is important but the focus needed to be on the mission.

Pete Evans said the discussion in the meetings has been informative and interesting. He suggested the use of a simple discussion group and more oriented issues. He said the amount of things that has come out of the meetings have been low compared to the amount of time spent on them.

There was a unanimous vote to rename the University Computing Standards Committee to the University Information Technology Committee.

Bill said of major importance was to include student representation from graduate and undergraduates on the Committee. He asked for suggestions on how to subdivide and make the Committee more reflective overall.

John said a liaison from the IT Committee should go to the student groups to present issues there and then return to the Committee.

Steve commented that one issue is that the time of the Committee meeting is not appropriate for students. He said they would prefer a 3 p.m. meeting.

Sam said the Committee should ask students what is the best way for them to be engaged.

Discussion and Vote:

NDS Proposal: Greg Sparks

Greg presented the NDS Proposal to the Committee and asked the Committee to approve the SLA and Root Access documents that govern the management of NCSUNDS. The Committee was also asked to charge specific organizations with maintaining the health and security of NCSUNDS, which is the campus-wide Novell Directory Service (NDS) database. Organizations are units that are part of the formal reporting structure of the University. The Committee was also asked to annually review the rules governing NCSUNDS. Greg said the proposal doesn't stifle innovations in the colleges. Instead, it allows them to innovate and create and come up with new uses for the technology.

Pete Evans said in the Root Access Document, under section 7. *Misuse or abuse of [Root] privileges*, there is no mention of the accused having any rebuttal. Pete also asked if it was possible to have root access and not be a member of the technical group.

Michael Vasu asked that the distinction between strategy and tactical issue is address in the proposal.

Henry commented that root access is great. He said the only flexibility is that once something is approved, you can do it immediately instead of waiting three days. He said the major change is bringing something into production.

John asked if there would be at least one formal review of the document upon any request of any member of the Standards Committee.

Sam said the auditors are coming soon and the University must have security at the root level. How do we convince auditors that we have a tight control procedure on root access, he said.

John asked what is a campus entity. He asked if the College of Design was a campus entity.

Greg said a campus entity could be a college or department.

Harry asked how someone could become a member. Sam said members needed to be active participants.

John commented that he supports notification. He said there are 250 students who are NDS users and they need to know about changes that are going to affect them.

Sam said the Meetings Section of the Service Level Agreement might need to be clarified.

Debbie Caraway said there would be an official Communication Section.

Henry requested that the following statement is added in the SLA under Ratification Authority: "or upon request by any member of the IT Standards Committee."

The Committee voted to approve the SLA and Root Access documents with modifications made by Committee members. The Committee did not take up the issue of charging specific organizations with responsibility for NCSUNDS. This will be discussed at the April meeting. The changes are incorporated into the documents at <http://www.nag.ncsu.edu/nag/sla/sla.html> and <http://www.nag.ncsu.edu/nag/sla/rootaccess.html>.

Changes that were made to both the SLA and Root Access documents include the following: The University Standards Committee should now be referenced as the University Information Technology Committee. The Committee approved the new name earlier in the meeting.

The Committee requested the following changes to the SLA document only:

(1) Added a sentence under Ratification Authority: Upon the request of any of its members, the University IT Committee will provide further review of any decision made by the NDSTech group.

This sentence is intended to reflect that the University IT Committee will act as a "court of appeals" should any member of the University IT Committee disagree with a decision made by the NDS Tech group.

(2) Changed all references to "entity" or "entities" to "organization" or "organizations". This change is intended to help clarify the membership section.

(3) Changed the second sentence under Membership to read: Any organization that has membership in the University IT Committee may be eligible for a voting membership in NDSTech, in addition to the organizations listed at: <http://www.nag.ncsu.edu/nag/sla/membership.html>

The intention of this addition is to "grandfather" in the current members. Also, the intent is to clarify that multiple departments within a College or Division may not each have a vote, only one vote is permitted per organization. (The exception is that NCS and ACS each have a vote although they are both within RMIS - these long-time memberships are grandfathered in).

(4) Added a sentence under Official Communications: Minutes of the NDS Tech group's meetings will be published to nag@lists.ncsu.edu.

(5) Under Technical Guidelines, corrected the URL for Approved DS, NetWare and support pack versions to: <http://www.nag.ncsu.edu/nag/ds.html>

The Committee requested that the following changes are made to the Root Access document only:

(1) Corrected a typo in 7b(vi), replacing "as" with "has" in "that the accused has abused the privilege".

(2) Changed 4d(ii) to read:

Every use of a [Root]-privileged account will be disclosed to the campus through posting to the nag@lists.ncsu.edu email list within 24 hours of its use.

The old language only required root access uses to be disclosed to NDSTech. This change is intended to keep the campus community informed about significant changes to NDS.

(3) Under section 4, "Responsibilities of organizations which have access to a [Root] password", added a new item:

4e. Comply with all of the University's policies, rules and regulations regarding computer use and data management.

Individuals who are approved for [Root] access will sign the University/Data Access Compliance Statement (<http://www.fis.ncsu.edu/ncsulegal/comply.pdf>) to indicate that they understand the rules and procedures described in the NC State University Data Management (Ownership, Access, and Security) Administration Regulation, before they are given access.

A signed University/Data Access Compliance Statement will be kept on file by the Secretary of the NDS Tech group for every person who has [Root] access. If any person who has [Root] access fails to provide the Secretary with a signed University/Data Access Compliance Statement, that person's [Root] access will be revoked following the procedure described in the "Revocation of privileges" section of this document.

(4) Corrected the spelling of "revocation" from "revokation" in two places, and corrected two instances of a repeated word (whether whether).

Change in rules/procedures for Unity Accounts for Retirees: Greg Sparks

Greg opened the discussion for the change in the rules/procedures for Unity Accounts for Retirees. The existing rules/procedures governing Unity Accounts for Retirees are as follows:

Faculty and staff may retain their existing Unity account privileges (including Unity e-mail accounts) when they retire. A request for this service and a letter from the department head verifying the retiree's status must be sent to Computing Services. These letters should be sent to Computing Services by e-mail (accounts@ncsu.edu) or fax (513-1893).

Accounts for retired staff and faculty must be reviewed annually. Each December, Computing Services will attempt to contact the owners of accounts, which are not being actively used. If Computing Services receives no response or request for continuation of the account from the account holder, accounts will be deactivated.

The proposed changes include the following:

Faculty and staff may retain their existing Unity account privileges (including Unity e-mail accounts) when they retire. A request for this service must come from the retiree's department head or director and must be sent to Computing Services by e-mail (accounts@ncsu.edu) or fax (513-1893).

Accounts for retired staff and faculty must be reviewed annually. Each December, Computing Services will attempt to contact the owners of accounts, which are not being actively used. If Computing Services receives no response or request for continuation of the account from the account holder, accounts will be deactivated.

John said he wanted to know why colleges were involved in the process.

Henry said the process adds a layer of possible conflict for misuse. He said procedures would be needed to revoke access.

Sam said the Unity accounts served as a way for rewarding retirees for a lifetime of service.

Harry Nicholas said in the exit interview, there should be a box on a form for retiring faculty and staff members to check if they want to have a Unity Account.

The Committee did not vote on this matter. Sam said he would discuss the issue further with Charlene Hayes, Associate Vice Chancellor for Human Resources.

Discussion:

- **Power Outage:** Sam announced that there would be a power outage in the Hillsborough Building May 24-26. The A/C and generator projects will be completed during this time.
- **Formation of Security Subcommittee:** Greg asked for volunteers to draft recommendations for campus IT security. The following people volunteered: Harry Nicholas, Jeff Webster, John Burton, Aaron Peeler, Robert Main, Andy Raynor, Ron Melbourne and Vic Lynn.
- **New Campus Software Licensing Procedures Workgroup**
Sam will make a progress report at the next Committee meeting.

Topical Reports

- **Security and Disaster Recovery:** Mardecia Bell
<http://www.ncsu.edu/it/ucsc/02-20-02/security-students.doc>
- **Communications and Networking:** Jennifer Van Horn
<http://www.ncsu.edu/it/ucsc/02-20-02/comtech.html>
- **Electronic Mail, Directory Services, Calendaring, Firewalls:** Greg Sparks
<http://www.ncsu.edu/it/ucsc/02-20-02/email.html>
- **Major Administrative Systems: Financials and Human Resources:** Ron Reed and Barbara Runyan <http://www.fis.ncsu.edu/EIS/finhrupdate.doc>
- **Student Administration: Mardecia Bell**
<http://www.ncsu.edu/it/ucsc/02-20-02/security-students.doc>

New Business:

Open Discussion: None

Next Meeting:

The next Committee meeting will be held at 9:30 a.m. on Wednesday, April 10th in the Faculty Senate Chambers.

Campus Presentations:

There were no volunteers.