

Senate Computing and Information Technology Committee

November 16, 2018 -- 10:00AM

Room 717 CL

Attending: Vincent Arena, Joe Costantino, Kenny Doty, Na-Rae Han, Irene Frieze, Arif Jamal, Alexandros Labrinidis, Marty Levine, Maura McCall, Ralph Roskies, Susan Sereika, Michael Spring, Albert Tanjaya, Jinx Walton, Frank Wilson

Minutes: Minutes from October 19, 2018 meeting were approved with corrections.

New Business:

- Options for Multifactor Authentication (Matthew Lavin) – options to allow a given machine to stay open for a longer period of time – e.g. office machine
- Timing of Academic Software Updates (Matthew Lavin) – updates to the public computers are during the term, are not always backwards compatible, and cause difficulty

Chair's Matters (Michael Spring)

- **Mission and Name:** The new name, Senate Computing and Information Technology Committee (SCITC), and mission statement for the committee has been approved by Faculty Assembly and Senate Council.
- **Deloitte IT Assessment:** Spring and Doty spoke with Deloitte and it was a very positive exchange. We have great service at Pitt. It is probably true that it may be somewhat uneven by departments in that some departments commit more resources than others. Regarding governance, the Senate Computing and Information Technology Committee is an elected faculty committee and ITSC and the Council on Academic Computing are no longer in existence. Deloitte shared that there are other expert committees that they are aware of as well. Spring indicated that from an historical perspective as we moved to outsourcing, it caused delays in service and changes given our dependence of outside vendors. He gave as a current example the time it is taking to make changes in the safelinks system.

CIO Update (Jinx Walton)

- **Printer Requests for WPU:** The Student Government Board should submit a form through the help desk with a rationale for review by CSSD in coordination with WPU management.
- **Spam Email:** Spam email continues to grow. On November 5, 2018, 642,000 spam emails were blocked/quarantined; 610,000 spam emails were blocked on November 11, 2018. These numbers do not include spam email dropped before reaching the spam filter. At the current time, email identified as spam is quarantining and retained for 2 weeks. Microsoft has agreed to change retention to 30 days. The new policy will be effective October 28, 2018.

- **Phishing Simulations:** CSSD has been conducting monthly phishing simulations with a consistent decrease over time in the percentage of users that have participated. Initially, 33% clicked on links and most recently only 6.4% of users clicked on links, with only 2.9% submitting data; about 5% reported the “phishing scams” to the HelpDesk (through phish@pitt.edu one can forward suspected messages to the HelpDesk). Awareness has improved. There was a discussion of whether the number indicate a drop in people responding to simulations, or whether the most recent test was not particularly tempting. Labrinidis also indicated that phone scams are also becoming an issue. CSSD staff are beginning to examine the number of robo call sources and solutions. Spring suggested that the CIO should consider a piece in the University Times talking about these issues and the cost of keeping the University community safe.
- **Password Manager:** LastPass password manager has been identified as the best solution. CSSD is hoping to complete the agreement within the next few weeks and to make this available before the winter break. CSSD staff are asking people to do some final testing. Save passwords in a secure online vault with a strong master password. All faculty staff students will have access to the enterprise version for university info. The University will also make available a premium (personal) account that might be used for personal information. Students/emeritus faculty will have access to premium version indefinitely.
- **my.pitt.edu:** Over the past 30 days, there were 1.6 million logins to my.pitt.edu from 55,575 unique users. CSSD is looking for a new product for the portal. An RFI has been put out for a new portal product that can be tailored to the user’s needs.
- **Student Technology Focus Group:** The groups will meet Nov 1: goal is for the group to provide feedback from students. 21 students are interested. It will meet monthly.
- **Monitoring Mass Email Distribution:** The University is looking at a new system (Monitor) which will report how many people open a mass email. This effort is a joint project of CSSD and University Communications.
- **Wireless in dorms:** Additional access points added to all residence halls as was discussed last meeting. Traffic is always increasing, and there is a team that goes around to check speeds and provide troubleshooting. The needs change constantly. TV on the computer, for example, Netflix has an option to not use the wireless, but there are many other similar services. There will be new wireless standards developed this coming year and usage will be monitored.

New Business

- **Phone System:** School of engineering has VOIP, traditional analog, and Skype for Business. Doty asked if there was any update on progress for consolidation. Skype for Business has a lot of features, but it is not ready yet for prime time. (Online help sheet for Skype for Business is available on the technology website.) The university plan is to move everyone to VOIP and then Skype for Business if it ends up making sense.
- **IT Study:** Spring asked if it would be possible for this committee to comment on the Deloitte study. Walton indicated that she would try to do so after the report had been seen by senior staff.
- **Mobile application deployment and publishing and game hosting/publishing platform:** Babichenko is still gathering data and would like the committee to consider setting up facilities to make mobile application development and game development easier. The Innovation Institute, Research Computing and CSSD would all play different roles. Walton and Babichenko will provide additional background including what the Innovation Institute covers.
- **Options for Multifactor Authentication.** Matthew Lavin asked if there were options to allow a given computer to stay open for a longer period of time – e.g. an office computer. There was a lengthy discussion of the parameters that governed MFA logins, with the consensus being that people had very different experiences. Walton agreed to provide additional details on how MFA works across machines and applications.
- **Timing of Academic Software Updates:** Matthew Lavin indicated that updates to Adobe CC seemed to come during the term and created problems related to backward compatibility. Walton indicated that it was her understanding that updates were avoided during the term and that backward compatibility issues were a consideration in scheduling updates.

Meeting adjourned 11:30am.

Draft minutes submitted for review by:

Michael Spring

December 11, 2018