

Senate Computer Usage Committee

September 28, 2018 -- 10:00AM

Room 717 CL

Attending: Michael Colaresi, Kenny Doty, Arif Jamal, Alex Labrinidis, Matthew Lavin, Young Ji Lee, Maura McCall, Ralph Roskies, Susan Serika, Michael Spring, Albert Tanjaya, Jinx Walton, Frank Wilson, Steve Wisniewski

Welcome and Introductions: Spring asked the members to introduce themselves.

New Business: None

Next meeting: October 19, 2018, 10:00AM CL717.

Chair's Matters

- **Meeting Schedule:** Spring asked if the members attending preferred a fixed day and time for meetings or a schedule of different days. Those in attendance preferred a fixed day and time. Spring suggested that it might be the case that those who weren't in attendance might prefer a rotating schedule. Members who couldn't attend because of the schedule were asked to notify the chair. Unless he hears otherwise, the next three meetings will be at 10:00 on Fridays -- 10/19/2018; 11/16/2018; 12/14/2018. Expected meeting duration will be one and a half hours.
- **Pro-tem Members:** Continuing will be Joseph Constantino; Irene Frieze; Vincent Arena; Alex Jones; Marian Hampton. Removed (by Request) were Xiuying Zou; Michael Bolam.
- **Secretary/co-chair position:** No one volunteered to be co-chair attending faculty assembly. No one agreed to serve as secretary, but it was suggested that people might volunteer to serve as secretary for one meeting. Individuals willing to do so should notify Spring.
- **Mission and Name:** Spring indicated that the committee should review the name and mission statement in light of changes that have taken place over the years. Discussion was deferred until after the CIO's report.

CIO Update

- **Safelinks:** The system blocks inappropriate links being sent through email. It has been very successful. If it is a malicious website, it will be blocked when the user attempts to visit the site. Microsoft said they would show the correct (simplified) link for users. They did fix the web outlook application showing the correct website. Microsoft indicated they should have the outlook client fixed by the end of the term. "It does look clunky but it is really an effective product." 159 malicious web addresses blocked over the last few months.
- **IT assessment:** Several months ago, the University retained Deloitte consulting and began a process of assessing how the University deals with Information Technology. More than 400 documents have been gathered and every unit has been interviewed and queried. They have looked at governance, IT staffing, services provided. Nineteen units provide different IT support services using different systems. They are looking to

compile a report. Deloitte team has been working on the analysis. Roskies indicated that he found the process quite positive. Spring suggested that he would like consulting group to discuss their findings related to SCUC with the committee before a report is issued. Walton will look into that. But they are “very far down the road” toward report already.

- **Password managers:** The committee asked for consideration of providing a password manager for the University, Roboform and Dashlane were looked at as well as Lastpass. Lastpass seems to be the best choice based on the research. There are issues related to costs and enterprise level systems. Some do not have enterprise solutions [meaning they aren't set up for institutional use/capacity/integration with lots of software]. “A lot these aren't ready” for institutional use. Labrinidis suggested that it might be enough to offer a reduced cost version through the university. Walton indicated that she thought that the committee wanted a free manger. Matthew Levine suggested It may be important to incentivize the use of password manager to encourage people to move in this direction. Jinx indicated that a similar decision process was used related to box – to encourage people to use a “good” system. Spring indicated it may require an educational campaign for staff, faculty, and students to use this, once it is introduced. Doty indicated if it is offered by the University, more people may use it. An important decision is whether it is cloud based or device based. Spring asked that a one page analysis of the various products and attributes be provided to the committee.
- **Student Computing Lab Renovations:** Despite the fact that many students have their own devices, students still want to use computing labs. CSSD met with student groups to discuss the labs and have since begun renovations of computer labs – beginning with the CL. It will be important to have power available to classrooms.
- **Wireless Upgrade:** many of the residences received a wireless upgrade over the summer and CSSD continues to look at needs and capacities on an ongoing basis
- **PeopleSoft:** Upgrade was conducted over the summer allowing for quicker upgrades.
- **Enterprise Relationship Management System:** Salesforce, an ERMS has being looked at for the university. It will integrate all contact management from admissions to alumni. The systems will cover everything from students to donors. Salesforce is being used for the IT help desk as well as. Kenny Doty indicated that his unit is using Salesforce as a replacement for Remedy and is very pleased with it. We have purchased the right to use the product across the university. The data collected by all the systems across the university will be integrated at the data level. Spring suggested that such a system and the integration of so much personal data might merit an examination by the committee as it related to data usage and privacy. He suggested the concern would be similar to the Provost's initiative on analytics such as are used to assess unit productivity – Academic Analytics.
- **Cybersecurity Month:** Cybersecurity Month is October and CSSD is continuing to provide more information on security. A security awareness set of modules has been replaced on the website. SAC is looking to organize an event for staff.
- **Software:** The Pitt App store has been replaced by the Pitt App center.

- **Firewalls:** CSSD has begun a process of updating their firewall technology to allow much more mobility. CSSD is looking at a new incident management system and security incidents.
- **Read Green Replacement:** We have looked at a new system for allowing communication between various groups and the University. A new product, called campaign monitor, is being looked at as a means to enable communications. The product will be managed by University Marketing and communication.

Additional Items/ New Business

- **Chinese Robocalls:** Labrinidis raised the question about robo calls from china that many people have received. Walton indicated that most ignored them as unintelligible but that if people understood that they were being told to “press 1” and acted there might be a problem.
- **Committee Name and Mission:** Spring asked the committee to review the name and mission of the committee. Related to the name, he suggested that given CSSD’s inclusion of networking and telecommunications as well as myriad operational systems, “computer usage” might not be broad enough. He further suggested that the mission statement included mention of two administratively managed committees that have not met or published minutes for almost eight years. Professor Roskies indicated that he was uncomfortable with the use of a term like information technology and thought it important to include some mention of computing. Spring agreed to look at a way to keep a mention of computing. The committee agreed to drop mention of the defunct committees and to blend the two paragraphs into a single paragraph. (It was agreed that it was redundant to say it was a standing committee. The following changes are proposed based on input:

Current: *Computer Usage*

The Senate Computer Usage Committee monitors computing and computer-related activities at the University of Pittsburgh for the University's Senate Council and the Faculty Assembly. The Committee is concerned with both academic computing and administrative information systems issues.

Members of the committee also serve on other committees that assist CSSD in forming policies and procedures that affect students, faculty and staff. The SCUC is one of the standing committees reporting to the Senate Council and the Faculty Assembly. Its chair or co-chairs are voting members of the Provost's Council for Academic Computing (CAC), the Information Technology Steering Committee (ITSC), and the Faculty Assembly. (Revised Fall/2011)

Proposed: *Computing and Information Technology*

The Senate Computing and Information Technology Committee monitors computing and computer-related activities at the University of Pittsburgh for the University's Senate Council and the Faculty Assembly. The Committee is concerned with both academic and research computing and administrative information systems issues. The committee monitors issues, provides input on

new initiatives, and reviews policies and procedures that affect students, faculty and staff. (Revised Fall/2018)

- **Possible Focal Topics for the Year:** Spring suggested a variety of focal topics for the year. These included:
 - CSSD Infrastructure Issues/Policies
 - Network
 - Mail
 - Security
 - Major Systems for Pitt
 - PeopleSoft – Student Records
 - PRISM – HR/Payroll
 - Blackboard – Class related Software
 - Research Related Issues/Policies

People who have a particular topic they would like addressed should communicate it to Spring.

Draft minutes submitted for review by:

Michael Spring
October 2, 2018