

Senate Computing and Information Technology Committee
June 10, 2020 – 10:41 AM
Room 717 CL by Zoom

Attending: Michael Spring, Stacie Gabriel, Joel Garmon, Kenny Doty, Kimberly Barlow, Dmitry Babichenko, Adam Hobaugh, John Duska, Iliia Murtazashvili, Gosia Fort, Alexandros Labrinidis, Jamal Arif Abdulla, Susan Sereika, Dwight Helfrich, Jong Jeong, Marty Levine, Sami Miyan, Danielle Gruen, Vincent Arena, Irene Frieze

Approval of the Minutes: Minutes from the April 16, 2020 meeting were approved as mailed with no changes.

Chair's Matters: (Michael Spring)

- **Election of the chair for next year:**
 - Michael Spring will serve as chair for one more year, no one opposed.

New Business

- **Report of progress and issues related to mitigation and anti-virus software:**
 - Michael Spring: The costs were going to increase with Semantic so we moved to Windows Defender which comes to us at no cost. This happened quickly which put a strain on faculty. Michael thinks people should have been given more notice rather than letting them know after the fact.
 - Joel Garmon: We had a week of notice before we started reaching out to faculty and staff. Semantic was purchased by Broadcom and were becoming impossible to get a response from. Our fees were going to increase to \$200,000 and they weren't responsive enough to negotiate with. We decided to transition from this to Microsoft Defender ATP (advanced threat protection). ATP is one of the highest rated security platforms and gives us more functionality. Also, it was already included in our Microsoft licensing. When people connect to Pitt's VPN and Windows Defender or Semantic is working properly, they'll be fine to use the network.
 - We have a daily call with Semantic and a weekly call with Pitt IT to discuss any issues. No one has come out and outright said that they disagree with this decision.
 - John Duska: About 55% of windows machines and 45% of Macs under Pitt IT control have been converted so far. We just sent an e-mail to students on Monday to migrate. Our EDM clients have been notified and about half of them have migrated already. We're very happy with the migration status and the only help tickets we're getting from people are with fringe cases. Windows 10 people have the best luck with the migration and Windows 7 and 8 devices have issues

with servers. The servers will be covered, and we should have enough Semantic licenses for people who are unable to make it (though we eliminated around 90% of licenses). The licenses will end on 6/13 but we're under the assumption that there's a two week grace period.

- Adam Hobaugh: John and the project team are going to address any use cases. There were 114 total cases and 98% have been easily resolved. Adam posted them for people to review. (see attached note.)
- Michael Spring: I am glad that there have not been significant problems to date, but we need to anticipate and gather additional data. Specifically, we don't yet know the percentage of personal machines that have been transitioned. We know few machines have been denied access because of inadequate protection, but machines with Symantec are still adequately protected and will be for at least another week. We also have no prediction of how many student devices will arrive on campus in the fall adequately protected. We need to monitor this on an ongoing basis to anticipate problems.

- **Report of progress and issues related to mitigation to LMS**

- Michael Spring: Pitt is now going to open one to two weeks earlier (August 19 is when students arrive, a week earlier than usual), we're now going to be concerned with HyFlex at Pitt. SCITC has a minor role in educational policies but needs to be involved in that a lot of the effort needs to be highly supported with technology. As of today, I cannot see a clear game plan as to what faculty need to do. As a recap, we were moving to Canvas as a mandate but keeping Blackboard in the fall in case the Center for Teaching and Learning became overloaded. Pitt faculty needs to be prepared to start their classes and they need to be informed about what they need to do between now and August 19.
- Alexandros Labrinidis: In the University Times there was a reference of the HyFlex model and what needs to happen. Video conferencing which enables audience participation, multiple screens within classrooms, etc. It would be great to have any additional feedback.
- Adam Hobaugh: We're working with the Center for Teaching and Learning to see what technology is out there and how we can create this HyFlex model. Different tiering should get different levels of technology. These conversations just started, and it would be beneficial if someone from the SCITC committee would like to participate and contribute to the working group.
- Dwight Helfrich: Canvas is the primary LMS. 80% of summer courses use this, 20% use Blackboard, and 3% are in both. 14% of students are using both LMS's this summer. The migration continues and at this point, we want to continue to push to Canvas so that the majority of faculty and students use it this fall. The biggest thing Canvas offers is integrations with Zoom, Teams, etc. Everything's going well even with the pandemic adding challenges. Around 4200 courses will be offered this fall and all of the courses are prepared in Canvas for faculty members.

- Michael Spring: The fact that all the courses that can be migrated automatically have been converted is good news. The bad news is that we don't have numbers on how many faculty members have looked at the conversion and approved them. We have anecdotal evidence that some faculty have found them to be solid conversions and other faculty have found them to be horrible. We also don't know how much time and help is needed to make less than acceptable conversions acceptable. So, we need more data. How many faculty have accessed their canvas courses? How many faculty find the automatic conversions work for them? How much time and effort will be required to make a conversion acceptable? How many faculty know they can access their courses? There are a myriad of issues here. Several of them were surfaced at Faculty Assembly yesterday and pertain to calendars, budgets and contracts. Our part, from a technology point of view, has to do with making sure faculty have the time and resources to make their Canvas courses right and then the time and resources to further extend them to make use of the Hyflex kind of functionality. One part of this is tied to finding the right communication mechanism. We much find mechanisms that can be relied upon to communicate and confirm that faculty are aware and empowered to take the needed actions and that their responses can be tracked.
- Dwight is going to see if the Center for Teaching and Learning has data about the usage on their website. Pitt IT can work with the Center for Teaching and Learning and the Provost's office to increase communications with faculty members.

Spring acknowledged the significant efforts that have been made by the Pitt IT Staff, the faculty, and the staff to move us through these significant transitions during a difficult time. He indicated that his greatest concern is that a lack of detailed and clear data about progress could lead to a false sense of security and problems later on when there will not be sufficient time to correct them.

The meeting was adjourned at 12:30pm.

Draft minutes submitted for review by:

Stacie Gabriel/Michael Spring

June 11, 2020

Dear Committee Members,

Below are informational updates related to the Symantec to Defender transition.

The online informational pages have been updated to improve accuracy and completeness:

- <https://www.technology.pitt.edu/pitt-adopts-new-antivirus-solution>
- <https://www.technology.pitt.edu/antivirus-transition-guidance-it-support-staff>
- <https://www.technology.pitt.edu/antivirus-transition-frequently-asked-questions-0>

Data regarding Help Desk Symantec/Defender engagements from June 1st through June 7th:

- 114 Total Cases
- 47% requests for assistance with uninstalling SEP and/or installing Defender
- 20% departmental guidance questions for deployment/uninstallation
- 10% Requests for guidance on AV for personal machine
- 5% How to obtain Defender
- 4% pulse issues after removing SEP
- 3% server management questions
- 2% grievances
- 2% asked if email regarding SEP/Defender was spam
- Remaining 7%: issue with SEP removal via SCCM, question about SEP being included with Ship to Home program, issue with ATP activation via SCCM, Chromebook question, why SEP isn't available for download, SEP license request.

Best,

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