

CCITP - Meeting Notes

Date: Thursday 5/4/17

Time: 2:00-3:30

Location: TLC 215

Zoom: <https://cuboulder.zoom.us/j/198557140>

Next meeting is Thursday 6/8/2017

Attendees:

Chris Bell, Jerry Spivey, Aaron Mansfield, Sean Martin, Gena Welk, Steve Hart, Debbie Hamrick, Patrice Thoreson, Eric Heltne, Joe Workman, Kerry Havens, Jeff Taylor, Erik Hedl, Scott Griffith, Eric Galyon, Brent Phillips, Joey Laconte

Remote Attendees: Greg Hoppes, "houser", Jeff Groth, Jeff Hoskin, "Mike", Orrie Gartner, Scott Maize

Agenda:

	Topic	Time	Speaker(s)
1	Introductions / Agenda Review	5 min	Chris
2	Provisioning Q&A	20 min	Kerry Havens & Eric Galyon
3	Office365 and Google	20 min	Eric Galyon
5	Discussion of today's topics	30 min	Chris
6	Decision & Action Item Review	2 min	Gena Welk

Agenda 1: Introductions / Agenda Review

(led by Chris)

Co-chair Ron Reid has resigned. He has been co-chairing for at least 16 years. We are sad to see him go!

We are considering restructuring the design/organization of CCITP. There will be an upcoming meeting with coordinators to discuss this topic: Wednesday, May 17, 2017 3:00 PM-4:00 PM. CCITP participants are also welcome to join the discussion - please send an email noting your interest to Chris Bell (cbell@colorado.edu).

Meeting structure reminder

- 1) Presenters are welcome to present in draft or “unfinished” form. This gives CCITP participants the opportunity to provide feedback while a subject is still in its formative stage.
- 2) The last 30 minutes of our monthly CCITP meetings will be reserved for participant discussion, exclusive of directors and/or presenters. This gives participants the opportunity to have a candid conversation amongst ourselves. The messages from our discussion will be transferred via C. Bell.

From last meeting - We have more to discuss in regards to procurement - this will be addressed at next meeting.

From previous meetings - How are new employees provisioned? Kerry is here today to discuss.

From previous meetings - O365 or Google mail? Eric will talk about this topic today.

Agenda 2: Provisioning Q&A

(led by Kerry Havens)

Attachments included:

1. *IAM Process diagram (5/4)*
2. *Identikey Process Guide (5/4)*

Brief definitions:

Authorization management- User credentials for logging into a service. Who am I?

Access management- Managing which user accounts may use which services and/or which specific features of a service. Who can do what?

Grouper is enterprise *access management*. Once an employee is provisioned with an identikey, Grouper should be updated almost instantaneously. However, it was reported (Thoreson, Hoppes) that some departments are not experiencing it this way (it can take up to 3 days), so **(action item)** Kerry will follow up.

If you know your employee is coming, s/he *can* be provisioned in IDM ahead of time. The process takes at least 12 hours, but if you are proactive it should be seamless.

HCM (at UIS) is the source of provisioning data

Known “hiccups” to the usual process include international students (among others). This can cause a longer delay to the normal provisioning process.

Concern was expressed that it takes 3 days from employee start date for a student to have the CU Resources tab activated in the MyCUInfo portal. Kerry confirmed that it does NOT take 3 days from start date to get this tab. Approval date, Access date, start date - all of these dates in HR determine when the tab will/could be provisioned. It was asked how the CU Resources tab gets activated for students on the MyCUInfo portal. Kerry reported that she is not privy to this information as UIS is responsible for this - not Kerry’s team.

Action Item Aaron Mansfield (ITP from UIS) volunteered to find out. The primary concern is: what to do when the students don’t see the CU Resources tab upon login to MyCUInfo? To whom should they be directed?

Reference from presentation:

Person of Interest HCM Records Practices:

<https://oit.colorado.edu/identikay-accounts/person-interest-poi-hcm-records-practices>

Agenda 3: Office365 and Google

(led by Eric Galyon)

Enterprise Resource Planning (ERP) is a fairly new group which oversees OIT for larger initiatives. The membership committee is designed to seek representation from both administrative and education areas on campus.

www.colorado.edu/avcit/governance/erp

Eric Galyon, as Associate Director of Messaging and Collaboration (M&C), proposed to the ERP team flexibility on the part of the individual in selecting his/her mailhome (either O365 or Google). ERP declined, wanting to preserve consistency on the part of all university employees. As such, all faculty and staff have mailhomes on O365, and all students have their mailhomes on Google. Exceptions are granted by the M&C team on an individual basis, based on the approval of the department/unit head. (Everyone affiliated with the university, regardless of staff/student designations, receives a FULL account in both G Suite and Office365.)

Currently, exception processes intend to allow for individuals to request a different mailhome. There are not currently plans to allow entire departments/units to globally make an exception for all of their faculty/staff.

Q: What is the criteria for requesting a mailhome change?

A: It is solely up to the discretion of the department.

For robust calendaring, Exchange in O365 is recommended over Google.

Student employees are offered a second email account - a student employee "exc" account in addition to their gmail account. This is so the student can keep their work and school emails in separate accounts for easy organization. Another advantage is so that if the student's employment with the university discontinues, they lose access to their "work" email but not their student email.

Departmental training for Office365 was requested by a present ITP. Eric replied that we don't have a standard training like this. We do offer this for Sharepoint training.

ITP's expressed concerns about data and the policy regarding retention. Eric clarified there is a webpage which describes university "best practices" of what to store where:

<https://oit.colorado.edu/services/it-security/guidelines-storing-documents-cloud>

Erik Hedl: In regards to the data on various drives - what happens when someone leaves the university and is deprovisioned?

M&C has acknowledged this "business document continuity problem" (meaning when someone leaves, their account gets deleted, then all the files and data get deleted along with the identity)

Accounts are not currently being deprovisioned by M&C, because of this issue. It could significantly disrupt the business.

Galyon says there is a new upcoming tool called Bettercloud which gives admins more control. The "BetterCloud Deployment" OIT project currently exists to implement this here at CU Boulder: <https://oit.colorado.edu/oit-projects>

Eric Heltne: One Drive and Google Drive behave differently.

- O365 - the folder owner owns the docs
- If you are the owner, your files/data disappear from others' access when your account goes away.
- Q: Are there best practices of where you want to originate a document so that it does stick around?
 - Answer: Use your personal version as a personal and draft repository, but any document that you intend to keep, move it to another place.

Sharepoint containers and teams are both great places to store.

User education is key, however, in teaching employees about the options and helping them decide the appropriate places to store their data.

ITAR - Dan is working on a proposal with the office of contracts and grants to bring up an ITAR compliant email option.

Specifically Interested CCITPs: Jerry Spivey, and Scott Maize

Agenda 3.5: G Suite and Office 365 Continual Service Changes

(led by Eric Galyon)

Attachment included: "G Suite and Office 365 Continual Service Changes"

There are lots of great changes and developments in both G Suite and O365, but this brings extra challenges for Galyon's team to keep up. M&C's priority is to maintain and make these solutions sustainable for our large campus environment (such as maintaining documentation and keeping with regulatory compliance - i.e accessibility testing).

The next thing M&C is watching for in Exchange: Focused Inbox. It's a feature where Microsoft will better segment email into tabs. It will "just happen" whenever Microsoft turns it on. (CU will not be notified ahead of time.) As such, his team is checking regularly to see if it has been activated.

ITP Q: Can't you [E. Galyon] just hire more people? A: Yes, more people would help but Galyon has no estimate on how many people he'd need to be able to stay on top of this. Also, Galyon is unsure of the demand for each of these new offerings by Google and Microsoft.

Ironports: email routing, antivirus, and antispy are on Cisco devices called Ironports. All incoming email at CU hits the Ironport before being allowed to go on to the user. This advanced email security is better than O365 or Gmail.

Agenda 4: Discussion of Today's topics

Mailhome: "Every employee starts on O365, can go to Google on request."

- Steve Hart: he's happy with the mailhome preference being set on the individual level
- Sean Martin: Admin controls are great on O365, not on Google
- Steve Hart: Compliments to Eric Galyon on the way he has implemented the preference for mailhomes
- Erik Hedl says his dept prefers Google. His department doesn't need calendaring. He feels it is fairly straightforward to switch from O365 to Google - we don't really need CU to provide an automated way to do this.
 - SHart agrees
- Expressed concern: IT's don't always know **where** the mailhome is.

- Steve Hart suggested using Northstar to figure out where a student's mailhome is. (To get access to Northstar: ITP's can call 5-help.)

Erik Hedl doesn't understand the tie in from ldap and AD as far as secondary info (i.e. office locations, phone numbers, etc. Answer: This is an HR issue. Go to your HR liaison for these types of questions (i.e. how long does it take for these two to "coincide"?)

Question (PT) : What to do when Exchange hangs on loading?

ITP (SM) suggestion: If you disable add-ins or run 365 repair (in programs and features) this should be fixed.

Question: Does Eric know about this? (It's not unique to CU. It's a Microsoft "feature")

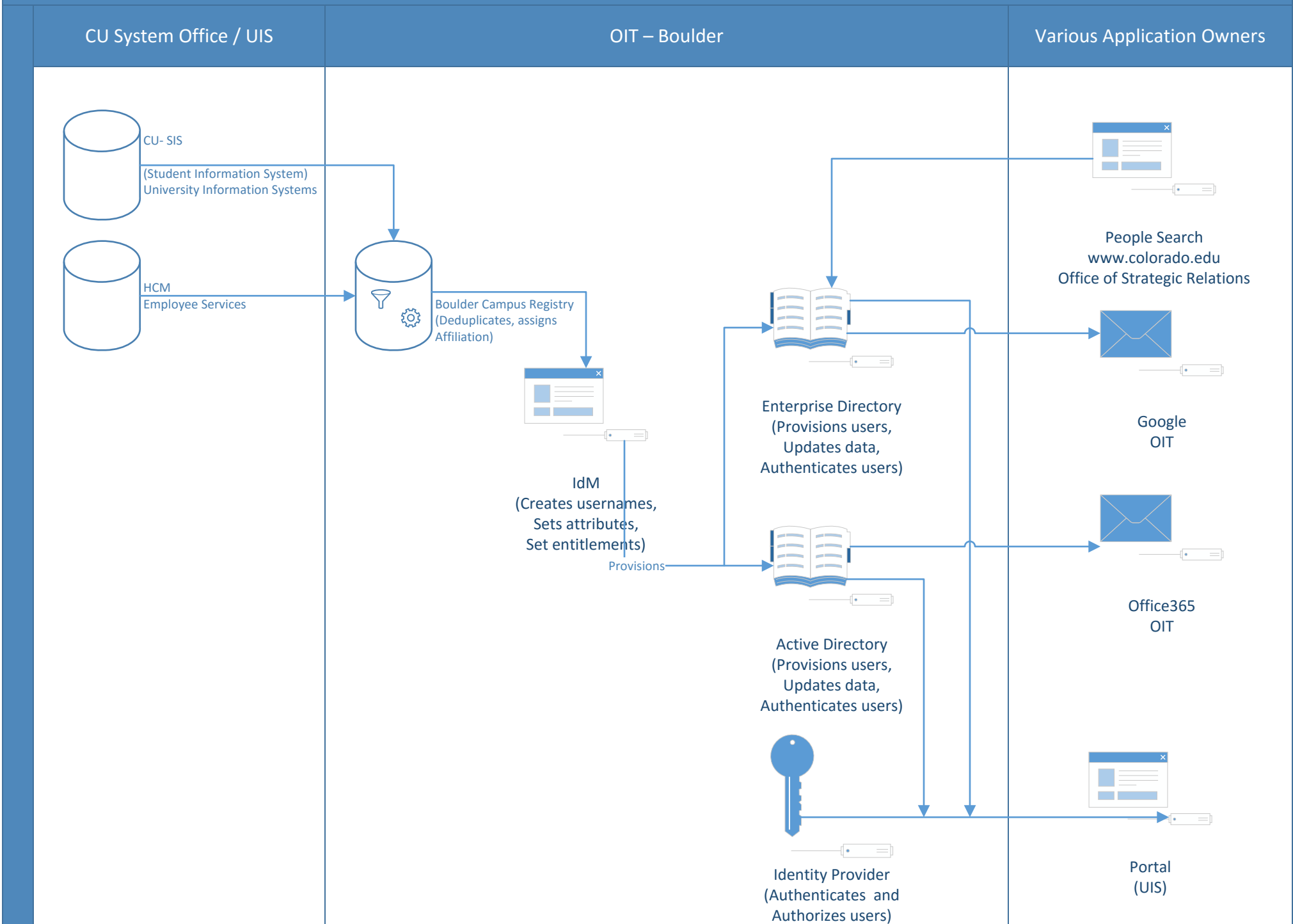
What do you think about the CCITP new format?

- S Hart likes it.
- Joey LaConte says he's noticed a big difference. There has been more feedback and a more relaxed openness among the CCITP participants.

Agenda 5: Decision & Action Item Review

1. (From Agenda "2"): Once an employee is provisioned with an identikey, Grouper should be updated almost instantaneously. During today's CCITP meeting, some departments reported they are not experiencing it this way so (**action item**) Kerry will follow up.
2. (From Agenda "2"): **Action Item** Aaron Mansfield (ITP from UIS) volunteered to find out more about the activation of the CU Resources tab in MyCUInfo. The primary concern is: what to do when the students don't see the CU Resources tab upon login to MyCUInfo? To whom should they be directed?
3. (From Agenda "4"): Sometimes Exchange hangs on loading. **Question:** Does Eric know about this? (It's not unique to CU. It's a Microsoft "feature")

Identity and Access Management Process Diagram



IdentiKey Process Guide

What is an IdentiKey?

An IdentiKey (also known as a CU-Boulder login name) is the credential that uniquely identifies an employee and is the key to online campus resources like Portal systems, email services, and CU-Boulder’s learning management systems.

The creation of an IdentiKey is initiated when a new hire has been entered into the payroll system (PeopleSoft) and the action has been **approved** by CU-Boulder campus Human Resources. Please refer to the chart below regarding the creation timeline.

Day	Time	Action:
Every Morning	4:00am	Boulder’s Office of Information Technology (OIT) receives data from PeopleSoft via University Information Systems (UIS) for job records changed the day before.
Every Evening	5:00pm	Records with effective dates prior to 31 days from that day are processed through Boulder campus affiliation logic (called the “registry”), which tells the Identity and Access Management group what access an employee needs. An IdentiKey is created at 1:00am the next day.
Every Morning	1:00am	IdentiKeys are created based on the events of the previous day.

Examples:

- Employee hire date is Monday, 3/31/16 and new hire data is **approved** in PeopleSoft on Monday, 3/7/16 at 9:00am. University Information Systems (UIS) picks up the data on Tuesday, 3/8/16 at 4:00am and sends to the Office of Information Technology (OIT). OIT starts creating the affiliation for that person at 5:00pm Tuesday, 3/8/16. The log-in credentials are created and ready to be claimed at 1:00am the following Wednesday 3/9/16.
- Employee hire date is Thursday, 3/31/16 and new hire data is **approved** in PeopleSoft on Friday, 2/26/16 at 5:00pm. University Information Systems (UIS) picks up the data on Saturday, 2/27/16 at 4:00am. OIT would then start generating the affiliation at 5:00 pm on Monday, 2/29/16 because the effective date would then be within 31 days and log-in credentials are created and ready to be claimed at 1:00 am on Tuesday, 3/1/16.

Key things to know:

- The new hire’s Social Security Number (SSN) and date of birth (DOB) are required at time of PeopleSoft entry in order for the account holder to claim their IdentiKey.
- OIT’s “registry” updates every night and references the **job effective date** of your **approved** payroll system new hire entry.

- UIS frequently performs maintenance on PeopleSoft on the weekend. If OIT does not receive the data feed to process the affiliations for employees with effective dates set in the future, OIT will not be able to assign an affiliation to that record, and subsequently, create the IdentiKey for the employee. OIT will process the records the following best viable business day, which is usually the Monday after the UIS maintenance window.

Steps you need to take:

1. Once the verbal offer has been accepted, initiate the background check (if needed) and work with your recruiter/HR department on the offer letter.
2. Enter the new hire information into PeopleSoft – be sure to include the correct SSN and DOB; the name must match what is on the SSN card for payroll purposes.
3. Once the background check has been cleared, all approvals have been obtained, and the necessary paperwork has been submitted, Campus Human Resources will approve your entry.
4. Depending on the job effective date in PeopleSoft, the information will be pulled into the OIT registry as described in the table above.
5. Within 48 hours, the new hire should have an IdentiKey created for them and can claim the account on the CUI DM (CU Identity Manager) webpage – <https://cuidm.colorado.edu>. At the same time, the new hire will create his/her password. A tutorial explaining this process can be found here: <http://www.colorado.edu/oit/tutorial/identikkey-primary-account-activation>.
6. The new hire will now be able to access email, Portal, learning management systems, as well as obtain a BuffOne card. Note that the hire will need his/her employee ID and will need to go to the BuffOne card office at the C4C.

Frequently Asked Questions:

What if I am hiring a person who will not have a payroll relationship, role, or affiliation with the university (also known as a POI)?

You can find additional information about the different type of POI records that you can find here: <http://www.colorado.edu/oit/identikkey-accounts/person-interest-poi-hrms-records-practices>.

What if I am hiring someone from another country who does not have a Social Security Number (SSN)? Or, what if I need to hire someone as a POI Pre-Employment?

Please wait until you have the SSN before entering the hire into HRMS. We prefer to *not* set up the employee as a POI for those who will have a payroll relationship, role, or affiliation with the university, since it may create a problem with duplicate records being created and cause confusion across campus.

However, if you need to set up a new hire as a POI Pre-Employment, please follow the steps listed here: <https://www.cu.edu/employee-services/policies/add-person-poi-type-including-pre-employment>

Note: you must make sure the employee's SSN, first name, last name, and date of birth are 100% correct to ensure that duplicate accounts are not created. Also, it is important that you terminate the POI Pre-Employment relationship once you create the non-POI relationship in HRMS for the employee.

What if I enter someone, the action is approved, IdentiKey and login are generated, but the person fails the background check, or withdraws? What do I need to do?

You should call the IT Service Center: 303-735-4357 (5-HELP).

Does this include email? And, what about individuals that were formerly University of Colorado students and are now being hired as staff?

Yes! When the IdentiKey is created, the email account is created at 6:00am that day. For a new hire that has not had a previous affiliation with the university, they will receive their email account information when they activate their IdentiKey. The hiring manager/department does not have to do or request anything unless the employee is also a student, alum, non-“employee-like” POI, or sponsored affiliation on the Boulder campus. If that is the case, the same IdentiKey and email address is used and the hiring manager/department may want their email to be transferred from the Google email service to the campus Exchange email service so they can share calendars/etc. To do this, the hiring manager must contact the IT Service Center (contact information is below). A different POI affiliation type is not necessary when hiring employees that were once students.

Who is notified when the IdentiKey has been created?

No one is notified. The employee will have to claim their account at CUIIdM (CU Identity Manager): (<https://cuidm.colorado.edu>).

It has been more than 48 hours since the employee record was created in PeopleSoft and the IdentiKey has not been created – what do I do?

Be sure the information entered into PeopleSoft is correct, saved, and job data status has been changed to **approved** by Human Resources. After verifying all of the information, call the IT Service Center: 303-735-4357 (5-HELP).

Need more information?

- Call (*preferred method*) the IT Service Center: 303-735-4357 (5-HELP) or email help@colorado.edu
- Visit OIT IdentiKey website: [Managing the IdentiKey - http://www.colorado.edu/oit/services/identity-access-management/identikkey](http://www.colorado.edu/oit/services/identity-access-management/identikkey)
- Questions regarding the entry and approval of your PeopleSoft entry, background check, and offer letter process can be directed to Human Resources 303-492-6475, hresmail@colorado.edu

G Suite and Office 365 Continual Service Changes

Opportunities and Challenges

Eric Galyon

Associate Director for Messaging and Collaboration



Managing an Ever Changing Cloud

So many new services!

- Office 365

- Azure AD
- Microsoft Teams
- Office 365 Groups
- Office 365 Video
- Power BI
- Yammer
- Office 365 Planner
- Focused Inbox for Outlook
- Microsoft InTune

- G Suite

- G Suite Team Drive
- Google Inbox
- Google Classroom
- Google Chrome Management
- Google Hangouts Meet
- Google Hangouts Chat



OIT “Servicizing” New Offerings

109,000 Office 365 Accounts

- Analysis and Implementation
 - Service provisioning and licensing
 - Budgeting and cost allocations
 - Developing in-depth subject matter expertise
 - Vendor management
 - Change Management
- Documentation and Support
 - OIT public web site documentation
 - Accessibility documentation
 - OIT Help Desk support documentation
 - ServiceNow workflows
 - Administrative documentation

197,000 G Suite Accounts

- Regulatory Compliance
 - Contract/terms of use reviews and negotiations
 - FERPA/HIPPA/ITAR assessments
 - Accessibility and Usability testing and issue resolution
- Security
 - eDiscovery and litigation holds
 - Logging
 - Authentication and access reviews
- Communication
 - Technical communications
 - End user communications



OIT Committed to Fully “Servicizing” New Offerings



Messaging and Collaboration Roadmap

May 2016

- Chartered Project
- Future Chartered Project
- Unchartered project

	Fall 2016	Spring 2017	Summer 2017	Fall 2017
Google Apps	<div style="background-color: purple; padding: 2px;">Google Apps Rename</div> <div style="background-color: purple; padding: 2px;">Google Inbox Launch</div>			
		<div style="background-color: green; padding: 2px;">BetterCloud Implementation</div>		
Office 365	<div style="background-color: green; padding: 2px;">Office 365 Video</div>			
		<div style="background-color: green; padding: 2px;">Conversion of eDiscovery to Security and Compliance Center</div>		
	<div style="background-color: purple; padding: 2px;">DirSync Upgrade to Azure AD Connect</div>			
	<div style="background-color: purple; padding: 2px;">Office 365 Data Integrity</div>			
		<div style="background-color: green; padding: 2px;">Office 365 Groups, Planner and Teams</div> <div style="background-color: green; padding: 2px;">Multi Factor Authentication for Administrative Accounts</div>		
Email Routing and Sanitation	<div style="background-color: green; padding: 2px;">IronPort Environment Upgrade</div>			
		<div style="background-color: green; padding: 2px;">Email Security Enhancements: URL Rewriting and Outbreak Filters</div>		
			<div style="background-color: grey; padding: 2px;">Email Security Enhancements: SPF/DKIM/DMARC</div>	
Email Lists	<div style="background-color: purple; padding: 2px;">Sympa Memory/Delivery Issues</div>			
		<div style="background-color: grey; padding: 2px;">Dynamic Distribution Lists: Grouper/DLs/Sympa?</div>		
General Efforts	<div style="background-color: green; padding: 2px;">Unix Mailhome Retirement</div>			
		<div style="background-color: green; padding: 2px;">Mobile Device Security Standards</div>		
		<div style="background-color: green; padding: 2px;">Oracle IdM</div>		
		<div style="background-color: green; padding: 2px;">IaaS Public Cloud Service Offering</div>		
	<div style="background-color: purple; padding: 2px;">Firewall Default Deny</div>	<div style="background-color: purple; padding: 2px;">Aurora</div>		
	<div style="background-color: purple; padding: 2px;">ITSC Wiki/Knowledge Management Updates</div>			

