

CCITP - Meeting Notes

Date: Thursday 4/5/2018

Time: 2:00-3:30

Location: TLC 215

Zoom: <https://cuboulder.zoom.us/j/945880316>

Next meeting is Thursday, May 3, 2018

Attendees (21): Chris Bell, Jerry Spivey, Joey LaConte, Steve Hart, Jennifer Methlie, Sante Jonker, Dominique Ingoglia, Gena Welk, Ashton Mellott, Grant Matheny, Manny Wayo, Debbie Hamrick, David Cavalieri, Sean Martin, Rachel Brown, Ben Mandel, Joe Workman, Scott Griffith, Dylan Sallee, Dan Jones, Ron Richter

Attending remotely (21):

Brett Shouse, Chuck Fischer, Debra Weiss, Eric Heltne, Greg Hoppes, Jeff Hoskins, Jeff G, LeCarla, Melanie Pappas, Patrice Thoreson, Rob Narhi, Scott Maize, Bryan Radke, Dan Herrick, David Kohnke, Gina Scott, Julian Andrews, Paul Stallworth, Robert Dixon, Michael Faulkner, Laura Johnson Morris

Agenda:

	Topic	Time	Speaker(s)
1	Introductions / Agenda Review / Announcements / Follow-up	10 min	Chris Bell
2	Data Governance	20 min	Dan Jones
3	Discussion Topic: Dept IT Policies	40 min	Chris Bell and ITP's
4	Decision & Action Item Review	5 min	Gena Welk

Agenda 1: Introductions and Announcements

(led by Chris)

Roundtable Discussion - We have a slight change in our CCITP format today, as we will be hosting a roundtable discussion focused on a predetermined topic (that we sent out ahead of time). We are happy to include more of these types of discussions based on ITP request.

Tech Talks - OIT hosts presentations every two weeks and all are welcome to attend. OIT provides lunch if you RSVP prior to 3:30 on the Monday before the talk. (RSVP here: <https://www.colorado.edu/techtalks/content/rsvp-upcoming-tech-talks>) Talks are hosted in the Computing Center, Room 123 (3645 Marine Street)

The upcoming topics are:

1. 4/18/18: "All About Ansible" with Steve Roughton
 - a. IT is complex. It's too easy to lose time and productivity untangling applications, servers, and dependencies to perform simple tasks, like upgrading a software library. Ansible to the rescue! Ansible is a powerful IT automation and orchestration engine for software development. Using playbooks that are human and machine readable, Ansible...
2. 5/2/18: "Splunk for fun and profit" with Kirk Pearson
 - b. Abstract to be listed soon on the OIT Tech Talk page

<https://www.colorado.edu/techtalks/>

New area coordinators, as of April 2018

- Research - Jerry Spivey
- Academics - Grant Matheny
- Administration - Sean Pease

THANK YOU to our "retired" area coordinators!

Question from ITP (March 2018): "Can we increase security for single sign on?" Is there an opportunity or plan to integrate with DUO?

Answer from OIT: Kerry Havens, OIT Associate Director of Identity and Access Management, assures us that it's on OIT's radar - dual factor authentication is something we would like to implement.

Agenda 2: Data Governance (etc.)

Presented by Dan Jones

--Data Governance Policy--

CU is concerned with how to best support data owners in their responsibilities

One of the recommended policy changes was about the data title:

- Old role name: Data Owner
- Now called: Data Trustee

There is a new CU IT Governance Board for campus

Lifecycle management, records retention policy will eventually be aligned to data governance policy. (We don't want to create risk by holding onto data too long)

ITP Question: Might some of the guidelines being suggested necessitate integration into single authority?

Answer: That will probably happen as part of the natural progression.

--Ransomware--

To be safe from ransomware, we depend on you, ITP's!

- Patching, role-based access controls, limit un-supported OS's
- Be sure you have backups!
- Limit access to appropriate accounts/machines

What OIT is doing about ransomware:

- Phishing assessment
- Phishing education
 - (Boulder has a lower phish response rate than our peers, but it's still too much)
- Understand "the level of complexity" that our employees will fall victim to - what is that threshold?
- Email re-writes
- Outbreak filters

3 instances of malware hit the campus, but we have recovered and access/exposure was limited.

What to do when you discover malware on one of your computers

1. First thing to do: disconnect it from the network (wired and wireless)
2. Second thing to do: contact ITSO

--GDPR--

System office team has been working with counsel for official legal opinion in regards to GDPR

Compliance officers/stakeholder groups will be convened to discuss future plans and guidance.
(Stay tuned...)

**If you are collecting data from EU citizens today, let Dan/ITSO know.

Agenda 3: Discussion

Here are potentially useful links for determining your own dept IT policy. These refer to campuswide policies.

- <https://www.cu.edu/ope/aps/functional-area>: CU Office of Policy and Efficiency
 - <https://www.cu.edu/ope/aps/2006>: Retention of University of Records
 - <https://www.cu.edu/ope/aps/6005>: IT Security Program
- <https://www.colorado.edu/ictintegrity/ict-review-process>: ICT Review
- <https://www.colorado.edu/policies/acceptable-use-cu-boulders-it-resources>: Acceptable Use
- <https://www.colorado.edu/policies>: CU Policies

ITP comment: It is wise to have other backups besides bss. Some malware will wipe out backups.

ITP question: What are people using for backups?

- ***Veeam (This was the most popular answer with use by multiple ITPs)
- SAN replication across sites
- From Cloud, backup and sync is a good solution from Google...
- MS cloud snapshots OneDrive once per day, so this can be a safeguard.
 - But MS still doesn't offer a choice to backup your whole machine.
- UCBfiles snapshots data at minimum 1x/day for 2 weeks back.

ITP question: How do you handle the problem of uneducated people with admin accounts?

One answer: They've turned off executables - even for admins and IT staff

ITP Question: How are ITP's managing Windows?

- One ITP answers: We use Avante. Avante can be used for patch management, asset management, and ticketing
- CU offers SCCM to manage Windows and JAMF to manage Macs. These services are an OIT service available to you (ITP's of departments) for a reasonable fee. Contact for further info: Jeff Greene with OIT.

-----Departmental Policies-----

ITP question: What policies do you hold at a department level?

One ITP Answers: Athletics has a cell phone policy. Items to note in the policy are as follows:

- Equipment Upgrades
- Monitoring Procedures
- International Travel Restrictions
- Lost, Stolen, Misplaced, or Damaged Equipment

Employees are expected to fully understand these policies and procedures. The intent of the intent of the policy is to protect the employee and the department from NCAA, State, and University rules and policies as well as control out-of-pocket costs and budgetary issues that can arise if these are not closely monitored.

ITP Suggestion: TechPro research techproresearch.com has lots of policies (i.e. securing Windows) as a starting point.

ECEE intends to publish their IT Policy and other ITPs are welcome to use it as an example. These are not designed to restrict people, but to make IT implementations scalable and supportable

As a group, CCITP will not store or make public individual department's IT policies.

ITP Comment: LASP uses the term "guidelines" instead of policies for their IT recommendations.

The goal is to balance IT perspective vs. the user perspective.

Agenda 4: Decision & Action Item Review

Dan may come back in June to talk more about GDPR.

Possibly have Eric Galyon speak about outbreak filters.

-----end of notes-----

Reminder: Here is how OIT communicates with IT Practitioners:

- **OIT Weekly email**
To get on the list, click “Submit your Information” on this page:
<https://oit.colorado.edu/about-oit/oit-campus-outreach>
- **OIT News**
To see the main headlines go to the OIT news page:
<https://oit.colorado.edu/news>
- **OIT Service Alerts**
<https://oit.colorado.edu/service-alerts>
- To **subscribe** to OIT Service Alerts and News, go to
<https://oit.colorado.edu/subscriptions>
- **OIT Home**
<https://oit.colorado.edu/>

How ITP’s communicate with ITP’s:

- **Membership in ITSuppComm email discussion group.** The IT Support Community discussion group is a CU Boulder peer-to-peer discussion group for all things technical. You can submit a question to your IT peers by sending an email to itsuppcomm@lists.Colorado.EDU.