

Information Technology Council

Minutes

Zoom Meeting

October 5, 2021 – 8:30 a.m.

1. Call to Order

- a. Dr. Karen King called the meeting of the Information Technology Council to order at 8:30 a.m. in a Zoom Conference at East Tennessee State University.

2. Attendance

- a. Addition of new member – Lindsay Daniel
- b. Members present: Tami Baker, Bonnie Burchett, Joe Chappell, David Currie, Deborah Dotson, Bill Hemphill, Myra Jones, Rob Nelson, Karen King, David Linville, Tony Pittarese, Charles Rodholm, Beth Wiley
- c. Absent: Lyndsay Daniel, Tisha Harrison, Michaele Laws, Margaret Pate
- d. Invited guests: Michael Phillips & Mikel Etxeberria from Huron Consulting Group joined the meeting at 9:30 a.m.

3. Action Items

- a. Approval of Minutes [September 21, 2021](#)
- b. Karen King called for a motion to accept and approve the September meeting minutes as posted. Debbie Dotson moved for approval with a second by Tony Pittarese and the motion carried.

4. Subcommittee Reports

- a. Web Steering Subcommittee – Michaele Laws
 - i. No report
- b. Research Computing Subcommittee – David Currie
 - i. Sending out 90-day reminder that service update license will end on Win7 machines, tracking 12, 11 ETSU, 1 USPS
- c. Security and Network Subcommittee – Rob Nelson, Charles Rodholm
 - i. Shared network assessment
 - ii. Discussed email forwarding & admin rights
- d. Banner Subcommittee – Chair Beth Wiley
 - i. Upgrades caught up
 - ii. Software/projects on hold pending new ERP
- e. Academic Subcommittee – Myra Jones
 - i. No report

- f. Data Governance – Joe Chappell
 - i. Revising old Banner document, incorporating certificate that was read/accepted to access document

5. Discussion Items

- a. Updates – CIO
 - i. Security Issues at LGIs
 - 1. Administrator Access Controls
 - a. Mitigate risks
 - 2. Email Forwarding
 - a. Forwards that contain sensitive data violate state law
 - b. If blocked and exceptions are allowed, the exceptions should be reviewed annually
 - 3. Charles Rodholm Presentation
 - a. Ransomware issue, universities & healthcare are targets for research data
 - b. Administrator privileges & risk mitigation
 - c. Account is compromised, malware is installed, sensitive data/network is accessed, threats to publish sensitive data, system is encrypted, ransom demand to unencrypt
 - d. Restrict Administrative Privileges is #5 safeguard on CIS framework top 20 list
 - e. Solutions – avoid/eliminate, transfer, accept risks, mitigate
 - f. Researching 3rd party solution, impact on help desk, insurance
 - ii. Feedback and Questions
 - 1. Obvious next step, changes in security are accepted, needed protection, communication, seamless/convenient solution, incorporate technology, auto elevate, authenticate
- b. ERP Update
 - i. Could receive funding from the State, UT received two proposals, bid not awarded yet, TBR will get an extension to maintain current Ellucian license
 - ii. Huron Proposal
 - iii. Hrusovsky Consulting
 - iv. Both options for readiness assessment once a vendor is selected
 - 1. Devise a plan to move to a new system with no modifications
 - 2. Project management – ETSU, deployment partner or from outside?
 - 3. Change management – person in charge from deployment partner?
 - 4. Funds available for full time person?
 - 5. Communication
 - 6. Timeline
 - v. Ancillary Systems Inventory to Data Custodians
 - 1. Will revise list and send back out
- c. BCP/DR Update

- i. Internal Review and Test
 - ii. External Review by third party
 - iii. Feedback from ITS Leadership in progress
 - iv. Finalize BCP/DR for current year
 - d. Table Top Exercise
 - i. Completed on September 28, 2021
 - ii. Review of exercise results in progress
 - iii. Follow up table top planned for October

6. Huron Consulting Group

- a. IT Governance – Conducted interviews on aspects of governance, information flow between units, prioritization of projects, communication channels
- b. ITC Communication – members report back to the groups they represent, resolution to issues is effective and quick
- c. ITC History – known to date back to the 90's under different title(s), has evolved over time, implemented sub-committees, tech shift under current leadership, Dr. King provides background and informs group prior to decisions being made
- d. ITC Representation – Faculty, administrators, ITS
- e. ITC Agenda – available in MS Teams, all members can add items, members receive reminders/agenda call a few days before meetings
- f. ITC Schedule – Meets monthly
- g. ITC Decisions – by vote and informal input, balance shared governance, recent votes on required security training, 2FA, policy changes
- h. ITC Sub-committees – flow from subcommittee to ITC, structured internal reporting, can change structure/adjust as needed, up to date currently
- i. Project management/Portfolio management – Unit project priority list is available on ITS project management website, hi-level projects are discussed, not a formal review of all projects, outcome metrics and disposition of other projects could be helpful

7. Old Business - None

8. New Business, Announcements, Updates - None

9. Adjournment

- a. The meeting was adjourned at 9:58 a.m.