University of Maine System
Board of Trustees
at the University of Maine System, Rudman Board Room

December 17, 2012

Technology Committee Meeting

Present via GoToMeeting: Committee Members: Karl Turner, Chair; Eleanor Baker, Michelle Hood, Bonnie Newsom, and Melinda Torrens, Graduate Student Rep. - USM.

Present in the Rudman Board Room: Staff: Rebecca Wyke, Dick Thompson, Cindy Mitchell, John Forker and John Grover.

Trustee Karl Turner called the Technology Committee to order and explained that the meeting was being held via GoToMeeting format.

Status of Current Projects. Mr. Richard Thompson, Chief Information Officer, updated the Committee on the status of current Information Technology projects.

Projects on-time:

USDA Rural Utilities Service Grant is continuing on schedule. The video conference capability is being upgraded to ensure the latest and most effective solutions are being used.

Regional Optical Network Expansion Project is the project that is being undertaken to connect the Three Ring Binder broadband system and the project is moving along very well. The fiber connections have been tested and are currently in the process of running administrative traffic across the system as a test. This is less critical/risk and less volume than the traffic that will be seen in the next 30 to 60 days. The project is on target for April of 2013.

MaineStreet Campus Solutions Data Warehouse Project is the largest project UMS has had in some time, other than the Regional Optical Network System. It has been going on for a while, but Mr. Thompson was pleased to report that a number of components are now in production. The involvement of the Project Management Office was key to meeting this target. End users are beginning to see the benefits, including analytics and enhanced reports. UMS will continue to look at data for accuracy and consistency.

Projects behind schedule or over budget:

The Payment Card Industry (PCI) Standards Compliance project is nearly complete and has been so for a while. Mr. John Forker, Chief Information Security Officer, has taken over the initiative and is identifying the last few items to reach 100 percent compliance. The UMS is not at risk, but some high volume merchants have a higher number of thresholds to meet, causing additional effort and some technical changes. Those changes require the engagement of campus merchants, campus staff and System Office network staff. Trustee Turner expressed concern about the status of the project. Mr. Thompson reassured him that the Department has had cooperation and acquired most of what is needed in last quarter. The remaining items are technical issues. Mr. Forker agreed and stated he has worked with the campuses and the Chief
Financial Officers to get the campus piece done. They put together an action plan and are right on the verge of finishing up on these issues. Mr. Thompson expects completion sometime in January.

**The Portal Project** is now up and running at all seven campuses. The campuses are using a form of single sign-on that gives the UMS a secure mechanism for authenticating users. Several campuses are expanding what they offer through the portal and using the unique branding now available. USM went “live” in October of 2012 and are pleased with the result. The reason this project continues to be behind schedule is that the deadline for implementing the portal for System Wide Services and the System Office was not calculated into the timeline. That process is underway and Ms. Peggy Markson, System Public Relations Manager, is coordinating that work along with the UMF staff who are continuing to operate the portal.

Ms. Melinda Torrens, Graduate Student Representative to the Board of Trustees from USM, shared that she has not noticed a difference with the new portal and asked what are some of the changes. Mr. Thompson indicated that the most significant difference is the ability to have a single sign-on. Discussion continued about marketing of the portal and its availability to students and faculty. Mr. Thompson will talk with Ms. Alison Cox, Portal Project Manager, and will report back at the next meeting regarding usage, the status of the UMS portal, and the relationship to the UMS website.

**The Facilities Software Project** remains on hold. The Information Technology Department is working with Mr. Chip Gavin, System Director of Facilities Management and General Services, and his staff to move the project forward. The contractor has been working on a test location that might be used. A potential software as a service or a cloud type service solution, similar to the Strategic Procurement System, may be used for this project.

**Completed projects:**

**The Advance Project** is now complete. The project was a challenge and external project management was brought in to help. Staffing changes in the System Office have also helped by providing a fresh look at the project. The graduate data loads are complete and available for the campuses when they are ready. Users are sharing ideas and an operational process has been created to prioritize the new requests. One project will be to form a team to complete a formal update of the software that operates this tool. Current support will soon be expiring and this will be the first upgrade since the initial “go live”. This project will no longer be listed in this report, except to share update plans.

**Other Initiatives:**

No other initiatives reported.
Chief Information Officer Presentation of Draft Information Technology Administrative Review Recommendations:

Mr. Thompson shared that the input teams have now been working for four months. Four teams were established to look at different components of the Information Technology landscape, both at the System Office and at the seven campuses. The specific areas reviewed were those with the highest likelihood to produce advances in quality of service and efficiency and costs savings. The teams included End User Technology, Unifying Communications, Customer Support, and Standards and Procurement. Mr. Thompson is currently working with the Chancellor and the Office of Organizational Effectiveness on a draft report. The report provides recommendations on governance changes, communications and customer support. It looks at unifying the way services are provided and moving those services, wherever it makes sense, to a campus level closer to where the services are being provided. This is a great opportunity to take advantage of our student population for work study or internships opportunities in the areas of networking, telecommunications, media tools and infrastructure. The report also looks at the consolidation of data centers, which the UMS started that consolidation last summer. Some things are transformational changes. The goal is to complete the report in the next few weeks. Ms. Rebecca Wyke, Vice Chancellor for Finance and Administration and Treasurer, commented on some of the struggles faced in the compiling the report. There is a plan in place to finish up, but it is not a consensus report that will come forward. It is important that the Board stay focused and provide feedback, direction and support moving forward. Chancellor Page added he was surprised at the pieces brought forward and at the timidity of the report. The project will stay on schedule and re-confirm expectations in the scope and work with Mr. Thompson to achieve that plan.

Mr. Turner shared that he thought the feedback from the CIO presentation at USM was thoughtful, particularly around governance. Also, he regarded the decision by UM to engage Mr. Thompson to act as their CIO as a good step forward. Mr. Thompson was encouraged about the opportunity. He will be working with the Chancellor and Vice Chancellor on the policies and practices impacted by the review. There is guidance needed that is currently not available.

Ms. Newsom asked for clarification on the focus groups associated with this administrative review and the timing of the report. The Chancellor confirmed the report would be presented to the Board at the January meeting. Mr. Thompson shared that he would have liked to see a greater number of academic staff involved in the teams put together for this review. Early feedback opportunities have showed the need to focus on academic technology. There are plans to pilot some of these ideas. One example is the BYOD (bring your own device) strategy, allowing students and faculty members to bring their own equipment in safely and allows the campuses to have smaller labs. This technology is becoming more efficient and provides more benefits. It improves security and keeps data inside the fire wall and improves access. UMS would also see cost savings by being able to license products and make them available to users on an as needed basis instead of full individual licenses for all users.
Information Security Update:

Mr. John Forker, Chief Information Security Officer, shared his presentation on Information Security. He gave an update on risk assessment and vulnerability management. Scanning servers, both physical and virtual, are completed on a weekly basis and reports are produced on vulnerabilities and patches that are needed. The number of staff making these patches is a resource issue and vulnerability issues are an area that consolidation of the data centers would impact. The intrusion detection project has gone well, with the exception of Orono. UMaine has more traffic and had a “go live” date of January 6, 2013. The awareness training is going well. Blackboard was used for the training with help of Mr. John Grover, Director of Enterprise Computing and Application Services, and his staff. The data is taken from Blackboard and put into MaineStreet which provides better demographics. UMS is encouraging training for the administrative staff stronger than the faculty because they handle the most sensitive data. UMS is starting a Payment Card Industry training pilot at USM. This is role based training. Next year’s training will be based on a new Administrative Practice Letter on employee protection of data that highlights what employees can do to protect the data and themselves. UMS is also looking at recurring notices, using digital signage to get message distributed. One of the big issues UMS is trying to address is “phishing” attempts, where attempts are made to get employees to give up their credentials. UMS is working on a presentation to address this issue.

Mr. Forker shared the status of the FY13 strategic goals. The first goal, Improved Security of System and Network, has not been met because of definition issues and the time requirements of campus staff for the administrative review process. The target now is to complete this goal during this fiscal year. The Risk Management goal has been completed. Tactical plans were built based on the risk assessments collected. The Information Security Department is working with the campuses to complete a multi-year plan. The Improved Oversight goal covers Process and Functional Metrics. The Information Security Department is looking at what can be done with the vulnerability scanning and the metrics show how many systems are not patched within the specified timeframe. There are known vulnerabilities and the focus is to get them patched and corrected on a regular basis. The UMS is in a much better state than ever before. The Information Security Department is also looking at putting together a phishing assessment to see how well the training has worked. The last goal is Data Loss and Prevention which will help the UMS discover and reduce repositories of compliant data. The project is on schedule, but it is a big endeavor.

Adjournment.

Cathy Caron for
J. Kelley Wiltbank, Clerk