STRATEGIC IT ACCOUNTABILITY BOARD (SITAB) AGENDA
WEDNESDAY, JUNE 15, 2011
2:30 – 3:30 p.m.
STARK LIBRARY

Attendees: William Powers Alex Albright, Jay Boisseau, Pat Clubb, Brad Englert, Rod Hart, Kevin Hegarty, Greg Fenves, Betsy Greenberg
Absent: Andrew Dillon, Steve Leslie
Guests: William Green, Cam Beasley, Dan Stanzione, Fred Friedrich

I. Network Standards – Endorse (William Green)
William Green outlined the history, motivation and current status of developing network standards for the University. Standards help the University move from a loose network federation to a strong network support federation across units. William reported that there are more than 8,000 devices on campus to support the network and provided a map of those devices to the committee. In order to develop standards, roles and responsibilities had to be clearly defined and minimum standards set.

An IT Architecture and Infrastructure (AIC) subcommittee with representation from across campus worked to define a set of minimum network standards. These standards provide a baseline from which measurements will be taken to make decisions and take action in the future. It was noted that device standards are set according to industry expectations for the life and performance of devices. Eventually, the goal is to create a network “report card” for each campus unit so that the status of devices and the status of the network is known and monitored in a consistent manner. The report card should not be viewed as a compliance measure. Consistent reporting is meant to provide units with information to support long-term planning for replacing network devices and ongoing maintenance. The network standards were reviewed and approved by the AIC, Business Services Committee (BSC), Research and Educational Technology Committee (R&E) and the Operational IT Committee (OIT).

It was commented that standards are important but that the language in the current document was more suggestive of a compliance document than a set of general standards. The language will be modified to reflect the assistive nature intended in setting standards. Additionally, the “shall budget” language about hardware replacement will be changed to language about planning for replacement based on performance requirements and availability of acceptable levels of service/support from the vendor.

The SITAB committee voted unanimously to endorse the network standards.

II. Data Storage Purchase – Endorse (Dan Stanzione)
The data storage subcommittee of R&E sought approval to invest the ITS capital budget set aside for data storage. The goals of investing in new data storage are to provide safe and secure data storage to faculty, students and staff at dramatically reduced cost. This investment will reduce the costs of the storage infrastructure and increase and scale storage capacity. The new system will begin with a base of one petabyte of data storage capacity. This petabyte will be split between two facilities to establish redundancy and facilitate disaster recovery.
A question related to the post-deployment data storage billing strategy for campus units was posed. It was noted that the billing process would be centralized, and eventually web-based, and that tiered services would be offered to better meet the individual needs of schools and faculty. The Central Business Office IT team is currently working on the new billing system for ITS and other departmental services.

The SITAB committee voted unanimously to endorse the data storage investment.

**III. Email Strategy – Endorse (Brad Englert)**

A subcommittee of R&E investigated email alternatives to UMBS for students that could provide greater mailbox capacity and a more intuitive interface and eventually chose UTmail powered by Google for the University. As of the meeting date, more than 24,000 students have adopted the gmail solution since its launch in April. All incoming students will be able to use UTmail. In late summer, alumni (defined as any former student) will be offered the opportunity to obtain a Google provided UTmail account. Terms and conditions and accessibility are being considered to make it possible for faculty and staff to also have the option to migrate to the UT mail. In addition, the Austin Exchange email service for faculty and staff will be upgraded later this summer to increase the default, common good mailbox size to 2 GB (a ten-fold increase from the current allocation). Faculty and staff will be offered a choice, Austin Exchange or UT mail.

The current University Mailbox Service (UMBS) hardware is set to expire in summer 2012. The cost of replacing the aging servers, storage and software is estimated to be between $300,000 and $400,000. Given the progress made, OIT directed Information Technology Services to develop plans to retire UMBS prior to the hardware expiration in July, 2012.

There was a question whether offering UT mail to faculty and staff would inadvertently open all UT mail users to Open Records laws. Cam Beasley will investigate and report back to the committee.

The committee also reviewed a breakdown of the number of email servers across campus and security incidents related to those servers. There was agreement that departments should consider saving money by moving to common good email services especially when they need to reinvest in new hardware.

The SITAB committee voted unanimously to retire UMBS before July, 2012.

**IV. Administrative Systems Master Plan Update and Request for 3rd Party Assistance – Endorse (Fred Friedrich)**

A Request for Proposal was issued for a third party vendor to assist with the development of the Administrative Systems Master Plan. A finalist will be chosen shortly and funding from the ITS budget has been set aside.

SITAB voted unanimously to endorse use of a third party vendor for the development of the Administrative Systems Master Plan.

**V. Laptop Encryption – Update (Cam Beasley)**

In an effort to comply with UT System Policy 165 and Internal Audit findings, SecureDoc was tested and eventually chosen as the primary method for laptop encryption. In December, 2010, the Internal Audit
Committee set the deadline of June 20, 2011, for encryption of all University-owned laptops. Approximately 20 percent of the laptops on campus have been encrypted to date. Problems with the encryption software have inhibited progress with encryption. A question was posed to the committee as to whether to stay the course with the current software or to change. The decision to stay the course for the time being was made. ITS staff are working with units across campus to assist with encryption.

SITAB asked that a follow-up memo be sent by Kevin Hegarty and Steve Leslie to faculty and staff acknowledging the challenges of the encryption process, and provide more time to comply.

**VI. Longhorn Innovation Fund for Technology – Update (Dan Stanzione)**

Twenty-eight proposals were submitted for consideration for LIFT funding. The committee is currently reviewing and scoring proposals. Final decisions of awardees will be made on July 29, 2011.

*Meeting handouts to follow.*
Network Standards – Endorse

Overview
The Network Operations Manual professionalizes how our networks are run. SITAC (5.1 and 5.2) called for a manual to establish standards on how the network should operate. SITAC findings included:

• Networks are the foundation for all IT - they needed to be reliable, secure and perform.
• However, there was a lack of agreement on how networks would be built or maintained leading to inevitable problems.
• Roles and responsibilities were not defined.
• No minimum functionality established.

Takeaways
The Architecture and Infrastructure Committee (AIC) tasked a campus-wide subcommittee to draft and shepherd the manual through the community feedback process. Key points include:

• Minimum standards are established. Faculty, students and staff now have a minimum expectation of functionality and service.
• Standards are not about funding and are not intended to be unfunded mandates. Yearly measures will be reported to departments and IT governance to support decisions on future investments (first year will establish a baseline).
• Roles are defined for accountability and commitment building on existing policy, along with change and communication procedures for the federated environment.
• Requirements are established for professional management of network devices, security, operations and compliance.
• Process created to evaluate exceptions.
• First attempt at standards - will be reviewed and updated regularly by AIC.
• Business Services Committee, Research and Educational Technology Committee, and the Operational IT Committee all reviewed and endorsed the standards.

SITAB Action
• We are seeking final approval of the Network Standards
Data Storage Purchase – Endorse

Overview
Campus partners are developing a data storage roadmap to meet researcher, faculty, student and staff storage needs at reduced cost over the next 3 to 5 years. The Data Storage task force is working under the auspices of the Research and Educational Technology Committee.

Strategy

- Urgency – Need to increase our current data storage capacity in the fall 2011.

- Campus identified need for affordable centrally-offered storage in the SITAC interviews – many colleges and departments provide their own storage solutions, some missing out on economies of scale, savings, reliability and security.

- Provide a comprehensive data storage solution offering tiered services and easier provisioning.

- Provide a continuum of data storage options for researchers in concert with TACC.

- Highest tier of service will see a 50% reduction in cost; raw storage will realize a 90% reduction.

Current Status

- Request for Proposal (RFP) issued March 24; 9 vendor responses were received April 22.

- Four vendors have been invited to campus for in-depth technical presentations. RFP review committee is also checking vendor references.

SITAB Action

- RFP review committee requests approval to proceed with the recommended option (up to $1m from ITS capital budget).
Email Strategy – Endorse

Overview
UTmail powered by Google launched for students (23,000 accounts to-date). Austin Exchange will be upgraded this summer for faculty and staff.

UBMS Email Service Challenges
The University Mailbox Service (UMBS) is running on antiquated hardware and software. Critical components reach end of life in July, 2012. It is estimated that replacing the aging servers, storage and software would cost $300,000 - $400,000. In May 2011, the Operational IT Committee voted to retire the UMBS service within a year and directed ITS to develop a plan to do so.

UBMS Email Service – Retirement Approach
- All incoming students are being directed to the new UTmail system.
- Offer new faculty and staff accounts on the upgraded Exchange service featuring 2 GB inboxes (previously 200 MB) while ending new account creation on UMBS (100 MB).
- Communicate the retirement of the system to all UMBS users in October 2011 and outline the steps for them to migrate to a better email service.
- UMBS Accounts will be kept active during the migration period (October to February). They will be retained but inaccessible to the user for an additional 3 months (March to May) in the event that emergency access is required.
- Faculty/staff will be able to keep their @mail addresses. We will move their mail boxes to Exchange and forward their @mail address to that mail box.
- UTmail will be another option for faculty and staff after terms and conditions are addressed.
- Retirees Email Accounts – Retirees mailboxes will be moved to UTmail and their @mail email addresses would be forwarded to this new mail box.

SITAB Action
- We are seeking approval to retire the UMBS email service.
- Seeking guidance on whether to continue to provide email service for future retirees.
Laptop Encryption – Update

Overview:
Whole disk encryption for laptop computers protects university data from theft, unauthorized release and tampering. Laptops with whole-disk encryption are protected from unauthorized access in the event they are lost or stolen.

Encryption Progress-to-Date:
- Approximately 2,275 devices have been encrypted (~15-22% of all university owned laptops) in accordance with Internal Audit Committee decision.
- It is unlikely that all laptops will be encrypted by June 20, 2011, but it is believed that most units have sound plans in place to address their outstanding systems (e.g., targeting high-risk systems first).

Challenges:
- Many technical support staff were unwilling to work with faculty members until the Provost and CFO sent a memo to faculty and staff (April 18, 2011).
- While the time required to install and configure the encryption software has generally been 15-20 minutes, some departments have not implemented defined system management processes (e.g., backup, health checks), which is something they now have to do prior to encrypting the hard drive. This has added to the time required to encrypt a system by another 40-60 minutes.
- The lack of consistent purchasing and system management standards has led to a number of challenging unique cases.

Next Steps:
- ITS will continue to provide software and support to campus IT staff.
- The Information Security Office (ISO) has been working with individual units seeking exceptions or extensions to the policy deadline.
- ITS has established self-encrypting hard drives as a standard build option for the recommended Dell hardware and will be working with other vendors to do the same.
- ITS and the ISO will continue to work with IT Governance to identify ways to make purchasing and system management processes on campus more secure, effective and efficient.
Longhorn Innovation Fund for Technology (LIFT) – Update

Overview
LIFT is a fund of approximately $500,000 that is awarded by the Research & Educational Technology Committee (R&E) to innovative academic technology projects that leverage information technology in order to improve quality of instruction, create a differentiator for attracting higher caliber students to the University, or result in a competitive advantage to the University in attracting sponsored research.

Inaugural Year (FY 10/11)
- Received 31 proposals
- Funded five projects:
  - The Quest Continues
  - Smart Building Initiative
  - Data Flow Infrastructure Initiative
  - Enabling Data-Intensive Research and Education via Cloud Computing
  - eFossils: An Interactive Online Community Database for the Study of Human Evolution
- Successes include: increased academic performance with use of math visualization tools, expanded research on the TACC cluster, anywhere anytime access to fossil materials previously kept in a lab, Fulbright NEXUS scholarship for barcode technology (Suzanne Pierce)

FY 11/12
- Solicitation closed June 1, 2011
- Received 28 proposals
- R&E Committee members will begin reviewing this month
- Awards will be announced in August
- Trends include use of mapping technology, leveraging mobile, and online learning modules for large introductory classes
Campus E-mail Facts, Figures, and Observations  (May-2011)

**Facts:**
- The IronPort E-Mail Gateway processes 105 million e-mails each month (84.7M Received | 20.3M Sent)
- Approximately 63 non-ITS e-mail servers use the IronPort E-mail Gateway
- Some units (Astronomy | Computer Science | iSchool) do not use the IronPort E-mail Gateway
- There have been 41 various breaches of departmentally managed e-mail servers since 2005
- The President's Office uses AEMS
- AEMS will be upgraded this summer and the default mailbox size will increase to 2 gigabytes at no cost
- AEMS is a secure service, located in a security data center facility, managed by a well-trained, available staff

**Observations:**
- Significant savings could be realized by consolidating many of the distributed mail servers on campus (many IT resources are currently devoted to services that serve a small proportion of campus affiliates)
- By leveraging a consistent calendaring service bundled with AEMS, campus units will realize additional savings in productivity and overall collaboration.