STRATEGIC IT ACCOUNTABILITY BOARD (SITAB) MEETING NOTES

WEDNESDAY, SEPTEMBER 8, 2010

Attendees: Tony Ambler, Jay Boisseau, Pat Clubb, Andrew Dillon, Brad Englert, Greg Fenves, Rod Hart, Steve Leslie, David Neubert, President Powers, Liz Aebersold, Merri Su Ruhmann
Guests: Cam Beasley, Lee Smith
Absent: Kevin Hegarty

SITAB welcomed new member David Neubert, Director of Instructional Technology for the Butler School of Music and new chair of the Faculty Council IT Committee (C-13). SITAB said thank you and farewell to Tony Ambler, outgoing chair of the Operational IT Committee (OIT) and of the Electrical and Computer Engineering department in the Cockrell School of Engineering.

**SITAC Update**
Brad Englert presented an update on the implementation progress of the Strategic IT Advisory Committee (SITAC) Report and Recommendations. There are several major successes, including about 70% of the recommendations have been substantially completed in the first year, though the report planned for five years. Other successes include significant savings in recurring funds, the launch of IT governance, and improvements in ITS service delivery and funding model. President Powers said that the progress that has been made in regards to improving IT stewardship at the University this past year has been phenomenal.

**ITS FY 2010-2011 Capital Budget**
Brad also presented an estimated ITS capital budget for fiscal year 2010-2011. The total estimated budget for FY 2010-2011 is $5 million. The plan is to use some of the recurring monies freed up from the ITS fresh look to fund these requests. Major ITS acquisitions will be approved by the University Business Council.

**University Policy: Laptop Encryption**
The IT Architecture & Infrastructure Committee (AIC) investigated a new whole-disk laptop encryption solution for the University at the request of the Operational IT Committee (OIT). AIC identified, WinMagic, to replace the current whole-disk encryption service offered. A large number of University-owned laptops are lost, stolen or go missing each year. SITAB acknowledged the need for laptops with sensitive data to be encrypted and is pleased that the AIC has selected a better, multi-platform tool (WinMagic) which, per OIT endorsement, has been purchased by ITS for campus-wide use. President Powers added that Cam Beasley, Chief Information Security Officer (CISO), will soon present the implementation approach to the University Internal Audit Committee, as this is a compliance issue for the University.

**Decision**
- The University will adopt WinMagic as the whole-disk encryption tool for University-own laptops.

**Action Item**
The Chief Information Security Officer will present the implementation approach at the next University Internal Audit Committee.

**University Policy: High-Value Purchases**
SITAB endorsed a new step in the University IT procurement process for central Purchasing to notify the Chief Information Officer (CIO) and the CISO of pending high-risk and high value (greater than $100,000) IT procurements. The goal is to avoid purchasing IT products with security gaps and reduce costs by fostering IT collaborative purchases by colleges, schools, and units in order to leverage buying power of the University. There was some questioning of whether $100,000 is an appropriate threshold, but the board acknowledged that it is a good starting point. The CIO and CISO will work with Purchasing to define parameters of “high-risk” procurements which fall below this threshold.

**Decision**
- Central Purchasing will notify the CIO and CISO of IT procurements greater than $100,000, and the CIO and CISO will work with Purchasing to identify high-risk IT procurements which may fall below the threshold.

**Voice over Internet Protocol (VoIP) Strategy**
Brad reported that work has begun to create a strategy for VoIP services at the University. Five colleges, four of which have significant construction projects underway and one in the planning stage, are collaborating with ITS to leverage each other’s plans and seek reduced costs resulting from economies of scale for VoIP deployments in their new buildings. The new buildings will serve as the base to build the long-range roadmap for deploying VoIP on campus.

**Data Center Walk-Through**
SITAB was not able to go to the new University Data Center (UDC) for a walk-through because of lack of time in the meeting. Members have the opportunity to go on other tours of the new UDC being conducted throughout September.

Topics for the next SITAB meeting will be determined as OIT, BSC, R&E, and AIC work through the fall.

Meeting handouts follow.
Strategic IT Advisory Committee: Year in Review

**Major Successes**
- Completed close to 70% of the original Strategic IT Advisory Committee (SITAC) recommendations in the first year
- Saved $6.78 million in recurring funds ($1.78m captured centrally)
- Launched IT Governance
- Renewed Information Technology Services (ITS) focus on customer service
- Moving ITS to self-sufficient funding model

**Successes by Initiative**

**Governance**
*Success:* IT governance serves as foundation for high-quality IT throughout the University
*Impact:* Students, faculty, and staff throughout the University are informed and involved in IT decision-making

**Funding**
*Success:* ITS zero-based budget completed a year ahead of schedule
*Impact:* Campus has transparency and clarity into where ITS earns and spends money

**Provisioning**
*Success:* Gaps and redundancies in ITS service offerings being addressed
*Impact:* IT services are better aligned to University mission and goals

**Networking**
*Success:* Network infrastructure upgraded and expanded wireless coverage with additional wireless access points
*Impact:* Vital IT resource is growing with campus demand

**Security**
*Success:* Capital Expenditures for security maintenance and upgrades approved
*Impact:* Information resources are protected and secure

**Innovation**
*Success:* Longhorn Innovation Fund for Technology (LIFT) launched with a successful inaugural year
*Impact:* Several high-quality, innovative projects now have seed money to get started

**Instructional Technology**
*Success:* Student and faculty representation throughout IT governance expanded
*Impact:* Students and faculty have a stronger voice in determining the role technology plays in teaching, learning, and research

**Administrative Systems**
*Success:* Administrative systems migration to open systems approved
*Impact:* Significant negotiating power, code development efficiency, and future savings will be available to the University
The Year Ahead

- Administrative Systems Master Plan and move to open systems
- University Data Center migration
- Continued replacement of aging IT infrastructure
- Voice
- IT security
- Distance education
- Minimum computing standards
- Student email
Laptop Whole Disk Encryption: UT Austin Challenges and Response

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.

Challenges:

- Between 600,000 and 1.5 million laptops are lost or stolen each year in the U.S. Approximately 1,370 were reported lost, stolen or missing from UT Austin in FY 08/09.

- Impact of lost data to the University includes:
  - Jeopardizing federal grant status (NFS, NIH, Military)
  - Criminal liability with export control violations
  - Identity theft (FERPA, personally identifiable data)
  - Lost commercialization opportunities
  - Risk to reputation and image
  - Erosion of alumni and donor trust

- UT System Board of Regents is increasingly concerned

- Current encryption software is a barrier

UT Austin Response:

- IT Governance identified WinMagic as the tool for whole-disk encryption
  - $3.33/device/year (~15,000 devices)
  - Consumes 3% of an average system's computing resources
  - Adds ~96 milliseconds to average Windows system boot up
  - Multi-platform support

- Proposed policy change to require all University-owned laptops to be encrypted
  - If approved, WinMagic will be rolled out in phases between September 2010 and March 2011
High Value IT Purchases: UT Austin Challenges and Response

The Strategic IT Advisory Committee (SITAC) made the following recommendation in 2009:

*Ensure all high-risk or high-value IT related purchases are channeled to the ISO for security review and then to the VP-IT/CIO for approval.*

Challenges:

- Identify and address information security, privacy, accessibility, and data management deficiencies prior to purchase
- Foster ability for individual colleges, schools, and units to leverage buying power of the University
- Prevent acquisition of IT products or services that place the University at increased risk through non-compliance, unidentified vulnerabilities, and low security standards
- Better position the Chief Information Officer (CIO) and Chief Information Security Officer (CISO) to ascertain evolving campus computing needs

UT Austin Response:

- Request by Operational IT Committee for CIO and CISO to draft new policy statement
  - All IT purchases exceeding $100,000 must be reviewed by the CIO and CISO (~5 – 10 purchases annually)
  - CIO and CISO will provide comments within 5 business days of receiving the purchase request
- Publish and communicate to campus new policy once SITAB has approved