

Bozeman IT Council Agenda
10:00 am Friday, May 29, 2015
President's Conference Room

Regular	Regular	Regular	Others in
Jerry Sheehan	Chris Deshazo	Rich Shattuck	Lindsey Jackson
Adam Edelman	Paul Lambeth	Michael Wright	Josh Turner
Ernie Visser	Jerry Carvalho	Eric Wold	Pat Widhalm
Rod Laakso	Matt Rognlie	Matt Bunko	Kyle Madsen

- I. Call to Order, Announcements, Approval of Minutes from Prior Meeting
- II. Updates
 - A. O365
 - B. Box Project
 - C. LANDESK
- III. Discussion Items
 - A. Security updates and discussion

Minutes from the last meeting were approved unanimously.

The group determined that the Executive Committee of the IT Council will not meet until fall, as there are currently no discussion items for the Exec Committee.

A. O365

- Rod notes that users are, at times, not following instructions completely which can cause issues with migration.
- Summer deployment schedule
 - Administrative Units
 - COE / KUSM/ Physics domain migration to msu.montana.edu
 - 18 remaining rollbacks of pilot participants
 - *Office ProPlus
 - This includes OneDrive. Must address storage guidelines for this and Box.
- Fall deployment schedule
 - Faculty / Colleges and Departments.

- Would not begin fall deployment until a month into the semester.
- Auxiliaries migration May 26th
 - 221 mailboxes migrated.
 - No reports of problems with mail migration.
 - Multiple reports of problems with shared resources (such as shared calendars).
- University Services move that was scheduled is currently on hold until shared resources issue is resolved.
- Student O365 (mail) communication will most likely occur during next year instead of during Orientation.
- Questions/Comments on O365
 - Can users that are here during summer be migrated early instead of waiting until fall/spring?
 - The group notes that having Office products for students is wonderful.
 - There may have been some issues with NetID sign in/password issues as some users had outdated passwords associated with NetID or other similar login issues.

B. Box Project

- Box is a new cloud storage option being implemented for MSU Bozeman. All faculty, staff and students.
 - Unlimited storage
 - Available for mobile
 - File commenting and group discussions
 - FERPA compliant
 - File Uploads
 - Malware scanning included.
 - Encrypted and private.
 - Can apply security requirements.
- Timeline
 - Box will be implemented in July, but will be communicating with most users (faculty/students) when they return in August.

- Currently working on authentication questions, training options, policies on storage.
- Data Governance and policies will impact users of Box (or OneDrive).
- Research data
 - Currently discussing research data and how to communicate to users the most effective ways to store or transfer large amounts of data (i.e. Science DMZ).
- Questions/comments on Box
 - Is this a desktop client/web?
 - There is a desktop sync that integrates into the OS for Mac and Windows. Can also use web browser. MSU version will integrate with Office products (including Outlook).
 - Will there be opportunities for users in June?
 - Josh can consider June for early adopters, especially for those who need something now (instead of trying to implement something else).
 - Will there be confusion about OneDrive, Box, other storage?
 - Yes. We will push them toward whichever option makes the most sense for their situation. Will provide use cases to help users make decisions on what option to use. OneDrive would have been an easy option to use but it doesn't work effectively across all platforms.
 - If cloud services become truly usable should we decrease use of shared drives such as Knox or Opal?
 - Cloud storage services will be competitive with Opal, but not completely comfortable using cloud storage options for secure data (Knox should still be used).
 - Will ITC be reviewing charging for use of Opal?
 - ITC is going to review all chargeback rates as part of strategic planning. Could be an incentive to move to Box if continue to charge for Opal.

C. LANDESK

- LANDesk on Campus
 - Patch Management *
 - Inventory and discovery
 - Software distribution *
 - OS Deployment

- Alerting and monitoring
- Software license monitoring

* Currently implemented

- Servers
 - Two servers. One LANDEsk 9.0 and one 9.5
 - Currently we have 3071 computers in LANDesk (combo of 9.0 and 9.5 (estimate ~4200 computers total)
 - Several groups on campus using LANDesk (COE, Facilities, OCHE have been using for some time. CLS, Ag, Student Health, Arts and Architecture, and Auxiliary IT beginning use of LANDesk).
- Deployment
 - Upgrade 9.5 server to latest Service Pack of 9.6 with existing hardware.
 - Deploy 9.6 agent to all 9.0 and 9.5 machines (LANdesk is promising this is the last agent that will ever need installed, future will auto update).
 - Inventory and develop scopes for all groups.
 - Replace the Physical server with VM and migrate the server to VM (database remains the same). At this point will be at "best practice" recommended by LANdesk.
 - Reconfigure Gateway Appliance with Server 9.6 to enable management off campus resources.
- Moving Forward
 - Develop a patching strategy/policy
 - Currently not coordinated. Should have centralized, general use patch strategy.
 - Based on best practice, campus and department needs. Computers without special needs can be patched with all campus, those identified and excepted managed separately
 - Software Distribution
 - Build distribution packages for software.
 - Deploy software via LANDesk whenever possible
 - OS Deployment
 - Deploy Lab images/remediate infections via LANDesk
 - Software monitoring

- There is a need for a working group (with many members from this IT Council) to manage and steer the usage of LANDesk on campus.
 - Need help to dictate best way to use LANDesk on campus so everyone agrees on how this is used.
- Questions/comments
 - When will 9.6 be available?
 - More resources will be available in next week or so. They will then be able to work on upgrading server.
 - When will training be available?
 - There is not any training created for LANDesk. Pat can provide admin type training one-on-one if needed.
 - Will this ever be a requirement to be on the Network?
 - Yes, but not until after working group, policies, training, etc. are developed. This may not be for 9 months to a year.

D. Student Lab Survey Results-moved to next meeting

E. Security

- MSU Security Group
 - Restarting this summer. Will reach out to members of IT Council to get names to reform.
 - Will discuss security matters, how to ensure security information is provided, includes professional development and technical security training
- Devices and Services Across MSU
 - 16,000 active endpoints-know security information on ~20% of these devices
 - 2,600 Windows workstations automatically updating
 - Estimated 1,500 additional workstations with unknown status
 - 3899 devices acting as servers
 - Web Servers: 1840 discovered, 509 scanned
 - File Servers: 2247 discovered, 456 scanned
 - Mail Servers: 114 discovered, 90 scanned
 - Database Servers: 80 discovered, 52 scanned
 - Mobile device security...?

- Vulnerability Management Process
 - Per policy, system administrators are expected to address vulnerabilities on their systems
 - Operations of scanning service
 - Assets are scanned on a monthly rotation
 - Vulnerability reports are available to system managers through Qualys
 - When a critical or high-risk vulnerability has existed for one month, a support ticket is assigned to the system owner and escalated per the following schedule:
 - After 1 Month: Escalated to IT Director or Department Head
 - After 2 Months: Escalated to Dean or VP. Owner contacted to discuss remediation or mitigation steps
 - After 3 Months: Server removed from the MSU network
- How do we mature vulnerability management?
 - Increase deployment of Qualys across all institutional assets.
 - Create a monthly “scorecard” to be distributed to Deans, VPs, and Department heads.
 - Will include other security services such as Identity Finder. Developing approach for this during summer.
 - Increase awareness of responsibilities associated with managing a server across all academic units and administrative areas.
 - Currently determining license count needed for Qualys. Looking at a quote to increase licenses currently held.
- Identity Finder Status
 - Audit requested by Provost in February 2015
 - Initial deployment discussions with 17 of 24 departments/colleges
 - 9 departments/colleges fully deployed
 - 3 departments/colleges partially deployed
 - 5 departments/colleges no deployed progress
 - 1100 of 3200 endpoints with IDF installed (mostly in administrative areas)
- Moving forward with identity finder

- Increased enterprise awareness and deployment.
- Actionable information regularly distributed to it community and administrative leads.
- More training and better user-friendly documentation.
- Questions/comments on identity finder
 - Have technical issues been worked out? I.e. issues on Mac
 - This may have more to do with user education rather than technical issues. Some users may not have understood what was needed for install/use and therefore had issues with the platform. Need involvement and feedback from this group to inform education, communication and assistance for users.
- Maintaining and Securing The Desktop
 - Enterprise Anti-virus
 - McAfee ePO currently running in pilot on over 70 workstations
 - Enterprise Desktop Management
 - LANDesk
 - Piloting ePO and LANDesk in ITC, HR, and Extended University this Summer
 - Prepare for Campus Deployment Based on Lessons Learned
- Questions/Comments
 - Is the wireless network going to be considered security wise?
 - Priority right now are wired devices. Will look into wireless in the future.