



## IT Governance Executive Committee Meeting 2/20/2019

### Current IT Issues on Campus/Monthly Issue Log

1. Jake Zhu shared a concern regarding the new online directory and no email address showing up

**Action Item:** None

**Resolution: (Resolved during meeting)** ITS team clarified that it can be found by clicking on the icon next to the name on the current directory

2. Sastry Pantula shared a concern about Outlook email searching only by first name

**Action Item:** None

**Resolution: (Resolved during meeting)** Jim O'Linger stated that searches could also be performed using the last name

3. Terms for Use of Faculty Websites- Second Read

**Action Item:** Seval Yildirim will draft and add language to address the use of the university marks and logo to the draft document

**Resolution: (Pending Resolution)** Next revision will be brought to the next IT Governance Executive Committee meeting in March



## **IT Governance Subcommittees**

### Charge and Membership Revisions and Recommendations

#### **CMS Executive Council**

##### Revised Charge:

- Provide governance recommendations for all student, faculty, staff facing administrative systems including PeopleSoft Human Resources (HR), Campus Solutions (CS), Common Financial System (CFS), and CFS Data Warehouse (CFSDW), Common Human Resource System (CHRS), WebAdmit, Concur Travel, Advancement, Qualtrics, PAWS/MyCap, Blackboard Connect, Cashnet, and PeopleSoft integrations to 3<sup>rd</sup> party applications
- Consult with the Campus Community on all changes made to administrative systems including planned downtimes
- Explore and recommend API layers and other interfaces to all other systems on Campus
- Ensure the safety, privacy and integrity of data
- Pursue continuous process improvement on provisioning, maintenance and deprovisioning accounts and users
- Pursue time and cost efficiencies in licensing and shared services
- Work with ITS Training Services to formulate and implement end user empowerment and training programs
- Recommend modifications to administrative systems to anticipate and satisfy current and future demands of the Campus Community
- Recommend appropriate measures to ensure system stability and optimum performance
- Explore partnership opportunities with the Chancellor's Office and other CSU Campuses

##### Members:

- Frank Lin, Co-Chair
- Lenora Rodgers, Co-Chair
- Stacey Barnier, Director, Human Resources
- Monir Ahmed, AVP of Finance
- Javier Torner, Information Security Officer
- Olivia Rosas, AVP for Enrollment Services
- Grace King, Project Manager, Q2S
- Patricia Weyand, Director, Palm Desert Campus
- Clare Weber, Deputy Provost for Academic Programs
- Michael Casadonte, Director, Digital Transformation
- Rosalinda Velasco, Interim AVP, Human Resources



## **Information Security, Compliance & Emerging Technologies**

Current Charge:

- Information Security and Privacy
- Identity Management Systems
- Technology Accessibility
- Emerging Technologies Research & Development
- Single Sign On and Portal Development and Enhancements
- Security and Compliance Audits
- Disaster Recovery & Business Continuity
- Information Technology Policies and Procedures
- Sensitive Data Security Audit
- Data Center Operations Audit

Revised Charge:

1. The ISET subcommittee will review, develop and recommend information security and privacy protection policies and standards to comply with applicable federal, state and CSU Information Security Policies and Standards (ICSUAM 8000).
2. The ISET subcommittee will provide oversight and recommendations for compliance with CSU required information security audits and compliance reports.
3. The ISET subcommittee will review and provide recommendations as appropriate in support of campus information technology policies and standards.
4. The ISET subcommittee will evaluate and develop as necessary campus information security policies and standards in response to emerging threats and technologies.
5. The ISET subcommittee will review additional technology, security and privacy issues and concerns as they emerge.

Replaced Amy Bracerros with Bea Larez and added Muriel Lopez-Wagner as Chief Data Officer

## **Institutional Data Team**

Co-Chairs: Dr. Muriel Lopez-Wagner and Dr. Samuel Sudhakar

Revised Charge:

The team explores the use of data discovery to promote digital transformation and data driven decision making. The team discovers meaningful patterns of data, identify problem areas, monitor progress, provide recommendations, and engage key campus stakeholders in analytics discussions and action.



- The team provides a framework for data governance, data democratization, the ethical use of data across the campus community and provides oversight and direction on requests from third parties for institutional data for research and other purposes.
- The team creates a framework for compliance with data use standards in accordance with local, state, federal and international laws.
- The team utilizes technology and institutional research to stimulate discussion and address the complexity of our changing environment.

Members:

- Dr. Muriel Lopez Wagner, Co-Chair
- Dr. Samuel Sudhakar, Co-Chair
- Monir Ahmed, AVP of Finance
- Gerard Au, AVP Technology Operations and Customer Support
- Jenny Casillas, Administrative Computing and Business Intelligence
- Tanner Carollo, Assistant Director, Institutional Research
- Anthony De La Loza, Administrative Computing and Business Intelligence
- Monica Alejandre, University Advancement
- Dr. Vipin Gupta, College of Business and Public Administration
- ~~Grace King, Project Manager, Q2S (delete)~~
- Dr. Craig Seal, Dean, Undergraduate Studies
- Lenora Rodgers, Director, Administrative Computing and Business Intelligence
- Dr. Dorota Huizinga, Graduate Studies and Academic Research
- Dr. Javier Torner, Information Security Officer
- Amy Braceros, Registrar's Office **(add)**
- David Vasilias, Digital Transformation **(add)**

## Technology Operations and Customer Support

Co-Chairs:

- Gerard Au, AVP for Technology Operations & Customer Support
- Dr. Mike Chao, Chair, Department of Biology

Members:

- Patricia Weyand, Palm Desert Campus
- Richard Flinchum, College of Extended and Global Education
- Birdy Wang, College of Natural Sciences
- Vacant (Faculty), College of Social & Behavioral Sciences
- Bill Herbert, College of Business & Public Administration
- Vacant (Faculty), Library
- Dayna Brown, Administration and Finance
- Vacant, Student Affairs



- Rama Al-Shreteh, Associate Student Inc.

Resources:

- Gerardo Garcia, IT Services (Enterprise & Cloud Services)
- Jim O' Linger, IT Services (Technology Support Center)
- Dave Hatch, IT Services (Telecommunication & Network Services)
- Ben Derry, IT Services (Enterprise & Cloud Services)

Revised Charge:

- Best of Class Customer Support
- Infrastructure
- Operational Sustainability and Excellence
- High Performance Computing
- Research Networks
- Enterprise Applications, Systems and User Interface
- Cloud Development
- Digital Transformation
- Campus Policies and Procedures

## IT Governance ISET Subcommittee Report

March 13, 2019

### **Discussion/Action Items:**

1. Review of ISET Charge
2. Database Access Policy
3. Privacy Notice Template
4. Update on the campus Sensitive Data audit

### **Recommendations to IT Governance:**

1. Submit revised ISET Subcommittee Charge and Membership
2. Committee agrees to line out entire Database Access Policy - It is superseded by ICSUAM 8060, ICSUAM 8060.S and the CSUSB Access Control Standard, but will provide the Ethical Use Policy.
3. Agreed to replace the Privacy Statement on the CSUSB Website with the Privacy Notice. Make the PDF document available, provide a table of contents as a description.



**IT Governance Executive Committee Subcommittee – Technology Operations and Customer Support**

**Co-chairs:** Chao, Au. **Members:** ASI Representative, Brown, Derry, Garcia-Sotelo Flinchum, Herbert, O'Linger, Wang, Weyand

**ITS Support:** Derry, Garcia-Sotelo, Hatch

**Meeting Date:** March 12, 2019

Discussion Items:

1. User Access Provisioning/ De-Provisioning
2. Spam/ Phishing Protection
  - a. Proofpoint Settings: Impostor and Internal Mail Defense
  - b. Office 365 External Email Banner
3. Google Groups migration
4. Telephone Billing Discussion
5. Wireless Network Maintenance (Spring break)

**Recommendations to IT Governance:**

1. Subcommittee members have recommended for IT Services to de-provision/ disable over 6,000 accounts on Zoom based on a set criteria.
2. Subcommittee members have recommended for ITS to migrate the mailman listservs to a hosted Google Group beginning Spring quarter.
3. Subcommittee members have recommended for the wireless network maintenance to take place during Spring Break week between Monday, March 25, 2019 and Thursday, March 28, 2019.