

***IT Governance Executive Committee Meeting Minutes***

**December 18, 2020**

**2:00 – 3:00 p.m.**

**(CGI 204)**

MINUTES

Attendees: Gerard Au, Michelle Behne (Guest), Rueyling Chuang, Kurt Collins, Chinaka DomNwachukwu, Ian Jacobs, Grace King (Guest), Cierra Lavarias (Guest), Sally McGill on behalf of Sastry Pantula, Shari McMahan, Rafik Mohamed, Robert Nava, Jim O’Linger, Paz Olivérez, Lenora Rodgers (Guest), Randy Rouch, Sam Sudhakar, Seval Yildirim

1. Approval of Minutes from the November Meeting S. McMahan
   * Randy Rouch provided a motion to approve with a second motion from Rueyling Chuang. Minutes approved as written. Shari McMahan asked the Executive Committee to send corrections or edits to Karina.

1. Current IT Issues on Campus All
   * Robert Nava suggested an upcoming presentation with new and emerging tools and trends. Sam Sudhakar stated that ITS will showcase one or two emerging trends a month for example AI and chatbots. Robert stated that he would like to use the emerging tools and leverage data analysis to be more strategic in planning and fundraising.
2. Discussion Items S. Sudhakar

* CIA Request MPP View Demonstration
  + Michelle Behne provided an overview of the workflow API. She emphasized that it was a lot more user-friendly. The Executive Committee provided positive feedback.
* IT Governance Executive Committee Membership and Composition
  + Sam presented an overview and history of the IT Governance Executive Committee (ITGEC) at CSUSB.
  + Purpose
    - The IT governance structure establishes the strategic, operational, and technical decision-making process required to ensure IT enables the University to excel in its mission.
    - IT governance provides strategic leadership, establishes campus-wide IT priorities and policies, and is accountable and transparent to the University community.
  + ITGEC
    - The IT governance executive committee is responsible for the following:
    - Establishing and communicating a campus-wide IT vision that supports the University mission and goals
    - Establishing IT policies that support strategic, campus-wide IT priorities
    - Defining technical architecture and standards for the University
    - Establishing best practices and tools for IT across campus
    - The IT Governance Executive Committee will form sub committees to set agendas that cover the topics of interest as depicted below and form task forces as needed to address particular areas
  + Membership
    - **Appointed by the President at the recommendation of the ITGEC**
      * **Committee Membership**
      * Co-Chairs: Provost & Vice President for Academic Affairs, and Vice President for Information Technology Services & CIO
    - **Members:  17**
      * Dean, College of Extended Learning and Global Education – 1
      * Dean, Library – 1
      * Deans, Academic Colleges –5
      * Faculty Senate – 2 (Appointed by the Faculty Senate)
      * Faculty Teaching Resource Center – 1
      * Staff (IT + Academic) – 2
      * Staff Council – 1 (Appointed by Staff Council)
      * Students – 1 (Appointed by ASI)
      * Vice Presidents – 3
* Phishing Exercise Results
  + Gerard Au presented the results of the July 31 Phishing Exercise. He also briefly touched on risks and recommendations to improve information security.
    - By the numbers
      * 7/31/2019 at 8:00 AM PST
      * 2124 faculty, MPP and staff
      * 136 reports to abuse@csusb.edu
      * First click: 7/31/2019 8:02 AM using iPhone browser
      * 970 viewed the email (45.66%)
      * 386 opened the email only (18.17%)
      * 584 users clicked the link (27.50%)
    - Mobile vs Desktop Risk
      * Most mobile devices are not maintained by the campus
      * Unmaintained operating systems
      * Malware and spyware could exist from apps or public WiFi
    - Efforts to Improve Information Security
      * Proofpoint URL Targeted Attack Protection (July 2018)
      * Multi Factor Authentication (DUO)
      * Phase 1: Sensitive Data  
        Approved Apr 2017, completed Mar 2018: 313 users total
      * Phase 2: CSF Users  
        Approved Oct 2017, completed May 2018: 629 uses total
      * Phase 3: ITS Users and MPPs  
        Approved Sep 2018, completed Jan 2019: 826 users total
    - Recommendation
      * Phased 4: DUO rollout for all employees
      * Faculty and Staff
      * Phase 5: DUO roll out for all students

1. Subcommittee Reports S. Sudhakar
   * Subcommittee reports distributed in packets.

1. Announcements All

* Sam and Tammy Dietzel announced that the Blackboard migration to SaaS was going well and that it was expected to be up by the end of the day.
* Grace King and Lenora Rodgers announced Q2S downtime on April 24-25.
* ITS Town Hall schedule shared with the Executive Committee.

Meeting Adjourned 3:00p.m.

Next Meeting Date: January 15, 2020