

Information Resources Management Policy and Planning Committee Meeting Minutes

December 3, 2004

Present: Dalton, Davis, Ellison, Gill, Kurfess (for Grimes), Halisky, Hanley, Morton, Mumford, Saenz, Shaffer, Stover, Yelland

Apologies: Detweiler, Grimes, Kelley, Sena, Vaccaro

Also Present: James Feld, Kathy Kimball, Lynette Klooster, Johanna Madjedi, Craig Schultz

A. Committee Business

1. Approval of Minutes – The minutes of the 10/29 meeting were accepted as written.
2. Introductions – Hanley introduced Franz Kurfess, CSc faculty member and campus Internet2 champion, who is representing Grimes at today's meeting.
3. Announcements

a) ADA Compliance Demo

Kimball and Schultz showed members a CSU Fresno demonstration website showing the difference between a website that is accessible and the same website that is inaccessible. ITS supports standard software (Dreamweaver) to create accessible web pages that is intuitive and easy to learn and use.

b) PolyComm Schedule

A brief update with major actions and milestones, project detail and analysis and links to more information was distributed along with the planned timeline. Implementation was shifted by one quarter to allow more testing and ensure a smooth transition. Synchronizing PDAs with the current calendar is one major but intermittent problem that will go away with the new system. Two significant milestones remain: system load performance and fail-over testing.

Specific timelines for implementing various OCS functions were reviewed. The potential for delivering email to PDAs was discussed. ITS needs to understand what it would take to deploy and support such a service. It may not work in a university setting because of security, academic cheating, etc. Davis asked if other CSU campuses are implementing OCS. Stanislaus and Humboldt are implementing pieces and more may follow given the capacity of OCS to facilitate collaboration; however, the demand may not be sufficient to achieve cost savings and scalability. OCS Files has the potential to change how the campus interacts, shares files and conducts workflows. Various methods of storage (Central UNIX for web pages, Blackboard, labs, etc.) could be evaluated and consolidated in light of the OCS Files implementation.

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c) Distance Learning and Academic Technology Issues

Hanley, Grimes, and Davis are meeting with each college to discuss the potential application of information technology (not just distance learning) to facilitate meeting enrollment targets. The meetings have gone well and have identified common areas and themes that could solve multiple needs. When completed, a report will be made to the Provost on a handful of investments. Morton said a study indicated that 17% of higher education enrollments are traditional on-campus students, while 83% are non-traditional, off-campus methods, e.g., University of Phoenix. Hanley cited a study showing students really want out of higher education “convenience, connection, and control.”

B. Policy

1. Information Security Program Implementation: Desktop Security

Kurfess summarized the IACC recommendation from an email distributed at the meeting. While generally supportive, IACC found certain unique instructional situations in which academic departments must have the flexibility to deviate from the standard. Secondly, there is a need to provide visiting lecturers/others with temporary, short-term access to computer systems, e.g., guest logins with restricted privileges and automatic expiration dates.

Yelland distributed the AACC summary document, which has not changed from the last meeting. AACC recommends focusing on short-term objectives 1-4. Their major concern focused on formalizing the advisory role of LAN Coordinators, clarifying their roles and responsibilities, updating job descriptions/classifications, and increasing management/supervisor awareness and understanding of same. The concept of a driver's license security checklist to set expectations was noted.

Dalton cited a need to address those units not supported by a LAN Coordinators, i.e., through Service Level Agreements with ITS. Schultz noted the variability of technical support staff, e.g., said some areas are highly concentrated and well staffed; others are spread thin or not supported at all. Some report to deans, others to department chairs. Some are highly skilled while others are not. He asked IRMPPC for advice on how to create an effective technical advisory group.

Dalton suggested a matrix with accountability to both the unit and ITS, maybe something modeled after the college advancement officers. Ellison described that model as one of coordination to meet overall goals with centralized services such as training and infrastructure to support decentralized staff whose day-to-day priorities are set by the deans.

Madjedi said LAN Coordinators often lack authority within their department to tell faculty and staff what to do. On the academic side, experimentation is the rule not the exception, an added challenge in providing a secure environment.

Davis said the assurance piece is critical, but the LAN Coordinators know the environment and the potential impact. It needs to be sold as not telling them what to do but how do we make it work as a group?

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2. Information Security Program Implementation: Network Attached Devices

Kurfess cited situations where individual faculty lack sufficient ports in their office to connect computing devices, so they buy inexpensive routers/hubs which can cause problems on the network. As noted above, ITS needs to be responsive to these concerns and offer flexibility and options for users who need simple and cost-effective solutions to their problems and clear and accessible processes.

Madjedi distributed and reviewed a summary report patterned on the AACC desktop security report. The rationale is different in that CSU has established a standard that the campus must determine how to meet. The solution strategy involves campus policies, campus standards with clear roles and responsibilities, implementation procedures, and clear and mutually agreed to service definitions. Specific goals reflect AACC and IACC feedback, including flexibility of access, understanding and balancing costs against standards, and clarifying ITS and LAN Coordinator roles and governance processes. Short-term objectives are: adopting the proposed changes to the RUP, adopting standards and procedures (after clarifying terminology and procedures), publishing service definitions, consulting with IACC on collaborative processes to address exceptions, and defining the governance role of departmental LAN coordinators.

Stover asked about the ability to monitor devices attached to the network. Madjedi said ITS is looking at network logon/authentication combined with the above. ITS manages the network from the port backward like a utility; from the port to the computer is managed jointly with LAN Coordinators who provide input on their needs and requirements. Some of the latter are more reluctant than others to relinquish control, but some things should be handled centrally. A standard network environment will allow the campus to respond more quickly to specific incidents and to isolate and address problem computers, e.g., through automatic alerts and shutdowns in certain circumstances.

Saenz questioned how an average user would know if their system is secure? Madjedi said ITS is piloting software that allows the network to check to see if a computer is secure. If not, it redirects the user to a web page with tools for making it secure. That's a long-term goal, but the technology is immature.

IRMPPC endorsed moving forward with the short-term objectives for both of the above policy items. Hanley thanked AACC and IACC for doing due diligence in reviewing these issues within the stated timeframe. ITS will work with the same groups to flesh out the appropriate model for working with the LAN Coordinators, including drafting an advisory group charge and membership for IRMPPC review. ITS will continue to work with them as needed to refine both policies as needed.

C. Planning Issues

1. CMS Update

Yelland distributed and reviewed a brief status report on CMS that touched on the following topics:

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Oracle/PS Takeover Status and Discussion - Yelland does not expect any major changes for several years. The product may change over time, but he does not think Oracle will do anything to alienate their PeopleSoft customers. Hanley will be talking to ITAC next week about leveraging the CSU position with respect to PeopleSoft. Hanley is on the Oracle Industry Advisory Council and CSU is the only PeopleSoft user on the council.

Overall CMS Systemwide Status - There are 19 campuses on Finance, 21 on HR, and nine on Student.

Data Center Outsourcing - The CSU contract with Unisys expires in February 2006. After looking at various alternatives, including in-sourcing, CSU plans to issue an RFP but for fewer outsourced services more focused on data center support which will increase the number of potential vendors. Cal Poly is an active participant in this effort.

Systemwide Data Warehousing Activity - Cal Poly is further ahead than most campuses in this area. CSU is considering a hybrid model, with 85-90% common data elements but each campus controlling its warehouse. An RFP seeking consultants and tools for system use should be released in mid-January; multiple vendor responses are expected. Yelland chairs the committee and Cal Poly plans to be the pilot campus for HR implementation.

Major Upgrade Activity – Campus - ERP upgrades never stop. The next one up is Human Capital Management 8.9, followed by Finance 8.9. CSU is working to make upgrades faster and cheaper. New functionality include absence management (leave accounting), which is a major issue with the current version. State Controllers Office is finally upgrading its system as part of the SCO 21st century project, including elimination of SSN.

Student Administration Status - Staffing is complete, training is almost complete, initial academic structure and campus community building block design sessions are complete. Activity is expected to kick into high gear in January 2005. The first "go live" function will be Admissions for October 2005. The major change for colleges will be the interface.

2. FY 2004/05 "Speed Bumps" List of IT Initiatives

Time expired before this item could be discussed.

D. Subcommittee Reports

Time expired before this item could be discussed

E. Status Reports and Updates

Time expired before this item could be discussed

Minutes prepared by Mary Shaffer