

Information Technology Council Minutes

October 6, 2020

3:00 to 4:30 pm

Zoom Conferencing Meeting

Chair Jeff Coiner called the session to order at 3:04 pm and a quorum was present.

Members Present: Jeff Coiner (Chair); Greg Rainwater (Deputy Chair); David Young; Dr. Julie Masterson; Dr. Cameron Wickham; William Hader; Jarett Fickbohm; Kelly Dalton; Kevin Piercy; Michelle Olsen; Chelsey Giles and Ian Alaimo

Guest:

- Robert Martin, Information Security Officer

Also, present: Nicole Muse; Lyn McKenzie and Bart Kelley

Welcome – Jeff Coiner

Approval of Minutes from September 8, 2020 were approved and published on the IT Council webpage.

Updates – Jeff Coiner

- Data Center Improvements

We had discussions on who can get into the Data Center; therefore, we now have badge access into Cheek Hall. There are new doors entering into the Office of Information Services. We have the capability to share access; and we are looking to invest \$150,000 to increase virtual data in the next few months. There will be more to come, and Ben Utne and Stacey Tune are working to put this in place.

- LinkedIn Learning

MSU has an agreement with LinkedIn Learning, and it was launched on September 1, 2020. We have 310 who have activated their accounts. So far, 765 courses have been viewed, and 159 courses have been completed. Over 6200 videos have been seen. For the most part, this platform is being utilized from the Springfield and West Plains campuses successfully. We are a little over 10%, therefore we will try to increase this moving forward. Rob Martin and Greg Rainwater both gave feedback on the quality and their experience using the LinkedIn Learning platform.

- VOIP

We will start rolling this out end of November 2020. A little behind schedule but nothing to be concerned about. Ian Alaimo's department switched over their whole building this month. Will there be incentives for the departments to roll this out? There will be incentives, plus more of a flat rate for the monthly charge. Cost will be close to what it has been, but more capabilities are offered.

Ransomware Risks – Robert Martin

Threat Briefing: Ransomware Presentation

Malicious software (malware) that encrypts files and extorts money to restore access. 2013/14 gained prominence with strains of WannaCry, Petya and ProLock. ProLock we are looking at lately, along with organized ransomware gangs operating out of Nigeria. There is a large increase in 2020 and seem to be COVID-19 specific. A trend is data exfiltration with public release tied to extortion demands with Crowder College, Michigan State and the University of Utah have been some of the colleges affected.

An attack lifecycle will introduce, infect, spread, execute, and extort; with emphasis on a vulnerability, we have not caught.

We need to stay educated on this subject and resort to multi-factor authentication.

Digital Signatures – Ian Alaimo

The McQueary College of Health and Human Services decided to move forward with DocuSign in late 2019. Over the last 10-11 months MCHHS has been extremely satisfied with the product and it had garnered interest from many other departments at the university. If other departments were to adapt the product, we would be closer to the site license level to where anyone in the university could use it for digital signatures. Ian is meeting with other vendors in the following months. Dr. Masterson asked about using databases we already have in place.

Reminders

Information Services Upgrades

- Wednesday, October 21 – Pinnacle upgrade
- Sunday, October 25 – Banner Upgrades
**6AM - 6PM estimated downtime*

Upgrade Days

- Saturday, January 2, 2021
- Saturday, May 22, 2021
- Sunday, August 8, 2021

Next IT Council Meeting – November 10, 2020 from 3:00 – 4:30 pm via Zoom Meeting

There was no additional new business to discuss and the meeting adjourned at 4:05 pm.

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