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## US:IT CIO Open Forum

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# US:IT CIO Open Forum

March 21, 2018  
2:30 - 4 p.m.

## Summary

### Task Force Updates

#### Website Features

- Sara Farnham provided a brief [update](#) on the task force status and activities to date. The group is finalizing recommendations and working on mock ups to be shared with the CIO by March 30.

#### Remote Desktop Analysis & Recommendations

- John Forker provided an [update](#) on the task force status and activities to date. Possible solutions were reviewed and the group expects to have a final report ready by Mar 23, 2018.
- Some discussion regarding use cases. This task force had a specific scope. Other use cases may be reviewed during the Strategic Planning process.

### Strategic Planning Sessions

David shared a presentation of the process to date. He provided an overview of the process (goals > objectives > activities) and reviewed the desired outcomes. Two sessions have been completed and those groups produced suggested goal statements in line with the US:IT Mission, Vision & Values. David shared some of the feelings reported by attendees of the session (ex. informed, included and overwhelmed, concerned) and reassured future attendees that this is expected. Examples of some of the value and goal statements were also shared. *“Which of the \*current\* Goal Categories do you feel strongest about?” A live poll of Forum attendees identified the COMMUNICATION category. (Data should be considered an important category, as it is the information needed to help us get the resources needed to achieve our goals.)*

At least three additional sessions are scheduled. Registrations are still being accepted at <https://goo.gl/forms/QNGpFzRXNazZOtpu1>.

### Vendor Relationship Management Seminar Summary

Robin Sherman and Tiff Maiuri shared information on a workshop they attended. The [presentation](#) provided an overview of the workshop and it’s focus on Relationship Management, Performance Management and Process Management. Robin and Tiff found the experience to be very valuable.

Some discussion regarding Procurement benefiting the most from the training, but information is of value to others, such as IT. The Tier 1 vendors we do business with have an impact on how we serve our customers.

## **GDPR - What Does It Means for UMS?**

General Data Protection Regulations (GDPR) is a new data protection law in the European Union that goes into effect on May 25, 2018. David reviewed the law and described how it will affect UMS (record keeping, breach notifications, consent, designation of a data protection officer) and the possible penalties for non-compliance. There are a lot of unknowns. IT will work with the General Counsel office to develop a communication strategy in the coming weeks.

Can we capture verbal consent/confirmation of consent? Unknown at this point. An unfunded mandate and the government is not intervening at this point to protect US organizations.

Some discussion regarding how will the law will be enforced and if there are actually resources in place to enforce. This is all unknown at this time.

## **Oracle Day Recap**

David provided a brief overview of the day which included the following:

- **Budget Module Demo**

Feedback included:

- allows collaboration
- provides a unified platform.

- **Campus Solutions Features**

Feedback included:

- walk through of items for streamlining (improvement/enhancements reviewed)
- built momentum to schedule/plan for the upgrade
- resources and use cases to be reviewed

- **Technical Architecture Possibilities**

Feedback included:

- provided information on on cloud strategy
- more of a sales pitch, so some skepticism.

Overall feedback from the day was generally positive. CBOs were the primary audience. Next steps will be to collect feedback and commence with planning.

## **Upcoming Events**

- **Lunch&Learn Sessions**

Sessions are announced to all staff via email. Schedule and registration are available at <https://goo.gl/PLMp1n>.

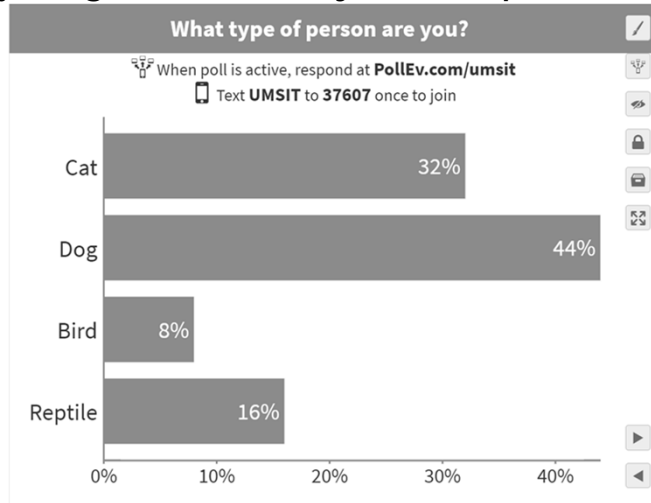
- **US:IT Summit 2018**

This year's Summit will take place on Friday, June 1. The agenda is being finalized with a portion of the day dedicated to Strategic Planning.

*\*Next CIO Open Forum to take place on Wednesday, April 25.*

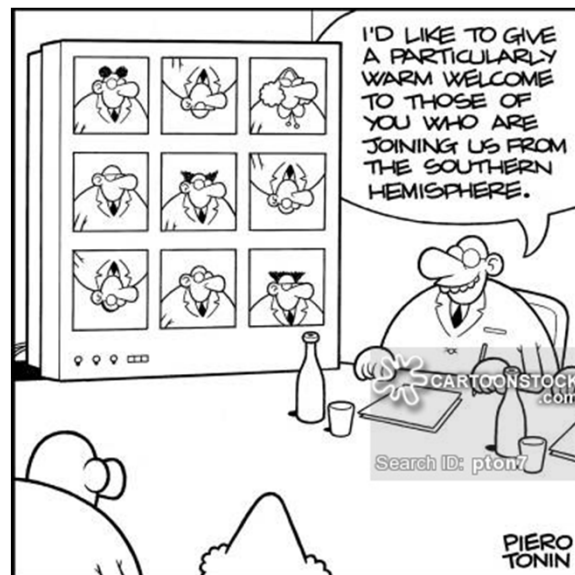
# US:IT CIO OPEN FORUM

Thank you for joining...Please mute your microphone during the session...



## AGENDA

- ▶ **Task Force Updates**
  - ▶ Website Features
  - ▶ Remote Desktop Services
- ▶ **Strategic Planning Sessions**
  - ▶ Preliminary feedback & results
- ▶ **Vendor Relationship Management**
  - ▶ Robin Sherman & Tiffany Maiuri
- ▶ **GDPR – What Does it Mean?**
- ▶ **Oracle Day Recap**
- ▶ **Upcoming Events**
- ▶ **Q&A**



## TASK FORCE UPDATES

### ▶ US:IT Website Review

- ▶ Provide recommendations and suggestions on essential services, features and information to be included in US:IT Website

### ▶ Responsibilities

- ▶ Canvas System IT websites nationwide; identify common functions and features
- ▶ Provide final recommendations supported with examples by End of March '18\*\*

### Team members:

Sara Farnham – Task Force Lead  
 Amanda Gagnon  
 Cathy Caron  
 Corina Larsen  
 John Warenda  
 Jonathan Stence  
 Vallie Vel  
 Lloyd Smith  
 Matthew Shultz  
 Michelle Miller  
 Tom O'Donnell

## TASK FORCE UPDATES

### ▶ Remote Desktop Access/Services

#### ▶ Purpose

- ▶ Recent Observation: enabling RDP (remote desktop protocol) on workstations has exposed a brute force attack vulnerability
- ▶ Incidents of user account lockout have resulted

#### ▶ Task Force Charge:

- ▶ Investigate issue
- ▶ Provide recommendations on mitigation strategies that align with current network configuration (Early-Mid March)
- ▶ Propose viable solution implementable within 90-180 days

### Team members:

- John Forker (Lead)
- Garry Peirce
- Marc Goff
- Jim Cyr
- Tom Drake
- Andy Moody
- Josh Hunsinger

## STRATEGIC PLANNING

### ► Outcome:

- Creation of 3-5 year roadmap
- Clarify priorities
- Support for budget and resource planning
- Discrete annual deliverables



## STRATEGIC PLANNING

### ► Strategic Planning Mini-Retreats (March – April)

#### ► Goal:

- Produce prioritized list of Goal Statements aligned with US:IT Mission, Vision & Values



## STRATEGIC PLANNING

- ▶ Strategic Planning Mini-Retreats (March – April)
  - ▶ Service Value Statements
    - ▶ 5 Main Categories
      - ▶ Communication
      - ▶ Collaboration
      - ▶ Respect
      - ▶ Professionalism
      - ▶ Service

## STRATEGIC PLANNING

- ▶ Strategic Planning Mini-Retreats (March – April)
  - ▶ Service Value Statements
    - ▶ 5 Main Categories (Sample)
      - ▶ Collaboration
        - ▶ *We value input and feedback from our customers to provide an optimal user experience*

## STRATEGIC PLANNING

### ▶ Strategic Planning Mini-Retreats (March – April)

#### ▶ Goals > Objectives > Activities

##### ▶ Goals:

- ▶ Broad, ambitious outcome statements
- ▶ Inform/direct implementation strategy

overwhelmed  
**included**  
 focused hopeful effective  
 collaborative engaged **excited** confident pleased  
 motivated skeptical  
 optimistic

concerned  
**included**  
**informed**  
 optimistic energized

## STRATEGIC PLANNING

### ▶ Strategic Planning Mini-Retreats (March – April)

#### ▶ Goals > Objectives > Activities

##### ▶ Objectives:

- ▶ More detailed statements describing HOW goals will be accomplished
- ▶ Inform/direct activities to be completed to provide progress toward achieving goal

##### ▶ Activities:

- ▶ Discrete, measurable, time-bound activities required for completion of Objective
- ▶ Accountability and Responsibility assigned

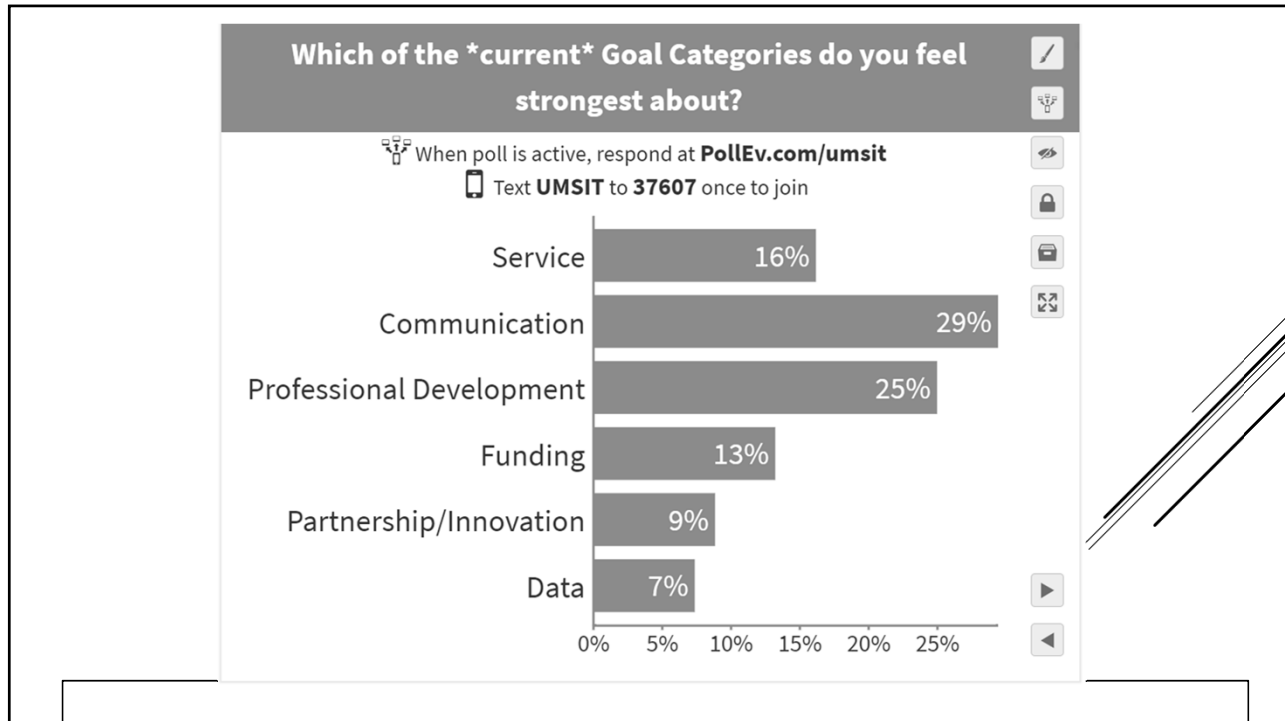


## STRATEGIC PLANNING

- ▶ Strategic Planning Mini-Retreats (March – April)
  - ▶ Emerging Goal Statements
    - ▶ 6 Main Categories
      - ▶ Service
      - ▶ Communication
      - ▶ Professional Development
      - ▶ Funding
      - ▶ Partnership/Innovation
      - ▶ Data

## STRATEGIC PLANNING

- ▶ Strategic Planning Mini-Retreats (March – April)
  - ▶ Emerging Goal Statements (Preview)
    - ▶ 6 Main Categories
      - ▶ Professional Development
        - ▶ *Establish a culture of professionalism that values ongoing development of staff*



## INFORMATIONAL ITEMS

- ▶ **Vendor Relationship Management Workshop**
  - ▶ **Robin Sherman**
  - ▶ **Tiffany Maiuri**

## INFORMATIONAL ITEMS



### ▶ General Data Protection Regulations (GDPR)

#### ▶ What is it?

- ▶ New comprehensive data protection law in the EU that strengthens the protection of personal data
- ▶ Regulates “processing” of ‘personal’ data for EU individuals, including collection, storage, transfer, or use by ANY organization, regardless of physical presence in the EU
  - ▶ “personal data” covers any information relating to an identified or identifiable individual
- ▶ Covers any resident of EU (regardless of location) or any global citizen residing in EU
- ▶ Goes into effect May 25, 2018

## INFORMATIONAL ITEMS



### ▶ General Data Protection Regulations (GDPR)

#### ▶ What does it mean for us?

- ▶ Records must be kept in order per the regulations
- ▶ Breach notification protocols must be observed including notification to the supervising authority and data subject
- ▶ Consent to obtain personal information must be intelligible and in easily accessible form as well as easy to withdraw consent
- ▶ A Data Protection Officer (DPO) must be appointed\*\*
- ▶ Penalties up to 4% annual revenues for non-compliance

## **INFORMATIONAL ITEMS**

### **▶ General Data Protection Regulations (GDPR)**

#### **▶ What does it mean for us?**

- ▶ Many/Most/All US Higher Education Institutions are still working to interpret the law and craft compliance strategies**
- ▶ UMS IT will work with UMS General Counsel on a communication strategy for the UMS community in the coming weeks**

## **INFORMATIONAL ITEMS**

### **▶ Oracle Day Recap**

- ▶ Budget & Planning Module Demo**
- ▶ Campus Solutions 9.2 Functionality**
  - ▶ Upgrade Planning**
- ▶ Technology & Infrastructure**
  
- ▶ Next Steps**
  - ▶ Collect feedback from attendees**
  - ▶ Commence with upgrade planning**

## UPCOMING EVENTS

### ▶ Lunch 'n Learn Sessions

- ▶ Session Schedule & Registration: <https://goo.gl/PLMp1n>
- ▶ Includes Session Archives
- ▶ Next Session: Google Suite Tips and Tricks – March 7

### ▶ US:IT Summit

- ▶ Date announced (June 1)
- ▶ Planning Underway
- ▶ Portion of day to be spent pulling Strategic Planning information together
- ▶ Awards, Prizes, Food and Fun will be on the agenda!