Present:  Laura Burtle, Mary Jane Casto, David Cheshier, Nancy Floyd, Martin Fraser, Steven Manson, Thomas Netzel

Invited Guest:  George Rainbolt

Minutes:  Minutes were approved as distributed by Marty Fraser to the Senate ISAT Committee.

(I was sent out of the meeting; please let me know if I left anything out--Dolores)

Institutional High-performance Computing:  Marty Fraser and Steve Manson met with Charles Louis regarding an NSF proposal that will provide cost-sharing funds for a Major Research Instrumentation (MRI) Program if the university will provide 30% of the funding costs for the project and submit a proposal. Dr. Louis understands the need for such a powerful research tool and will provide part of the funding. This will enable the university to purchase a high-end computer for its research needs. Marty and Steve in conjunction with Art Vandenberg are working on the proposal. An ad hoc committee will be named to work with them, and instructions will be given to include input from all possible users, as areas other than A&S will access the research computer.

Data Administration:  The following was distributed during the meeting: 1) Membership of the Data Management committee (DMC), 2) Membership of the Data Management Technical (DMTC) committee, 3) a paper entitled Mission and Objectives for Alternative 1—Enhancing Accuracy of University Reports that Reflect Performance, and 4) Mission and Objectives for Alternative 2—Data Standards and Management: Enhancing Consistency and Consensus about Commonly Used Data. George Rainbolt, as a member of the Data Management Committee was invited to discuss data administration with the ISAT members, as suggested by the Data Warehousing Subcommittee of ISAT at the November 20 meeting.

George Rainbolt explained the Data Management Committee was formed by the Provost and is a subcommittee of SAC, reporting to P&D; anyone may attend these meetings. This group reviews collected data and reviews data for invalid information, underreported information, validity of data, standardization and quality of information, encouraging creation of dynamic public databases . . . , and providing recommendations regarding appropriate policy and procedures for collected data’s use in decision making. Collected data will be used for a variety of external and internal purposes including institutional reports (to the Board of Regents, SACS) and Academic Program Review and management of departments and programs, as well as by a variety of users. This committee is not looking at trends but rather looking at the numbers they need in order to make certain decisions. The DMC asks the DMTC for information and this group pulls from data resources.

Statware is Georgia State’s data warehouse program and is the container for all its data sources. It is in a common format, has standardized information, and is presented in a format that helps in obtaining certain kinds of information. Abandoning Statware would cause great concern for both administrative and academic units.

Data Warehouse maintains and tracks information. The Board of Regents currently is working on data
warehousing for all its institutions. Mike Moore feels Georgia State will eventually be using the Regent’s Data Warehouse. The three options are to give them what they want (via flat files) or implement their model at Georgia State, or maintain our data warehouse at their site and in their format. Using the University System site will save money, as costs will be shared. On the other hand, there is the fear that Georgia State will be unable to glean needed information from the University System’s data warehouse, particularly if their system warehouses data that is primarily helpful to two-year institutions. Four-year and research institutions have greater requirements.

The Decision Support Steering Committee (Ron Henry, Bill Fritz, Joan Carson, Mike Moore, Gary Henry, and Mary Jane) is interested in developing Georgia State’s data warehousing as part of the University’s Strategic Plan. Mary Jane indicated this group is meeting Friday, December 19, and she will raise this issue with them. Any pertinent information will be shared at the next ISAT meeting.

After review of all the groups that are involved in protecting Georgia State’s data, Marty Fraser stated the future of data warehousing at Georgia State is not the purview of this Senate committee.

**Teaching and Learning with Technology Subcommittee:** George Pullman and Missy Cody are co-chairs of this subcommittee of the Senate ISAT Committee. They have not met recently and therefore there is no report to share regarding virtual classrooms software.

**EMail Security Policies:** For information, Mary Jane distributed a Summary of Recommendations from Internal Auditing regarding Email Security and IST’s responses. (See Attachment 1 for full document.) There is no policy that controls Email standards and/or procedures for the seven Email systems the colleges manage. There are three systems supported centrally: Panther, GroupWise and Student. A policy will be developed to address the audit, and the ISAT Committee will be given an opportunity to review before it is given a wider audience.

**Student Technology Fee Update:** Stage 1 proposals for FY05 are due to UCCS and Facilities by January 21. UCCS has received either three or four proposals and facilities office has received two to date. There is approximately $87,311 from the FY04 funds being held for wireless access. Intermediate report on status of FY04 funding is due January 31. In the January 2004 ISAT meeting, discussion will begin on the formation of the FY05 Student Tech Fee Subcommittee and the Provost will be asked to nominate students to serve on the subcommittee. There will be ½ day organizational meeting in February and the first meeting will be scheduled the end of March.

**Final Budget Priorities:** See Attachments 2 and 3. Attachment #3 is the final budget priority that Marty shared with the Budget Priority Subcommittee. It is hoped the subcommittee will draw from IS&T when reviewing its budget. IS&T is already working on a 90%. Information will be on a web site once the full budget committee reviews and approves.

**ADA Compliancy Status:** Carolyn Gard will contact Susan Easterbrooks and share with her the recommendation as discussed in last meeting: There is continuing interest in the university on the issue of ADA compliance in the area of university web pages. The Senate ISAT Committee makes the following recommendation: We recommend that the ADA Committee contact the University System of Georgia to determine what progress is being made on a System-wide approach to ADA compliance for research university web pages. Carolyn Gard was not present to provide a report to ISAT.

Meeting adjourned at 3:00 p.m.
Executive Summary
Although University email policies address many aspects of operations, inconsistent implementation warranted more comprehensive policy emphasizing oversight and security of email systems. Current security measures could be enhanced by increasing control of incoming attachments, use of anti-virus software, attention to minimizing email storage, and protection of confidential information. Stronger password controls on some systems and installation of Secure Sockets Layer (SSL) on Web-accessible systems would also enhance security. Customer service was generally adequate. However, cost effectiveness may justify eliminating the Panther email system and some or all of the seven email systems the colleges manage.

Audit Comment 1: Email Management and Security Policy
Recommendation:
We recommend the University develop policy and procedures for email operation and security that assign responsibility to the appropriate level of management and assure all email systems are properly approved and maintained. Policy and procedures should address restricting/filtering attachments, anti-virus software, storage, and protection of confidential information. The University should consider combining existing policies with the new policy to create a single, comprehensive email system policy.
Management Response:
Management concurs; the university should develop policies and procedures for email operation and security. We will ask the Information Technology Security and Support Subcommittee (ITSSS), which includes technical representatives from each college and VP unit, to assist IS&T in developing such an institutional policy. Existing email policies would be incorporated in the new policy, along with addressing the specific risk considerations as described in Attachment I.
Expected completion date: June 30, 2004
Responsible individuals: MJ Casto, Deans Colarusso, Griffith, Harris, Associate Dean Morris

Audit Comment 2: Email Password Management
Recommendation:
We recommend strong password management controls be implemented for all University email systems to protect user email accounts and messages.
Management Response:
Management concurs; a password standard is already described in the Minimum Information Security Environment Policy, and has been configured and implemented in many of the university’s application systems. Email systems should also follow this standard; this issue will be addressed in the previously mentioned consolidated policy.
Expected completion date: June 30, 2004
Responsible individuals: MJ Casto, Deans Colarusso, Griffith, Harris, Associate Dean Morris

Audit Comment 3: Web based Email Access
Recommendation:
We recommend that SSL technology be implemented as the default access method for all current and future Web-accessible University email systems.
Management Response:
Management concurs that encryption technology should be incorporated into any web based email system to
protect against the interception of passwords or sensitive information. This should become a proscribed standard in the previously mentioned consolidated policy.

Expected completion date: June 30, 2004

Responsible individuals: MJ Casto, Deans Colarusso, Griffith, Harris, Associate Dean Morris

Improvement Opportunity 1: Multiple Email Systems

Recommendation:
We recommend that the University reevaluate the business need for the various email systems used for faculty and staff, and eliminate any that are not justified.

Management Response:
Management concurs with the risk assessment as described in the audit (multiple email systems increase the university’s exposure to email security risks); however, there may be business/academic/research needs that influence the requirement for multiple email systems. The consolidated policy should affirm a preference to minimize the number of email systems; yet define a mechanism to be used to justify the use of other than institutionally provided email systems, as long as those systems maintain the appropriate safeguards as delineated in the consolidated policy.

Expected completion date: June 30, 2004

Responsible individuals: MJ Casto, Deans Colarusso, Griffith, Harris, Associate Dean Morris

Attachment 2

Hold-Harmless Budget Priorities from Dr. Marty Fraser, Chair, Senate ISAT Committee

Using terminology for activities in non-college units described in the Provost’s “Activity-based Budgeting” memo of October 2003, the following IS&T activities are recommended as essential to the operation of the university and the IS&T departments. The Chair of the Senate ISAT Committee, in consultation with the ISAT Committee, recommends that these support activities be “held harmless” in discussions of budget redirections or reductions. Although these activities are vitally important to the university, it should be understood that these activities and administrative units are still subject to the Zero-Based Budget package as the academic programs.

1. Computer Systems Support, including:
   - Information security for campus technical infrastructure, including networks, servers and workstations.
   - Campus network infrastructure, including installation, monitoring, repair, maintenance and performance.
   - Campus email, Novell file servers, application servers, and infrastructure servers, including installation, monitoring, repair, maintenance, performance and backups.
   - Mainframe systems and databases, including installation, monitoring, repair, maintenance, performance and backups.
   - Academic, administrative and infrastructure Unix servers, including installation, monitoring, repair, maintenance, performance and backups.
   - Server and network operations and printing services.

2. Application Systems Support, including:
   - Business systems, including Spectrum and Human Resources applications and database installation, monitoring, repair, upgrades, performance and project management.
   - Academic systems, including GoSOLAR, WebCT, Library and supporting systems, applications and database installations, monitoring, repair, upgrades, performance and project management.
   - Decision support systems, including applications and database installation, monitoring, repair, upgrades,
performance and project management.
Infrastructure systems, including Person Registry and integration applications, and Remedy applications and database installation, monitoring, repair, upgrades, performance and project management.

3. Faculty/Student Support, including:
   Research activities, instructional technology and digital media, training, lab and classroom support (except GSAMS), web services, and WebCT management.
   Electronic reserves and Course Packs.

4. Faculty/Student/Staff Support, including:
   Technical help center and workstation support, communications, documentation and customer advocacy.
   Support contracts paid by external units, including Andrew Young School for Policy Studies, College of Health and Human Sciences, and Division of Student Services.

5. Administrative and Business Support, including:
   General office administration; purchasing responsibilities; payroll and HR management; budget, requisition, and P-Card management

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Attachment 3:
Budget Priorities from the Senate IS&T Committee

There are six strategic goals for IT in the university’s Strategic Plan (SP) in sections A.b.5 and B.f for enhancing and supporting the academic mission (SP, pp. 23 and 30). The university’s Information Technology Strategic Plan (ITSP) summarizes the strategic goals for IT in the SP as: information accessibility; technology-enabled faculty, staff, and students; technology-enhanced education; business process effectiveness; and technology-enhanced relationship management.

The goals listed below are fundamental to accomplishing all ITSP goals and thus are recommended budget priorities by the ISAT Committee.

- **Information Accessibility**: enhancing and extending university network infrastructure; ensuring appropriate off-campus network access; ensuring effective delivery of information technology support.

- **Technology-Enabled Faculty, Staff, and Students and Technology-Enhanced Education**: ensuring faculty and staff development in technology; promoting effective research computing; providing information technology services and resources for students; establishing appropriate technology in classrooms; engaging the academic community in the use of technology.

The ISAT Committee believes that these goals are important enough to appear as independent budget priorities. But if not, then these technology goals should be reflected in discussions of funding of IS&T action plans that have been and are being generated as a result of Administrative Support Unit Review.