Committee on Information Technology
Annual Report 2018-19

To: Academic Senate, Santa Cruz Division

The Committee on Information Technology (CIT) is charged with advising on acquisition, implementation, utilization, and impact of instructional technology, information systems, software and electronic communication facilities, including wireless service. The 2018-19 academic year was focused on providing guidance to the administration and UCSC community on university and systemwide IT issues as described in the following report.

Collaboration with the Vice Chancellor for Information Technology
CIT invited the Vice Chancellor for Information Technology (VCIT) Van Williams as a standing guest to attend the bi-weekly CIT meetings. During the 2018-19 year, VCIT Williams, who assumed his position at the beginning of the academic year, was a regular and welcome guest at CIT meetings. He provided CIT with important and forthcoming information about events in Information Technology Services (ITS), including his well thought-out and ambitious plans to reorganize ITS. CIT would like to thank VCIT Williams for his participation in the meetings and strong collaboration with CIT, and for being open to CIT feedback and recommendations.

We strongly recommend that next year's CIT continue to invite VCIT Williams to meet regularly with CIT as a standing guest to provide consultations on the status of ITS activities and plans in the coming 2019-2020 academic year, particularly in regard to the ongoing reorganization of ITS.

Multi-factor Authentication and Google Suite Migration to Gold
Multi-factor authentication (MFA) has been one of the main IT changes during the 2018-19 academic year. The CIT had multiple meetings addressing potential issues with MFA. MFA is becoming a de-facto standard because it increases security, and its implementation has been a mandate from the Office of the President for all the UC campuses. Deployment appears to be happening without major issues. The plan is to migrate not only academic accounts to MFA, but also UCSC email. CIT provided feedback to assist IT in avoiding potential issues with user authentication and additional services like scripts used by some faculty to handle grading, and recommended that the time frame to re-authenticate via MFA be changed from an extremely short twenty-four hours to a reasonable two weeks, which was ultimately adopted. At the current moment, MFA appears to be running smoothly, but further issues may arise as the deployment finalizes. CIT will want to continue to monitor this topic next year.

Centralized Software Licensing
CIT strongly supports the move toward centralized software licensing for software that is heavily used by UCSC faculty and staff. In the 2017-2018 academic year, CIT conducted a survey of Senate faculty on IT priorities and software licensing, management, and distribution were identified as high priority issues. During this 2018-19 academic year, CIT members gathered feedback from their respective divisional IT units to help identify high priority software packages to be considered for centralized software licensing. Vice Chancellor of Information Technology (VCIT) Van Williams and his team have followed through with delivering on the centralized

MATLAB and Qualtrics licensing for UCSC this year. As members of the CIT committee, we unanimously support this effort as it is enabling UCSC to make more efficient use of campus resources.

UCSC Website Redesign
Rob Knight, University Relations Director of Digital Communications, reached out to CIT and consulted with the committee twice during 2018-19 in order to provide updates and seek casual feedback on the UCSC campus website redesign project. A promising design strategy that the project team has taken is to focus upon key audiences and designing for those audiences' needs. CIT discussed the current set of key audiences and made suggestions for (a) separating out undergraduate from graduate students as key audiences and (b) adding prospective faculty/staff members and current staff members as key audiences. CIT also recommended that the Academic Senate be invited to provide formal feedback on the project as it moves forward.

IT Security
Security is a key concern for IT and academic freedom. CIT wants a secure environment but also a free one. This year, CIT continued addressing potential issues with the FireEye firewall system at UCSC. The committee held consultations in order to understand the process to disclose confidential information and in which cases it can be used. This is going to be an area that IT will always need to monitor. In addition, CIT also recommended that all printers be made secure in order to prevent unlawful remote printer access from outside of the campus.

Information Technology and the Strategic Academic Plan
In its committee responses to the Strategic Academic Plan (SAP), CIT expressed concern that the SAP did not include concrete details in the implementation plan, and that the plan was specifically lacking in details related to Information Technology (IT) infrastructure and the integration of the Silicon Valley campus. CIT applauded the Barrier Reduction plan, while recognizing that more information is needed about how IT infrastructure like improved data storage and videoconferencing can contribute to reducing campus barriers.

Recommendations for 2019-20
The 2018-19 membership encourages next year's CIT to work with VCIT Williams and divisional deans to determine a fair and uniform policy across all divisions for charging faculty for services rendered as part of servicing research related computational resources, the so-called "information user" (IU) fees (e.g. rack space costs, operating system updates, etc.). At the moment, under the policy drafted in 2008, services charged to faculty vary by division. In some cases deans and faculty have assumed that IU fees can be treated like electricity or other campus-provided necessities and be covered by indirect costs. In other cases, such as in Baskin School of Engineering (BSOE), IU fees are charged on a regular basis and faculty usually pay for these out of the direct costs from *unrestricted* research grants (i.e. non-federal based grants, for example NIH grants *cannot* be charged). It is common for faculty that have unrestricted funds, such as from start-ups or gifts, to be charged while those faculty without such unrestricted funds are not charged, resulting in an unfair burden of covering IU fees by a subset of faculty members. A clear set of recharges should be constructed that allow faculty to plan for expenses on research grants, especially to help include relevant items on grant proposals. Related to this, it should be clear what

IU fees are included, if any, as part of the 51% indirect costs on research grants or in the 6% fee deducted by the campus from gifts. In the coming year, CIT should further investigate the matter and work with the VCIT for campus-wide adoption of uniform IU fee charging that makes it clear what can and cannot be charged to grant indirects and gift fees.

CIT additionally recommends that next year's committee consider and review the UC Cyber Security Awareness Fundamentals activity. This activity is required of all staff and faculty and if done well, can help in getting important information to the campus community, and can remind constituents why certain measures such as multi-factor authentication or hard-drive encryption are crucial for the collective cyber security of the campus. Unfortunately, anecdotal evidence shared with members of this year's CIT suggests that the current UC Cyber Security Awareness Fundamentals activity is poorly designed. We recommend that next year's committee assesses the quality and usefulness of the UC Cyber Security Awareness Fundamentals activity and makes appropriate recommendations for improvements.

We recommend that the 2019-20 committee continue to monitor the campus transition to DocuSign, including cost savings arising from the transition, and offer support as needed.

Acknowledgements
The CIT acknowledges and thanks VCIT Williams, UR Director of Digital Communications Rob Knight, and ITS Enterprise Systems Team Lead Glenn Blackler for their collaboration this past year and looks forward to a continued working relationship in the 2019-2020 academic year.

Respectfully submitted;
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August 16, 2019