

# Information Technology Advisory Committee

**Kickoff Meeting**

October 8, 2020

# Meeting Agenda

- Welcome and Introductions
- Purpose and Responsibilities
- IT Vision in Support of the Plan for Pitt
- Progress Report
- Governance Topics
  - Data Governance
  - Information Security
  - IT Policy Review
- General Discussion
- 2021 Meeting Dates
- Adjournment



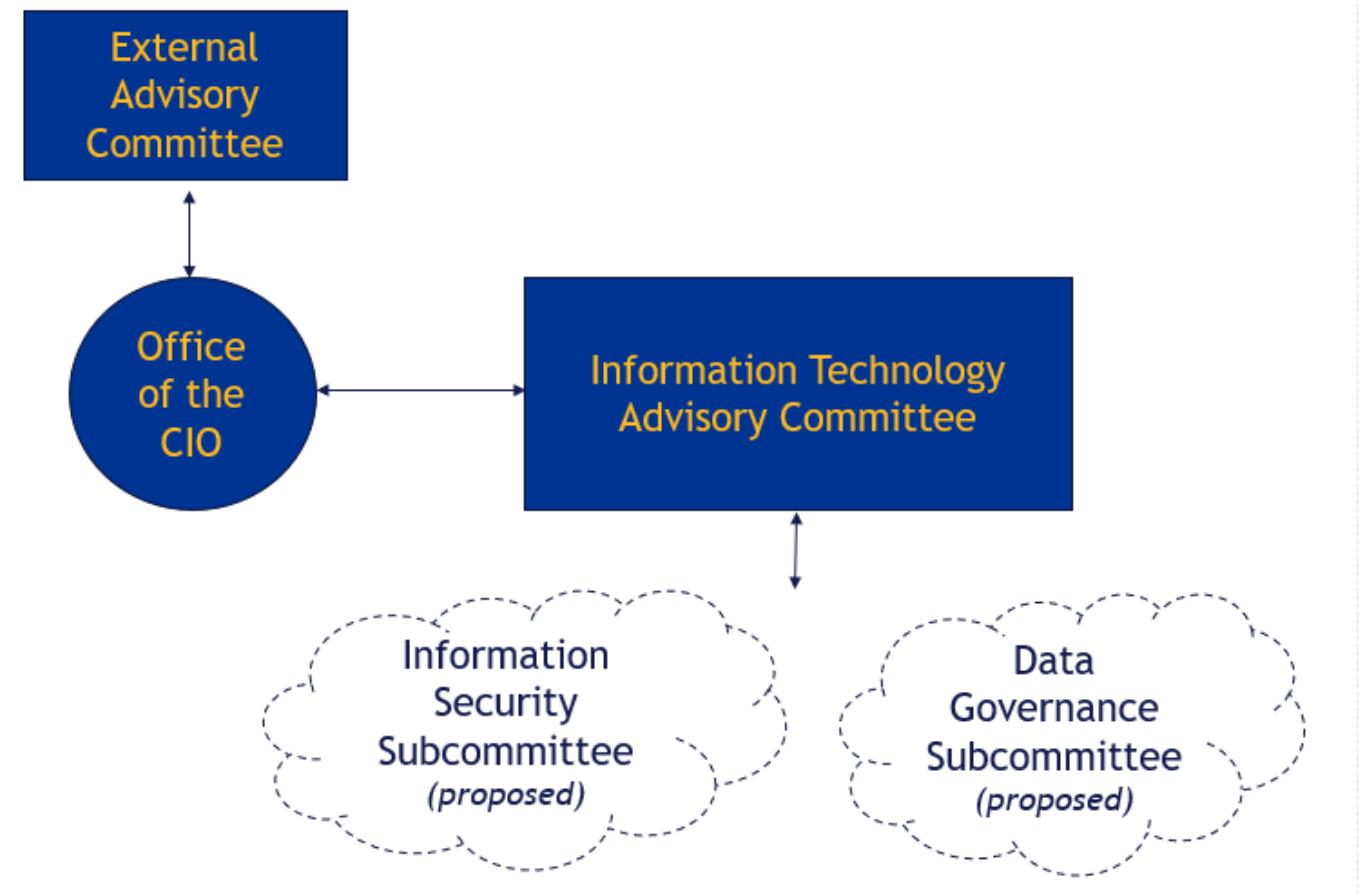
# Purpose and Responsibilities

## Purpose

The ITAC is an anchor in the University's IT Governance structure, serving as an advisory body to the Chancellor and the University. Scope includes all IT at all Pitt campuses, schools, departments, and centers.

## Responsibilities

- Receive input on needs for all segments of the Pitt community to determine how they may be addressed through IT
- Recommend IT priorities and context for the fiscal year aligned with the Plan for Pitt
- Provide insight to the CIO on IT priorities, funding alignment, cost models, policy development, and other areas
- Provide guidance and counsel on issues pertaining to student, faculty (teaching and research), staff, campus, and community/regional issues



# IT Vision in Support of the Plan for Pitt



# PITT IT. Vision & Strategy

## PLAN FOR PITT

TOGETHER we MAKE a DIFFERENCE

ADVANCE  
EDUCATIONAL  
EXCELLENCE

STRENGTHEN  
COMMUNITIES

ENGAGE in  
RESEARCH &  
IMPACT

EMBRACE the  
WORLD

PROMOTE DIVERSITY  
and INCLUSION

BUILD FOUNDATIONAL  
STRENGTH

## OUTCOMES



ACCESS



ENGAGED  
ALUMNI



ENGAGED  
COMMUNITY



PERSONALIZED  
LEARNING



FACULTY  
RECRUITMENT +  
RETENTION



TRAINING +  
CERTIFICATION  
OPPORTUNITIES



IoT + DATA-  
DRIVEN  
DECISIONS



SUPPORTED  
STAFF



INNOVATIVE  
RESEARCH



STUDENT  
SUCCESS

## IT Vision

What we IMAGINE DOING

### FACULTY



### STUDENTS



### STAFF



### CAMPUS



### COMMUNITY



### REGION



## Guiding Principles

How we DO what we IMAGINE

### EFFECTIVENESS

The right thing, the right way, the first time.



### SECURITY

IT: Information · Risk-based Approach



### EFFICIENCY

Streamline + Standardize



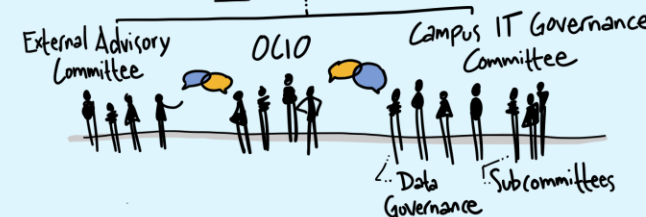
### SIMPLIFICATION

Easy · Helpful · User-Centered · Convenient



### IT GOVERNANCE

ALL IT across campuses



Illustrated by Karina Branson · ConverSketch



# Progress Report



# Delivering on Pandemic Challenges

## Students

- Virtual Computing Labs
- Computer Discount Program
- Technology Loaner Program
- Return to Campus Acknowledgement
- TutorOcean (tutoring software)
- Internship Opportunities for Recent Katz Graduates
- Enhanced Wi-Fi on Lawn Areas to Support Social Distancing
- PittNet Wi-Fi Service to Oakland Hotels

## Faculty & Staff

- Pitt IT Spearheading Remote Work
- Remote IT and Research Resources Webpages
- Virtual Desktops
- Zoom Videoconferencing for HIPAA
- Microsoft Teams Training (1,100+ participants)
- Enhanced Security for PCs Shipped to Homes



# Delivering on Pandemic Challenges

## Campus

- Flex@Pitt Hybrid Classroom Technology
- Zoom Enterprise/Zoom Room Licenses
- PittNet VPN Capacity Increase
- Virtual Support
- Campus Compact
- Thermal Temperature Scanners
- Automated Call Distribution (Call Center) Licensing
- CTSI Partnership
- Class Rescheduling Simulations (20k)
- Daily COVID-19 Health Check

## Campus (cont'd)

- COVID Testing Randomization and Scheduling
- COVID-19 Tracker
- COVID Tracking App Security Reviews
- Campus Preparedness Dashboard
- Authority to Operate (ATO) App
- Pitt COVID-19 Dashboard

## Community

- Community Help Desk
- Hardware Support for Area Families and Power Supplies for 1,000 Refurbished Laptops
- Virtual Cybersecurity Camp
- Diversity Retreat Support



# Students

## Completed

### Preferred Name in University Data Warehouse

- Preferred names are in use in University systems except where legal name must be used.

### Preferred Pronouns

- Capability of setting preferred personal pronouns implemented in Canvas

### New My Pitt/Pitt Mobile App

- Implemented functionality improvements in MyPitt including improved user interface and functionality. Also released new Pitt Mobile App to better connect students with the information resources they need from mobile devices

### PeopleSoft Enhancements

- New campus experience, schedule-builder tools providing improved functionality for students planning schedule for upcoming spring term enrollment period

### Azure Lab Services

Provides virtual IT sandbox environment for faculty to teach within and students to learn hands-on computer programming, web development, systems administration, IT security and computer science use cases.



# Students

## Underway

### Shuttle Wi-Fi

- Students will be able to remain connected to PittNet Wi-Fi while riding campus shuttles. First shuttle has been equipped with others soon to follow

### Degree Planning

- Implement new degree-planning functionality within PeopleSoft Campus Solutions that enables students to plan their path to degree—including the ability to explore the impact of a major change in time-to-degree

### Pervasive Wi-Fi in Oakland

- Build upon Eduroam implementation with UPMC; work with CMU and other institutions and local businesses to create seamless Wi-Fi throughout Oakland

### Extend PittNet Wi-Fi in Outdoor Areas

- Expand seamless PittNet Wi-Fi for Pitt and Eduroam users by extending coverage to high-traffic outdoor campus areas

## Ongoing

### Student Internships

- Providing student internship opportunities in the areas of security, network, data analytics, research support, and applications support



# Faculty

## Completed

### Faculty Software

- Updated technology website to clarify software available for faculty use

### Canvas Enhancements: NameCoach and UDOIT

- NameCoach assists faculty with proper pronunciation of student names. UDOIT improves Canvas content accessibility by identifying errors and providing suggestions for improvement

### Learning Management System

- Replaced outdated Blackboard LMS with modern, user- and device-friendly Canvas system

## Completed (Cont'd)

### Secure HIPAA Enclave

- Developed secure service to support research involving HIPAA-protected data, which can be offered as an ongoing service.

## Underway

### UPMC Researcher Software

- Negotiating ability for UPMC staff funded by Pitt research grants to purchase software under Pitt academic license agreements

## Underway (Cont'd)

### Pitt/UPMC Network Integration

- Working to integrate UPMC network with PittNet to allow UPMC researchers seamless access to Pitt resources—while protecting UPMC patient information

### Cloud Compute and Storage for Faculty

- Leverage Azure, Amazon Web Services, and Google cloud platforms to support faculty initiatives including teaching, research, mobile app development, gaming, and more



# Campus

## Completed

### IT Service Health Dashboard

- Improved transparency by showing performance of IT systems to the University community (ithealth.pitt.edu)

### IT Program and Project Management Office

- Created central program and project management office with business analysis capabilities

### Retirement IT Checklist

- Pitt IT developed helpful checklist to aid retirees in wrapping up IT issues before leaving Pitt

### Device Standardization

- Program developed in cooperation with Purchasing Services to provide departments ability to purchase standardized computer configurations, simplifying computer purchases and maximizing cost savings to the University. Includes ship-to-home capability for remote users

### Remote Work Strategy

- Created a model for the University; Pitt IT is leveraging IT to increase staff productivity and ability to hire qualified workforce regardless of location and reduce demand for space

### IT Organization

- Created Pitt IT from merger of CSSD and FIS organizations; worked with University Communications on branding strategy

### Responsibility Center Resource Proposal Application

- Working with the Budget & Financial Reporting Office and Facilities Management to enhance workflow approvals and improve the Operating Capital Request process



# Campus

## Underway

### Biweekly Payroll Process for Non-Exempt Staff

- Processes completed to convert non-exempt staff to biweekly payroll beginning November 2020

### Skype-to-Teams Transition

- Working to transition Skype for Business users to Microsoft Teams by 10/17 deadline. Phone users to be transitioned separately

### IT Integrations (One IT)

- Beginning project to integrate departmental IT units with Pitt IT. Work is underway with several administrative and academic units.

### Security Operations Center

- Implementing SOC with advanced tools for around-the-clock monitoring, prioritizing, and alerting on security incidents to better protect the University community from increasing cyberthreats

### University Fiber Plant

- Upgrading and expanding PittNet to support growth in research and innovative IT services required by the campus of the future

### Oracle HCM Cloud Migration

- Implementing Oracle HCM to replace 17-year-old HR and payroll system with modern, user-friendly software-as-a-service solution



# Campus

## Underway (cont'd)

### Electronic W-2 Forms

- Development underway to provide 2020 W-2 forms electronically for employees who request a copy. Printed W-2 forms will be provided to all active and terminated employees for 2020 tax year

### Call Center Software

- Migrating remaining University call centers to Salesforce ERM Service Desk—eliminating duplication of software, streamlining operations, and reducing costs

### Cloud Service Implementation

- In addition to Azure, implemented last year, Amazon Web Services and Google Cloud are being implemented as part of the Pitt IT cloud strategy.

## Planned

### Smart Campus

- Explore opportunities and partner with Facilities Management to build an intelligent digital campus



# Community and Region

## Underway

### Meta Mesh

- Finalizing lease agreements and obtaining Historical Review Committee approval to install equipment on the Cathedral of Learning to provide Wi-Fi service to three pilot city neighborhoods

### Eduroam Expansion

- Working with UPMC and CMU to allow seamless access to Wi-Fi services throughout campus areas for users at all three institutions

### Microsoft Innovative Educator Program

- Training Pitt faculty and Pittsburgh Public Schools teachers how to teach technology. Training is being developed on a wide range of Microsoft products

### Community Internships

- Established relationship with Partner4Work and Phase 4 Learning Center to hire qualified individuals for internships with the 24/7 IT Help Desk—open to doing again

### Community Helpdesk

- Providing members of the community with access to IT support. More than 100 families of Pittsburgh Public School students have been assisted with virtual environment support since the start of the school year

### AnyRoam

- Will provide guest Wi-Fi connectivity to any campus visitors in campus buildings and any PittNet Wi-Fi-enabled outdoor areas



# Community and Region

## Underway

### Digital Inclusion Center

- Unique opportunity for members of the community to explore careers in IT. Through a partnership with Pitt, Microsoft, and LinkedIn Learning, participants will learn from real IT professionals about the skills needed to work in IT  
Support/Help Desk-the gateway to most high-tech careers



# Governance Topics



# Data Governance

Institutional Data is all data (except research data generated as work product) that is created, stored, sent, or received by any and all members of the Pitt community. It is a critical and valuable University asset

**Goals** for institutional data include:

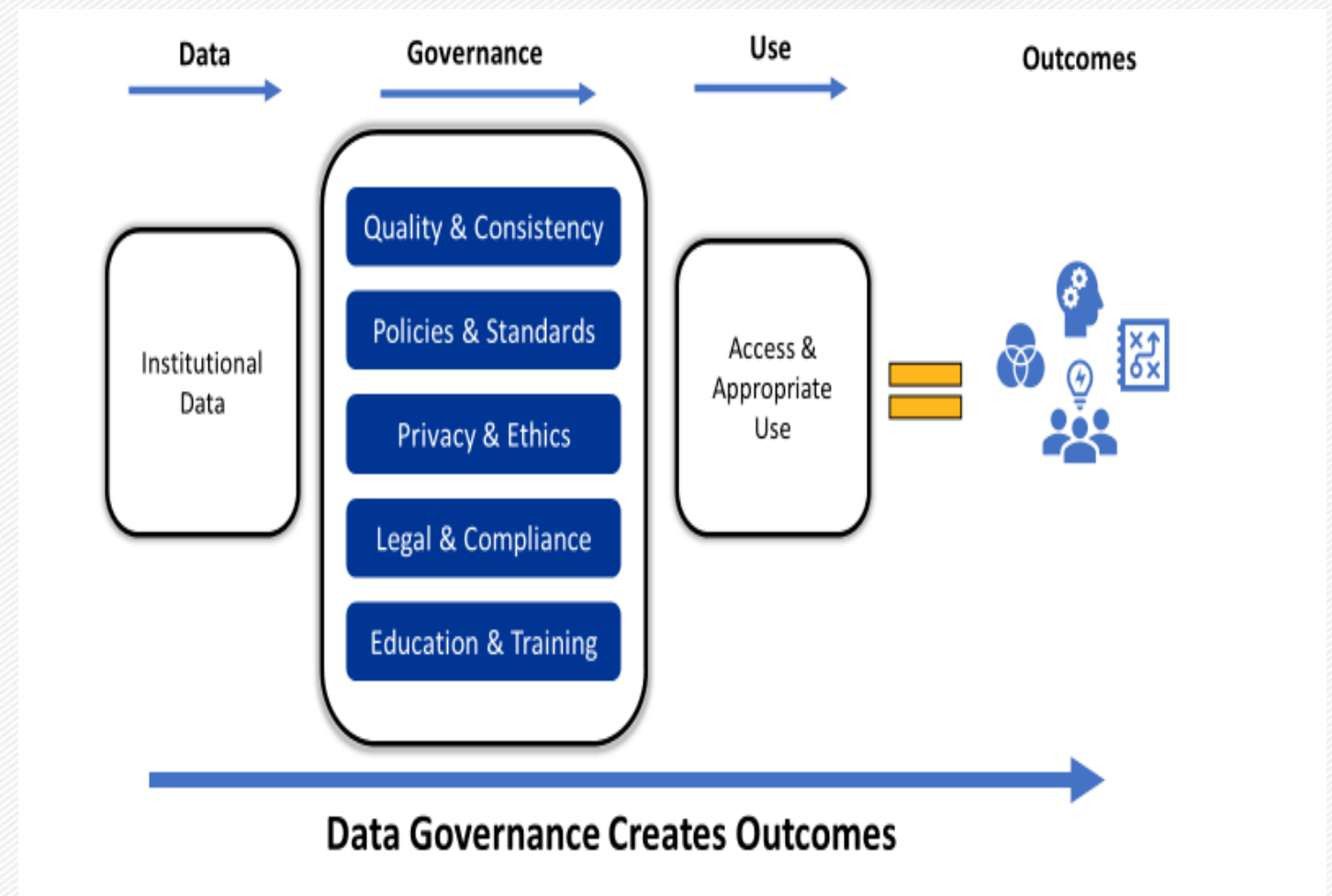
1. Unlock the potential of institutional data
2. Support innovation in the use of institutional data in education, research, and operations
3. Make institutional data broadly available to all who need it
4. Advance a culture of data-informed decision making

## Problem

Data governance at Pitt has been Inconsistent and ad hoc with unclear roles, responsibilities, and authority. Misunderstandings about data ownership persist, hampering efforts to achieve goals

## Proposal

Create a Data Governance Subcommittee of the ITAC to recommend effective policies, practices, and procedures to help the University achieve goals for institutional data





# Information Security

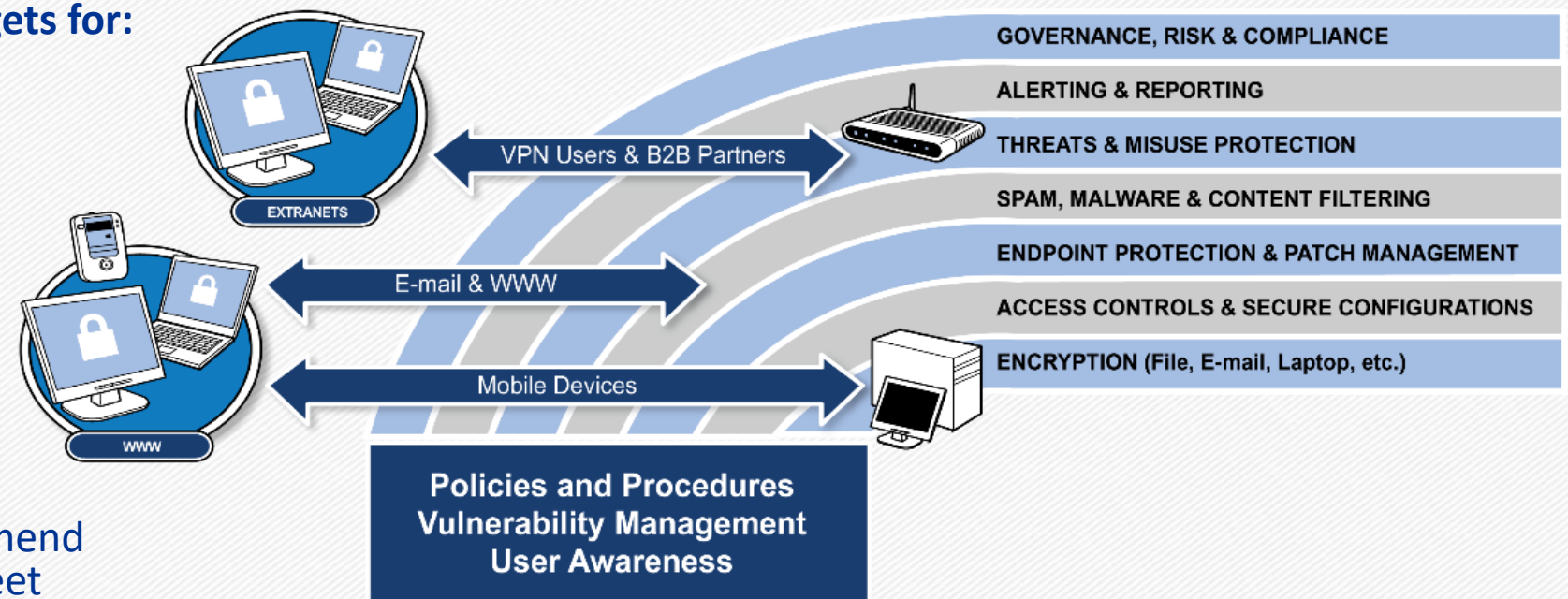
Pitt's comprehensive approach to cyber risk and threat identification is modeled after the NIST 800-171 standard and includes HIPAA, PCI, and best-of-class techniques from other organizations

## Goals: Set standards and appropriate protection targets for:

- Data, devices, and access
- Managing and patching computers and devices
- Ongoing antivirus scanning and virus definition updates for servers and end user devices
- Ensuring encryption for all device types
- Training users annually on security and privacy
- Working with departments to set goals and reporting

## Proposal

Create Information Security Subcommittee to recommend security standards and target compliance levels to meet security goals and identify specific departments to report metrics back to the ITAC.





# IT Policy Review

University policy relating to IT has developed largely as specific issues and needs have arisen. Pitt IT is working with the University Policy Office to conduct a comprehensive review.

## Goals

- Consolidate overlapping policies
- Simplify policy language
- Establish new policies where needed
- Eliminate policies that are no longer useful

## Initial Targets for Review

- University Network Policy AO 38 (formerly 10-02-13)
- Computer Access and Use AO 10 (formerly 10-02-05)

## Status

- Proposals to update both policies have been accepted by the Chancellor
- Policy committee charters with initial members currently under review
- ITAC will be asked to provide input on early drafts as part of the stakeholder policy review process.



# Proposed 2021 Quarterly Meetings

**Second Thursdays, 1-2:30 p.m.**

- February
- May
- July
- October