

# IT Governance: Shared IT Infrastructure Advisory Committee (SIAC)



## Notes

**Members Attending:** Cromer, Kirmse (Chair), Livoti, Robinson

**Others Attending:** Burdette, Curry, Gowan, Madey, Miller

**3:00 to 4:00**

**07/23/2013**

**CSE 507**

### 1. Chair's Notes – from June 25, 2013

**All**

No changes

### 2. SIAC Governance Procedures

**Kris Kirmse**

- On any 'new initiative' (suggestion from the committee) Tim Fitzpatrick (as CNS Senior Director) will make the first call: is it something CNS can do within its existing funding, etc.?
- If it's larger than can be accommodated within CNS's existing funding & scope, then Fitzpatrick & Kirmse will meet with VP/CIO Eldayrie; Eldayrie can either approve, deny, or bump up to Policy council
- All this is for next 6 months until Fitzpatrick retires and an expected reorganization happens

### 3. ITSM Communications Feedback

**Kris Kirmse**

- If you have any feedback on the ITSM 101 meeting send either directly to Rob Adams, or via Kirmse or Cromer, who are both on the committee.
- There's also an email address that goes to Troy Haynes (Project Manager)
- They especially want feedback from non-core-IT groups

### 4. Wireless Password Alerts

**Dan Miller**

- Been a problem for a while with users changing their GatorLink passwords in PeopleSoft, but user devices having the old password cached, continuing to try to connect, repeatedly, esp. wireless devices
- Been working with Warren on getting an informational message on password-change page warning people about this sort of behavior, and advising them to take prompt action to make sure they update their password on all their devices
- Also getting more detailed instructions on UFIT wiki
- Wrote script to check logs for many failed attempts; will send email to user
- See email from Miller (Appendix 1)
- Proposed initial threshold is 20 attempts from a wireless device; then send an email
- Discussion regarding possibility of not LOCKING the account based on use of the previous password; still deny access, but not lock out if the 'bad password' was the previous password
- Also possibility of sending the user an email saying "you changed your password x days ago; use the new one."

## 5. IAAC Monthly Report

Eric Olson

- Olson absent; Kirmse reporting on his behalf
- Looking at prioritization, and trying to determine which apps are under that committee's purview – which applications, by their nature, are 'infrastructure' applications

## 6. End Point Protection Committee & SCCM

Geof Gowan

- General discussion of various products which have been reviewed
- Various products have different strengths and weaknesses, and no product yet reviewed seems to cover all the bases. This seems to be an area still 'under development' by all vendors
- Have not yet reviewed all vendors

## 7. Other Topics?

All

- Warren Curry mentions that major changes in Identity and Access Management (IAM) are coming maybe around Sept 1
- Eduroam: Miller reports; as of today the goal of having it done next week "is probably in jeopardy"; conflicting priorities and limited programmer resources; now hopes for sometime in August
- Cromer: Is there a hope of a mechanism for supporting wireless printers? [Since the UF wireless network requires authentication, WiFi printers are problematic.]
  - Miller: working on a possible solution; will check with his engineers and report back
  - Also some possibility of a solution from Xerox (which is rolling out a university-wide common managed-printing initiative)
- DirectAccess Implementation/Pilot; no progress to report, but still working on it [Miller]
- Distributed Antenna System report [Madey]
  - Adding LTE protocol to UF stadium deployment, hope to be done by 2<sup>nd</sup> game
  - Verizon is building their head-end room now; hope to be done by 2<sup>nd</sup> game
  - Big push is UFHealth – about 1,000 antennas
    - One section to be brought up next week
    - Hope to have whole complex by end of calendar year
  - Main campus: Have approvals to mount microcells on buildings
    - This will be ongoing "Into spring 2014"

## 8. Next Meeting – the 4<sup>th</sup> Tuesday from 3:00pm to 4:00pm – Aug 27 at CSE 507

### Additional Information:

- UF IT Governance Home: <http://www.it.ufl.edu/governance/>
- Shared Infrastructure Advisory Committee (SIAC) website: <https://connect.ufl.edu/it/SIAC/>

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## Appendix 1: Password Change – Password-Caching Devices

SIAC,

This email will go out shortly to IT-Alerts. It should enable all IT workers to better assist with user password issues. FYI, it was suggested we not include an actual link to the password docs since it already looks a little like spam. :)

Thanks,

Dan Miller  
Network Manager, UFIT  
352-273-1351

IT Support Staff,

We are working to address an issue that has been occurring more frequently as users of multiple devices access the network.

When a user changes their Gatorlink password they sometimes forget to make that change on all their other devices and applications.

When these devices continuously attempt to connect with old/invalid user credentials, the result is that the user's Gatorlink account will be locked out. Documentation and tools are being written to help educate and alert the user about these occurrences.

One tool being developed for this purpose is automated checks of the system logs for these devices. Starting on July 29 the automated scripts will begin alerting clients that they have a device that has failed authentication. To avoid spamming users, a high threshold of password failure events will be tolerated before an email alert will be generated.

Here is an example of what the email will look like:

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A device with your Gatorlink ID <GID> has failed to authenticate to the UF wireless network on at least 3 occasions.

This device could be a laptop, phone, tablet, or other device.

The device has a manufacturer ID of Apple In, and a hardware address of 7cd1c34ef2d0. The last attempt was seen at Jul 12 12:30:13.

Please update your Gatorlink ID and password on this device, as this could potentially lead to your account becoming locked. If you are unsure on how to update your password please take the following steps:

1. Visit the Help Desk website ([helpdesk.ufl.edu](http://helpdesk.ufl.edu))
2. Select the Self Help Menu

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3. Select Connectivity Instructions
4. Follow the instructions for UF Wireless Password Help and/or Exchange Email Passwords.

If after viewing this link you still need further assistance, please contact the helpdesk at (352) 392-HELP (4357) <http://helpdesk.ufl.edu/>.

Please do not reply to this message.

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If you wish to assist us with these improvements you can help in the following ways:

1. Check out the Help Desk documentation referenced above and let us know if you see anything confusing or in error. Please also let us know if you think there is something else that should be included there. Send any comments for changes or improvements to <[mailid@ufl.edu](mailto:mailid@ufl.edu)>.
2. If you receive any questions regarding a client who has received this notification, please direct them to the help desk site mentioned in the email. Naturally, if the documentation does not resolve this, the Help Desk stands by ready to assist.