AGENDA
IT Professionals Committee
January 27, 2016 (10:30AM-12:00PM)
Technology Commons 1 #102C

Approval of December 4 Minutes (All)

Transition Team Update (Joe Alcala)

ServiceNow Update (Andrew Holloway)

Submitting Proposals to IT Strategic Governance Committee (Larry Jaffe)

Information Security Office (Chris Vakhordjian)

Risk Mitigation Strategies - Subcommittee Formation (All)

Customer Relationship Management (Aaron Misiano)

Communication Strategies (JP Peters)

Open Discussion (All)

Next Meeting Dates (10:30AM-12:00PM)
February 24, 2016
March 23, 2016
April 27, 2016
May 25, 2016
June 22, 2016
IT Professionals Committee
Minutes
January 27, 2016

Committee Members Present:
Joe Alcala, Craig Anderson, Richard Caldwell, Michael Callahan, Craig Froehlich, Adiaak Gavarrete, Andrew Holloway, Bryce Jackson, Larry Jaffe, Bob Mello, Tim Neubrander, JP Peters

Committee Members Absent:
Chad Macuszonok, Aaron Misiano, Andrew O’Mara

Others Present:
Craig Finley, Joanna Rodgers, Chris Vakhordjian

MINUTES

Larry Jaffe called the meeting to order at 10:32AM.

Larry asked everyone to review the minutes from the previous meeting.

- Michael Callahan voted to approve the minutes, Richard Caldwell seconded.
- Everyone agreed on approval of the minutes without any changes.

Joe Alcala gave an update on the Transition Team.

- Four of the seven members have given presentations on their units.
- Christine from the Provost’s Office approved a communications plan.
- Going forward, there will be a discussion on the functional components of UCF IT.

Andrew Holloway gave an update on ServiceNow.

- We are working on Geneva, which is the next step to getting us into phase 2. This will give us change management and problem management.
- James Foster, PMO staff member for ServiceNow group, is the best person to go to for any questions on each team’s responsibilities.
- JP took on helping us with some of the communications. Larry has taken on the asset management piece and will have some ServiceNow consultation hours.
- We still have College of Medicine and SDES working to come into the system.
- At the next ITSM Governance Committee meeting, there will be some demos on the new block pages.
- Asset management, which is a part of phase 2, is the biggest piece required for groups to begin using ServiceNow.
- ServiceNow will provide ten hours of consulting to give us a good foundation on asset management so we know what business process we should put in place, is there a discovery tool, etc.

The next topic on the agenda was submitting proposals to the IT Strategic Governance Committee.

- Larry went to the Application Development Committee and System Admin Committee meetings and brought up IT 2020. Each group will be discussing IT 2020 strategies at future meetings.
• Larry asked for anyone interested in discussing a process for submitting proposals/initiatives to meet before the next IT Professionals meeting. The group will meet to develop an initiative proposal form to discuss at the next meeting.
• Members of the committee mentioned that ServiceNow could track initiatives and CS&T has a business case approach that they could share with the group as a starting point.

Larry turned the discussion over to Chris Vakhordjian to talk about the Information Security Office and Risk Mitigation Strategies.

• Chris indicated UCF IT needs an Architect Team – Systems, Application, Networking, etc. Security operations would have security architects in each discipline. The architects would determine implementation. However, the actual implementation would occur on the operations side.
• UCF IT needs an operational security director to where each of the operational security components report.
• Each of the security components technically from the way that I see it can report to a single security director. That means network security, system security, etc. so that all security operations are happening under the same umbrella as opposed to doing it independently.
• The biggest need related to risk mitigation is across the board standardization. This group should come up with what the risks are regarding not standardizing, and not having hardened systems that meet specific requirements. I think we want to bring more consistency and stick with security standards for devices, applications, and systems.
• We have to have a true team of architects that every project has to flow through, it is being talked a lot inside CS&T and it is not formalized yet, but it needs to happen. There needs to be subject matter experts and security architects in every project to assess the risks.
• We are good at developing deep knowledge on a subject, but those architectural people that can have cross visualization across multiple stacks is the next step. Somebody who can work with a team or teams to take a concept or idea and really understand how that data flows and how it effects everything.
• Another thing aside from standards is security awareness - educating the end users while protecting their machines.
• Other issues include risk assessment and compliance. Compliance is even before deployment, does it meet our policies, does it meet our standards, etc.?  
• We have to build governance in IT to eliminate these problems.
• Maybe our first step should be to formalize our level of authority and find out what is our delegation of authority.
• Chris asked who wants to be on this risk mitigation committee. Andrew O’Mara, Andrew Holloway, and Larry Jaffe mentioned that they are interested in being on the committee.

Larry turned the discussion over to JP for communication strategies.

• JP indicated what is starting to be discussed is what communication in IT would actually look like.
• JP sees communication forming into another function and part of UCF IT, but in the short run the transition team as Joe mentioned has been talking about how we communicate changes to internal and external audiences.

Meeting adjourned at 12:06pm.