Information Technology Advisory Committee
Meeting Minutes
October 13, 2022, 1:00 p.m. (via Zoom)

Attending: J. Baldwin, M. Henderson, C. Wertz, M. Ciotto, C. Panzella, K. Pittman, D. Helfrich, P. Cunningham, L. Gift, A. Seybert, A. Hobaugh, C. Hoyt, L. Ferdinand, K. Wong, S. Brandon, T. Delitto, T. Hitter, C. Pelt (for H. Sastry), R. Rutenbar, U. Ndoh, J. Dahm, K. Bonner, A. Wildermuth, A. Buxbaum, K. Doty, J. Graham, M. Becich

Absent: D. DeJong, M. Colaresi, S. Mitrzyk, B. Childers, S. Wisniewski, M. Madison, V. Chuah, S. Sereika, R. Gregerson, H. Sastry

➢ Meeting called to order online at 1:00 p.m. Minutes of the May 2022 meeting (Handout 1) approved without change.

➢ Introductions: Henderson welcomed and introduced the following new members: Amy Lynn Seybert, Dean of the School of Pharmacy, who has replaced Dean Emeritus Pat Kroboth; Pat Cunningham, Executive Director for Financial and Physical Resources, Dietrich School of the Arts and Sciences and Chair of the ITAC Budget Subcommittee; and Carla Panzella, Dean of Students and chair of the new Student Subcommittee.

➢ Subcommittee Reports:

• Budget Subcommittee: Cunningham reported on the work to date of three working groups within the Budget Subcommittee: one looking at the purchase and utilization of software throughout Pitt to determine what potential duplications may still exist, and encourage use of standardized packages; a second for the members to better understand cloud services and other centralized services to encourage units to spend money on computing and storage more effectively; and a third to examine the access privileges administrative staff need to University data in order to assist Pitt IT Analytics in creating a roles-based authorization system. The work of these groups is ongoing.

The full subcommittee met to better understand the Pitt IT budget and University IT budgets overall. Cunningham reported that the Subcommittee has endorsed four Pitt IT budget priorities for the current and ensuing fiscal years. These include Identity and Access Management, Enterprise Resource Planning Assessment, Analytics Modernization, and PittNet Modernization. These are submitted to the ITAC for its endorsement.

Action: ITAC endorsed the Pitt IT Budget Priorities.

• Information Security Subcommittee:
  - Security Policy Recommendations: Gift reported that the Subcommittee has approved a set of seven recommendations (Handout 2). These recommendations are the result of the subcommittee's work to review existing security policies, benchmark them against policies in place at other schools. The chief recommendations are the development of an overarching security policy, update other policies with information security components, and retire policies no longer needed. With ITAC endorsement, the next step is to work with the University Policy Office to begin policy efforts.

- Quarterly Reports: moving forward, the work of the Subcommittee will be to make quarterly reports to the ITAC on areas with high value data repositories. In response to a question from Henderson, Gift reported that Internal Audit is represented in the subcommittee membership and the Subcommittee will work closely with Internal Audit in identifying these areas and reporting on them.

Action: Information Security Subcommittee recommendations unanimously approved.

- Student Subcommittee: Panzella reported that this Subcommittee is still being formed. Several student representatives interested in serving have been identified. Efforts continue to identify additional student members. Back-to-school has delayed these efforts somewhat, but formation should soon be concluded and the Subcommittee will begin its work in the near future.

  Panzella commented on the success of the Pitt IT Student Ambassadors program and the effectiveness of that program in communicating with students. Wertz explained that this program trains students on University computing resources and programs so that they can assist their peers with questions and computing issues.

➢ Report From University IT Policy Committees
- Network Policy – Hart reported that the University Network Policy Committee has completed its work and produced the draft revision (Handout 3) to the existing University Network Policy (AO 38). With ITAC endorsement, the University Policy Office will begin the public comment period prior to final revisions and implementation.

- Computer Access and Use Policy – Hart reported that a full draft policy has been prepared. Initial comments and discussions with the University Policy Office suggest that a better structure of the draft policy and what is now an associated procedure should be considered by the policy committee, with a final form to be adopted and the draft circulated to the ITAC for review at the February 2023 meeting.

➢ Chairperson's Report
- Joint UPMC/Pitt Data Management Committee – Henderson reported that he and Ed McCallister of UPMC conceived of this committee to tackle the challenges associated with research data location and storage within UPMC and the University. Made up of representatives from both organizations, the Committee is looking at where and why research data is stored within UPMC and Pitt, better ways to manage that storage to support research, and the most effective security solutions to ensure privacy of subjects. Gift (Pitt Co-chair) noted that the Committee is currently working to understand clearly where research data is stored within the organizations, a very large task, building on the work of an earlier committee.

- One IT@Pitt – Henderson reported that the program to integrate IT units across the University slowed due to the pandemic, but efforts are picking up again as the new University budget model is implemented. Deans continue to express interest in the program, both as a way to reduce costs and improve support within their schools.

- The 2019 IT Study, commissioned by former CIO Jinx Walton, identified that there is adequate funding for IT and that Pitt is in the upper registers of IT funding in proportion to its size. The study identified areas of duplication and associated waste with multiple IT support helpdesks and call center software packages. Some elimination of duplication has taken place, but there is much more to be done.
- Revenue-generating units may be paying twice for the same services under the new budget model because they will be charged a proportionate share of Pitt IT costs for central services in addition to buying their own redundant services.
- Henderson reminded the Committee that with the integration of the former CSSD and FIS units, over $1 million in cost savings was immediately realized with additional savings identified later.

- Community Engagement – Pitt IT continues to work with the Office of Engagement and Community Affairs to support Community Engagement Centers and others initiatives. Pitt IT provides technical support to the community through these centers. This involvement includes the partnership with Meta Mesh, a nonprofit corporation dedicated to providing broadband services to underserved communities in Pittsburgh and surrounding areas. Pitt IT will also be working with the effort publicized by Mayor Ed Gainey and County Executive Rich Fitzgerald in efforts toward addressing the digital divide in Pittsburgh and Allegheny County.

➢ Open Discussion

- Baldwin asked about the effects of the "great resignation" on Pitt IT. Henderson remarked that University IT has been significantly impacted by this shift and the challenges when staff are drawn away by significantly higher salary offers and signing bonuses. Pitt has, however, been very fortunate to attract and hire excellent staff members. Henderson also commented that the One IT program has helped by bringing together talented people who serve the whole University community. In addition to attrition, 22 staff members retired under the most recent early retirement program offered by the University; however, we were able to contract with some of the retirees afterward. Pitt IT has also begun to engage service partners to augment staffing for certain services.

- Pelt, amplifying earlier comments about budget processes, noted that the CIO's Support Responsibility Center Committee (SRCC) will review the budget priorities to be submitted by Pitt IT and other units as part of its work under the Budget Model ReSTART program implemented by the University. In addition to budgets and priorities, the Committee will ask for service metrics to demonstrate performance. Henderson noted that Pitt IT Analytics has created and made available to the University community a number of dashboards to provide such metrics. (*The Pitt IT Services Health Dashboard can be accessed via the ITAC website, https://technology.pitt.edu/itac*).

➢ Adjourned – 2:00 p.m.