

TECHNOLOGY COMMITTEE of the FACULTY ASSEMBLY of SUNYIT

MEETING: February 26, 2013, 12.30 – 2.00 pm

VENUE: L-144, Cayan Library

PRESENT:

Committee members: Bruno Andriamanalimanana (Computer and Information Sciences), Larry Dunn (Engineering Technology), Russell Kahn (Committee Chair), Jennifer Klimek-Yingling (Nursing and Health Professions), Naren Peddibhotla (Business Management), Steven Wei (Engineering, Science and Mathematics), Ibrahim Yucel (Communications and Humanities)

Ex-officio, non-voting members: Andrew Bellinger (Infrastructure), Elizabeth Tolman (Information Services)

ABSENT:

Committee members: Paul Schulman (Social and Behavioral Sciences), Lester Reynoso (student representative)

Ex-officio, non-voting members: Carol Berger (Computer Resource Coordinator), Kevin Volo (Campus Instructional Technologist), Zachary Wasielewski (Web designer)

- Dr. Kahn called the meeting to order at 12.37 pm
- Acceptable Use Policy:

Elizabeth Tolman: The Provost would like ITS to update the Acceptable Use Policy and then present it for review to the Technology Committee. ITS has made some progress but the document has not yet been completed.

Andrew Bellinger: Based on a suggestion by Dr. John Marsh (Chair, Computer and Information Sciences Department), the Acceptable Use Policy is being developed as part of a class project in the undergraduate course NCS 330 ("Information Assurance Ethics, Policies and Disaster Recovery"). A draft version is expected to be completed by the end of the Spring 2013 semester.

Dr. Kahn: It would be good to have the document finalized by the end Spring 2013 semester. Instead of waiting for the NCS 330 class to complete the draft, an incomplete version from NCS 3030 along with inputs from ITS staff may be presented to the Committee by the March 2013 meeting.

Dr. Yucel: He enquired if ITS is preparing two separate policies, one for Acceptable Use and another for Information Privacy.

Andrew Bellinger: The Acceptable Use Policy and Information Privacy policies cannot be worked in parallel. Rather, they are sequential. The Acceptable Use Policy will be presented first to the Committee before work on the Information Privacy policy is started.

- ServiceDesk Plus software installation on faculty computers

Elizabeth Tolman: Can ITS go ahead and install the ServiceDesk Plus software on faculty computers?

Dr. Kahn: The Committee had unanimously approved a motion to allow the installation of the ServiceDesk Plus software in a meeting during the Fall 2012 semester. He indicated that he had communicated the Committee's unanimous support to the Faculty Assembly on November 8, 2012 and addressed some questions from the Assembly members. The Assembly had not presented a motion to either concur with or disapprove the Committee's decision. Dr. Kahn indicated that the software installation can commence.

Elizabeth Tolman: The installation of ServiceDesk Plus client software will begin as soon as possible depending on availability of student workers to visit faculty offices.

- Hiring of Director of Distance Learning / Instructional Designer

Dr. Kahn: Emphasized the critical importance of this position in light of the continuing addition of online courses and the Open SUNY initiative as well as the ongoing SUNYIT preparation for accreditation with Middle States.

- Motion to approve minutes of the Committee meeting held on November 27, 2012

Dr. Andriamanalimanana moved to approve the motion and Dr. Wei seconded the motion. The Committee vote to approve was unanimous.

- New Password Policy drafted by Andrew Bellinger:

Andrew Bellinger: The new password policy was developed based on the Provost's directive and as an immediate response to an incident during the Winter 2012-2013 break. One of the SUNYIT computer servers was hacked by a hacker who had used the login of a non-active student account. He also said that the ITS Department fights 3-4 hacked accounts a week. The SITNET ID and password is used to access more than one resource: the Banner system, LDAP, Google Services (Gmail, Google Drive, Calendar, etc.) and Active Directory. Currently, there is no password policy at SUNYIT. The Banner system has a 13-character limit on passwords and it does not perform any password complexity check. The new password policy is meant to address these weaknesses of the SUNYIT IT infrastructure.

Dr. Peddibhotla: He summarized the nine suggestions he had emailed in two emails dated 2/15/2013 and 2/25/2013 to the Provost, members of the Committee and ITS staff. The complex password requirement should not be applicable to students whose login accounts only provide them

access to their own academic record and Google services. Only faculty and staff who have access to sensitive data on student records, financial records, etc., should be asked to use complex passwords. It would have been much simpler to avoid the hacking incident during the Winter 2012-2013 break if ITS had 1) disabled defunct accounts and / or 2) limited access to that student 's account to only his or her academic record. This is easier than asking current students and alumni to change their complex passwords regularly to comply with the new policy. Finally, feedback from the Business Management Department on the new password policy indicated that the language in section 6.0 relating to "disciplinary action" for non-compliance with the policy is vague. An individual may not have mala fide intent but would still be penalized to an uncertain extent. Further, section 5.3, implies that ITS would require individuals to share their login details on personal accounts (email, Facebook, etc.) to enforce the policy that the SUNYIT password should not be the same as those other passwords.

Andrew Bellinger: He views student accounts as the most vulnerable. Gmail accounts are compromised all the time and they can be the source of unauthorized logins into SUNYIT computing resources. Students are already familiar with complex password policies and hence the new password policy would not be a burden on them. As an Institute of Technology, SUNYIT should be seen to be following best practices in technology-related matters. There is no desire to ask employees and students to share their passwords used for personal accounts. ITS is unable to limit the ability for a given student account to gain access to SUNYIT computer resources to which the student has no need to access.

Dr. Klimek-Yingling: Such complex passwords as in the new password policy are now common in healthcare settings. It is difficult to create new complex passwords at every reset cycle but one has to comply with the requirements.

Dr. Yucel: We also need physical security for resources such as podium computers in the classrooms. Currently anyone may install malicious software (e.g., keystroke logging software) on such computers using a USB drive. How about a separate login into Banner vs. Gmail – ANGEL? This will overcome the 13-character limit of Banner. This will also overcome the problem with physical security by separating Banner from other SUNYIT computing resources. We could have a more secure area for faculty for activities such as entering grades to overcome the Banner limitation. Are the passwords stored on SUNYIT servers in a hash-protected format?

Andrew Bellinger: The passwords are currently stored as clear text and are thus easy to steal if someone hacks into the server. This proposed policy is only a starting point given current constraints. This is not a perfect solution. The proposed implementation schedule for the new password policy is as follows:

- Targeting Banner changes by 4/7/2013 so that the system will ask for more complex password. This date is chosen because advance registration is on 4/8/2013.
- At 4/7/2013 the first community mailer about the new password policy along with dates will go out.

- 4/22/2013: reminder community mailer.
- 5/6/2013: send final reminder saying that as of 5/31/2013 any non-compliant accounts will be locked.

Dr. Yucel moved to approve the new password policy. Dr. Andriamanalimanana seconded the motion. The new password policy was approved by a vote of 4 in favor (Dr. Andriamanalimanana, Dr. Klimek-Yingling, Dr. Wei and Dr. Yucel) and 2 against (Larry Dunn and Dr. Peddibhotla).

- OPEN SUNY:

Dr. Kahn: He highlighted a few points from the summary of his meeting at the FACT Advisory Council held on February 14, 2013 that he had earlier circulated to the Committee. He noted that the home campus gets the tuition while the delivery campus gets the FTE under the proposal to cross-list online courses across SUNY campuses. MOOCs are proposed to be used as independent study under the supervision of the course instructor. OPEN SUNY will have a single platform across all campuses: probably BlackBoard. SUNYIT is well-positioned since we teach many online classes, we have the IDT department that focuses on online teaching, and already has course transfers from other SUNY institutions.

Dr. Klimek-Yingling: SUNYIT needs additional resources such as a secure server for administering tests in a fully-online BS program such as the BS in Nursing.

- Motion to adjourn

Dr. Andriamanalimanana moved to adjourn and Dr. Wei seconded the motion. The Committee vote to adjourn until the next meeting was unanimous.

Respectfully submitted,

Dr. Russell Kahn, Chair of the Technology Committee

Dr. Naren Peddibhotla, Department of Business Management, Member – Technology Committee