Meeting was called to order at 1:04 p.m.

In attendance:
- J. Boggs ’18, T. Buma, E. Borkowski, F. Maloy, D. Mosquera, G. Reich, S. Sargent, D. Snyder

Absent:
- N. Letourneau ’18

1. Review and approval of Minutes from 11/3/2014

2. Google Additional Services Request–Partner Dash
   a. There were questions raised at the last LCACT meeting about the Office of Communications request for another Google “Additional Service” called “Partner Dash”. ITS has confirmed that no user information passes between Partner Dash and Google’s “partners” before proceeding. Our Union news would feed directly to the Google news site—it does not pass through something else that might scan/mine information. This service is literally just a dashboard for Google to turn on or off services to people. Ellen showed a screenshot of the dashboard to the Committee.
   b. One question was raised—if we approve this request, will we have to turn on the next “non-Go” type of news service? Ellen explained we’d have to talk it through at LCACT if that request arose. However, Ellen added that Gail Glover and she meet regularly and that Gail understands what ITS does and does not support.
   c. The Committee voted and approved turning on the service.

3. Password Self Service Enrollment Process
   a. This service sets up answers to security questions in order to enable end-users to have the ability to reset their own passwords 24/7, as needed. The challenge is that the end-user has to enroll first to get to that service. The Committee was asked for suggestions on how to 1.) raise awareness and 2.) get end-users to actually sign up.
      i. The committee felt that timing of a notice was better at the beginning of a term rather than at the end of a term. If ITS were to redirect people to the self-service website upon first login at the beginning of at term, would that be accepted among the community? It was suggested that a notice be sent out first before this was done, but some caution was expressed in terms of taking the route of “forcing people” to enroll.
ii. The question was asked of ITS if they get a lot of calls to reset passwords. ITS does receive calls for password resets, especially over the summer. Peak time is right before fall term startup. During peak, users will end up on hold which is frustrating to users.

iii. It was suggested that if we are going to require security questions that one of the questions be an open-ended question that a user can create. It was also suggested that some wording be added to the e-mail messages Kelly Andolina sends out reminding people that their passwords are about to expire.

iv. A final question was asked if we are moving to 14 character passwords? Ellen replied that the current policy set by LCACT last year is 10 character passwords, every 120 days, where you can’t reuse the last three passwords. While these rules may appear challenging, there are some strategies one can utilize to make it easier (e.g., substitute characters for symbols like @ for “a”; have a core password and change the end or beginning part; use the first word of well known sentences, quotes, nursery rhymes, people).

4. Policy review: ITS Policy on College-owned Computer Technology
   a. The committee reviewed the Policy on College-owned Computer Technology. One member indicated that the policy suggests that if you have a personally owned computer, ITS will install virus protection. Clarification was provided – virus protection software that ITS offers is free, but ITS does not work on personally owned computers, but will provide best effort help in case of emergencies.

b. It was noted the link referenced in the policy <http://its.union.edu/supported-hardware-and-software/supported-hardware> does not work. Use this URL instead: <https://its.union.edu/user-services/supported-hardware-and-software>

c. On the last page in the privacy of security section–there is language about a “machine in scrutiny”. Does the end user have to be notified? It was also noted that the wording “inspect and alter” is problematic. This language was updated in the Acceptable Use Policy. Ellen will make sure this wording matches acceptable use policy.

d. In discussing privacy and security, an inquiry was made about how “non-Union” sites, like the Life Scope program, are vetted. HR talks about confidentiality–does ITS do anything similar? Ellen checks for terms of service and security when going through all new contracts to make sure we are in compliance. For our vendors that work with student data, ITS works closely with Chuck Assini regarding FERPA related information that they have to protect.
e. A question was asked if there is any statement, that you can’t run a business using college owned computer? Yes, in the Acceptable Use Policy, it states “Refrain from using those resources for personal commercial purposes or for personal financial or other gain.”

5. Meeting time and topics for next term
   a. Every other Monday over Common Hour continues to be the desired time to meet.

6. New Business
   a. The Google Apps for Education Study Group will have a proposal at our first meeting next term. The entire GAFE study group does not plan to attend, only Steve Sargent.
   b. Ellen plans to bring up at a future meeting the topic of printing issues that were not fully addressed last year.
   c. One LCACT member provided feedback that showing up five minutes before class to see if everything was going okay in an electronic classroom might be a good way to get feedback about how well equipment and technology is working.

The meeting was adjourned at 1:45 p.m.

Handouts:
   • Draft of minutes from 11/3/2014 meeting
   • ITS Policy on College-owned Computer Technology (December 2012)

Reminder: LCACT website:
https://its.union.edu/about-cio/committee-academic-computing-and-technology