

Technology Partners Meeting – Minutes
March 15, 2005, UC 326, 10:30A

In attendance: Nick Baker, Ken Burrington, James Cramer, Lorrie DeYott, Eric Edlund, Tony Ferrini, Matthew Fisher, Mary Ann Flockerzi, David Fuller, Kathy Garramone, John Greer, Camille Harris, Shelly Hayler, Steve Henry, Adrienne Herren, Judy Holbrook, Roger Holtom, Adrian Irish, Kerry Kienberger, Jace Laakso, Becky Maier, Dennis McCormick, Mike Miller, Jess Neidigh, Jeremy Nigon, Diane Oman, Jon Robinson, Jason Rocheleau, John Seekins, Tom Travis, Karen Tremper, Chris Utzinger, Bob Wachtel, Rick Waldorf

Rollout of new SMTP gateway

Tom Travis

- Tom updated the group on the rollout of the new SMTP gateway. Due to DNS issues that surfaced after the initial switchover in January, this rollout has been postponed until April 5, 2005.
- The switchover will occur in two phases. The first phase will affect outbound mail. This will occur on April 5, 2005. This presents a set of challenges that revolve around whether users have their DNS entries set properly. The second phase will affect inbound mail and will not be as visible to campus. This will occur at a later date. The main purpose of this switchover is to have all outgoing UM mail go through this gateway. Eventually this will become University policy, so it's best to get used to this process now.
- One of the benefits of this change will be no more spoofing of addresses.

Lorrie DeYott

- ITO has taken various steps to proactively help campus with this switchover prior to the April 5, 2005 rollout. Campus personnel who use desktop e-mail clients (software programs such as Eudora, Outlook, and Outlook Express) on either a PC or a Mac may be affected by this change if their computers are not configured with the proper DNS entries. Those who use Outlook as an Exchange (mso) client will probably be unaffected. Web-accessed email programs will not be affected by this change.
- There are several links located on the IT Central website that will assist users. Detailed information about the switchover, as well as a test page that checks the user's DNS entry in the registry is available at the following link: <http://www.umt.edu/it/cis/support/itcentral>.
- Postcard will be mailed to campus informing them of this change and encouraging them to visit the IT Central webpage for assistance to determine if their computers are configured properly.
- Handouts were distributed to the group explaining the process and steps needed to correct the entries. If you did not receive the handouts, please contact Lorrie DeYott at 243-2525. These are available to all Technology Partners members. Campus will be directed to contact either their IT tech support staff or IT Central Consultants for assistance. These handouts will not be available to the campus at large for obvious technical reasons.
- A reminder that users who encounter problems during this transition can always access their mail via the web.

Adrian Irish

- The web test page that was created basically simulates what the SMTP server would do, such as checking for host name and reverse lookups for IP and computer names. He warned that this test button is not a guarantee, but will be fairly close. They have tested about 25 machines and it looks like it will catch the majority of problems.

IT Security Policies

Steve Henry

- An overview of the IT Security Policies was presented. Steve directed the group to the ITO Policy webpage at <http://www.umt.edu/it/policy/default.htm>. This page lists out the approved IT policies, approved in principal IT policies, and IT policies in review for the Missoula campus. It also provides a link to the Board of Regents IT policies (<http://www.montana.edu/wochelp/borpol/bor1300/bor1300.htm>).
- The latest round of security policies have been driven by the increase in virus, worms, and network attacks. In addition, demands by the Federal Homeland Security department have strongly encouraged the adoption of various security policies. A lot of this is being driven by Federal law.
- These policies are currently in draft form, but have already been through the formal process of review and discussion. Ray Ford has asked the group to take a look at the website and review the various policies

because ultimately the policies will affect all of us. If you have comments or questions about these policies, please email Ray Ford (raymond.ford@umontana.edu) or Steve Henry (steve.henry@umontana.edu).

- The most recent review of the policies took place in the Academic IT Advisory Committee which is chaired by Jim Staub, Provost Office. You may want to make contact with members of that committee regarding these policies. Contact the Provost Office to find out who is currently serving on that committee.
- There is also a corresponding Administrative IT Advisory Committee. Steve was uncertain if they have looked at the policies, but definitely will be soon. If this is a more natural avenue for comment, then route your comments in that direction.
- In summary, the main purpose of this discussion is to inform Tech Partners that these policies will be put in place in one form or another over the next three months. Once in place, they will affect many of the IT services that we provide to campus. We encourage everyone to review these policies and get your comments back. From discussions already held, Steve is aware that some sensitivity does exist regarding these policies. Presumably all of the policies are open for discussion. Hopefully, most of them are open for modifications. Keep in mind that some policies will be mandated by federal law; but for those under our control, now is the time to make your comments.
- One thing not on the website is a security policy for on-line applications. In the past, some on-line applications have inadvertently put sensitive information, which should have been maintained as confidential information, in a public area. This security of on-line application policy will address that. That should be listed on the website in the very near future.

Note: These two links are listed on the web under the UM Committees Main Page:

Academic IT Advisory Committee: http://www.umt.edu/committees/it_academic.htm

Administrative IT Advisory Committee: http://www.umt.edu/committees/it_admin.htm

Questions/Comments:

- **Are anonymous logons to the University network being addressed?** [Steve]: Currently, there is nothing officially in place, but it is an emerging issue. Ultimately, it will address certain types of activity in certain locations. What we are trying to accommodate are situations in places such as the Mansfield Library, Law Library and other areas that have a charge to serve people who are not part of the immediate University community. Other examples include the University Center, Yellow Bay, and Lubrecht which host conferences where people have the need to temporarily access information. These are all legitimate needs, but the way we address these needs has yet to be determined.
- **Related to this is a new device currently being tested called the Cisco Clear Access box.** This box sits between any new incoming user and the UM network. Initially, the user will see this box before connection into the network. The user will have to verify that all operating system patches are current and that the appropriate virus protection software is installed. If yes, then the user is allowed to authenticate and allowed into the University's network. If no, the user will be directed to some location to download the required patches or virus software. This device is being looked at primarily to protect the network; however, an outgrowth of this would be a way to control if a user should be allowed into the UM network infrastructure versus the internet only. For example, if a user is allowed to get onto the UM network infrastructure, but hasn't succeeded authenticating as someone who is part of the University proper, the only resource they will be able to access, as a general rule, will be the internet. There will be some exceptions --- the Mansfield Library as an example. Details will still need to be sorted out.
- Will wireless be a part of this? Yes. This is one of the prime motivators for looking at this device.
- Will this device be applied across the network as a whole or will there be a need for multiple boxes for multiple locations? [Stan Harris]: There will more than likely be multiple boxes. [Steve Henry]: Presumably we might be able to apply a specific set of rules based on a specific location. For example, if Residence Life Dorms had a box set up in front their Lewis & Clark network, they might have one set of rules that wouldn't necessarily apply to the rest of campus. Discussions will need to take place with the various locations before we know how we are going to address these issues.

Campus Communications

Kathy Garramone

- ITO is implementing three communication strategies in order to serve the campus community better.
- 1st Strategy: Funneling of IT announcements through one central person. The majority of information coming out of the ITO department will funnel through one person, namely Kathy (ITO)

Communications/Program Coordinator). Exceptions may come up, but that will be the standard policy within ITO.

- 2nd Strategy: Web Site Postings. Information and announcements will be posted to the IT Central website. For critical messages and information, the postings will be on both the IT home page (<http://www.umt.edu/it>) and IT Central (<http://www.umt.edu/it/cis/support/itcentral>).
- 3rd Strategy: Voice Mail Announcement System for IT Support Staff on campus. We will be implementing a voice mail announcement system. Discussions are being held with Judy Holbrook (ITO Telecommunications Services) to set this up. This will be another way of communicating to UM network/system administrators when and if critical messages need to be relayed. It will be especially helpful if our other resources (internet or email) cannot be accessed. Kathy will be working with Kerry Kienberger to update the contact information for the Technology Partners members. Members will be contacted soon.

SFTP – Secure File Transfer

Bob Wachtel

- We are in the process of setting up a secured FTP server site in order to securely transfer files in and out of the University.
- Users will be able to request an account on the server which will be password protected. Once logged on as a FTP user, the person will be able to copy files to and from the server, delete files and some additional file management privileges.
- This will soon be administered through IT Central. There will be a web page on the ITO website with information on how to create an account, as well as how to access the account.
- Once testing is complete, information will be sent out on how to establish this service. It will be open to students, faculty and staff.
- Regarding the current routes that people are using, the anonymous FTP will be going away very soon. The general FTP will eventually disappear.

Blackberry

Bob Wachtel

- IT Central has been charged with managing the implementation on campus. A Blackberry enterprise server has been set up which is being administered through Bob's office.
- A web page will soon be posted to the IT Central website that will give out further descriptions and features of Blackberries, as well as describing the advantages of having a Blackberry enterprise server account.
- This will allow users to have always-on email, address book, and calendaring services while you are away from your desk – as long as you are using MS Outlook via the exchange server. There are several criteria that have to be met in order to fully utilize the Blackberry services. Look for those on the upcoming web page.

Barracuda (SPAM virus firewall)

Roger Holtom

- We now have redundant appliances in place, so if there is a problem with one of the boxes, the other box picks up the traffic. This will prevent any interruption of inbound mail going through the appliance in the event of hardware failures.
- We still don't have 100% of incoming mail going through the box. Some departments still have mail going directly to their own servers (versus routing first through the appliance). If your department is one that has elected not to use the Barracuda appliance, we strongly urge you to reconsider since it has proven to be very successful. In addition, it may eventually become a campus-wide policy that all inbound traffic route through the appliance.
- Since it was put into place in September, 2004, over 14 million inbound messages have gone through the appliance. 64% of those were 100% blocked; another 3% were viruses --- so 67% of all incoming mail was completely blocked and never made it to the users' mailboxes. Of the remaining 33%, 5% were tagged with a [SPAM] header and 28% were allowed in with no problems. Basically, about one-quarter of all traffic is legitimate while the rest is junk.
- The current tag levels: Ratings of 3.5 - 8 are tagged with SPAM headers. If a rating of 8 or higher, the mail is blocked and does not make it to your mailbox. A review of mail over the last several months revealed that mail rated 6 – 7 was nothing more than junk mail. Because of this we will be adjusting the levels to make 6 the

threshold instead of 8. If anyone has reports of legitimate mail being ranked at 6 or 7, please let Roger know; otherwise, the adjustments will be changed. This will further help to reduce the amount of junk mail making it to your mailbox. After this is done (which will be done shortly after this meeting), if you know of anyone who was expecting mail and didn't receive it, contact Roger so it can be investigated. He can be reached at 243-2486 or at roger.holtom@umontana.edu.

- We have also turned off the message that notifies the user if there was a potential virus that was intercepted. Now, if there is a virus, it will simply kill the virus message rather than sending an alert message to the recipient.

Question/Comments:

- How do you determine what level your incoming mail is ranked at? This information is contained in the header of the message. Display the full header to view the various ratings and rules. If you are using Outlook, right click on the email message and select Options. There will be internet headers in that option.

Question regarding the status of Selway:

- Tom reiterated that the main intention is to get rid of all Selway accounts. That is currently happening primarily through attrition. We have been allowing Selway accounts to continue because of the various comments from people who rely on that account for various reasons that are not easily discounted (e.g., some accounts are still used for conducting official UM business. Other accounts are still being used in publications). As a general rule, if requested, we will set up .forwards on Selway addresses in order to forward mail to some other mail account that somebody specifies. However, we do want to eventually retire Selway.
- Some progress has been made over the last several months. Out of 14,000 accounts, we are now down to less than 1,000.
- If any of the Technology Partners know of accounts to be deleted, please send email to either Diane Oman (diane.oman@umontana.edu) or Roger Holtom (roger.holtom@umontana.edu).

Question regarding student email accounts:

When are Cue1 student email accounts retired? The Banner system controls the accounts (Cue1 and Mail1) that use the SCAUID (Standard Computer Access User ID). If the students are not officially registered by the end of the next semester's third week processes, the account is disabled. However, there are some grace periods where this does not happen to deal with natural transitions, such as the January winter session and summer session. For people who drop or withdraw from school, that comes through the Banner system as it happens. So, we receive daily updates on those types of accounts. We have run into a few glitches with retirees (due to their position showing in Banner as terminated), but that should now be resolved by tightening up some procedures in the Human Resources office.

Wireless Update

Rick Waldorf

- We are about ready to deploy the COT-UM Bridge and the Davison Honors College. Should be ready to go by the third week in March.

Question/Comments: At the COT site, is there any reason not to use wireless on fixed desktops? Usually in all locations, there will be better connections if using the hardware connection versus wireless.

Other: Nick Baker (Disability Student Services) talked about the assistive software that is available for disability students. He has been working with several departments on campus and is looking for more who might be interested in setting this up in their labs. If you are interested or would like more information about this software, please contact Nick at 243-2663 or email him at nick.baker@umontana.edu. The goal is to get as many locations set up around campus in order to be in compliance with the various disability requirements for students.

Meeting adjourned at 12:00 noon.

Minutes submitted by Kerry Kienberger, 4/15/05.

Next Technology Partners Meeting scheduled for June 21, 2005, 10:30am, UC 326.