

**Technology Partners Meeting – Minutes  
September 9, 2008, UC 326, 1:30P**

**In attendance:** Dan Bowling, Jay Bruns, Brad Collins, Gary Decker, Lorrie DeYott, Daphne Felker, Tom Fite, Mike Gaab, Kathy Garramone, John Greer, Reda Haddouch, Stan Harris, Shane Heivly, Steve Henry, Roger Holtom, Adrian Irish, Kerry Kienberger, Loey Knapp, Jace Laakso, Mike Leary, David Lewis, Mike Matthews, Mike Miller, Jaylene Naylor, Jeremy Nigon, Gordy Pace, Chuck Petritz, James Poelstra, Dave Powers, Nick Shontz, Eric Tangedahl, John Tesdal, Tom Travis, Karen Tremper, Gary Tretheway, Rick Waldorf

**Web Technology Services – Mike Matthews, Manager**

***New UM Website***

- The UM home page subcommittee has been working on the home page redesign for a long time. We rolled out a soft launch of the web design on August 18. We received input from many individuals and focus groups. Home pages were created for differing audiences (Future Students, Current Students, International, Faculty & Staff, Alumni, Friends & Family). Users can select their audience type and set it as their default home page. We are actively seeking feedback, tabulating it to find out concerns, and adjusting the site on a regular basis as we move forward. We anticipate that the site will go live sometime in October. Access to the new site is located on the current home page ([www.umt.edu](http://www.umt.edu)). Click on the banner below the web page header – “Click here to preview the web site redesign.” Please go to the site and give us your feedback. Initial feedback indicated that people don’t know how to use the pages so we created a “What’s New” page that explains the components and how they work.

***Content Management System***

- A CMS (Content Management System) called Cascade was purchased this summer. CMS is a software system used in web design to separate content, form, structure and design. It allows designers to design, programmers to provide structure, and then anyone can update content. CMS makes it easier for untrained eyes to update web sites. Cascade complies with accessibility standards.
- Departments with staff who have web expertise and who desire more control will be given rights to do more custom work in the CMS’s templates. Departments who don’t have a lot of staff web expertise may elect to simply update content through templates that are already designed.
- We would like to start a web authors group for CMS users and also begin training users very soon. We anticipate a mid-October roll out.

**Web Technology Services – Tom Fite, OneStop Developer**

***OneStop Update***

- Fall Semester OneStop usage has been successful. There were 2600 new NetID logins over the last two weeks and up to 11,000 logins since January 2008. Most people login to OneStop for password management and for setting up single sign-on (e.g. accessing Blackboard and GrizMail through OneStop). We are also seeing students using OneStop to view course schedule information.

***Comments/Questions***

- Has the synchronizing issue been fixed yet (e.g. AD/OID password resets for new employees are not synchronizing)? No, it hasn’t. Steve Henry addresses this issue later in the meeting.
- Is there a login grace period? Yes, the OID (which uses the NetID) has a grace period established – users have three grace logins.
- Loey Knapp announced that we are about to roll out a new “What is my NetID?” info display on the login page of OneStop. Once a user enters their birth date and SSN, their NetID will be returned. A question was raised about why we are using the SSN. Loey explained that very soon in CyberBear using the SSN as the alternate ID will go away. During the transition, in CyberBear, a similar process will be available whereby users enter their birthdate and SSN, and their UM ID number will be returned. We want to be consistent with the CyberBear lookup so we will ask for the same information.

## **TSS-Client Support Services – Lorrie DeYott, Manager**

### ***Mail1 Retirement***

- We plan to retire Mail1 email accounts this year (@mail.umt.edu). We are identifying users and creating the process for the transition. As soon as additional information is available we will distribute it to the Tech Partners email list and notify system administrators.

### ***3<sup>rd</sup> Week Student Deactivation***

- Non-students will lose NetID access shortly after the 3<sup>rd</sup> week of the semester. This includes students who didn't register this semester or didn't pay their bills. Students must pay/finalize their autumn semester registration/bill by 4:30pm September 16 to avoid cancellation of their classes. Deactivation of access to services available via the NetID (Blackboard, Library remote resources, OneStop, IT computer labs, wireless) will occur on September 18. A few days later, GrizMail accounts will be deprovisioned, which means email access will also no longer be available to these students.
- We will send out a notice as well as post a notice to the IT home page, GrizMail web page, and OneStop announcement section about the deactivation.

## **Technology Support Services – Loey Knapp, ACIO**

### ***Affiliate Process update***

- Over the last several months Loey has been working with various administrative offices to create a process for managing affiliates in our system. A central web page is now available that explains the affiliate process for each affiliate group: [www.umt.edu/home/affiliateusers](http://www.umt.edu/home/affiliateusers). There are basically four groups: campus affiliate, faculty affiliate, student affiliate, and dependent affiliate. Forms are available for each group on this new web page.
- Both the GrizCard office and Campus Recreation Center now have Banner feeds which they check in order to issue Griz Cards and to authorize access to Campus Recreation resources. Affiliates that need a Griz Card or access to the Rec Center need to go through the appropriate office to be entered into Banner.

### ***Early Access information***

- Approximately one year ago we began a process whereby persons needing access to campus electronic resources prior to their employee start date could submit an Early Access Request form. Based on providing minimal information, a person was entered into the Banner system early. Recently, there have been questions about the validity of this process. We are going to work with HR to combine the Early Access Request form with a new employee's hiring form. This will involve beginning the hiring process before payroll information is due, speeding up the creation of the new employee's NetID. Stay tuned for more information about this new process once it is formalized with Human Resources.

## **TSS-Client Support Services – Kathy Garramone, Communications and Training Coordinator**

### ***Fall IT Short Courses***

- The Fall IT Short Course training schedule is now available on the IT website at: [www.umt.edu/it/training](http://www.umt.edu/it/training). UM employees and students may attend these classes at no charge. The schedule includes: Banner Basics, Banner Grants Query, Banner – Human Resources Module, Banner JV Entry, FinDW (Finance Data Warehouse), Office 2007 courses (Access, Excel, Outlook, PowerPoint, Word), three CE courses – Blackboard: Gradebook Tools and Features, Supporting Learners and Faculty using Blackboard, Supporting Online Learning with Elluminate; and two web technology courses: - Web 2.0 Demystified and An Introduction to Blogs and Wikis. Online registration is also available on the IT website ([www.umt.edu/it/training](http://www.umt.edu/it/training)).

### ***IT Technology Orientation***

- This semester we are developing an IT Technology Orientation for new employees. Our goal is to design a course that will help new employees become comfortable and productive with campus technology systems, policies and procedures as quickly as possible. We are preparing a survey for campus departmental administrative staff and

Technology Partners to obtain input on the course. If you are interested in participating in a focus group to help us with the course content and design, contact Kathy at [kathy.garramone@umontana.edu](mailto:kathy.garramone@umontana.edu).

## **IT Security – Adrian Irish, Manager**

### ***Network Vulnerability Assessment - UPDATE***

- This summer the University participated in a network vulnerability assessment. This assessment is coordinated through the Northwest Academic Computing Consortium, and the cost was split between the University and the Consortium. The process involved scanning network ports with a series of known exploits to determine security vulnerabilities.
- Results of the assessment were delivered approximately four weeks ago through a workbench portal system. However, there were problems with the dissemination to participants, but that should occur this week. Participants will receive login information from the vendor. Results indicate less noise than last year. A follow-up assessment will be performed sometime in October to determine if problems have been corrected. If you participated in the assessment but don't hear from Adrian this week, please contact him at [Adrian.Irish@umontana.edu](mailto:Adrian.Irish@umontana.edu).

### ***Email Phishing***

- We experienced a major email phishing problem this summer, with the first wave occurring during Spring Semester. Phishing is a criminally fraudulent process of attempting to acquire sensitive information such as user names, passwords, and credit card details by masquerading as a trustworthy entity in an electronic communication. The first wave of phishing on campus resulted with a small number of respondents, but did cause blacklisting among some email services. During the summer, both phishing and respondents to the phishing email messages increased, but after increasing our detection efforts, we were not blacklisted. There were approximately 30 UM people who responded to the messages providing personal University account information. One of the problems we noticed this summer is that if a person has "auto read receipt" turned on in their email client, even when they delete the phishing messages, a reply still forwards to the sender. Adrian encourages technical staff to be aware of the implications of automatically returning read receipts to make sure that any such settings are a conscious decision by the client, and not an accidental setting.
- Steve Henry commented that spammers who use email phishing are becoming more sophisticated and that's probably why the increase in incidents over the summer. Spammers who are using phishing are paying attention to the accounts they gain access to and are even able to look at what we are doing internally.
- Adrian commented on why we haven't sent out notices about the phishing incidents. Generally, when notices are sent, spammers also see the messages, create new versions, and then distribute them back to the campus, causing more phishing incidents.
- Tom Travis mentioned that out of the approximately 3 million messages the University receives daily, only 85,000 actually make it through the Barracuda spam filter.

## **Computers, Network & Telecommunication Services – Steve Henry, Senior ACIO**

### ***Active Directory Transition***

We are going to suspend the Active Directory transition process and we apologize for the confusion and frustration this process has caused. Here is a recap of what led up to this decision.

- A couple of years ago, the University was mandated to make changes in the way we manage user IDs and to tighten the controls we had in place over things like network access. This was a direct result of 9/11, Homeland Security policies, and legislative auditors. To address that mandate, we initiated efforts to build a new central directory. Revamping the Active Directory and synchronizing it with the OID (particularly for single sign on through Central Authentication Server) was part of that process, although we expect it will ultimately provide numerous benefits to the campus.
- We contracted with Dell to assist us in this process and we had several meetings with campus system administrators (as a group) as we worked to develop the new AD structure.
- We spent 6-9 months working with Dell to develop a process to take the existing AD and transform it to a new NetID-based structure. Our intention was then to work with each department on a one-on-one basis to implement the new structure.

- One result of the AD transition process is that all of us, including system administrators in the central IT organization, must stop creating local accounts and rely on the feed from the Banner system that automatically creates new IDs. Previously, system administrators could create local accounts, which allowed departments to set up access to resources to new employees just coming on board, even though their hiring paperwork might not have been finalized. This allowed new employees to have immediate access to the Internet, e-mail, and other network-based resources rather than having to wait for the completion of processing their employment paperwork.
- Prior to June 12, the account provisioning process put new identities in the Missoula.campus domain instead of putting them in the UM domain and these identities were not mail-enabled. They may have been used to gain access to the wireless network or external VPN but they were never used to provide access to e-mail or other resources in the same sense that most UM domain accounts have been traditionally used. In consequence, they did not interact (or interfere) with local accounts that may have been created by campus system administrators.
- The new process that we began running on June 12 placed the identities for new employees in the UM domain and automatically mail-enabled them. Although this is consistent with the eventual structure we are trying to achieve with the AD, this new process precluded campus system administrators from creating their own mail-enabled, local employee accounts because of the conflicts and multiple mailboxes that could result. So, local system administrators no longer had the ability to create accounts at an early stage to provide new employees with access to resources prior to their hiring paperwork being completed.
- To address this problem, we relied on the availability of early access (as we understood it) to allow us to create new identities in a timely way. However, we discovered that the early access process wasn't working as we thought it would. As a result, we had new employees on campus who had no NetID or e-mail service for two to three weeks, and when we did automatically create their NetIDs and mailboxes, we had no way to match them to a department or to notify campus system administrators.
- To fix this problem, we have decided that we need to start by reverting to the processes that were in place prior to June 12. The Directory Services team is working on the details of how to accomplish this and within a few days we will notify system administrators. The team needs to modify and test the program code that Dell developed. At that point, system administrators may once again create local accounts when necessary – just as they did prior to June 12. Also, by returning to creating NetID identities in the Missoula.campus domain, we are placing them where identities need to reside in order to do the (unit by unit) AD transition. This is the place that Dell code checks for local information to turn the information into a centrally managed account.
- Before we can resume the AD transition process (as we intended it to work) two things are needed: 1) we need a workable early access process — according to Loey's discussion with HR we are close to working this out to get people in the system in a timely way; 2) we need a University org chart embedded in Banner that we can use for this process. Except in some financial sense, Banner does not currently have any way to identify who individuals work for, which is why we had no way to inform system administrators when new identities were created – Banner simply couldn't tell us that. Loey has been working on this latter requirement and it looks like we are finally making some headway. Once we have these two pieces in place we will move forward.
- **In summary** – system administrators can soon return to doing business as they did before June 12 (i.e., they can create local accounts) until we have worked with them to transition the AD accounts for their departments. Once we have the early access process in place and a University org chart in Banner, we will begin the transition process again, working with departments one by one to determine the best way to move forward. At that point, we will discuss enabling mail accounts. Meanwhile, please bear with us and accept our apologies.
- One of the results of the June 12 AD transition process is that password synchronizing broke because we stopped placing people in the Missoula campus domain. By rolling back, the synchronizing process should again work. We will have the process clearly worked out prior to moving forward again.
- Steve commented on the mail1 retirement process. He would like to see the transition process of moving users from mail1 to Exchange coupled with the AD transition process. mail1 uses the same NetID identifier that exists on the OID and AD (although mail1 passwords are not sync'd with the OID and AD), so it seems natural to try to move mail1 email at the same time. We will have more information on this as the process develops.
- Loey commented that HR is looking at a process called "Onboarding" that will assign University identities in advance of the selection process. Early access only applies to people (e.g. Adjuncts) who do not go through the normal selection process. More information will be available as we work through the process.
- Steve – We are working quite closely with HR on these new processes. HR felt like they were blamed for something that wasn't their fault. We didn't fully understand the way their processes worked and made some incorrect

assumptions. HR has reasons for looking at a new process beyond merely accommodating the creation of NetIDs (for example, tracking applicant pools and employee turnover and retention). However, the good news for us is that the new processes should allow us to create NetID identities from the very beginning, resulting in a more efficient and effective process.

### Comments/Questions

- **Question:** Can we use OneStop to reset passwords? Passwords won't currently synchronize with departmental IDs or those identities we have been creating in the employee container in the UM domain. **Answer:** Once we roll the AD back to the pre-June 12 situation, the password synchronization process will again work. We will make sure it works correctly with transitioned AD accounts (in the UM domain) before we resume the transition process.
- **Question:** Why can't friendly ID names be used as opposed to the NetID? **Answer:** Because the OID uses only NetIDs, friendly names cannot be used in the AD without creating confusion for users. So, in the future we will only be able to use NetID-based identities for both the AD and OID.
- **Question:** When can departmental technical staff begin creating accounts? **Answer:** Once the Directory Team finishes rewriting Dell code and testing, then account creation by departmental technical staff can begin again. We are hoping that will be a matter of just a few days — perhaps some time next week.
- **Question:** How will IT deal with those employees who are now in the employee bucket in the UM domain? **Answer:** Currently there are between 600-700 identities located in this bucket. We determined that approximately 500 identities have never been used. We will probably move these over to the Missoula.campus domain. For those who have been using their identities, there are two cases: 1) those identities used for wireless access – we will need a user education process (change of user name); 2) for those who have been using their email and other services, once we have identified them, we will work with departmental technical staff to determine the best way to handle them. They will need to be moved back to the Missoula.campus domain in order to run the AD transition code for their department but we may be able to leave them alone (i.e., in the UM domain) until then.
- **Question:** Is there any reason why we should not tell campus to begin creating mailboxes? **Answer:** Because the auto provisioning process is currently still assigning a friendly (first.last) alternate name to the accounts, there could be naming conflicts so it cannot happen until we modify the Dell code to remove the section that adds the friendly name.
- **Question:** Some departments have post-June 12 employees who are actively using their accounts. How should we handle them? **Answer:** IT will work with those departments on an individual basis.
- **Question:** John Tesdal, Rural Institute, asked why they should integrate with our system as it impedes their business model. **Answer:** Steve answered John's comment/question by saying that he's not sure if, or when, a mandate might come forward. At the present time, there is nothing to stop departments from doing their own thing. However, the NetID will be the key to accessing systems such as the campus wireless network, external VPN access, Blackboard, the Internet, perhaps CyberBear and Banner, etc. so departments may wish to think about that before heading in some different direction.
- Steve again apologized for not doing a better job of communicating with campus about the June 12 AD transition process.

### Network Services – Stan Harris, Director

#### Telephone Services

- On June 30, Judy Holbrook retired as Director of Telecommunication Services. Since that time the following IT departments have absorbed Judy's staff/duties:
  - IT billing: IT Main Office (Valerie Crepeau)
  - Work orders/repairs : Central Systems (Tom Travis)
  - PBX/Voice mail: Network & Telecommunication Services (Stan Harris)
  - Campus operators: Technology Support Services/Client Support Services (Lorrie DeYott)

#### New State Network

- The new state network contract vendor is Bresnan. The timetable change is sometime in October/November.

***Wireless Update (Rick Waldorf – Network Engineer)***

- There are currently 111 access points located on campus.
- Currently, there are 470 users.
- An updated campus map with wireless locations is available at: [www.umd.edu/it/wireless/accesspoints.htm](http://www.umd.edu/it/wireless/accesspoints.htm)

**Meeting adjourned at 3:10pm**

**Minutes submitted by Kathy Garramone September 15, 2008.**

**Next Technology Partners Meeting scheduled for November 18, 2008, 1:30pm, UC 326.**