

CSG Winter 2008

- . ?
- . Technology issues and implications around VT shootings (1/2 day)

going more broadly than that to encompass aspects of the non-technology issues as well. All too often people assume that putting technology into place will "fix" a problem when the reality is that there are implications or hindrances around process or people or some other non-tech issue. This meeting would give us a unique opportunity to not only hear and talk about the technology issues, but also expose us to the non-tech issues of which we need to be keenly aware.

We are willing to organize a 1/2 day session around the technology issues and implications related to the last April's shootings at VT. The events on that day, and demands related to the response, various investigations, and recovery, placed extraordinary stress, in some cases unanticipated (e. g. identity information, cyber-forensics), on our complex information and communications technology infrastructure and organization. In some areas, these demands continue. In the context of multiple national, state, and our own internal reviews, we have a comprehensive inventory and analysis of what worked and what cracked under stress. For example, the following is a list of the relevant stressed systems and topics examined by the review I chaired:

- * Campus and Regional Data Communications Systems
- * Web Communications Facilities
- * Emergency Radio Communication Systems
- * Relevant local 911 Systems
- * Cellular Service Utilization and Performance
- * Traditional Telephone Service Utilization and Performance
- * Video, Campus Cable Television, and Related Broadcast Systems
- * Information Technology Support Services
- * Data Preservation Facilities and Processes
- * Data Retrieval Facilities and Processes
- * Systems and Issues: Management of Personal Information
- * Command, Control, and Emergency Communications Centers
- * Cyber-Security
- * Audit of Specifications and Implementation: Notification System

In addition to the breadth of topics, this is still a difficult,

emotionally charged topic for me and for some of our critical IT staff. If CSG decides to do this, I would like one or two volunteer CSG CIO's to act as advisors on what we should cover and emphasize, and on the organization of the session.

Erv

▼ Full Day

▶ 1 Policy, Support and the technology on PKI, DRM, email encryption, and email signing implementations.

▶ 2 various issues around misappropriation of copyrighted material. (full day)

Half of the day I'd devote to a formal review of technologies for suppressing same -- several CSG institutions are experimenting with the two principal contenders, SafeMedia and Audible Magic, and most of us have at one time or another used Packeteer, but we've never tried to collect our experiences in any careful way (and indeed are letting the vendors report our results rather than doing so ourselves). I might even invite company reps to sit in the audience or on a response panel.

The other half of the day I'd devote to policy and process issues. Process issues include how various of us manage the DMCA complaint process, what our recording and penalty practices are, how we deal with mistaken timestamps, who's involved with settlement and subpoena incidents, etc. Policy issues center on how we in higher education should be addressing the issue in DC and with the content associations (RIAA, MPAA, etc).

▼ Half Day

• 1 Collaboration infrastructures for providing collaborative applications

(not the apps but what we need to deliver the apps. could include software development and service delivery techniques. not hardware.)

• 2 Project Management, Portfolio Management, Enterprise Architecture - aligning the enterprise

- 3 Document management & Web Content Management Systems (imaging?)
- 4 Fixed/Mobile Convergence (whither telephony)
- 5 enterprise learning management systems - blackboard? webct? angel? sakai? google?

▼ Policy Discussions

- 1 organization information management
 - institutional organization/department registry/database
 - which unit is "official source", if any
 - representing relationships, eg hierarchies
 - maintaining organization memberships/roles
 - generating memberships from HR/student data
 - maintenance tools
 - supporting organizations' organization requirements
 - standard templates, roles, directories, etc
- 2 Minimizing Use, Misuse, and Risk of Inadvertent Disclosure of SSn at Institutions of Higher Education
- 3 open source software strategies for universities
 - kuali (kuali this, kuali that... reality or vaporware?)*
- 4 Information Management Policy - discovery, retention, etc.
 - how an institution collectively manages the related policy issues of e-discovery, data retention/destruction, records retention for public records act or institutional policy purposes, etc.
- 5 Marketing security to faculty
- 6 Higher Education IT Surveys
 - relating ECAR, ITANA, CSG and other surveys to build a rich data set*
- 7 what could a 100Gb network backbone mean to a university?
- 8 I2/NLR aftermath