Common Systems Group (CSG)

October 2, 2002
Meeting Summary

Attendees: Jim Davis, Louis Hook, Bill Jepson, Carol King, Greg Kitch, Robert Konishi, Max Kopelevich, Sean Pine (for Jason Frand), Tom Phelan, Nick Reddingius, Mike Schilling, Marsha Smith, Kelly Stack, John Talbert (for Kathleen O’Kane), Kent Wada, Steve Wesson, Esther Woo-Benjamin

Guests: John DeGolyer, Chris Foote

Action Items:
1) Send comments/questions re: UCLA IT Vision brochure to IT@ucla.edu (group)
2) Provide matrix of ‘Projects Mapped to Areas of Emphasis’ for a future meeting (Esther Woo-Benjamin)
3) Forward to IT Security Office for review, evaluation, and feedback to CSG – information/articles about Microsoft change in terms and conditions and digital rights (group/IT Security Office)
4) ‘Security Responses for UCLA’ document – break down responsibilities between local and campus wide (John DeGolyer)
5) Clarify digital rights issue with Microsoft as part of negotiations (Jim Davis, Marsha Smith)
6) Clarify patch updates and changes in terms and conditions issue with Microsoft as part of negotiations (Jim Davis, Marsha Smith)

Agenda:

1) UCLA/ITPB IT Vision Brochure
The brochure describes the five areas of emphasis that comprise the UCLA IT vision and that form the framework for IT projects and initiatives at UCLA. Chris Foote, Chair of the ITPB, gave an overview of how these five areas were developed - after a year-long process of interviews with campus academic and administrative leaders, focus groups and committees. These areas of emphasis capture the programmatic directions common to the various campus departments. The ITPB is seeking comments on how they resonate with local missions. Comments and questions can be sent to IT@ucla.edu.

2) Campus Policy Discussions on Security
John DeGolyer reported that in response to the ITPB charge to suggest security approaches for UCLA, the CSG Security Workgroup has developed three strategies:

- Central programs for improving security to include: 1) training and education through seminars and workshops; 2) tools and software through beta
programs; 3) coordination across departments; and 4) services such as antivirus, security, and assessment.

- Guidelines for fostering security to include: 1) Electronic Communications Policy; 2) UCLA Security Policy; 3) UCLA Guidelines that build on existing standards; and 4) updates and enhancement to the UCLA Email Policy.

- Emergency procedures to follow in case of a security problem, to include: 1) emergency shutdown procedure; 2) Incident Response Coordination Team (IRCT); and 3) developing emergency response teams.

The Workgroup is seeking review and comments on these security responses. One suggestion was to include a break down of responsibilities between local and campus wide.

3) BOL Upgrades
Louis Hook reviewed some of the major problems encountered that delayed the scheduled BOL upgrades: 1) spam/black holed in April; 2) Klez Virus in June; 3) migration related email slow down, including my.UCLA and Campus Walk systems problems interlaced with BOL problems in August; 4) lost emails due to operator error in September; and 5) slow access to In boxes due to hardware failure, also in September. Additionally, there were some operational problems: 1) 3 year upgrade cycle had to be accelerated; 2) one of two BOL systems staff resigned; and 3) BOL Help Desk volume has doubled from prior year.

Driven by BOL Operations needs and convergence driven Applications Operations needs, some future plans for BOL are: 1) establish Applications Operations unit within Systems Operations and 2) staff up BOL Help Desk. BOL plans, policies and procedures will be documented and vetted with the campus.

4) Software Licensing Updates
Marsha Smith reported that a draft of licensing models and recommendations is being circulated to the Microsoft Task Force for review. The next step is to begin negotiations with Microsoft. The security discussion above revealed issues with 1) digital rights and 2) how installation of patches results in changing of existing terms and conditions. These issues will be brought up during the negotiations.

5) IT Cost Analysis Update
- Microsoft Use analysis is finished. Negotiations with Microsoft have started.
- IT Consulting Cost analysis is finished. The resulting numbers (around $5 million) were not significant enough to warrant a University view.
- Email and Calendaring is currently being analyzed.
- Networking templates have gone to CTS for per port cost calculations. Analysis will follow.
Future Agenda Topics:

- Emerging Data Warehouse Project Organization
- Software Licensing Updates
- Instructional Application Services Proposal
- Orion 2 Replacement Technical Issues
- University-wide projects: ITPB Position and Actions

2002 Meeting Schedule:

*** Please note meeting location changes ***

<table>
<thead>
<tr>
<th>Day</th>
<th>Date</th>
<th>Time</th>
<th>Location</th>
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<tbody>
<tr>
<td>Tuesday</td>
<td>October 29</td>
<td>2 p.m. - 4 p.m.</td>
<td>2325 Murphy</td>
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<tr>
<td>Wednesday</td>
<td>November 20</td>
<td>10 a.m. – noon</td>
<td>2121 Murphy</td>
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<tr>
<td>Tuesday</td>
<td>December 17</td>
<td>2 p.m. – 4 p.m.</td>
<td>A244 Murphy</td>
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