Common Systems Group (CSG)

May 25, 2004
Meeting Summary

CSG Attendees: Jim Davis, Steve Duim, Jason Frand, Bill Jepson, Greg Kitch, John Lennon (for Paul Craft), Kathleen O’Kane, Nick Reddingius, Terry Ryan, Ruth Sabean, Babak Saberi (for Tom Phelan), Mike Schilling, Kent Wada, Esther Woo-Benjamin, Don Worth

Guests: Jackson Jeng (OIT), John Talbert (UARS), Mike Van Norman (CTS)

Agenda:

1) IRB System Update

The webIRB project is an example of an application that has gone through a local process that parallels the ITPB Project Development Flow Process and is now being brought into the campus-wide process and to the CSG to raise awareness and surface impacts. It is the first of several of these types of projects that will be brought to CSG in the next several meetings. Jackson Jeng’s ‘webIRB Project Overview’ presentation is posted at: 
http://www.csg.oit.ucla.edu/documents.htm#May2004

2) Travel Express Update

Steve Duim updated the Group on progress with Travel Express issues since the last meeting:

Server side performance issues - the final step in the 3 step plan to enhance performance of the system was completed last weekend. In depth testing is currently being done but initial reports are positive.

Application side issues – improvements can be made but will take time to implement. Finance will continue to work with individual departments to resolve outstanding problems.

Longer term plans – an HTML version has just been announced and there are tentative plans to upgrade to this version. More information will be available in a month or so.
3) Campus Security Issues

- **Proposed virus scanning practice**

  When SMTP.UTC.A.EDU identifies an infected e-mail message, the message will be rejected with an error message. E-mail messages would no longer be quarantined and stored for later retrieval.

  The Group generally agreed with this proposal and would like to see it implemented ASAP.

  Results of an “around the table” vote:

  | Endorse: 11 | Not Endorse: 0 | Endorse with caveats: 1 caveat: add wording shown in italics: When SMTP.UTC.A.EDU identifies an infected e-mail message, the message will be rejected with an error indication return code. | Absent: 5 |

- **Proposed relay practice (Spam mitigation)**

  Refuse to accept mail from network address blocks known to be residential services such as dial-up modems, DSL lines, and cable modems.

  The Group generally agreed with this proposal and would like to see it implemented ASAP. There was one request that CTS be prepared to back it out if it becomes problematic.

  Results of an “around the table” vote:

  | Endorse: 12 | Not Endorse: 0 | Endorse with caveats: 0 | Absent: 5 |

- **Proposed Practice for Spam Tagging and Whitelists for Official UCLA Emails**

  a. All email administrators should be required to honor a “whitelist this” header tag for official UCLA emails; and

  b. all help desks that support email should educate their users on setting up SPAM filtering in their email clients so that it honors the white list tag.
There was general agreement with ‘part a.’ and many reservations with ‘part b.’ Comments include: need to understand how whitelists are established, maintained and communicated; would like a whitelist exception mechanism; would like a process for identifying who is whitelisted; concern about forged tag lines; concern about control of whitelist tags over time; believe education is difficult; different levels of communication needed: communication on details should be focused on technology people while communication to faculty should only indicate that we are trying to take action on a problem. At the conclusion of the discussion, there was agreement that ‘part b.’ could be a less proactive and more of a ‘best effort’ user education process.

Results of an “around the table” vote:

- Endorse: 8
- Not Endorse: 0
- Endorse with caveats: 3  
  - caveat: endorse ‘part a.’ only
- Abstain: 1  
  - would like to give it more thought
- Absent: 5

CSG recommendations will be taken to the ITPB on its June 15th meeting. With ITPB approval of these proposals, a campus-wide education process will begin.

**Actions:**

- It was reported that BOL filtering is not working properly - the rules are not being processed in the correct (expected) order. Mike Van Norman to check into this.
- Mike Van Norman to add wording shown in italics to the proposed virus scanning practice text: When SMTP.UCLA.EDU identifies an infected e-mail message, the message will be rejected with an error indication return code.

**Meeting Schedule for Remainder of 2004:**

<table>
<thead>
<tr>
<th>Date</th>
<th>Time</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tuesday June 22</td>
<td>2 p.m. – 4 p.m.</td>
<td>2121 Murphy</td>
</tr>
<tr>
<td>Tuesday July 27</td>
<td>2 p.m. – 4 p.m.</td>
<td>2121 Murphy</td>
</tr>
<tr>
<td>Tuesday August 24</td>
<td>2 p.m. – 4 p.m.</td>
<td>2121 Murphy</td>
</tr>
<tr>
<td>Tuesday September 28</td>
<td>2 p.m. – 4 p.m.</td>
<td>2121 Murphy</td>
</tr>
<tr>
<td>Tuesday October 26</td>
<td>2 p.m. – 4 p.m.</td>
<td>2121 Murphy</td>
</tr>
<tr>
<td>Tuesday November 23</td>
<td>2 p.m. – 4 p.m.</td>
<td>2121 Murphy</td>
</tr>
<tr>
<td>Tuesday December 28</td>
<td>2 p.m. – 4 p.m.</td>
<td>2121 Murphy</td>
</tr>
</tbody>
</table>