Advisory Committee for Information Technology
Meeting Notes

MEETING DATE: 9/10/14   TIME: 1:30-3PM   LOCATION: 212 KERR HALL

ATTENDEES	M. Doyle (co-chair), D. Sonnenberg (co-chair), A. Hesse, M. McCue, R. Chandler, B. Duisenberg, S. Hauskins, J.Roeth, P. Register, A. Belisario, D. Symonik, T. Lawson, L. Swan (staff)
GUESTS	Susan Willats, Laurie Eppler

UCSC Building Address Project [S. Willats]

See Pg. 2-8   for details.

UCPath Update [L. Eppler]

Project go live date is Oct. 2015. UCOP is going first in Dec. 2014, then the campuses will follow in Jan 2015. Currently attempting to get mocked-up data to avoid delay when conversion is done.

Future process design summits from Feb-June resulted in a clearer understanding of work to be done. A lot of technical work is depending on the design work. Local design sessions began in August.

Fifty-two projects are in process at the UCPath center. Case management tool called Salesforce has been deployed. Hiring is still in progress.

Google Marketplace Apps Discussion [All]

Two years ago, a group from across campus looked at various marketplace apps and made the recommendation to turn on Google consumer apps but not 3rd party web store apps. The Google Service Team is interested in getting those turned on (see Pg. 9-14)

Discussion included the following questions:

- What are we not turning on?
- Where are there still problems with apps?
- What is the set of criteria and how should it be applied?
- Is there a facilities impact?
- How are LITS going to support/trouble shoot?
- Where does the security hole still exist?
- What should be escalated and to who?

UC eNGAGE one-day educational technology summit [M. Doyle]

One-day summit sponsored by UCOP is scheduled for Oct. 24 in San Francisco. It focusses on technology's impact on student learning and experience. Keynote speaker is Gary Small. Sessions will include data analytics, student support and more. It is being coordinated out of Academic Affairs.
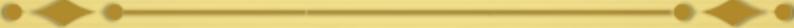
ACTION ITEMS	ASSIGNED TO	DELIVER BY
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Next meeting: Wednesday, October 8 3-4:30PM 212 Kerr Hall

UCSC Building Addresses

Roll-out, September 2014

Our Story So Far:

- Name the roads

- New road signs

- Develop addressing system

- City accepts addresses

- City rolls out to other agencies

- CruzBuy incorporates new addresses

- USPS accepts new addresses

What Stays the Same?

- USPS delivers to the same subset:

  - Student mailrooms

  - FSH, GSH, Camper Park

  - RVT, Hagar Court, Dickens Way

  - Mail Services

What Changes?

- How you use your address:

  - [name]
  - UCSC [mail stop]
  - [mail stop address] + [mail stop room number]
  - Santa Cruz, CA 95064

- 1156 High Street fades into the past

Examples

Susan Willats
UCSC TAPS Carriage House
105 Carriage House Road
Santa Cruz, CA 95064

Jane Doe
UCSC Economics Department
612 Engineering Loop, Room 401
Santa Cruz, CA 95064

John Smith
UCSC FAST
2300 Delaware Ave., Ste A208
Santa Cruz, CA 95064

Upcoming Roll-out

- Campuswide email

- Postcard to each faculty/staff/grad student with their official address

- Campus Directory will include addresses

- Building address database available

- Business Managers to confirm CruzBuy addresses

- Student interns adding address info to Google

Outcomes

- Better emergency response

- Fewer poorly-addressed packages

- Improved wayfinding for those using Google

Google Marketplace Apps - Overview and Factors to Use to Evaluate Specific Apps
Jane Nyberg 6-13-14, updated 8-20-14, 9-12-14, 9-18-14

This document introduces Marketplace Apps, offers criteria for evaluating apps in the UCSC domain, and provides an evaluation by the Google Service Team of four individual apps against the suggested criteria.

Marketplace Apps are enterprise level applications that can be enabled in our Google Apps EDU environment to provide extra features and services beyond the Core Google Apps. The campus can determine on a case-by-case basis which of the Apps to turn on. These products are provided by third party vendors who have partnered with Google under the Google Apps Marketplace Developer Agreement. If turned on by our system administrators, a Marketplace App would become available for use in our domain.

Marketplace Apps are NOT covered by the UC/Google contract. Each Marketplace App has its own Terms of Service which our system administrator accepts when the application is activated. Some vendors will negotiate a custom TOS if desired.

Marketplace App costs vary from free to over $200K per year.

Since 2012 when the decision was made not to enable Marketplace Apps at UCSC, many more Apps have been added to the Marketplace with more granular control to allow individual Marketplace Apps to be enabled while leaving others off. Also in 2012, Google Drive was launched and developers have created Marketplace Apps that integrate with the Drive environment, so users can use familiar Drive features with Marketplace Apps.

If general approval is given by senior management, the ITS Google Service team would use normal change management processes to evaluate, approve, plan, and schedule activation of a Marketplace App by our system administrator. Other campus stakeholders would be consulted as needed during the review.

Factors to consider when the service team evaluates a Marketplace App:
- What the app does (those that violate policy will not be considered)
- Need or requirement/ Who is requesting it
- Used by/Population served
- Technical requirements
- Security/Privacy
- User support & training
- Terms of Service
- Cost
- Input from others outside the Google service team

Examples:

The following tables provide information on the above factors for four Marketplace Apps that we have looked at so far: Lucid Chart (charting tool for users), Cloudlock (system admin tool, doc management and encryption), GAT (system admin tool), GAME (email encryption).

Name of the App	Lucidchart - recommended by service team
What the app does	Provides shared Lucidchart documents in which users create and collaborate on flow charts in our Google Drive environment.
Need or requirement/ Who is requesting it	Create and share flowcharts. Students (with faculty sponsor) asked for it for an Alzheimers project. ITS staff want it for diagraming systems and processes. Library has asked for it.
Used by/Population served	Any UCSC Google Apps user.
Technical requirements	Enabled in the control panel. Used in the Google Drive environment similarly to Google Docs.
Security/Privacy	Accesses the minimum user account information needed to allow charts to be stored and retrieved like other docs in Google Drive. Chart documents are stored on vendor's system, which as of 6/2014 used Amazon storage. See vendor Privacy statement.

Google was unable to provide the security review offered by Donna McIntyre. |
| User support & training | Self-help user documentation and help forums are provided by the vendor. Users access the app through Drive using standard Google document management practices. People who have requested it so far already know how to use it. Similar to Visio. |
| Terms of Service | Custom TOS can be negotiated. Stanford signed a TOS agreement with LucidChart for five years. Reviewed by Purchasing. jane does not see any show stoppers. Should be reviewed by Janine/Julie.

On first use, the UCSC user sees a click through that tells him how his domain data will be used (ie his Google Apps logon credentials). He is asked to agree to the Marketplace TOS and the to the Lucidchart TOS. The vendor does not provide a way to show the user the custom TOS between UCSC and Lucidchart. |
| Cost to ITS | Free. Minimal sys admin labor costs. Minimal ITS support costs for self-help support. |
| Source of information | Jane's conversations and emails with vendor. Vendor web site. Review of TOS with purchasing. Meeting with students and staff |

	who want Lucidchart.
Input from others	Purchasing commented on TOS. Escalated to Mary Doyle and Janine Roeth for input. Google was unable to provide the security review offered by Donna McIntyre.
Comment	Lucidchart is already available to our users in our domain as an add-on to Drive for purchase with a credit card, billed monthly; these could be converted to the free version.

Some UCSC users have signed up for individual EDU accounts with Lucidchart (generally as part of 10-pack). They log into the Lucidchart web site, can collaborate with others who have a license, and can share links to their documents with others at UCSC.

UC Davis has enabled Lucidchart for all users in their domain, and so have University of California Press and Stanford. |
| **Service team recommendation** | Enable after review of TOS by ITS privacy team and purchasing. |

Cloudlock, GAT, and GAME MarketplaceApps were reviewed and did *not* pass the initial screening to be enabled in the ucsc.edu domain:

Name of the App	Cloudlock
What the app does	Provides admin tools to manage Google Apps documents, Sites, G+. Selective document retrieval for access without consent. Doc encryption. Policy enforcement regarding data content.
Need or requirement/ Who is requesting it	Campus counsel asked about selective transfer of Google docs for access without consent. CCT desire for encryption that prevents Google from seeing user content.
Used by/Population served	Sys admins could use it to enforce policy and selectively retrieve documents, retaining institutional knowledge. Users could use encryption with docs if it were enabled
Technical requirements	After purchase, enable in the domain. Sys admin needs to learn to use it.
Security/Privacy	None of our data is stored with vendor, and our admins control the App locally. Our admins work under our local privacy policies
User support & training	None if used only as an admin tool. Moderate to high if user-facing features like encryption are enabled and users are trained and supported.
Terms of Service	Not reviewed since other criteria were not met.
Cost to ITS	$86,063/yr to $137,700/yr for 7500 seats (faculty and staff) depending on what features are contracted.
Source of information	vendor emails and hangout with vendor
Input from others	security review, budget
Comment	Google has provided some document management features to business users and may make them available to EDU users. Jane will track this, so selective transfer of Google docs may become possible without an outside vendor. Encrypted documents would be visible to Google before encryption, so does not meet faculty requirement.
Service team recommendation	Jane does not recommend Cloudlock at this time since 1) selective transfer of Google docs may be provided by Google at a future point without involving a third-party vendor and 2) the requirement that Google not see encrypted content is not met.

Name of the App	GAT
What the app does	Administration, document management. Enforcement of data policy re PII, HIPAA.
Need or requirement	Campus counsel asked about selective transfer of Google docs for access without consent cases.
Used by/Population served	System admins
Technical requirements	Turn on in control panel.
Security/Privacy	Account data is stored where Baker Security and Networks (Irish Company) determines, outside of UCSC and outside of UC-Google contract.
User support & training	Support center would need to be informed. Not necessary to train users.
Terms of Service	Not reviewed since other criteria were not met.
Cost to ITS	Free
Source of information	Josh reviewed options. Baker Security and Networks
Input from others	Security review by UCSC security team would be needed. Privacy and policy review would be needed.
Comment	Even testing the use of GAT in the test domain would involve exposure of all our account data outside the US. Google has provided some document management features to business users and may make them available to EDU users. Jane will track this.
Service team recommendation	Jane and Josh do not recommend using GAT at this time because 1) all UCSC account data would reside with the vendor, and 2) Google may provide more granular options for selective transfer of documents in the future.

Name of the App	Zixcorp GAME
What the app does	Email encryption and policy enforcement
Need or requirement	Provide an easier method of encryption for users than PGP or S/MIME used with email client programs. CCT asked for encryption that prevents Google from seeing user content.
Used by/Population served	Users and system admins in the Google web environment
Technical requirements	After purchase, enable in the domain. Sys admin needs to learn how to use features..
Security/Privacy	Our data would be stored on vendor's servers.
User support & training	User training and documentation on how to use encryption
Terms of Service	Not reviewed since other criteria were not met.
Cost to ITS	Through Zixcorp for 7500 faculty and staff accounts at $25 per seat is $187,500/yr with possible 10% discount bringing it down to $168,750/year.
Source of information	Zixcorp vendor via email. Vendor phone call with Jane and Josh.
Input from others	Security and privacy review and budget approval would be needed.
Comment	A subset of GAME features are being offered directly by Google through a contract between Zixcorp and Google. Zixcorp also sells GAME directly to customers through the Google Marketplace with a different pricing scheme and more options.
Service team recommendation	Jane and Josh do not recommend implementing GAME because: 1) Encryption key management would not be easier for users than PGP, unless the recipient is in the same system. 2) GAME through the Marketplace does not meet the CCT requirement of preventing Google from seeing the content of UCSC emails.