

UNIVERSITY COMMITTEE ON ACADEMIC COMPUTING AND COMMUNICATIONS

Friday, October 6, 2023

Meeting Minutes**I. Introductions, Chair's Announcements, UCACC Topics**

UCACC Chair Kyaw Tha Paw U led introductions of committee members and described the work of the committee. He noted that he had attended meetings of the CIO Council in the past two days, and that discussion topics overlapped with UCACC's, including artificial intelligence.

UCACC topics for this year will include artificial intelligence, software procurement, digital risk management, preliminary consultation on a revision to UC's Electronic Information Security Policy (IS-3), and updates on campus transitions to Oracle financial systems.

Committee members raised issues of concern on their campuses, which were discussed later in the meeting during the round-robin (item IV).

UCSF representative Dugyu Tosun-Turgut volunteered to serve as the Academic Senate liaison to the UC AI Council.

II. Consultation with UCOP's Information Technology Services

The committee was joined by consultants and guests from UCOP: Van Williams, UC Vice President for Information Technology Services (ITS) and Chief Information Officer; Monte Ratzlaff, Cyber-Risk Program Manager; Roshni Pratap, Senior Manager for IT Strategic Sourcing; and Anne Bessman, Interim Strategic Programs Manager for Research and Innovation.

Digital Risk Management

CIO Williams talked about digital risk management in the context of what is reported to the Board of Regents. ITS has proposed a "digital risk appetite statement" for inclusion in the Information Security Management Program (ISMP) that the Board of Regents is asked to approve each year. The statement will define digital risk at UC and create a minimum standard that campuses can adapt. Implementation guidelines will be included.

Program Manager Ratzlaff described a new central cyber risk unit that is being formed to try to streamline risk assessment activities, including the vendor risk assessments that have become so burdensome. The plan is to have a central repository and systemwide methodology. He said that suppliers posing low risk could potentially be exempted from the requirement. The next steps are to hire a manager for the unit and then, working with Deloitte Consulting, establish a common assessment methodology and technological infrastructure.

Research Data Backup System Steering Committee

Program Manager Bessman talked about the work of the Research Data Backup System Steering Committee, a joint administrative/faculty group charged with finding a solution to ensure that research data stored on personal computers is not lost in the event of a breach or accidental deletion.

The group used data gathered in a survey of research backup needs from 2021 to develop an RFP. The scope of the service will be limited to storage backup. Management and preservation, which have long been issues, are farther down the road.

IT Sourcing Committee update

Manager Pratap gave a presentation that included the goals, stakeholders, projects (current and future) and value of UC's IT Strategic Sourcing enterprise. The IT Strategic Sourcing group works with its stakeholders to aggregate UC demand for technology in order to reduce costs. UCACC vice chair Jenson Wong serves as the Senate's liaison to the IT Sourcing Committee.

Policy and Legislative updates

With Robert Smith's retirement, the IT policy manager role is currently vacant. When a new manager is hired, revisions to UC's information security policy will be underway. UC is impacted by CA Assembly Bill 749, which if signed into law will require uniform information security standards for state agencies. UC not a state agency, but the bill could serve as impetus for UC to implement a "zero trust architecture," although the resource investment needed would be large. The Cybersecurity Maturity Model Certification (CMMC), forthcoming federal government requirements for cybersecurity, will impact researchers who work with protected information. Campus CISOs are tracking the rule closely. To comply with the Gramm-Leach-Bliley Act (GLBA), UC is required to report to the Board of Regents all data-gathering and information-sharing activity, including how information is protected. The report will be given at the March 2024 Regents meeting.

Systemwide Cybersecurity Metrics

UCOP and the campuses have developed systemwide cybersecurity metrics in part to demonstrate the IT administration's work to the Regents and to each other, but also for purposes of cybersecurity insurance. UC has to satisfy insurance company requirements each time the contracts are renewed. UC's "maturity score," which is based on self-assessments from the campuses, has remained solid, and UC investments in IT security has meant that the price and coverage have remained constant.

In discussion, the UCOP administrators answered questions about types of risk and how UC could improve its score used for cyber insurance. Cyber risks include ransomware, social engineering, data leakage from emails that transmit private information, third party risks, and software obsolescence. Vendor risk – breaches by suppliers – has become a huge issue. International travel and "foreign influence" are related to each of the risks. Within UC, those most targeted seem to be researchers who are of interest to state actors. In addition to engineering fields, this might include maritime or health-related, but also student data, depending on the motivation of the attacker. UC could score higher if it made better use of multi-factor authentication. There is a tension around endpoint security, which has been resisted by faculty and pushed for by the Regents, who want perfect compliance. Software tools installed on university devices are usually looking for malware, malicious activity, and known patterns. Some of the conflict comes down to lack of or missed communication between faculty and IT administrators, which is something that could be addressed. Health systems make more extensive use of these endpoint security tools, and the need is often better understood around Protected Health Information (PHI). UCACC members suggested that more engagement to inform faculty would help with compliance.

III. Consultation with the Senate Leadership

Academic Council Chair Jim Steintrager and Vice Chair Steven Cheung joined the meeting to discuss the current issues facing the Academic Senate.

Chair Steintrager and Vice Chair Cheung attended the Board of Regents' retreat in early September, where there were presentations on admissions and online education, and sessions on priority-setting and other topics. Question around AI came up, but it was not a major topic of discussion. UC Provost Katherine Newman is planning an AI "congress" for February. This congress model is new for UC and the Senate should be involved in the planning. The three congresses this year are: the future of graduate studies (on 10/9), artificial intelligence, and online education. The graduate studies event will include a report from a joint Senate/Administrative group on future of graduate student education.

There is much attention on online education within the Regents – it is seen as a way to increase access, relieve pressure for classroom space, and generate revenue. A proposal from UC Santa Cruz for an online program was rejected as a degree but approved as a major. Although online courses are permitted, per Senate Regulation 630, students are required to spend one year on a campus.¹

In addition to the joint admin/senate workgroup on the future of doctoral education, the Provost's Academic Planning Council has launched a workgroup on "faculty mission & priorities post-pandemic" to focus on how the University missions of instruction, research and service can be rebalanced after much of research was curtailed as faculty focused on teaching.

UCACC members asked about shared governance, which Chair Steintrager touched on in his remarks to the Board of Regents in September. The state legislature is very interested in UC admissions and transfer, and although UC has legislative autonomy, the university still needs to work cooperatively with the State. UCACC members asked whether there was discussion in other venues regarding limits on the use of data from learning management systems.

IV. Member/campus issues – Round Robin

UCACC members reported on technology-related topics from their divisional committees and campuses. The transition to the Oracle financial system is a top concern for those campuses that have not yet made the change. UC Merced and UC San Diego's experiences showed that it will not be smooth. UC Merced faculty are still having issues with obtaining accurate account balances and other issues.

UC Davis: The UC Davis committee will be discussing the new email policy of cutting off access to campus email accounts after a student leaves the university. The campus is apparently negotiating a compromise solution. Another topic will be the annual graduate student progress assessments.

UCLA: At UCLA, the Trellix (formerly FireEye) software installations on endpoint systems remains an issue. The social science department and law school have opted out, and the campus is trying to work out security as it relates to academic freedom. Faculty concerns include AI, academic freedom, and the enormous amount of money that UCLA is spending on IT.

UC Merced (update sent via email): The Senate is working with the new CIO on developing an official IT governance structure, likely under the Senate Committee on Research (UCM currently has no official structure for IT governance). Oracle financial systems debacle remains a serious

¹ See Senate Regulation 630: <https://senate.universityofcalifornia.edu/bylaws-regulations/regulations/rpart3.html#r630>

issue. New campus teaching budgets combined with new TA and lecturer contracts are causing a major budget crunch. It will be interesting to hear whether other campuses are expanding lab class sizes, dropping discussion sections, or other mitigating approaches.

UC Riverside: The faculty at UC Riverside are concerned about a proposal for licensing Qualtrics for faculty evaluations and how the data will be used. The local committee will be talking about artificial intelligence and academic integrity, including online sites that answer questions based on content that the user has uploaded. IT governance is an ongoing issue, with faculty interested in a stronger and more consultative relationship.

UC San Francisco: UCSF faculty are concerned about international travel restrictions that prevent faculty from taking their laptop to certain countries. There are also visa issues for international students that impact the usage of their assigned laptop.

UC Santa Barbara: Oracle transition at UCSB has slowed as the campus tries to do advance preparation, including forming a working group to look into the issues that arose on other campuses. The implementation was scheduled for July 2024, but will be postponed. The transition to Canvas went well.

UC Santa Cruz: UCSC's local committee is continuing a good working relationship with the VC-IT (who started last year) and may develop new campus governance structures. There is still high demand from students for universal lecture capture, especially for classes required for degree completion. The Senate is looking into an issue brought by the emeritus relations committee about getting access to deceased faculty members' files, emails, and other accounts. There is no policy, and the solution often involves hacking into the deceased person's account. Santa Cruz recently switched to "co-location" servers for data backup and security (with servers in eastern Washington state) and is waiting to see how that works out. Santa Cruz Rep Zac Zimmer is hosting a "learning community" about AI in the classroom that includes faculty and post-docs and will cover both positive and negative aspects.

UCACC's student representative talked about student desire for online classes as a way to increase access. The cost of living near many UC campuses is very high. Students are interested in having a syllabus browser. It is unclear why Canvas does not seem to have that function – it was noted that UCLA used to have full syllabus browsing when it used a different platform. There might be hesitation from faculty due to intellectual property concerns.

The representative from CCGA (the Coordinating Committee on Graduate Affairs) noted that AI came up at the last CCGA meeting, with the focus on impact to graduate education.

V. Campus IT Governance Structures

UCACC members reviewed a [chart](#) maintained at the systemwide Senate that shows campus IT governance structures on each campus. Involvement in campus IT governance is key to preserving shared governance at the University of California. Members are asked to update the chart as needed.

VI. Under Review Items

UCACC will not comment on the systemwide items currently under review.

VII. Software survey (proposal)

The committee had a preliminary discussion about surveying faculty to ask about software needs. This would help determine which software UC should license at the systemwide level that would best support faculty.

UC Santa Cruz conducted an IT priorities survey a few years ago that was intended to gather faculty software needs. At the time, the top results were Qualtrics and Matlab. Adobe is also at the top, and apparently is not widely available for faculty. Committee members noted the pedagogical teaching-oriented software needs are different from research-oriented.

VIII. Closing, follow up, and next steps

Future agenda topics will include usage of evaluation software and vendor risk assessments.

UCACC will meet remotely (via Zoom) on December 8th, at which time it will determine whether it will meet in-person on February. 9th.

Meeting adjourned 2:30

Meeting minutes drafted by: Joanne Miller, Committee Analyst

Attest: Kyaw Tha Paw U, UCACC Chair

Meeting participants:

Kyaw Tha Paw U (Chair), Jenson Wong (Vice Chair), Rohan French (Davis alternate), Matthew Fisher (UCLA), Ilya Brookwell (Riverside), Barry Grant (San Diego), Duygu Tosun-Turgut (San Francisco), Frank Brown (Santa Barbara), Zac Zimmer (Santa Cruz), James Steintrager (Academic Council Chair), Steven Cheung (Academic Council Vice Chair), James Bisley (CCGA Vice Chair), Jamie Hindery (Undergraduate Student, UC Santa Cruz), Van Williams (Vice President, UC Chief Information Officer), Monte Ratzlaff (Cyber-Risk Program Manager), Roshni Pratap (Senior Manager, IT Strategic Sourcing), Anne Bessman (Interim Strategic Programs Manager, Research & Innovation), Joanne Miller (Committee Analyst)