UNIVERSITY OF CALIFORNIA   **ACADEMIC SENATE**

UNIVERSITY COMMITTEE ON ACADEMIC COMPUTING AND COMMUNICATIONS
Thursday, April 21, 2022
Meeting Minutes

I. Chair's Announcements, agenda review
Matt Bishop, UCACC Chair

Chair Matt Bishop reviewed the agenda and briefly described the newly-formed Standing UC AI Council, which will have its first meeting in May. The group is an outcome of the Presidential Working Group on Artificial Intelligence.

Meeting minutes from February 10, 2022 were approved.

II. Consultation with UCOP's Information Technology Services
Van Williams, Vice President and Chief Information Officer
Robert Smith, IT Policy Director
Monte Ratzlaff, Cyber-Risk Program Manager
Dewight Kramer, Chief Information Security Officer, UC Riverside – Current Chair of Group.
David Shaw, Chief Information Security Officer, UCLA

1. *CISOs group on developing shared cyber metrics*
The Chief Information Security Officers (CISOs) from each campus are developing unified metrics for cybersecurity that would be used throughout the UC system. An outcome of the comprehensive TDI (threat detection and identification) audit and a subsequent request from the Board of Regents, the metrics will be based on the requirements of cyber insurance carriers. The details of the metrics at each campus will depend on local needs and the extent of the local program, but will include identification of risks, mitigation activities, evaluation of success, and resources. There will be a systemwide dashboard.

2. *Cybersecurity updates – events, new systems, collaborations, etc.*

- IT administrators are reviewing their budgets and adding new projects related to security.

- There is a second contract extension with Trellix, formerly FireEye. An RFP will be released shortly. This is in conjunction with UCOP developing its requirements for its ongoing threat detection and identification (TDI) program. Faculty will be consulted on all cybersecurity developments.

- As mentioned in the last meeting, UC is revising its major incident response processes. This is one of several recommendations stemming from the Accellion breach. Communications protocol, which involves UCOP's communications with locations, media, and affected individuals, is the first issue. The next step will be to identify workstreams for improved coordination.

UCACC members asked for updates on issues and topics brought up earlier in the year:

- UC has not seen attacks stemming from the Log4J vulnerability. The Kronos ransomware attack was resolved, although some UC locations are in discussions with the company about loss recovery.

- The Baker Tilley review of the UCOP information security program has been completed. Centrally-collected, personally identifiable information was not the focus of the review.

- Central IT will go through exercises to test incident response and protocol. Risk analysis is a big factor.

- UCACC members asked about centralization of sensitive data and retention times, including with UC's vendors such as Duo.

Members discussed whether location data is collected by Duo, and how it might be used. Some campuses are trying to correlate student success to various factors, but any effort in this area would be driven by the Provost, and campus privacy officers would be involved. Location data might be needed to comply with federal regulations or in situation where there are faculty or students in countries where services are being cut off.

There was discussion of retention of logs kept by vendors and data sharing. All websites and web tools retain user data. Log data is not shared, other than to comply with legal requirements or as part of an assessment program.

At UCSB, when license plate scanning started being used for parking permits, the administration worked with faculty to develop a policy for retaining the data. To be successful, this kind of activity needs to be done transparently and with maximum consultation between administration, IT and faculty.

The key takeaway from the discussion was that Divisional Senate IT committees need to engage with the local IT administration, including CIO, CISO, and privacy officer (if any).

3. Policy updates:
IS-11 is being retired. The final rescission letter is expected in May 2022. A draft of the Account and Authentication Management Standards requirements will be sent to UCACC. Comments and advice are welcome. Policy Director Robert Smith will ask for UCACC endorsement at the fall meeting.

Director Smith informed the committee that UC is drafting new guidelines for compliance with the Gramm–Leach–Bliley Act (GLBA), which deals with "customer information" in certain types of financial transactions.

III. UC IT Assessment
Van Williams, Vice President and Chief Information Officer
Roy Mathew, Deloitte Consulting
Thalia Ghandforoush, Deloitte Consulting
Morgan A. Urschel, Deloitte Consulting

Consultants from Deloitte joined the meeting to discuss a systemwide assessment of UC's IT function and IS-3. The consultants are interviewing 200-400 stakeholders across the system and used an interactive online survey in the meeting to gather input from UCACC members. The results of the assessment will be delivered to CIO Van Williams, who has convened a Steering Council to determine next steps. The results will also be shared with UCACC.

IV. Academic Senate Leadership update
Academic Council Chair Robert Horwitz and Vice Chair Susan Cochran joined the meeting to provide an update on the current issues facing the Academic Senate.

Senate leaders met with UC President Michael Drake. President Drake is sensitive to the problems that some employees and retirees are having with the new Navitus pharmaceutical benefit and acknowledged that UC Health was not the proper unit to have handled the changeover in benefit.

President Drake is also aware of the problems with large-scale new software systems, including campus financial accounting. Chair Horwitz noted that the financial accounting system fiasco does not bode well for the upcoming effort to have interoperable patent-tracking systems. He would like UCACC to have regular updates about those efforts to help avoid problems.

The Board of Regents met in March. There were two sessions in the Academic and Student Affairs Committee triggered by ongoing Senate complaints about the external course tutoring websites that take faculty intellectual property and use it to facilitate student cheating. The director of UCSD's Academic Integrity Office spoke about the benefits of trying instill a culture of integrity on the campus rather than punishing cheaters. UC Legal reiterated that a lawsuit against the websites is unlikely to succeed, but agreed that the Senate leaders could talk to expert outside counsel, possibly in collaboration with the other higher education segments.

At the meeting of the Regents' Health Services Committee, UC Health Executive Vice-President Carrie Byington reported that revised affiliations contracts have been signed with Dignity Health and Adventist Health, with more to come. ECAS is preparing training materials to help explain to newly hired medical staff, trainees, and students how to file complaints about various issues, including questionable practices at the affiliated hospitals, through the whistleblower mechanism.

At the meeting of the Regents' Committee on Innovation, Transfer and Entrepreneurship, Vice President for Research and Innovation Theresa Maldonado announced that much of the work in this domain will devolve from OP to the campuses, including each campus choosing its own patent tracking system. OP will maintain a data warehouse on campus patents and best practices, and will provide the backup on licensing and other legal matters. The Chancellors have asserted that they are best suited to handle most of the intellectual property issues, but the transition is likely to have challenges.

The Academic Council sent two letters to the President regarding student calls for mandatory course recording and dual modality.

The Academic Council is hearing from the Task Force on the Entry Level Writing Requirement. The ELWR in the past has been the subject of criticism as being not very useful in helping students with writing and being discriminatory. But it seems the task force is finding that the requirement is a crucial instrument of equity for a student population that has become far more diverse since ELWR was first established. The final report will be ready by summer break.

The Academic Council discussed the recent systemwide review of a proposed new UC Ethnic Studies requirement that would align with the state's high school graduation requirement. The Senate received many comments. Some reviewers endorsed the proposed requirement, others had technical questions, and others thought that the wording was too political or divisive. Academic Council is sending the document to BOARS for further consultation.

Another recent controversial topic taken up by Academic Council is political statements on department websites. A UCAF letter articulates the notion that academic departments should not be precluded from posting statements, but that statements should include a disclaimer clarifying that the statement is not intended to represent the views of the University as a whole. The UCAF letter also recommended that departments clarify in such statements whose views within the department the statement represents, and make allowances for the expression of minority views. Council largely supported the memo but sent it back to UCAF for minor changes. The Academic Council recommended that departments develop bylaws determining the situations in which it may be appropriate to issue a political statement and, perhaps more important, the processes of communication and deliberation for arriving at such a statement.

UC has made a budget request to the state for $1.6 billion for deferred maintenance and seismic projects.

The University announced a 2-year extension of Experian coverage for the protection of personal information. The Senate has asked that such coverage be included in the basic benefits package.

The Mitigating the Impact of Covid on Faculty Workgroup has submitted its final report to Provost Brown. The main idea is ARO, or Achievements Relative to Opportunity, to rebalance the weight between teaching, research and service to reflect how hard it was for many faculty to get to their research during the pandemic. The report will be presented to the Board of Regents in May. More important is the need to get it distributed to all faculty.

Last year then-Senate chair Mary Gauvain put together a survey to get a sense of the experience of faculty during Covid. The survey was an important for underpinning the Mitigating the Impact of Covid workgroup. The survey results were also important in helping to convey Covid's impact on teaching to UCOP and the Regents. Vice Chair Susan Cochran has been revamping the survey for another go-round this year. Division chairs will distribute the survey an all faculty are asked to complete it.

After vigorous debate, the Assembly of the Academic Senate approved a "Memorial to the Regents"[1] in response to the climate crisis that calls for a 60% reduction in campus carbon emissions at UC by 2030 and 95% reduction by 2035. This will be sent to the campuses for a full faculty vote.

Transfer pathways between the community colleges and CSU/UC continues to be a hot topic. The segments are working on singular general education pathway and will vote next week. This is a major accomplishment.

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[1] A "Memorial to the Regents" means a declaration or petition addressed to the President for transmission to the Regents. See Senate Bylaw 90: https://senate.universityofcalifornia.edu/bylaws-regulations/bylaws/blpart1.html#bl90

V. Discussion of UCACC Topics & Potential Actions, Campus Updates
- *Financial accounting*

UCACC members Emily Jane McTavish and Avi Yagil prepared a draft letter about UC Merced and UCSD's problems with the new financial accounting software. At UC Merced, the answer from the administration was to add staff time and more training. But the software has serious issues related to human error and validation, and there seemed to be no thought to addressing root problems and making the software less error-prone. UCACC's letter is intended to serve as a warning to other campuses. It will recommend that other campuses delay in deploying new software and that UCOP's deadline be extended.

UCACC members discussed the marketing of inferior software to universities, and whether academic institutions could help improve the marketplace by articulating their needs. Apparently the Oracle system is used at other universities, and although there are problems, there is not another viable solution. In its exploration of the software, UCLA found that the experiences of other universities have been not quite as bad as UC's.

- *Accellion response letter from UCACC*

Chair Bishop will circulate a revised draft of the UCACC Accellion response letter. Members want to be clear that, in addition to security, the attack was a privacy breach. Members agreed that the letter should focus on prevention moving forward and not finding out "what happened" in the specific breach of Accellion. UC administrators should take advantage of faculty expertise in the area of cybersecurity and privacy in addition to continuing to work collaboratively with faculty on data governance.

- *Software procurement*

Petr Janata (UC Davis) is now serving as UCACC liaison to the systemwide IT Sourcing Committee. The committee meets a couple of times per month. It determines systemwide master services agreements, and it turns out there is already an agreement with ESRI. Campuses still have to pay, but the more subscribers per campus, the lower cost per user. UCACC is interested in seeing this type of agreement for MatLab, Autodesk and possibly others. The process for having UCACC/faculty voice heard is still a work in progress.

- *Otter.ai*

UCACC members had not heard of campus-based issues or concerns with the Otter.ai transcription technology, but will look into it and report back at the next meeting.

VI. Consultation with UCOP Office of Ethics, Compliance and Audit Services (ECAS)
Alexander Bustamante, Senior Vice President and Chief Compliance Officer
Matthew Hicks, Systemwide Deputy Audit Officer
Gregory Loge, Systemwide Cybersecurity Audit Director

ECAS, the UCOP Office of Ethics, Compliance and Audit Service, is an independent office that reports directly to the Board of Regents. It audits all operations within UC, provides training and compliance on legal issues, and investigates violations of policy. The compliance arm focuses on awareness of laws and in research policies, privacy, export control, ADA and more. ECAS serves as the central point of contact for audit directors at the campuses.

Recently, cybersecurity has been the top priority for ECAS and the Regents. The cybersecurity audit team was created approximately six years ago to provide centralized expertise for the system. The team augments local personnel in executing audits at UC locations and assesses programs and activities at OP and systemwide. The work includes reviewing procedures, penetration testing, and overseeing patching and fixes on the campuses and UC Health. A current focus is high-risk research areas at the campuses. Risk level can be determined by funder requirements or potential value to hackers. For example, ECAS is looking at the UC Health data warehouse and also at cyber-resiliency at UC Health locations.

UCACC members asked about ECAS' influence in decision-making that could create situations that establish big targets. Data minimization is a key principle. At a recent cybersecurity summit., privacy officers talked about trying to minimize the amount of data collected. In most cases there are trade-offs.

As a large federated system, security at UC has many challenges. There is no single program that can work for all locations and situations. ECAS is trying get a formal systemwide risk-assessment process that could be used collaboratively with faculty and administrative input.

ECAS is also leading UC's work in Artificial Intelligence oversight. The new Standing UC AI Council is an outcome of the Presidential Task Force and will be co-chaired by Alexander Bustamante and Brandie Nonnecke from UC Berkeley, with a mix of technologists and others with more diverse expertise. It will serve as an advisory body that focuses communication and ensures university leaders are aware of issues. The Council will also function as a gateway for procurement.

V. New items from the Campuses
UC Irvine's Senate just learned that the Office of Information Technology is scanning campus email messages. Scanning email for malicious is apparently a common practice, and permitted under the Electronic Communication Policy. However, open discussion around this is important. and faculty need to know and understand – via the appropriate Senate committee – the scope and purpose of any surveillance.

UCLA faculty are pushing back against FireEye software installation at endpoints. There is apparently a plan to rollout to all computers. It is already installed at the Health Science campus. Some of the faculty concern may be based on misunderstanding.

UCSB is also deploying security software at the endpoint, with higher risk systems first. Those under direct control of faculty will be last.

UC Berkeley's security software rollout opt-in for high-risk systems.

The UC Libraries are working on guidelines for compliance with NIH Open Data requirements.

Meeting minutes drafted by Joanne Miller, Committee Analyst
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