



OPERATIONAL SERVICES COUNCIL

October 12, 2017

Central Services E401

2:00 p.m. ~ 4:00 p.m.

ATTENDEES

Members Present: Sharon Kauffman (acting Chair), Patrick Feehan, Christina Devlin, Sharmila Pradhan, Marvin Mills, Angela Nissing, Kimberly Robinson, Carl Whitman
Members Absent: Joanne Chiu, Chris Buamey (Secretary), Patricia Lane, Kathryn Chantry
Substitutes Present:
Guests: Tacy Holliday, Angie Moy (Staff Council), Isabelle Doucet (Presenter, IT Services)

CALL TO ORDER

Acting Chair Sharon Kauffman called the meeting to order at 2:35 p.m.

AGENDA and MINUTES

The October agenda and May minutes were approved by the Operational Services Council.

OPEN COMMENTS

There were no constituent concerns to be discussed.

Marvin Mills announced that:

- (a) the new Rockville Student Services building construction is scheduled to begin next week.
- (b) The Takoma Park Math Science Center project is moving forward.

INTRODUCTION

Introductions from members.

Elections

Tacy Holliday coordinated the election process for vice chair and co-secretary. Patrick Feehan was elected vice chair and Sharmila Pradhan was elected co-secretary, unopposed. A Faculty position is still open on the council.

FY-18 Goals

Tacy explained that this year's goals need to be tied to the Strategic Plan or one of its themes. This is different from previous years. Five issues were identified and three were chosen by the council. The exact wording of these goals will be discussed in the next meeting. Issues that were selected are:

1. Business Process Changes related to the launch of Workday in Spring 2018 (council may want to gather reactions, constituent concerns and convey them to the right groups).
2. Campus Safety, Environmental & Occupational Safety: Council wants to understand and support efforts related to safety. Possibly collecting, reviewing or sharing data regarding safety.
3. Data Management: Security, access and use of data gathered through surveys, business process data and student work that is submitted in classes.

Issues that were considered, but not chosen were:

1. Bookstore service to students: Since the new bookstores have been in operation it would be good to know how they are serving student needs.
2. Central Services building and issues or concerns following the move.

Phishing and Two-Factor Authentication

Patrick Feehan presented updates on the latest internal fake phishing e-mail last month, and the upcoming launch of two-factor authentication. About 766 people reported it using the fish symbol in Outlook, so there is greater awareness about how potential phishing e-mails should be reported. However, 170 people clicked on the link in the e-mail.

Two-factor authentication will go beyond just the username and password for identifying a person and their devices. IT Services is asking VPN users to register with Duo. They are the pilot group and soon others will be asked to use it. Duo site will generate a number that has to be used to confirm identity. The number can be generated in advance and printed out, sent to a phone as a text message, or a call. For most people it means they will need to carry their phone with them and use the Duo App to get a number generated and sent to the phone. Some of the council members have already used this to log into VPN. They had some comments such as:

- 1) the authentication number expires too soon, sometimes. Not allowing user to go to another room, get the phone and use the number generated.
- 2) It does not work on Android phones. Duo App requires Apple platform. Patrick clarified that there are other ways to use Duo without a phone or App.
- 3) Will students be included? Currently no. It depends on the technology used for student services.
- 4) For questions contact IT Helpdesk, or contact Patrick Feehan extension-73087.

Council members thanked Patrick.

ADJOURNMENT

The meeting was adjourned at 3:30 p.m.

Respectfully submitted by:

Sharmila Pradhan (Co-Secretary and note taker of the meeting)