Brief Biography & Introduction

• After a brief stint at Boise State University I joined the U.S. Army as a surface to air missile crewmember which then paid for my degree in Computer Science at the University of Idaho.
• I started a 22-year run at UI as a programmer/analyst in the academic technologies division and worked my way up through Chief Technology Officer (five years) culminating as interim Chief Information Officer.
• Taught in the UI Computer Science department for 15 consecutive semesters and over 400 students.
• Hired by WSU in Jan 2012 as Associate Vice President for Infrastructure.
• Promoted in Aug 2013 to Deputy CIO.
• Became interim CIO in Feb 2023 and dropped the interim designation in August.
• Married (25th anniversary this year), 19-year-old daughter who is a junior at WSU. Passions are formula car racing and gallivanting across the British countryside with my wife.
New CIO Top Priorities

1. Implement OneWSU IT System Governance structures to maintain current momentum while institutional OneWSU governance structures are being developed.

2. Develop IT funding models in alignment with the OneWSU vision and budgeting model.

3. Implement an institutional Network Vulnerability Management System to identify, prioritize, and mitigate WSU network and server-based threats.
2023 ITS Strategic Imperatives

- **Challenge:** ITS/Pullman has no shared sense of identity or purpose  
  **Solution:** Establish Organizational Mission, Vision, and Values Statements

- **Challenge:** WSU campuses do not know where each are going from a strategic IT perspective  
  **Solution:** Leverage Independent IT Project Portfolios into Single Strategic Plan

- **Challenge:** No entity knows precisely what their IT services cost are so are unable to objectively determine value/worth  
  **Solution:** Construct Sustainable IT Financial Models for IT Services

- **Challenge:** In the absence of formal IT shared governance structures, IT leaders default to solving problems to the best of their financial and staffing resources – or not  
  **Solution:** Propose Actionable OneWSU System Implementation Plan

- **Challenge:** True current IT risks are largely unknown and unquantified and therefore unmanaged  
  **Solution:** Devise Enterprise IT Risk Management Plan

- **Challenge:** ITS’ current ability to attract the best qualified candidates for critical vacancies and develop existing staff is unstructured at best and lacks strategic focus  
  **Solution:** Develop Systemic Talent Management Standards and Processes
Current State of WSU Cybersecurity

1. WSU IT “attack surface”:
   • 40,000+ end-user devices
   • 1,500+ servers
   • 900+ applications
   • 40+ IT units (300+ IT practitioners)

2. 2023 Security Incidents:
   • Significant Incidents:
     • WSU (internal) : 1 (no exposed records)
     • Third Party: 3
   • Ransomware Incidents: 0

3. Assessment: While current WSU IT policies and security metrics are above average with respect to state peers, the lack of overall governance and associated processes, standards, and leading metrics leaves WSU with a false sense of security.
ITS Cybersecurity Roadmaps

**Information Security Program Policies & Compliance Program Development**

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<tr>
<td>System Control Standards Development</td>
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<td>Stakeholder Review &amp; Publish and Implement</td>
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<td>Functional Area Risk Assessment - Continuous</td>
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**System IT Vulnerability Management Program Development**

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<tr>
<td>Define Requirements for System Vulnerability Management Service</td>
<td>Request for Proposal</td>
<td>Proof of Value</td>
<td>Implementation</td>
<td>Integrate Functional Area Risk with System IT Risk Management Program (GRC - Continuous)</td>
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**System IT Risk Management**

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<tr>
<td>Identify Top Level IT Risks</td>
<td>Define Requirements for System GRC Service</td>
<td>Request for Proposal</td>
<td>Proof of Value</td>
<td>Implementation</td>
<td>Integrate Functional Area Risk with System IT Risk Management Program (GRC - Continuous)</td>
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The WSU IT System Assessment completed in June, 2023 by Huron highlighted the need for formal IT Governance to:

1. Clarify who is responsible for what IT functions and services by defining IT Roles, Responsibilities, Authorities and Accountabilities (R2A2) with respect to System, Campus, College, and Unit IT
2. Allow WSU to be strategic and leverage limited resources to prioritize IT projects that are in alignment with institutional goals, reduce duplicative technologies and services, plan for growth, and manage deferred maintenance
3. Address inconsistent Student, Faculty, and Staff IT experience and related support between campuses by defining standard service levels
4. Identify IT security and privacy risks and implement systems to monitor, measure and manage those risks
System IT Governance Structures

System Executive Leadership (SEL)

System IT Executive Governance Council (ITEGC)
- IT Steering Committee (ITSC)

Academic & Instructional Technologies
- System
- Campus
- Business

Enterprise Applications
- College

Cybersecurity, Infrastructure and Research

Area Technology Officers
representation across
numerous governance areas

University IT community
members
(300-400 practitioners)
Key Current ITS Initiatives

1. **Microsoft A3 Licensing – funding request for FY25**
   - All faculty, staff, and students will retain use of locally installed Office applications, access to CoPilot, and be licensed for critical data and computer security tools

2. **Microsoft CoPilot Pilot (aka Bing for Enterprise)**
   - As part of A3, CoPilot gives the WSU community its own ChatGPT AI with security and privacy built-in

3. **Microsoft 365 CoPilot Proof of Concept**
   - At $30/person/per month, WSU staff and faculty with A3 licenses gain access to AI through Office products like Outlook, Word, Excel, PowerPoint, and Teams

4. **Removal of Network ID Password Expirations**
   - When completed, most WSU students, staff, and faculty will no longer be required to change their passwords every six months

5. **Endpoint Security Baseline Standard**
   - This new standard compliments the current standard by defining a new minimum standard that can be applied where Personal Identifiable Information (PII) and other regulatory requirements are not necessary
Questions?