Senate Committee on Libraries, Information Systems, and Technology
Minutes of 10 December 2013

Members Present: Rebecca Bascom, Ann Clements, Tracy Fausnight, Allison Goldstein, Galen Grimes, Amir Khalilollahi, Arthur Lesk, Terry O’Heron, Ann Taylor


Guests: Randy Hegarty, Kathy Kimbal, Kimlyn Patishnock, Nick Roy, Matt Soccio

1. Approval of Minutes of the Meeting held October 22, 2013

The minutes were approved. Motion – Ann Taylor

2. Comments from the Chair – Galen Grimes

Asked ITS/SOS to do a report on 2-factor authentication for the full Senate.

3. Comments from the Dean – Barbara Dewey

No comments

4. Comments from Vice Provost of ITS - Kevin Morooney

No Comments

5. Update on the University Libraries on 2014 Libraries Master Space Planning - Kimlyn Patishnock kjp2

Kimlyn Patishnock presented an overview of the Master Plan and a synopsis of the campus facility projects that are currently underway. The Master Plan focused on the various sources of input to the process, the overarching principles, and the 10 themes that emerged. The next steps are for the University Architects to present the final report to the University Libraries on Wednesday, January 8, 2014.

6. Update on 2-Factor Authentication and Duo - Matt Soccio, SOS and Nick Roy, IdS (Identity Services)

Information and data at Penn State are critical to our current and future functions. A big part of managing these assets is having certain degree of assurance that someone in the digital space is who they say they are.

While we have an existing 2-factor authentication (2FA) system, it is bound to the mainframe, and cannot scale up or out to meet the University's growing needs. In May 2013 a joint task force was formed between Identity Services (IdS) and Security Operations and Services (SOS) to explore the needs and requirements for an enterprise scale 2FA solution. After meeting with
50+ stakeholders, vendors were evaluated, and Duo Security was chosen and purchased in October 2013.

Some of the main features that make Duo attractive are:

- InCommon/Net+ affiliation
- Smart phone capabilities
- Accessibility options
- Cloud based, high availability service
- Ease of deployment and integration
- Cost

Duo is currently being piloted by Hershey IT, University Health Services, ITS IdS, and Outreach Undergraduate Admissions with different use cases. Soon, ITS SOS will pilot Duo. The information from these pilots is being fed to the service design process in IdS and we are currently projecting a Q2/Q3 2014 rollout for a production service that encompasses WebAccess.

Major points of discussion revolved around:

- Convenience - the phone apps seems like an improvement over the token as long as 2FA is not applied to everything every time someone accesses an app, and it meets student phone use profiles.
- Anonymity - should not disappear completely because we can have stronger authentication, being able to vote and voice opinions without fear of repercussions has a place in a learning environment. Education around managing digital identity and mission critical data needs to become a cultural element at PSU so that we strike a balance between security/privacy and academic needs.
- Intrusive - Penn State is essentially forcing a choice between using a personal device or carrying a token if the service expands as we envision it. While not a show stopper, we are sensitive to this and need to be careful how we introduce this service.

Questions / comments addressed during the presentation were:

- Galen Grimes - What is the cost for each token? At $25/token, ITS loses money. There are ~20k in circulation. We generally keep another 5k in stock because many tokens are non-functional when delivered.
- Galen Grimes - Why are we switching to Duo, away from tokens? We are switching to Duo, away from the ISIS mainframe application because the mainframe is being phased out and the current application will not scale to cover everyone. While Duo is built around and favors smartphone use, tokens are still an option. We had hoped to reduce
or eliminate the need for multiple tokens for multiple applications, but this may be a reality for some users in the near term.

- Allison Goldstein - Can I still browse while using Duo on my smart phone? Yes.
- Allison Goldstein - Students will not like to use 2-factor for each Penn State application. Agree, ITS needs to provide a single sign-on solution (WebAccess) for 2-factor authentication.

7. Additional Comments – Galen Grimes

None

8. Motion to Adjourn

Respectfully submitted,
Terry O’Heron