<u>MINUTES</u>

UNIVERSITY MANAGEMENT COMMITTEE
September 20, 2018

ATTENDEES: Phil Phillips (chair), Gary Hanson, Donna Nofziger, Marc Goodman, Nicolle Taylor, Michael Feltner, Connie Horton, Agus Harjoto, Hung Le, Rick Marrs, Lee Kats, Rick Gibson, Joan Singleton, Marnie Mitze
ABSENT: Lauren Cosentino

I. <u>UNIVERSITY MANAGEMENT COMMITTEE CALL TO ORDER:</u>
    Vice President for Administration Phil Phillips called the University Management Committee meeting to order. The date was Thursday, October 18, 2018 in the TAC Lobby Conference Room – Malibu Campus. Professor Agus Harjoto opened in prayer.

II. <u>September 20, 2018 MEETING MINUTES</u>
    Upon the motion duly made and seconded, the minutes of the September 20, 2018 meetings were approved as presented.

III. <u>FEE AUDIT</u>
    Director of Financial Planning Greg Ramirez presented the annual fee audit. This serves as a supportive tool for the committee to review all active fees through reports and analyses developed by the Office of Financial Planning. New fees and increases to existing fees are as follows:

    <u>New fees approved in FY18:</u>
    - Online Master in Dispute Resolution/Master Legal Studies Residency Fee (School of Law): cost of transportation and meals related to the required on-campus visit.
    - Executive Doctor of Business Administration Application Fee (Graziadio Business School): cost of application for admission.

<u>Increases to existing fees approved in FY18:</u>

- Orientation Workshop Fee (School of Public Policy): cost of overnight accommodations, materials, transportation, and meals related to the required professional experience prior to starting the Master in Public Policy.

Director Ramirez led the committee through a brief review of the provided materials and answered questions. A committee member asked if the Office of Financial Planning could benchmark fees at a few peer schools. Director Ramirez agreed benchmarking would be valuable to the audit process and will return to the committee with benchmark data next year.

IV.   <u>UNIVERSITY CHARGEBACKS</u>

Per the committee's request, director of Financial Planning Greg Ramirez presented a report of University recharges. He defined recharge centers as centrally managed services that allocate costs to departments based on usage and/or predetermined rates; these service centers are designed to break even. Director Ramirez defined service-providing departments as departments that provide services to other areas of the University as part of their normal operating activities; these areas are reimbursed from other departments based on the actual cost of services provided.

The committee discussed the provided materials and asked questions, noting some recharges can become irritants. Several committee members agreed, while there is value in recharges, a need exists to audit some existing procedures. A committee member expressed it becomes frustrating and creates animosity when some departments provide free services, while other departments charge for things as inconsequential as tape.

Director Ramirez will come back to the committee with suggested alternatives. At this time, Director Ramirez left the meeting.

V.   <u>FACULTY/STAFF ADOPTION OF SECURECONNECT MULTI-FACTOR AUTHENTICATION</u>

Chief Information Officer Jonathan See, Chief Information Security Officer Kim Cary, and Associate Chief Information Officer Kevin Phan presented a request for

implementation of SecureConnect authentication for faculty and staff. SecureConnect is a way to protect against a compromised or captured password being used by cyber criminals to remotely enter Pepperdine University systems or networks. The SecureConnect system secures off-campus connections to Pepperdine networks and systems and requires both a password and a second authentication factor, managed using a mobile application.

SecureConnect's second factor authentication is very flexible, with many options:
- Push notification to DUO smartphone app (easiest)
- Use of DUO smartphone/tablet app to generate a passcode (if no cell service)
- SMS Text Code sent to user selected number (cost per text)
- Voice call to user selected number(s): office, home, mobile, etc. (cost per call)
- Single use bypass code(s) created at secureconnect.pepperdine.edu (emergency backup)

A 2016 pilot test phase of this authentication system included all Information Technology (IT) employees and selected executives, totaling approximately 120 people. This phase proved the system was functional and easy to use, and allowed IT to develop support processes and training. An opt-in phase was implemented in FY17. During this phase, existing support processes held up well for more than 900 active users.

In July 2018, IT carried out a weakness penetration test and learned the following:
- 20% of tested users gave away their password to a simulated real-world phish
- The SecureConnect portal had a minor insecurity - found and fixed
- Accounts not opted in to SecureConnect, if phished, could be used to set up DUO with the attacker's preferred second factor. Requiring all active accounts in the Pepperdine domain to enroll in SecureConnect would prevent this attack.

The Information Technology team proposed, effective November 2, 2019, all faculty, staff, and contractor accounts be required to enroll in SecureConnect (powered by DUO) multi-factor authentication to prevent remote use of systems and networks by cyber criminals who have phished or stolen Pepperdine University NetworkID

credentials. The committee discussed the proposal. Due to the high level of cyber risk, several committee members proposed implementation by the end of 2018. IT will return to the committee with an earlier proposed implementation date and proposed language to incorporate into the IT University standards. In the meantime, IT will continue voluntary enrollment and begin a marketing campaign in advance of mandatory sign-up.

A committee member moved to approve the request as presented, with a request for IT to propose an earlier implementation date. The motion was seconded and approved.

VI.   NEW WASTE RECEPTABLE PILOT IN MAIN PLAZAS
Director of Facilities Services Carly Mischke presented a request to launch a new waste receptacle pilot in the main University plazas. A September 2018 waste audit showed community members are not effectively separating trash from recycling, undercutting the University's ability to comply with regulatory waste diversion goals. Director Mischke acknowledged a need to increase visibility and participation in the recycling program, and hopes to address this with consistent bin types and an engaging message. She also proposed alternate larger exterior trash and recycling bins to more clearly delineate recycling and reduce the significant labor currently required to service existing bins.

She showed images of existing bin locations and proposed locations for a new type of bin. Success of the proposed pilot phase will be measured by the recorded impact on service frequency, and the reduction in contaminated waste streams (recycling in trash bin), as determined by a waste audit in December 2018. Evaluation of deployment locations and signage will also take place, and further phases of the pilot and deployment will include other campus exterior bins and interior locations as well.

A committee member asked if recycling education could be implemented, including educational materials at on-campus residences. Another committee member suggested engaging student groups to assist with educating the community. Director Mischke affirmed she is working with Integrated Marketing Communications to

develop stickers to post on trash cans and will work with student groups to increase community awareness and participation.

VII.   <u>ADJOURNMENT</u>
There being no further business, the meeting was adjourned. Unless otherwise notified, the next meeting will be held on November 15, 2018.