

IT All-Campus Workshop January 2023

Question	Answer
ITS UPDATE	
not the bonobo?	Haven't heard about the bonobo! Maybe for the next ACITW
Will there be a dashboard showing performance metrics? Are baseline metrics established or published?	Draft memo has been created for the president's review. There is a plan to have metrics and have it updated on our dashboards for that.
That being said (importance of infrastructure), what's the plan for replacing the TI Director position?	Given the multiple failures in recruitment, we decided to pause the TI Director recruitment for the time being. Until we decide otherwise, AJ will manage the system side of TI, Chris the network and telecom side.
Speaking of ChatGPT, does the UH System plan on making some type of overall statement and guidance (policy?), especially for faculty, at an institution level? This would be very helpful to keep all campus' working together in-step vs. each campus coming out with their own statement.	Not at this time as the product (as well as Microsoft and Google derivatives) continue to evolve. We would caution anyone using these AI products that they also collect and keep the context of requests, so anyone using them should be aware that it's the equivalent of typing on a public bulletin board. The products have material merit, but it is unclear as to how they will impact (or benefit) the University and its community.
ChatGPT needs to expand bandwidth and be up to date with data to succeed.	Ongoing challenge given the media coverage.
Will ITS provide leadership or guidance to rapid emerging AI engagements, for incipient paradigms person to AI (i.e. generative AI or large language sector AI, like ChatGPT or Dall - E -2, or data pattern recognition of research digital data)? What is the organization structure to address many evolving issues besides mimic concerns, but more important the nature of engagements, cognitively as well as how deep machine learning will evolve to ad hoc population bias training data?	We will continue to evaluate and assess the impacts of this class of products, and will look to incorporate the recommendations of others (e.g., our own AI faculty and researchers)
Follow up with UH work force development, will ITS have educational training on AI and its emerging shift in the tech landscape in its full range of various disparate sectors in applications of AI or later AGI?	Yes, together with range of other topics; recognize that the area is evolving quickly so only limited curriculum exists for AI connected to workforce development.
Can I get more info on the Submarine cable project?	Will follow up directly.
Please email me	Will follow up directly.
Besides integrations, we can now look more at providing value to the services from the business side of things!	Business value should be the core principle, technology stack should follow.
Are there discussions to standardize network infrastructure to create system pricing for all Campuses? (economy of scale) Using on-prem "use it until EoL" is being replaced by hosted subscription models which is not sustainable by local Campuses. Expand the VoIP standardization model.	Financial models that rely on recurring replacement don't work (yet) for UH. We do have to do better with standardization and effective pricing as sometimes the standards cost a bit more. VoIP migration to Mitel in the works - coming soon :)
What is the timeline of the replacement for Lulima?	The current work is to assess and evaluate the alternatives - that effort will be complete in the Spring. Based on the results, we will set our next steps.
the question how to steer the training data and how steer peer review data bases as training data	I think this was in the context of the AI conversation - absolutely, true that the AI becomes what it consumes, so that the source and feeding of the training data is critical to the outcomes.
Would like to see more IT professional development funding	Definitely yes! Funding remains a challenge system wide, however is recognized by leadership as important. We can also take advantage of some of the external funding sources, e.g., the just announced Good Jobs grant program, as well as industry provided training, e.g., AWS, Azure
MEMES	
Would the ITACW Meme for Geeks powerpoint be available online later on?	We'll post with the other ppt decks :)
About 70 or 80 memes	89 :)
INFOSEC+DATA GOVERNANCE	
are the recent password policy changes helping with increasing resistance to credential stuffing, notably?	Yes, the recent changes to the password requirements have helped. But the adversaries are also continuing to advance their tools, techniques and tactics. Everyone still needs to remain vigilant.
how do the number of attacks on UH compare with other schools, businesses, etc.	We're not much different. Every industry experience cycles. Certain industries are targeted more. Some attacks are shifting to energy. We are constantly being attacked as we are open and easy to gain access to.
Is there a website we can go to to look up a person's ACER status?	Department/Campus coordinators is able to view ISAT compliance status. If you have access to UH IMC, you could also check there.
Going back to security, for the MFA logins, is there any plans to allow Yubikey hard tokens that students/staff already have to be used? I believe currently tokens purchased outside aren't allowed.	You have to purchase Yubikey hard tokens for use with DUO from the UH Site License program: www.hawaii.edu/sitelic - it needs to be configured to work with our DUO.
How are the hard tokens available for those on the other islands?	We utilize USPS, and provide some instructions on getting the hard token fully provisioned to work with your account.
GOOGLE UPDATE	
Is there a limit of how many Google shared drives done by a user?	Not at this time, though we will monitor and may put limits in place if the number of requested shared drives for individual accounts becomes an issue.
Is there a way to tell how much space is being used per shared drive and in total? If there are multiple content managers, who's quota is being taxed?	Refer to https://www.hawaii.edu/askus/1882 for instructions to see the quota usage for an individual account, as well as for shared drives.

IT All-Campus Workshop January 2023

Will these shared drives or total usage exclude email messages and attachments?	Email messages and attachments contained in an individual's account would count towards the account's quota (see https://www.hawaii.edu/askus/1882 for more details).
'Ohana folks can do regular gmail and get 15GB of gDrive storage :)	We intentionally set the 'Ohana account quota under the consumer gmail.com account quota, as 'Ohana accounts are intended to be used specifically for ongoing communication with faculty and staff of UH, and is not intended to be used as a personal Gmail/Drive account after separation from UH. Personal communication and file storage should be done under a consumer account, whether gmail.com or another service.
Will the quota exceptions apply to departmental accounts?	Yes.
Can the quota exception request be for the Google Shared drives as well?	Yes.
Will there be training to use these options?	We don't have any training sessions on the calendar at this time, but will look to put together some sessions.
Hi Mitch - we host a lot of shared drives for our larger research projects, primarily for documents, reports and presentations. Does the quota pertain to the google drive "owner" or to members of the shared drive.	Shared drive quotas apply to all files within the shared drive. This quota would not apply to the individual account quotas for any of the collaborators of the shared drive. Files within an individual account's "My Drive" would count towards that account's quota.
How do you find files taking up large amounts of storage in google drive?	https://hawaii.edu/askus/1882
messages stored in Google Groups archive does it count against one's quota?	No, messages stored in Google Groups archives do not count towards any of the group member's individual quotas.
Will quota exceptions apply to research data? Many investigators store large amounts of research data in google drive.	Yes.
Back to Google Groups - what is the quota limit for a Google Group?	Right now, we don't know if there are any default quota for Google Groups, nor if Google provides a way to apply a quota like there are for individual accounts or shared drives. Update: Google Support confirmed that Google Groups don't have a storage quota, and the messages and attachments available through the Google Groups UI for a group does not count towards the domain's total pooled storage limit. Ask Us 1882 has been updated to reflect this in the FAQs section.
Mitch is there a way to transfer ownership of a Google Drive folder if that owner had left UH?	Yes. You can contact the ITS Help Desk for assistance with this.
MISCELLANEOUS	
What's the url for that?	The URL for the IT All Campus Workshop is https://www.hawaii.edu/its/itacw/