Faculty Senate: System IT Updates

March 20th, 2025

Agenda

- Recent Accomplishments & Current Initiatives

- MultiFactor Authentication (MFA) Updates

- Microsoft Office 365 Storage Management

- Q&A

Highlights: Recent Accomplishments & Current Initiatives

- Crimson Service Desk launched Visual Authentication Processes last November
- Information Security Services (ISS) and Modernization proactively thwarted multiple payroll fraud attempts
- Launched "Last Password Change Ever" campaign in December
- Completed transfer of Pullman GUC stewardship from Academic Outreach and Innovation (AOI) to Information Technology Services (ITS) and one full-semester under our operational belt
- ITS championed the use of remaining minor capital improvement (MCI) funds to expand Zoom learning environments and has 16 spaces scheduled for upgrades by Aug. 1
- In partnership with Student Affairs, ITS is currently testing new student-centric advising reports
- Academic representation in the new System IT governance structure is at its highest level in the history of WSU.
- Sunsetting of (easily) phishable Multifactor Authentication methods
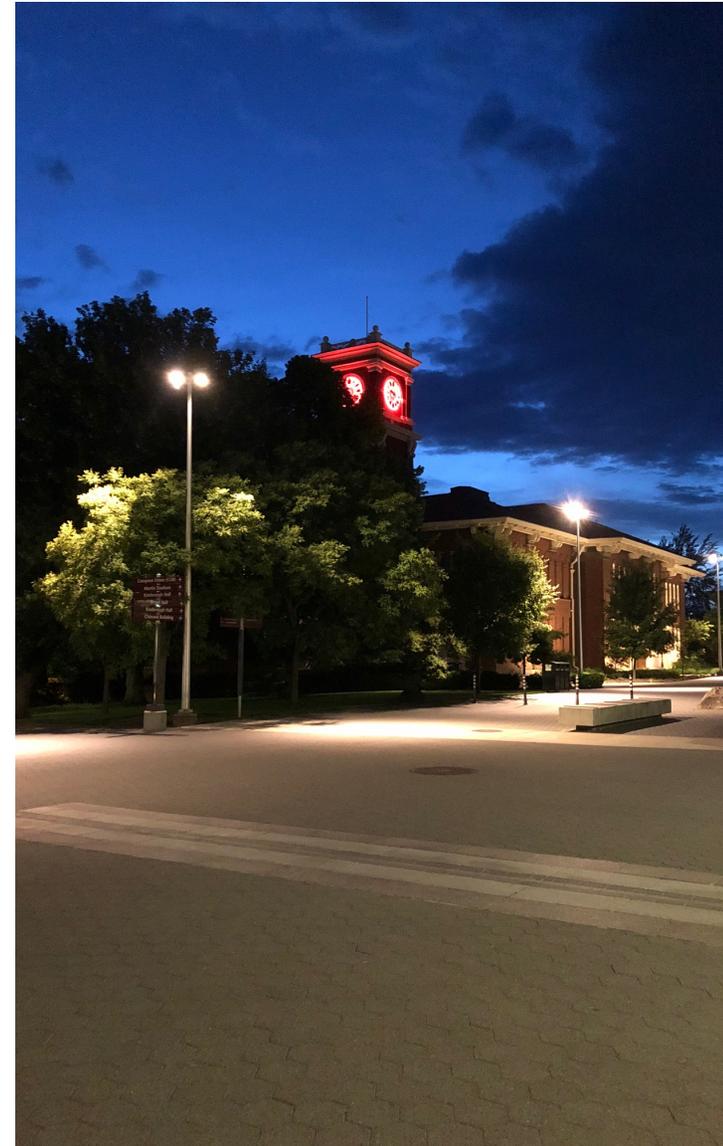- Microsoft Storage Management processes

MultiFactor Authentication (MFA) Updates

- Why? Last year our multifactor authentication vendor (Okta) announced the easily phishable authentication factors would be dropped from all contracts upon next renewal – specifically voice and SMS (texting) methods

- In light of recent and significant federal cybersecurity reductions in workforce and greatly diminished intelligence sharing with higher education, we need to be more vigilant than ever

- In anticipation, ITS and the distributed IT community have greatly increased their support for all phishing resistant MFA methods supported by Okta including Google Authenticator and Okta Verify for desktops/laptops/mobile devices

- On March 25th (next Tuesday) ITS will require all WSU users to use phishing resistant methods and no longer allow voice or SMS authentication

- What's next? Passkeys

Microsoft Office 365 Storage Management

- Why? Microsoft has announced that they will start charging for Office 365 cloud storage effective at WSU's contract renewal on July 1st, 2026.

- 1st Phase: Online Archives were kicked off on March 6th. This is the only control we have that does not require actual deleting of content.

- Upcoming OneDrive and Teams will not be so easy.

- ITS will be presenting as part of our budget presentation in April at least one option for increased central funding to "take the edge" off the costing impact

- A service center will be created to allow at the area level the ability to self-fund additional OneDrive and Teams space in addition to the centrally allocated quota prior to July 1st, 2026

- 2nd Phase: Targeting Spring 2026, ITS will implement Outlook, OneDrive, and Teams quotas
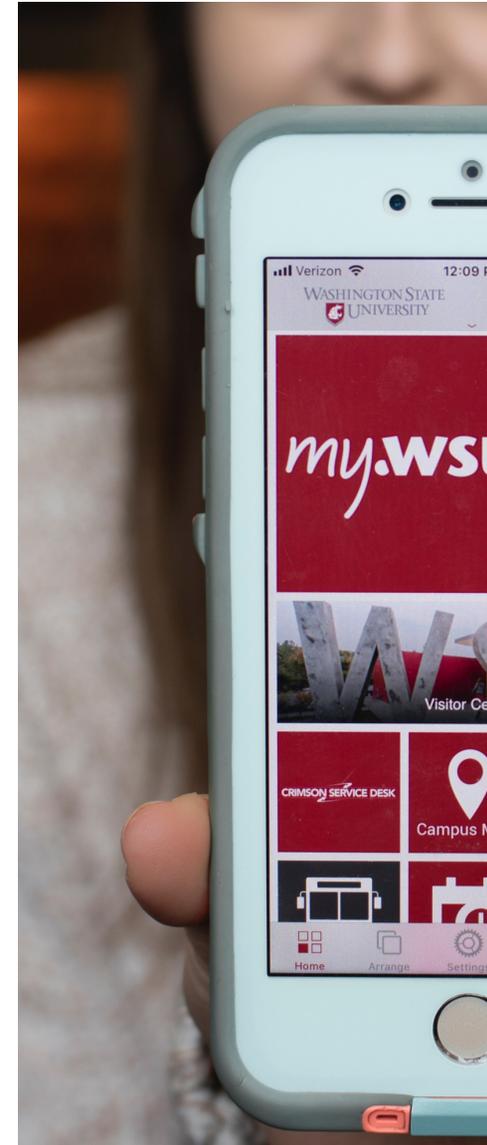
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Q&A