

IT All-Campus Workshop 2020

| Question | Answer |
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| KICK-OFF & ITS UPDATE | |
| You could do an annual in person workshop (eventually) and quarterly online workshops. Hybrid. Good Morning | Thanks for your suggestion Carl! We'll consider that. And good morning to all of you! |
| Will a recording of today's workshop be made available? | We will not be recording today's session, but will be posting the slide decks on the ITACW website. |
| Having an online workshops at least once a semester would be nice. | live answered Thanks Helen! |
| I would also like to look forward to a semester or quarterly workshop too. | Thanks Yu Xian! I did talk about it a few times - maybe something shorter, but inserted between our annual workshops. |
| when is the next peoplesoft version expected? soon(tm) or down the road? | Originally was earlier this year, and more recently October (now), but deferred again (to late Spring, I think around May) due to volume of changes required to implement all the collective bargaining changes (which are now complete). |
| ALOHASAFE | |
| Are there challenges with GAEN for travelling Hawaii residents, and for visitors that have travelled here, or are still here? | Yes, but we will be joining the National Key Server provided by the Association of Public Health Labs. |
| Does GAEN transmit when bluetooth is turned off? | No, you will need to keep bluetooth low energy active. |
| Since what version of Android is GAEN supported? | Android Version 6 (API 23) or newer |
| Hi Brandon, how long ago was this deployed? I may have heard about it, but I don't recall it being advertised consistently? Do you know how many is using this app? | The AlohaSafe Alert (GAEN) app is not live in the app stores yet. The Story app has been in the iOS app store for a month or so, but we haven't marketed it. The plan is to drive adoption of the Alert app initially so once the Alert app is live, we will remove the Story app from the app store and reintroduce it later as another layer of protection. |
| How does the software account for cumulative contact time as described in the recen CDC update, which would be represented by multiple non-threshold meeting keys (unrelated, but connected to the same contact/device)? | The system already account for non-continuous contact - it doesn't know who the keys come from, and the keys you broadcast change frequently, so it is unable to know the keys came from the same contact anyway. |
| Interesting that states need to implement their own app instead of a national one, are there big differences between each app? | No huge differences, as there are a lot of restrictions imposed by Google and Apple to use the API. The notification/detection/bluetooth key exchange is happening at the OS level, so the app can't really influence it. Most of the differences are in the post-notification features/advice |
| The unemployment office had a problem w/geolocation where claims would get flagged if not turned on. Assuming this wouldn't be an issue with this app. So awesome! | Yes, there are major concerns with making decisions based on geolocation data, as the accuracy is questionable, and can easily be turned off or faked. |
| How does it know who to notify for possible contact with an infected person if all the data is on the phone and not sent anywhere? | Your device will basically download all the positive keys, and then compare that list with the keys it has. The check/notification happens on the device, rather than on the server. |
| Say a Nevada visitor tests positive while visiting HI; do they have to coordinate with Nevada DOH to get a 6-digit code for their Nevada GAEN app, or can HI DOH speed up the process? | States are coordinated if they are using that APHL national key server, all the states using it will submit their positive keys to the same server, allowing for cross-jurisdiction notifications |
| I take it then AlohaSafe Story only stores 21 days worth of locations, any data older than that would be overwritten or purged on your device? | correct |

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| Can AlohaSafe Story users check their own locations? | No, they aren't able to check their own locations. The contact tracer will walk the patient through their past location history and redact any personal locations (residence, parent's house etc.). |
| What is the critical mass/percentage of smartphone users needed for AlohaSafe to be effective? | https://www.technologyreview.com/2020/09/02/1007947/coronavirus-contact-tracing-apps-save-lives-low-15-percent-adoption-rates/ |
| So key exchanges happen only every few minutes (to reduce power consumption) and duration is measured based on the number of exchanges? | basically, yes |
| does the aloha safe story app also integrate with GAEN or is it just a completely independent on-device location database? | must be kept separate due to GAEN rules |
| Since android isn't calibrated(?), how would this affect accuracy of data? | https://developers.google.com/android/exposure-notifications/ble-attenuation-computation https://developers.google.com/android/exposure-notifications/ble-attenuation-procedure |
| Suggestion: be careful with the "What I said, What I heard" terminology; lay people can misconstrue that. Better to say something like "What tags my phone sent, what tags my phone heard, where the tags are cryptic encoded tracking messages" | Thank you, yes good point. |
| If AlohaSafe is not transmitting keys until the contact tracer makes contact with the positive patient. How does the positive patient's list of keys find other keys of non-positive individuals? | The other people will download a list of all the positive keys, and check it against their list. This comparison is done on each device, rather than by the server. |
| Does it function even when the app is closed? | Yes. |
| how will the GAEN app work with tourists who leave HI jurisdiction then test positive? | If they are from another state on the APHL server, their keys will be able to notify people in HI. |
| Does the app automatically download positive keys to alert the user whenever a possible contact is found? | Yes, a few times a day. |
| ETA? | We are currently testing the application and want to make sure that upon launch, the app doesn't run into issues that could undermine confidence in the technology. |
| Is there some other app that Hawaii asks visitors to install when they come now? | Safe Travels app (ETS driving, Google partner produced) |
| does the OS do the EN or does the app handle that? i heard of some EU apps giving startling alerts with "you've not been exposed" which is counter to what you expect from the EN (just tell me IF/WHEN i've potentially been exposed). | The OS provides the alert, but the messaging is controlled by the Department of Health. |
| I heard in Australia that the PM required folks to download their tracing app if they wanted to open up the bars ;-) Maybe that will bump up usage. Not sure if that worked... | We hope everyone will use the app, and we're working to find ways to incentivize its use. There's not much to gain by requiring use, since the app is designed to be voluntary and controlled by the individual. |
| For AlohaSafe Story, can it be done so that if we get a positive test, the user can self-redact locations prior to uploading to the contact tracer? This will greatly assuage privacy concerns while still aiding the goal of reminding the user of their location history for contact tracing. | Contact tracers will be instructed to listen to the patient rather than the GPS data, as your phones location data can often be inaccurate. The patient can choose to not provide any contacts associated with that location. We think self-redaction defeats the point of contributing to the contact tracing efforts. |
| Can we volunteer to test the ap? | We're working on pilot/beta program details. |

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| Will there be other information in the AlohaSafe Alert App. For example daily statistics dashboard for citizens? Or is this app intended to be turned on and forgotten. | this app is intended to be turned on and forgotten. in the interests of preserving privacy, it doesn't collect metrics that would be useful, so there wouldn't be much of a point for a dashboard. |
| AlohaSafe Alert: when a positive contact is found, does the alert include info on how close or long the contact was, or how long ago it was? | The alert includes anonymized details - it won't tell you the exact date or duration, so you can't immediately identify who/where it came from. |
| KUALI BUILD / ON-BASE | |
| What is the URL for this video? | Here is the link the video: https://www.youtube.com/watch?v=o8tnKJFRqWQ |
| What if your app/form requires PII data, is that allowed? If yes, is it secured to allow storage of PII? | The app and storage is secure, however, we're moving carefully re: PII and other regulated data, mostly because the app designer can directly control permissions to their app (including classes like all authenticated users, and anonymous users - anonymous should almost never be used for our use cases). For data exposed by an API, we're also working with Kualii on additional granularity to permissions for API-based access to enterprise data. |
| is the kualii apps rest api integration with our apis based on json or xml? | It's based on JSON |
| Hi Garret, Since UH uses this, can any department request a user account to develop forms for their own internal use? | Yes. We are licensed for UH systemwide use. |
| can we use kualii apps as basically a google form system except that we can collect PII since (presumably) it's better with data governance requirements? | Also just responded to Yu Xian's note. We're moving carefully on PII as there needs to be caution by the app designers with respect to permissions and app design. |
| Does the system allow creators to provide a custom route log progress status similar to KFS "Route Log" for end-users? | Yes there is a status view similar to KFS Route Log. You would go to the specific document and toggle the View/Status option. |
| How do I get access? | You can login at https://hawaii-apps.kualii.co/ . I've granted you the ability to create apps. Reach out to me and I'll schedule something to walk you through creating and building your form. |
| Great where do I start? | Karla - what is your UH username? |
| Would this work to be a student facing form as well? I.e. changing majors, transcript request, etc.? | The student facing forms will follow once we have the community of student IDs loaded into the system (pending some authorization work with Kualii). |
| Aloha, Where are processed forms stored for future access? | Processed forms are stored in Kualii Build and you can access them on the document listing page. |
| Thanks, Cameron! The CI team would like an indepth demo. :). Very cool! | I'll reach out and work with you folks. |
| If you build it "He" will come | Haha thanks for that correction! I've heard it both ways but I guess because it was directed at his father, that would be more appropriate. |
| Hi Cameron, how do I get a user account if I am with UH for internal forms? | All faculty and staff have user accounts in Kualii Build. If you would like to create applications, fill out the request form at https://hawaii-apps.kualii.co/app/builder/#/app/5f936e130f7fb0e3f22e2abf/run . |
| How OnBase intake the KB forms? | It's not available yet but is a project that we will be working on with the OnBase team. ITS will be creating a middleware web service that exports documents from KB and then stores them on the sftp server that OnBase can then pull into their DIP process. Work will need to be done with the OnBase team to create the doc types and indexes. |

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| Is forms approved for use with electronic/digital signatures? | Since approvals are tied to the UH ID and CAS login, the approvals are approved for use with internal UH transactions under EP2.218. As noted in other conversations, the app designer needs to be aware of use so that the app properly protects the use case. |
| OnBase seems to solve the same problems as Kuali Build... or am I missing something? If so, why two competing platforms? | Two options for the same problem. With KB you can get started right away and you build it yourself. With OnBase, you'll meet with the OnBase team to work on the specs and/or workflow and they'll be building your solution into OnBase. Some folks are considering using both ... create an interim solution with KB, and look to future to design and build a more robust solution with OnBase. |
| For consistency purposes throughout the UH system, will this process be mandatory for all campuses? Or does each campus make their own decision whether to use this process? | Functional units can decide which way they prefer - we will advise (from both teams). I've been participating directly with the various campus management teams to help spread the word on choices. Mostly moving cautiously, but have gotten great movement on both OnBase on KB. Today is the first broad announcements for IT specs across all campuses. |
| is there a kuali app to request access to the kuali apps beta (as a creator)? or do i email that listserv address? | Good idea Sunny! In the meantime, I've granted you access to create apps in Kuali Build. |
| Thank you everyone! Is there a difference in PII management/storage/concerns between OnBase and KB? | OnBase was selected to maintain and manage this stuff. KB has the necessary capacity and security, but not at the same level (yet). Both have the same concerns over apps needing to be properly designed - we have more direct control in the OnBase environment; we need to educate KB app designers to keep the necessary practices sound. |
| SITEIMPROVE | |
| Does siteimprove work with web applications which can't just be crawled ? I have done my best to test pages using browser pluggins but something that would just let me use the app while it watches would be interesting. | Potentially. The normal limitation I see with web applications is they are not built with crawling in mind, which is what Siteimprove is, a crawler. If the web application has unique page urls and linking then we should be able to. If not, we would need help on your end with an xml sitemap and potentially routing to tell our system what to crawl. We would still need unique urls. |
| If you fix your level AA and not A, is that an issue? | Yes. I would focus on A level issues first. AA are important, but A should be the priority |
| Can this be integrated with Laulima to evaluate individual course sites? | Interesting. There is potential, but this wouldn't be "out of the box." |
| Can we add hawaii-apps.kuali.co/ to the global siteImprove profile, so we can get a 11y insights about those new forms as well. Mahalo | Potentially. I see this is behind authentication, so it would need advanced setup. Not knowing the site architecture behind login, we would have to do testing prior to giving a concrete answer. |
| Not explicitly about SiteImprove, but what's the status on our VRA with DOE OCR? The first deadline has already passed, but we haven't heard anything about the compliance roadmap at the campus level. | We covered the 2019 requirement to deliver a plan to OCR, but yes, the May 3, 2021 deadline is coming up fast. We're looking at mitigation strategies around resource limitations, as well as making sure we're managing the broadly used public sites. SiteImprove is a large part of the reporting strategy to respond to OCR. Definitely behind were we thought we would be in 2019, but we are working on approach to the May report/response. |

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| Can siteimprove get past authentication ? If the app requires Single Signon for example? I could provide URLs but I find the issue becomes allowing an external web based tool access. | Yes if we are given a username password. Being SSO can complicate this. IPs are whitelisting is an also an option |
| What is the email? | The spearphishing email subjects are recent hot topics like covid, voting, usps failed delivery, apple enhanced security, etc. The email would have a link to a site with a malicious download or have a malicious attachment. |
| Not a question, but I'd like to thank ITS for the system-wide site license for SI. It has been tremendously helpful in remediation efforts. I'm hoping the SI "Next Gen" checker will make the remaining efforts even easier when that's available. | :) |
| How do I get started with using SiteImprove? | Contact Mitch Ochi @ ITS (ochi@hawaii.edu) https://www.hawaii.edu/its/siteimprove/ |
| ISSUES & THREATS DURING A PANDEMIC | |
| How about using docusign with digital signatures? | DocuSign (commercial electronic signature service) is similar in capability to Adobe e-Sign - both have license and transaction costs, and are usable for digital signatures. The internal signature requirements can be done with out the for-fee tools. Generally speaking the for-fee tools are mostly best used for external facing documents (where at least one of the signatures are external to UH). |
| Thanks for all the answers. What is recommended when we get the rare contact from a whitehat? do we interact with them? escalate the contact even as we remediate the issue? respond/thank them? | Escalate to ITS InfoSec please. |
| Where can we find additional details on the certs available from ITS? | Info on certs can be found here: https://www.hawaii.edu/sitelic/incommon/ |
| did we hug scanuh.hawaii.edu to death? | Thanks for the reminder. I meant to mention that ScanUH is only available to UH Networks, so please jump onto the UH VPN or your campus VPN to get a campus IP to use ScanUH |
| Wit Server registrations, how do you manage registration of servers with data from muple PI's or projects? Do we need justifications from each project or can we aggrigate these into one server registration? | Shoot me an email (mquemado@hawaii.edu) for more discussion. I'll need some more information that we can discuss offline to make a recommednation. |
| Can PII or HIPA be stored on Dropbox? | Yes, ITS Dropbox Enterprise can store PII AND HIPAA data. We signed a BAA with Dropbox for HIPAA data |
| Will Dropbox be approved for sensitve data? | yes, it can be used for PII and HIPAA data. |
| with the dropbox, can we use it for sensitive HR docs? | yes, it can be used for HR docs |
| does enterprise dropbox require installing the dropbox rootkit? or can we just use it with the web interface? | If you are referring to the Dropbox Destop App, then no, it is not required to use Dropbox. You may use just the web interface. |
| ZOOM ADMINISTRATION | |
| is it usual that when i tried to sign in, it took me to a registration page again and i had to enter all my info before i could get in and made me add my code again, i clicked on link - entered password, and it took me to reg page, then i had to enter password again. so people might be late since it surprised me regarding the process. | It shouldn't be like that. But we did have an issue with people getting ported over properly during registration which might be why you were asked to register again. Thanks for the heads up |
| Zoom releated question. What settings did you use in Zoom such that the users could not see who is on? | We're using the Zoom webinar feature |