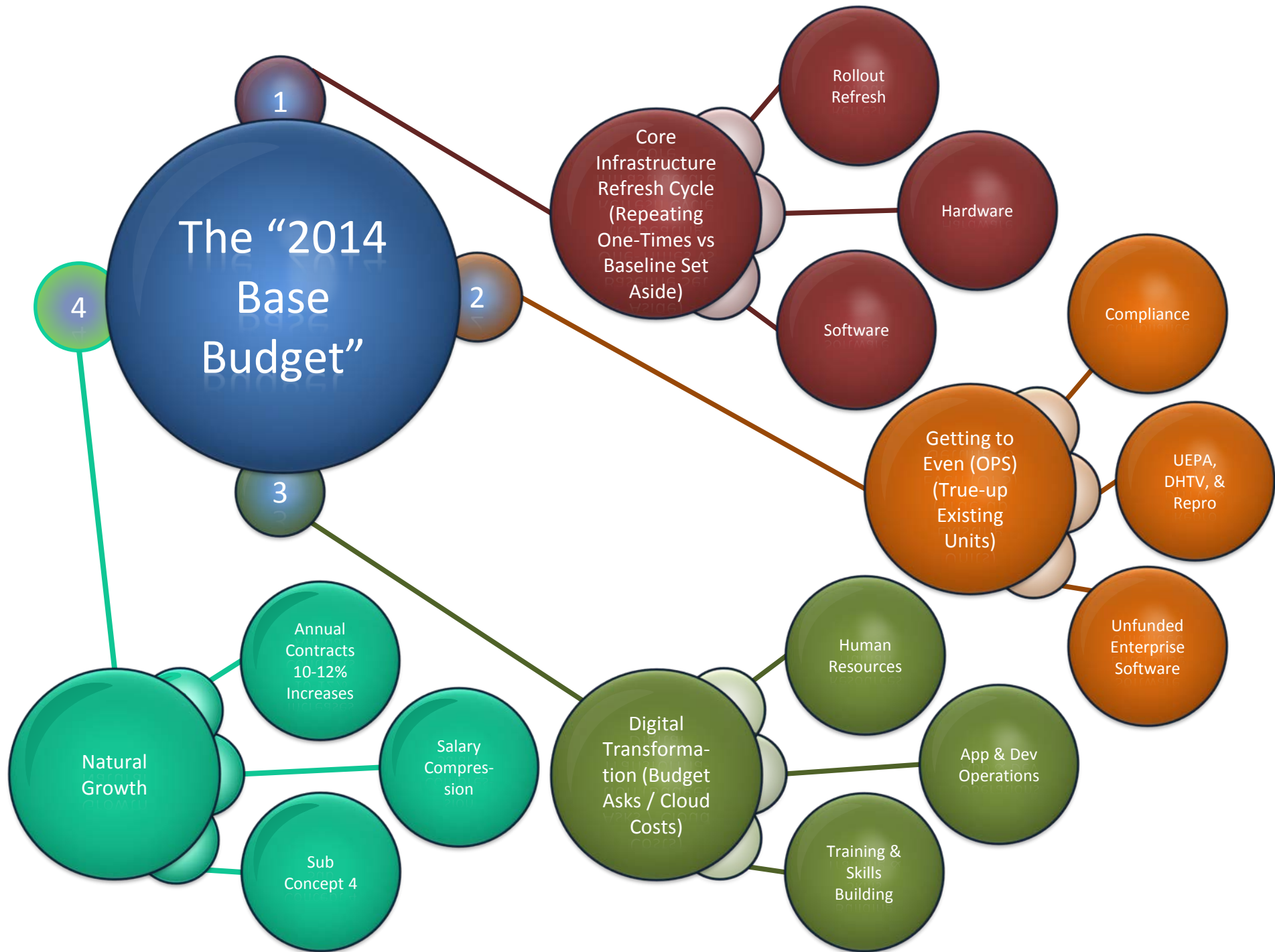# Campus Technology User Group (CTUG)

November 14, 2017

LSU Ballroom B

Agenda

1. CIO Update– C. Manriquez

2. HR/CS Upgrade Split Update – B. Chang
   - CO & Unisys Datacenter Changes
   - Application Updates

3. AT Update – R. Boroon

5. ISO Update – K. Boyer
   - Current Audit Status
   - Password Expiration Notifications
   - Encrypted Storage
   - Multi-factor Authentication

6. User Services – F. Mansouri
   - Apple Management With JAMF
   - Workstation Patch Management

7. Questions?

The "2014 Base Budget"

1. Core Infrastructure Refresh Cycle (Repeating One-Times vs Baseline Set Aside)
   - Rollout Refresh
   - Hardware
   - Software

2. Getting to Even (OPS) (True-up Existing Units)
   - Compliance
   - UEPA, DHTV, & Repro
   - Unfunded Enterprise Software

3. Digital Transformation (Budget Asks / Cloud Costs)
   - Human Resources
   - App & Dev Operations
   - Training & Skills Building

4. Natural Growth
   - Annual Contracts 10-12% Increases
   - Salary Compression
   - Sub Concept 4

CTUG

Refresh Cycle: Rollout Refresh

- **Budget: $2.25M**

  - Combined total of 1,845 (plus some spares) desktops & 2-in-1 convertible laptops refreshed
  - Historically: 25% MAC & 75% PC
    - If you have a MAC, you will get a MAC
    - If you have a PC, you will get a PC
  - No new monitors

Role	Desktop	Laptop
Perm/Tenure/Tenure Track Faculty	265	265
MPPs	125	125
Perm/F-T Staff (<0.5)	545	0
F-T Adjunct Faculty (>0.5)	260	260
TOTAL	**1,195**	**650**

Refresh Cycle: Hardware

Budget: $???M

- Grey Heller ERP Firewall with Single Sign-on: $57K + $??K
  - SSO, etc. + Mobile & Mobile Connector
- Video Surveillance: $500K
- Data Center Server/Storage Refresh - $450K
- Data Center Uninterruptable Power Supply - $460K
- Network Upgrades - $235K
- Production Studios (Head End) - $650K

Refresh Cycle: Software

SOFTWARE: $???M

- Classroom Scheduling Software such as Ad Astra
  - holding $282K in Innovation Funds
- Strategic Enrollment Management: $??K
  - KPIs, Backfill
- Analytics - $800K
  - Tableau, Power BI, & OBIEE
- Campus-wide ID Card: $???K

CONSULTANTS/ TRAINING : $425K

- Business Continuity - $50K
- Docs in OnBase: $25K
- ServiceNow: $100K
  - Projects, Assets, other campus areas
- Web & Mobile Refresh - $250K
  - Web Presence Development/Deployment
  - Mobile Presence expansion/improvement
  - Web Infrastructure/Solution

Getting to Even: Compliance

2017-2018: $482,400

- ATI NEW Baseline: $256,500
    - 2 Staff
    - Compliance Software
- ISO New Baseline: $225,900
    - 1 MPP I (or Confidential)
    - Compliance Software

2018-2019: $465,000

- ATI New Baseline: $335,200
    - 3 Staff
    - Compliance Software Annual Increase
- ISO Baseline: $129,800
    - 1 Staff
    - Compliance Software Annual Increase

Benefits calculated at 51%

HR/CS Split Update

- CONGRATULATIONS TO EVERYONE!!!

- Successful Split/Upgrade of HR & CS

- Reminder we now have 2 separate environments (HR & CS)
  - HR is Human Resources (HDHPRD)
  - CS is Campus Solutions (Student System, CDHPRD)

CO & Unisys Datacenter Changes

- New Contract w/ Unisys & Migrating to New Datacenter
  - Test migration of switching datacenters end of Dec. 2017
  - Production datacenter move Feb. 2018
- PeopleSoft (PS)/Unisys Operating System (OS) changes to PS databases; Solaris to Linux
  - Testing Dec. 2017
  - Production migration to new OS beginning of Jan. 2018
- All of the above will have significant downtime that are still to be determined by the CO

Application Updates

- OnBase
  - Parchment addition
  - Accounting/Payroll addition
  - HR Enhancement
- Scholarship Management System
- Ad Astra (assessment review)
  - Analysis of our room use data
- Tableau (proof of concept)
- ID Card System Upgrade and Unification (Student/HR)
- Identity Management (IDM) Enhancements
  - Notification to Resource Managers of new account creations
  - Adding additional data to our Active Directory
- Questions?

Academic Technolgoy

- Save the Date, April 5th, 2018

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ISO Updates

- Current Audit Status

- Encrypted Storage

- Password Expiration Notifications

- Multi-factor Authentication

ISO Updates

- **Current Audit Status**
  - **Inventory and Assessment of Protected Data**

    The Information Security Office has been scanning and assessing central storage to identify positive identification of protected Level 1 data across more than 20 Terabytes of data. Once identified the ISO will engage each stakeholder to eliminate or encrypt content a

| Identify | → | Move | → | **Local** Encrypted Storage |
| | | | | **Secured** Encrypted Cloud |

ISO Updates

- **Current Audit Status**
  - Inventory and Assessment of Protected Data
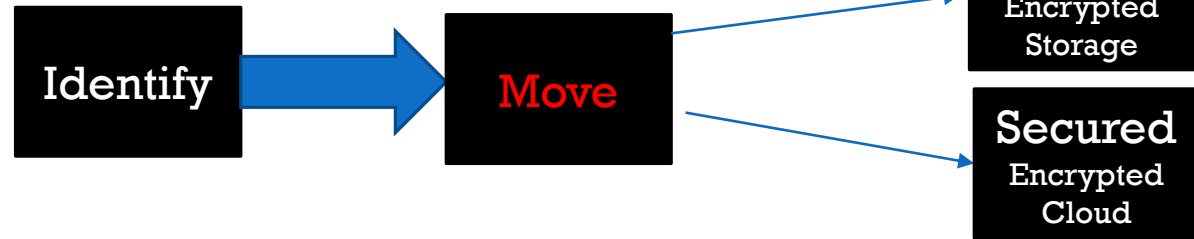
ISO Updates

- Current Audit Status
  - Encryption – Campus did not have a process to ensure that all level 1 data stored on workstation was encrypted or removed

Identify → **Move** → Local Encrypted Storage / Secured Encrypted Cloud

Replace I Drive For Encrypted Storage

Secured Cloud
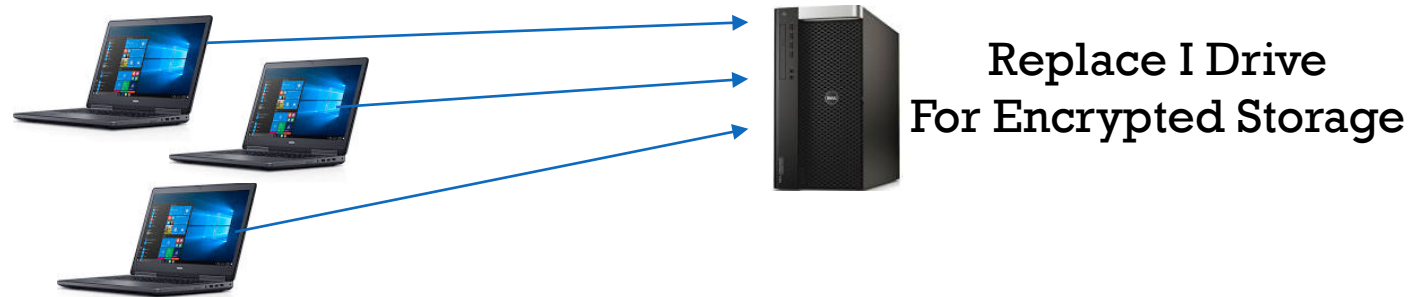
ISO Updates

- **Password Expiration Notifications**

On December 1, Information Technology will begin notifying users by email when their campus account password is about to expire. Starting at 30 days prior to expiration, users will receive daily reminders until They change their campus account password.

Please see a screenshot sample below.

ISO Updates

- **Password Security**

Password Complexity

In a recent CSU audit the auditors determined that the password rules for the campus did not meet CSU policy and **must** be updated to comply with current CSU standards. The updates are as noted below:

- Password length: Must be at least **12** characters (up from 8)
- Password complexity: Requires any combination of three of the following four:
  - Uppercase letters (e.g., A,B,C)
  - Lowercase letters (e.g., a,b,c)
  - Numerals (e.g., 1,2,3)
  - Symbols (e.g., !,*,%)
  - Password Expiration**: 180 day**s

ISO Updates

- Remote Access
  - The campus did not have adequate methods to protect the login credentials of user who could access sensitive data (Level 1) from non-secured remote workstation, such as home or public computers.
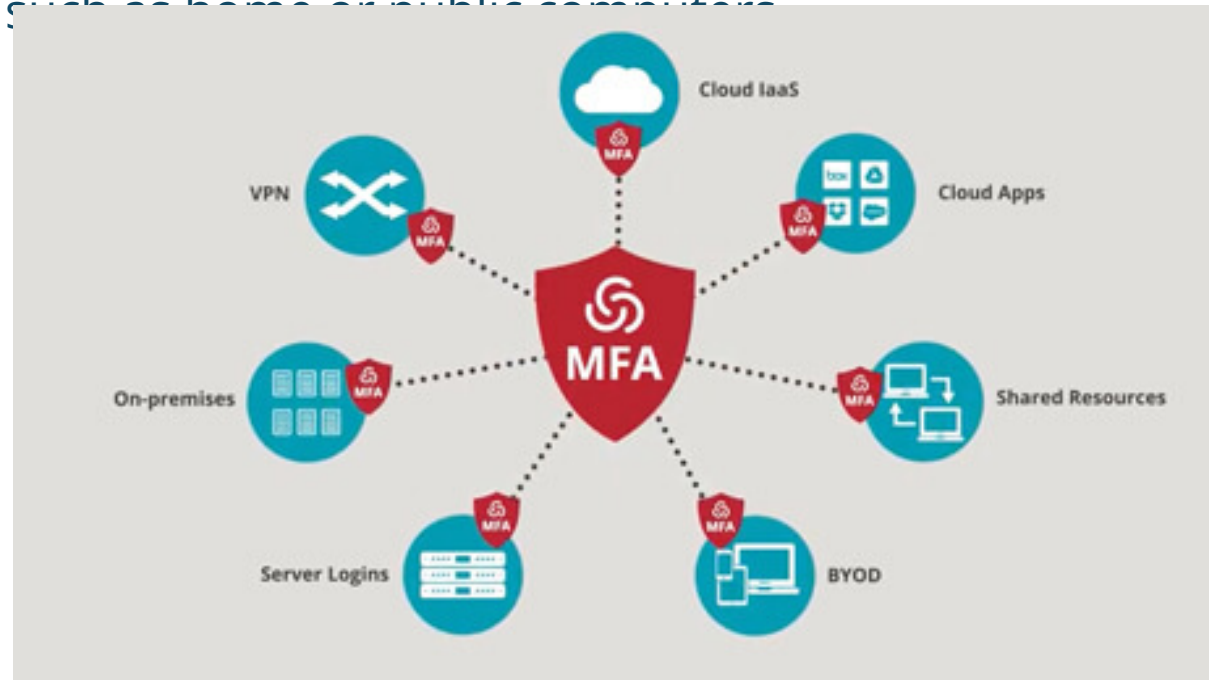
User Services

- Apple Management With JAMF

User Services

- Workstation Patch Management

Questions?