



# Campus Technology User Group (CTUG)

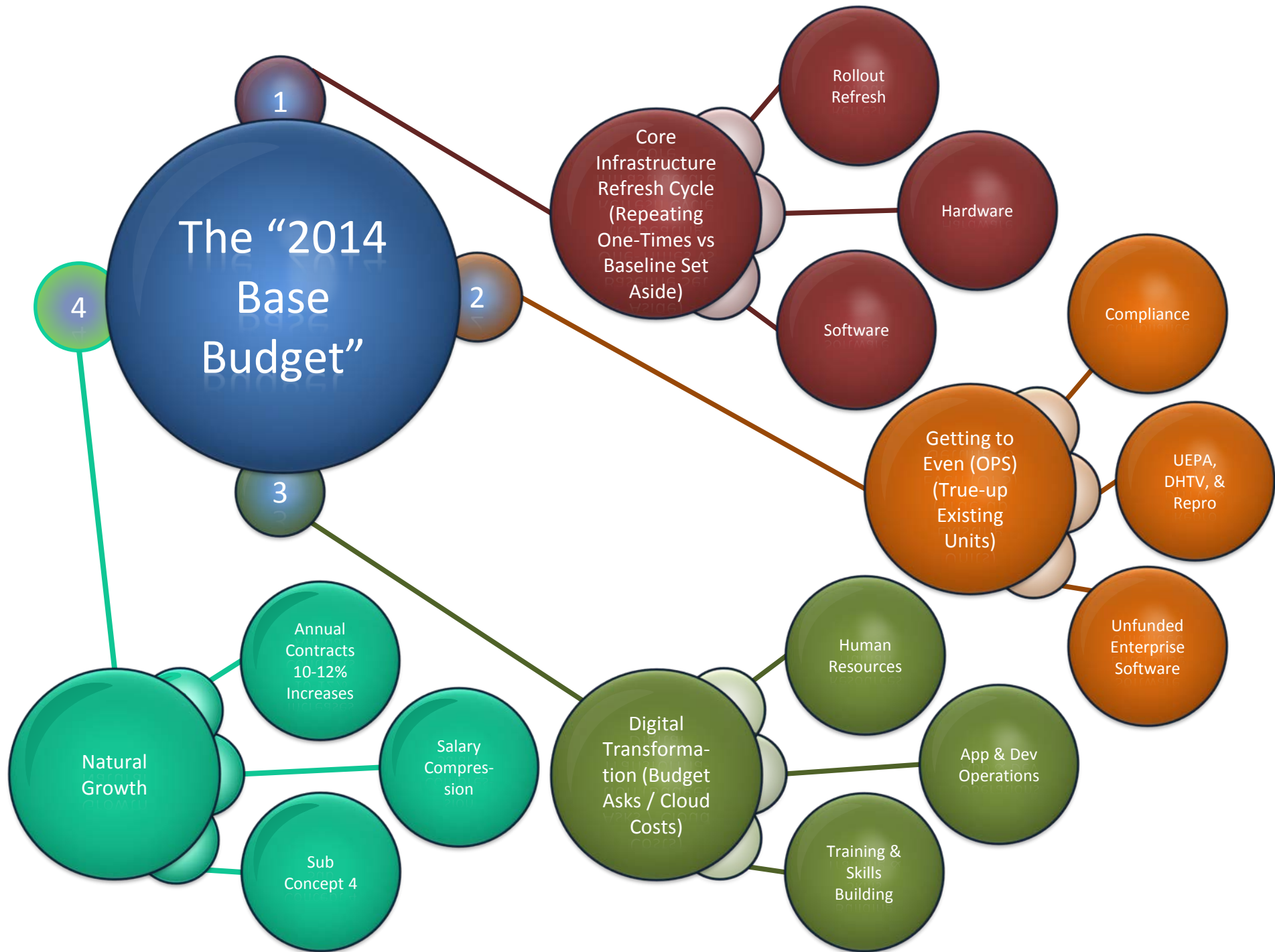
November 14, 2017

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?





# 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
<b>TOTAL</b>	<b>1,195</b>	<b>650</b>



# 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?



- Save the Date, April 5<sup>th</sup>, 2018

# Academic Technolgooy





# ISO Updates

- Current Audit Status
- Encrypted Storage
- Password Expiration Notifications
- Multi-factor Authentication

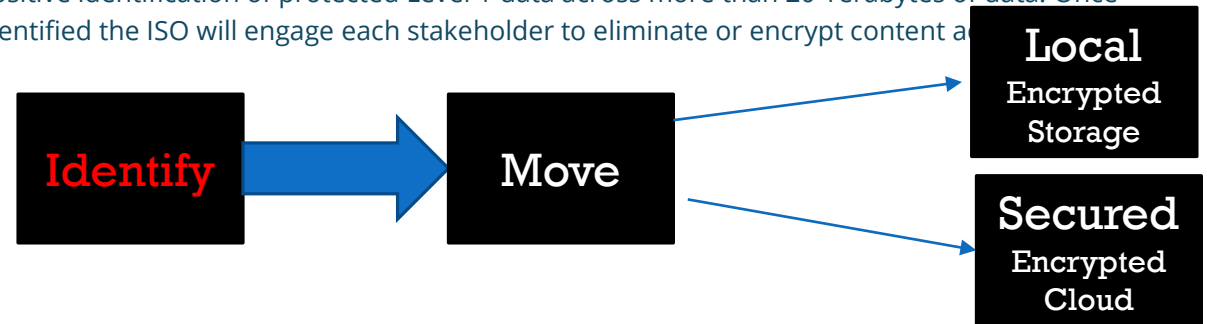


# ISO Updates

- 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



**Status**

**SPIRION**

Searching: k:\hr\jwp\human resources\manager [REDACTED]

Progress:  27.53% Overall:  01/03

Locations Containing Matches/Total Locations Searched: 110/17285 Total Matches Found: 29512

Files: 17279	Messages: 0		
Compressed: 6	Attachments: 0		
Social Security: 29436	Date of Birth: 0	Health Info: 0	Keyword: 0
Credit Card: 9	Phone: 0	CBN(Canada): 0	RegEx: 0
Password: 67	E-Mail Addr: 0	AKNO(UK): 0	Dictionary: 0
Bank Accounts: 0	Address: 0	NHS No (UK): 0	
Driver License: 0	Passport: 0	TPVA(Australia): 0	



# ISO Updates

- Current Audit Status
  - Inventory and Assessment of Protected Data

California State University  
**DOMINGUEZ HILLS**

DIVISION OF INFORMATION TECHNOLOGY  
OFFICIAL COMMUNICATION

## IT ANNOUNCEMENT

**A recent CSU Information Security Audit noted that “The campus had not performed an annual inventory of sensitive data, as required by CSU policy”. The Integrated CSU Administrative Manual; (ICSUAM 8065.00 | Information Asset Management); states that “Campuses must maintain an inventory of information assets containing level 1 or level 2 data as defined in the CSU Data Classification Standard.” “These assets must be categorized and protected throughout their entire life cycle, from origination to destruction.”**

As part of the campus audit resolution, the Information Security Office will be launching a campus-wide assessment and follow up inventory of all electronic and paper documents containing sensitive data. Please complete and return the attached is a fillable PDF form to [iso@csudh.edu](mailto:iso@csudh.edu), no later than December 1, 2017. This form will be used to conduct the initial assessment of sensitive data in your area. Please complete all fields, as this information will be used as an aid in follow up inventory of sensitive data.

**If you have any questions, please contact our Information Security Office at (310) 243-3777 or email Kerry Boyer at [kboyer@csudh.edu](mailto:kboyer@csudh.edu).**

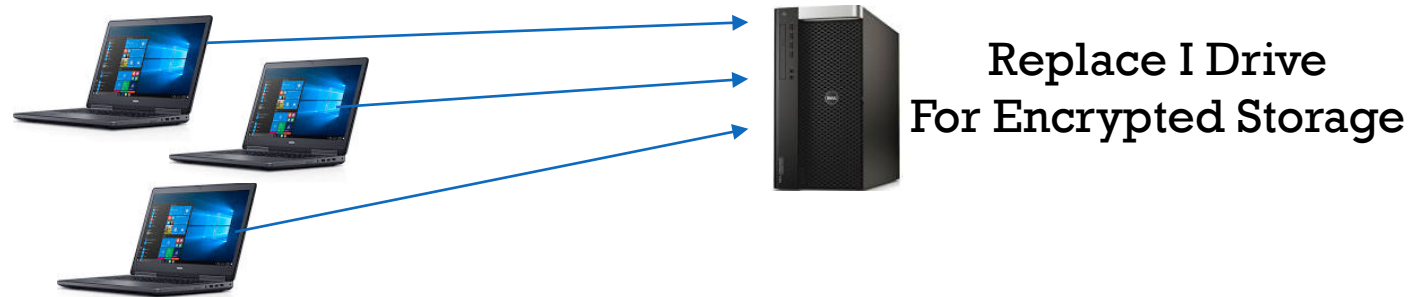
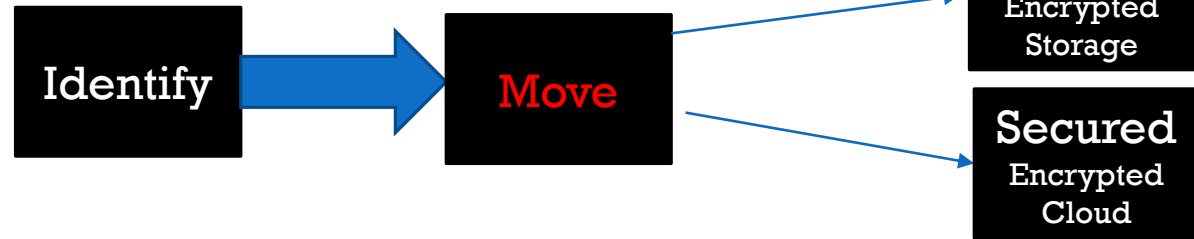
**Thank you.**



# 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





# 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.

The screenshot shows an email notification from the Division of Information Technology at California State University, Dominguez Hills. The header includes the university logo and the text "DIVISION OF INFORMATION TECHNOLOGY OFFICIAL COMMUNICATION". The main subject is "Password Expiration Notification". The body of the email contains the following text:

Hello %displayName%,

Your campus password will expire on %dateTime%.

Please visit <https://dlinet.csudh.edu> to change your password before it expires. If you let your password expire, you will experience a login/service disruption and will have to contact IT User Services for help.

For assistance, please contact IT User Services at (310) 243-2500, option 1, come to our office located in WH-370 (Monday-Friday 8am-6pm), or open a Service Ticket at [www.csudh.service-now.com](http://www.csudh.service-now.com).

At the bottom, there are two columns of links. The left column lists "Division of Information Technology", "California State University, Dominguez Hills", "Submit a HelpDesk ticket [online](#) or call 310-243-2500", "[Website](#)", and "[Department Directory](#)". The right column, under the heading "QuickLinks:", lists "[HelpDesk](#)", "[Blackboard](#)", "[toroMail](#)", "[Wireless Access](#)", "[Computer and Media Labs](#)", and "[Assistive Technology](#)".





## ■ Password Security

# ISO Updates



### 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:

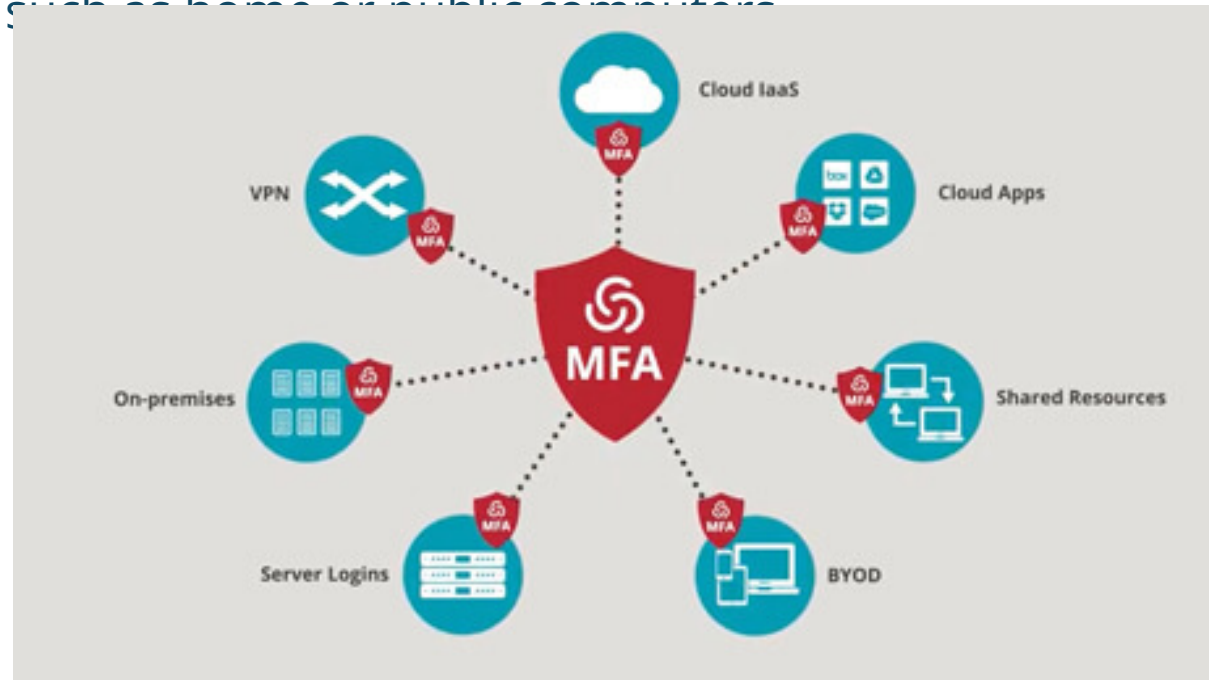
- Password length: Must be at least **12** characters (up from 8)
- Password complexity: Requires any combination of three of the following four:
  - Uppercase letters (e.g., A,B,C)
  - Lowercase letters (e.g., a,b,c)
  - Numerals (e.g., 1,2,3)
  - Symbols (e.g., !,\*,%)
- Password Expiration: **180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



# 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?**