

# IT Strategy and Audit Preparation Update

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## Technology Strategy Update

- Banner and Ancillary Software
- Infrastructure
- Education and Research
- Staffing and Reorganization
- IT Audit Preparation

# Banner and Ancillary Software



## Banner

- Banner 9 Self Service
  - > Implementation in planning stages
- Banner Document Management
  - > Upgrade in planning stages
- DegreeWorks
  - > Upgrade in planning stages



## Website Redesign

- Primary Web Site
  - > Design and development stage
- Intranet
  - > Initial planning stage
  - > Areas of Focus
    - Internal documents
    - Links to applications
    - Automated processes



## Data Analytics

- Leadership
  - > AVC Data Governance and Business Intelligence hired
  - > Data Governance workgroup forming
- Business Intelligence and Analytics Product Research
  - > Surveying products and other campuses
- System Office Data Marts
- Staff Consolidation

# Infrastructure



## Infrastructure Projects

- Completed
  - > Craig Hall connection migration
  - > College of Health and Human Sciences technology consolidation
  - > Extreme Network Management Software installation
- In Progress
  - > Network Access Layer implementation
  - > Network Closet remediation
  - > Multifactor Authentication (MFA)
  - > Phishing incident response
  - > Craig Hall Renovation
  - > Storage Area Network (SAN) upgrades



# Education and Research



## Research and Education

- Summer 2019 Classroom and Computer Lab Upgrades
  - > Third of five year cycle
  - > College of Engineering
- Cyberinfrastructure Plan
  - > Working with faculty to identify issues
- Minority Serving Cyberinfrastructure Consortium (MS-CC)
- NSF Campus Cyberinfrastructure Grant
  - > MS-CC – Cyberinfrastructure staff and training
  - > UNCG – Science DMZ

# Staffing and Reorganization



## ITS Reorganization Status

- Filled
  - > Associate Vice Chancellor for Information Technology & Deputy CIO
  - > Associate Vice Chancellor for Data Governance & Business Intelligence
  - > Director, Client Technology Services
  - > Director, IT Project Management and Business Operations
  - > Director, Network and System Administration
- Re-advertising
  - > Director, Enterprise Application Services



## **IT Consolidation**

- College of Education
- Office of Strategic Planning and Institutional Effectiveness
- Student Technician Program
  - > Pilot in CHHS

# IT Audit Preparation



## Audit Preparation Strategy

- Identify risks
- Prioritized plan to address risks
- Show progress towards addressing risks



## Identify Risks – Information Security Assessments

- Based on ISO 27002 international standard
- Resource inventory
- Completed 16 assessments
  - > Several processes in place
    - Immature
    - Need documentation
    - Need additional staff training in processes
  - > Duplicate services
  - > Lack of standardization





## Accomplishments to Date

- Policies
  - > Information Security Policy
  - > Acceptable Use Policy
- Standards
  - > Access Control Standard
  - > Incident Response Standard
  - > Endpoint Security Standard draft
  - > Server Security Standard draft
- Governance
  - > Information Security Advisory Committee
  - > Information Security Incident Response Team
  - > Enterprise Applications Governance Committee



## Accomplishments to Date (cont.)

- Security Projects
  - > Perimeter firewall upgrade
  - > Virtual Private Network (VPN) upgrade
  - > Core fiber loop
  - > Second NC-REN connection
- Vulnerability Scanning
  - > In progress
- Remediation Projects
  - > CHHS server
  - > Employee Domain



## In Progress

- Remediation Projects
  - > Wendover endpoints
  - > Campus A/V systems
  - > ITS servers
- Network Security
  - > Network switch upgrade
  - > Network Access Control (NAC) software
  - > Network device configuration management software
- Security Education Program
- Office 365 Multifactor Authentication
- Governance
  - > Executive Security Review Team
  - > Data Governance Workgroup
  - > Faculty Support Workgroup
    - Will grow into Academic and Client Advisory Committee
  - > Research Support Workgroup
    - Will grow into Infrastructure Advisory Committee
  - > Network Access Workgroup
    - Will grow into Infrastructure Advisory Committee



## Next Steps

- Continue development of processes
- Complete current projects
- Develop multi-year roadmap
  - > Finalize after division and department assessments
  - > Align with strategic plan and strategic priorities
  - > Align with enterprise risk management plan



*Questions?*