

IT Strategy and Audit Preparation Update



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BOT Business Affairs Committee Presentation
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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

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Banner and Ancillary Applications

- First Day
 - > In production
- Banner 9 Self Service
 - > In Test instance
- Banner Document Management
 - > Upgrade in progress
- DegreeWorks
 - > Upgrade in progress
- Chrome River
 - > Implementation underway

Oracle Cloud Customer (OCC)

- Equipment/License Bundle
- Replaced campus named user license
- Migration on hold pending sizing issues

Website Redesign

- Primary Web Site
 - > Design finalized
 - > Template development underway
 - > Directory technical design underway
- Intranet
 - > Technical design underway
 - > Authentication and access control proof of concept vetted

Data Analytics

- Data Governance and Business Intelligence Department
 - > Data Governance workgroup formed
 - > Positions submitted for approval
 - > Staff consolidation underway
- Business Intelligence and Analytics Product Research
 - > In final negotiations
- System Office Data Marts
 - > Transfer of Student Data Mart responsibilities underway

Infrastructure

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Infrastructure Projects

- Craig Hall Renovation
 - > Approved by State Construction
- Multifactor Authentication (MFA)
 - > Reviewing configuration options
- Phishing Incident Response
 - > Procedures in development
- Server and Storage Area Network (SAN) upgrades
 - > In progress

Network Access Layer Upgrade

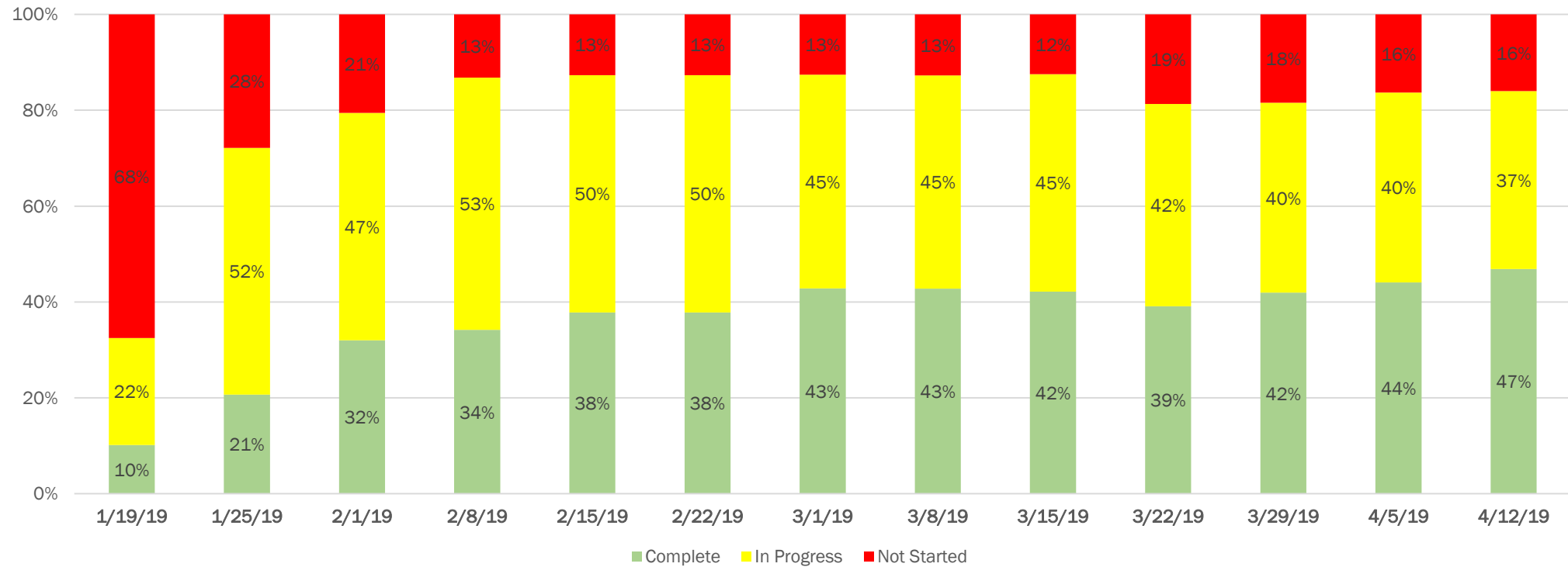
- Phase 1 – Network Management Software
 - > Complete
- Phase 2 – Switch Installation
 - > 50% complete
 - > Complete by June 30th
- Phase 3 – Network Access Control (NAC) Software
 - > Call for workgroup members
 - > Design complete by June 30th
 - > Pilot in July and August

Telecommunications Room Remediation

- Total 210 rooms
- Issues
 - > Safety
 - > Access Control
 - > Temperature
 - > Fire Protection
 - > Power Management
- Remediation began in January
- Status
 - > 47% of issues resolved
- Telecommunications Room Standard
 - > In progress

Telecommunications Room Status

Telecommunications Room Remediation Item Status



Education and Research

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Summer 2019 Classroom and Computer Lab Upgrades

- College of Engineering
- Academic Classroom Building
- STEM Early College
- Middle College

Piedmont Regional Data Collaborative

- Partnership with UNCG
- Host Open Data
- Initial Project
 - > Greensboro Community Foundation
- NSF Proposal
 - > Infrastructure design and planning
 - > Based on Open Knowledge Network (OKN)

Staffing and Reorganization

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ITS Reorganization Status

- Filled
 - > Associate Vice Chancellor for Information Technology and Deputy CIO
 - > Associate Vice Chancellor for Data Governance and 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 Health and Human Sciences
- College of Education
- Office of Strategic Planning and Institutional Effectiveness
- Student Technician Program
 - > Pilot in CHHS and COED

IT Audit Preparation



Audit Preparation

- 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 19 Assessments
- Several Processes In Place
 - > Immature
 - > Need documentation
 - > Need additional staff training on processes

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
 - > Risk Management Standard draft
 - > Telecommunications Room Standard draft
- Governance
 - > Information Security Advisory Committee
 - > Information Security Incident Response Team
 - > Enterprise Applications Governance Committee
 - > Data Governance Workgroup

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
 - > Wendover endpoints
- Multifactor authentication
 - > Banner
- Penetration Test

In Progress

- Remediation Projects
 - > Campus A/V systems
 - > ITS servers
 - > College AD servers
- Network Security
 - > Network switch upgrade
 - > Network Access Control (NAC) software
 - > Network device configuration management software
- Security Education
 - > Rollout in June
- 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?