



HEALTH  
SCIENCES  
CHIEF INFORMATION  
OFFICE

# FEBRUARY UNIT REPORTS

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***APPLICATIONS - RAY AVILA***

***SYSTEMS - PHIL MARQUEZ***

***SECURITY - MIKE MEYER***

***TECHNOLOGY SUPPORT - RICK ADCOCK***

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***FOR MORE DETAILS:***

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# APPLICATIONS TEAM

## ***ACCOMPLISHMENTS***

- SharePoint sunset/migration consultations and support including outreach for 130+ Sites
  - SailPoint updates to facilitate Policy Manager administration
  - Deployed redesigned COTC application for Office of Diversity
  - Worked with University of Pittsburgh to deploy their AKTMP website at UNM for large kidney research trial
  - Collaborated with HSC IT to deploy OMSA/VA SharePoint document sharing Proof of Concept
  - Created Azure training registration for IT staff in Learning Central
  - 96 Zoom licenses provisioned
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## ***IN-PROGRESS***

- SharePoint 2010 Sun-setting scheduled for March 31, 2022
- Zoom Security Enhancement

# SYSTEMS TEAM

## **ACCOMPLISHMENTS**

- No new major projects in January
  - Azure/M365
    - The Systems team all attended the AZ-900 Azure Fundamental class. Very thorough and detailed instruction. Will be registering for the follow-on classes on Data and Security.
  - On Site Network Attached Storage replacement (H:\Home, O:\ and N:\ network shares)
    - Order placed for Pure Storage All Flash Array. Delivered late February. Need to move from Shipping to BRF data center.
    - Pure Storage All Flash Array for future storage requirements
      - High performance all flash solid state disks
      - Double the effective storage capacity
      - Ability to seamlessly integrate with cloud storage solutions
      - Buy once - never have to forklift replace. As long as it remains under maintenance the hardware is refreshed every three years!
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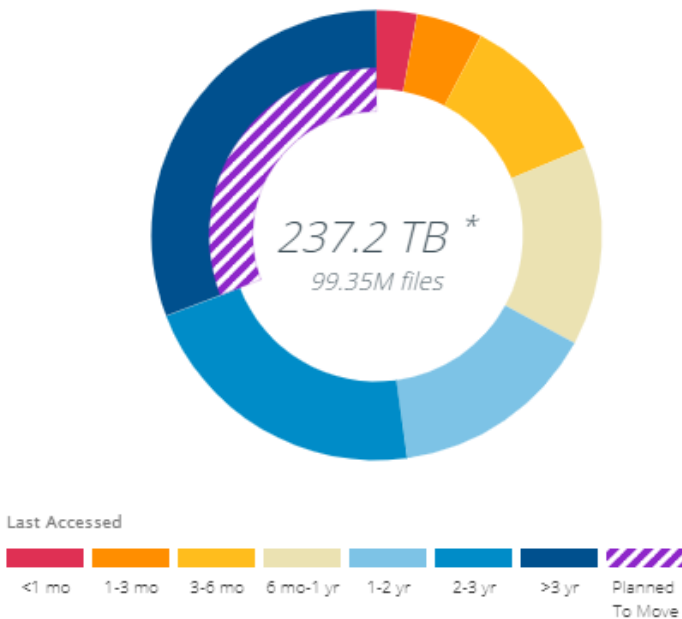
## **IN-PROGRESS**

- Metallic cloud backup
  - Worked with CDD (Ken Potter, Dan Wenz) on requirements and testing of Metallic options for files and VM backups.
- On Site Network Attached Storage replacement (Pure Storage)
  - Planned installation week of March 7-11
  - Evaluating Data Analysis tool to manage data across all storage devices in HSC

# METRICS

- System availability:
  - HSC VPN and Web server outage on January 16
    - Root Cause analysis was completed
    - Still working on getting approvals for a standard monthly maintenance window
  - Domain Controller restart loop
    - Root Cause Analysis was completed between HSC Systems team and UNMH Systems team.
    - Still working on standardizing patching and monitoring process across all systems managed by both UNMH and HSC
- We are evaluating a very Cool Data Analysis tool from Komprise that shows updated analysis on current HSC network storage
  - This Data Analysis tool is installed on a trial license just to provide initial analysis prior to install of our new Pure Storage Flash Array.
  - Pure Storage includes the Komprise Migration and Replication tool we will continue to use to manage our install/migration and replication to a secondary storage unit.

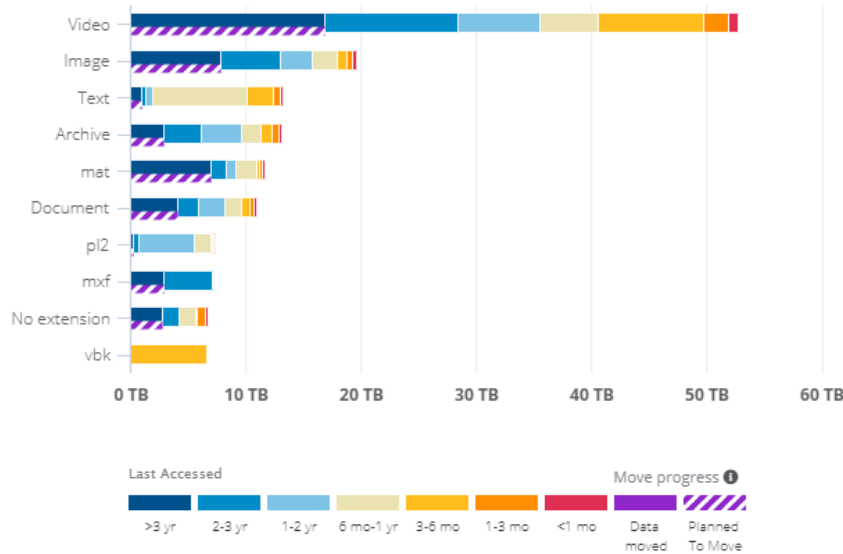
Data Heatmap by Time of Last Access



- More than half of our stored data has not been accessed in over 2 years

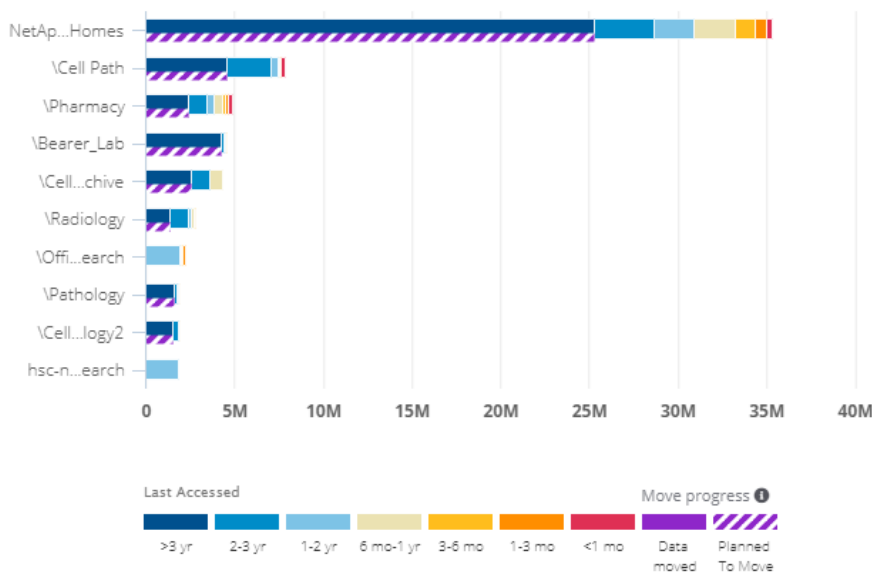
# METRICS (CONTINUED)

Space consumed by file type



- A sizable amount of our stored data are video files

Files by top shares



- By far the largest volume of shares are our individual \Home drives with the majority of that not accessed in over 3 years

# RECOGNITION

- Judson Carter for configuring the Komprise tool to provide the cool graphs and analysis above.

# INFORMATION SECURITY OFFICE

## ACCOMPLISHMENTS

ACCOMPLISHMENT	IMPACT
Worked with Carlos Colon in School of Medicine, Judson Carter and Aaron Douglas in HSC CIO to approve security controls for sharing students' employment applications with the Veteran's Administration using Sharepoint.	Previously SOM shared employment applications with the VA using paper or removable media. This replaces that process. Also, by developing a standard set of security settings, we can use this model for sharing information with external organizations securely.
Published draft "Minimum Security Standards for Internet-facing Systems" for stakeholder comment.	When finalized, this document will require managers and system administrators to follow best practices for securing systems that can be reached from the Internet. Reduces the risk of defacement or ransomware against these systems.
For the first time, published the "solutions" to the January phishing "challenges" in CIO Notices and other channels.	We believe that publishing the "solutions" will give users feedback and ultimately help get our click rate from about 30% to under 5%. We hope that changing the tone of our messaging will reduce customer irritation with phishing tests.

## IN-PROGRESS

ACTIVITY	OBJECTIVE(S)
Innovation Center Cyber Security using the U.S. government Cybersecurity Maturity Model Certification (CMMC) standards.	Conduct and document security reviews and establish security controls that are consistent and acceptable for the processing of ePHI in a cloud environment.
Improve Cyber Security Incident Response	Provide clarification to our incident response policy and plans. Provide “ransomware playbook” to speed response in the next incident. Conduct a major incident response in Oct 2022.
Improve Interior Security Controls	Implement additional security measures to limit lateral movement on our network in the event that another attack penetrates our perimeter defenses.
Phishing Training	Conduct effective training in recognizing phishing attacks. Our target “click rate” is 5%. Current rate is around 30%.

## METRICS

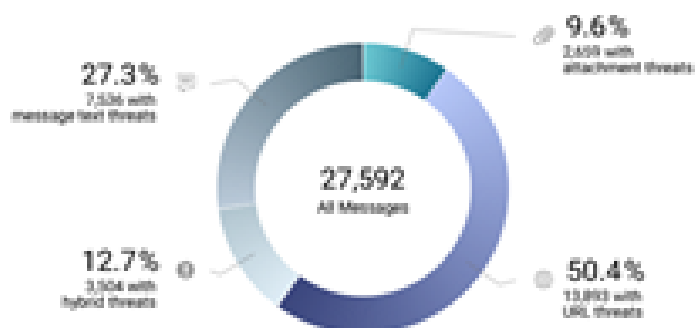
Change requests	12
Certificate requests	8 renewals
Root Cause Analysis submissions	3
Software and Cloud service security reviews	18
DUA/SFTP Data Transfer Support Requests	25
Other Support Request	42
Vulnerability Scans	16
Perimeter Vulnerabilities	Critical - 0 (No Change) High - 1 (Increase) Medium - 34 (Increase) Low - 11(Decrease)

# METRICS (CONTINUED)

## Perimeter Vulnerabilities



## Email Threat Types by Volume





## RECOGNITION

- Corey Payton (HSC CIO Applications team) Carlos Colon (SOM IT), Judson Carter (HSC CIO Systems team), and Aaron Douglas (HSC CIO Tier 2) for their coordinated work to implement global and SharePoint site-specific security controls. This was a beautiful example of departmental IT working with HSC CIO technical experts to devise a nice solution to securely exchange sensitive (FERPA) data with the VA. It solves an immediate business problem for the SOM for sure. More long term, it gives us a solid security model for information sharing in similar situations in the future. Departmental IT, being closer to the customer, can have some distinct support advantages for customers. However, to leverage that benefit, departmental IT must communicate with “central IT” to ensure that we meet security and other requirements.

Carlos handled this exactly right, engaging HSC CIO experts to support the effort. Corey, Judson and Aaron did the research and developed the right global and SharePoint site security settings. Very nice teamwork.

# TECHNOLOGY SUPPORT

## ***ACCOMPLISHMENTS***

- On-boarded the HSC Web Team into the Help.HSC system for processing web page editing and publishing requests
  - Microsoft Azure Fundamentals training
  - Completed changes to the Azure multi-tenant synchronization for the "One UNM" Project
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## ***IN-PROGRESS***

- Remediation of un-encrypted workstations
  - Departmental IT staff remediating their workstation
  - HSC IT staff remediating the remaining workstations
- Microsoft Intune training
  - Looking at the workstation management components primarily
  - This will touch some on mobile device management
- SAML Proxy for certain UNM main campus applications access
  - AppTree, Performance Evaluations, Tax Forms, etc.

## **METRICS**

HSC Remaining Window 7 Workstations (excludes UNMH)

DEPARTMENT	COUNT
Administration	2
Comprehensive Cancer Center	4
Center for HPV Prevention	5
Emergency Medicine	1
Family Medicine	1
Internal Medicine	13
Molecular Genetics & Microbiology	3
Neurology	4
Office of Research	1
Pathology	1
Pediatrics	3
Radiology	4
TOTAL	42

## **RECOGNITION**

- Zach Montoya for completing his career ladder requirements and tasks