



**HEALTH
SCIENCES**
CHIEF INFORMATION
OFFICE

NOVEMBER UNIT REPORTS

APPLICATIONS-RAY AVILA

PROJECT MANAGEMENT-MICHAEL SCHALIP

SYSTEMS-PHIL MARQUEZ

SECURITY-MIKE MEYER

TECHNOLOGY SUPPORT-RICK ADCOCK

UH IT NETWORK/NETSEC-CHARLIE WEAVER

APPLICATIONS

RAY AVILA

Accomplishments

- 1) Accomplishments since last report
 - a. Deployed Policy Manager attestation LDAP/Sailpoint components
 - b. Deployed Policy Manager Power User authorization and provisioning components
 - c. Resolved aged Cherwell tickets
 - d. Setup UNMH Non-clinical workforce with attestation email process
 - e. Assisted in deploying 6 websites in new HSC Website redesign
 - f. Developed new process for Shelfboard Score loading into OMSA
 - g. Fulfilled many data requests, application updates, and application & LMS administration requests

In-Progress

Projects in flight	Status
GWIM to MS Teams migration	3/14/2021
Sharepoint Online migration	6/1/2021

Metrics

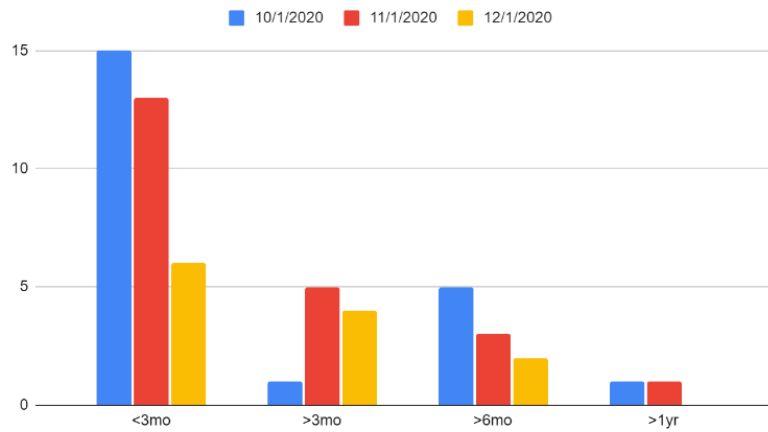
Reduction of longstanding open Cherwell tickets

Currently open tickets with age > 3 months

Currently open tickets with age > 6 months

	10/1/2020	11/1/2020	12/1/2020
<3mo	15	13	6
>3mo	1	5	4
>6mo	5	3	2
>1yr	1	1	0

10/1/2020 and 11/1/2020



Recognition

Corey Payton, for his large contribution to the Policy Manager deployment, demonstrating initiative in embracing the Sailpoint tool & identify management technology, as well as his high level of customer service in support of Zoom, Smartsheet, and peer requests.

PROJECT MANAGEMENT

MICHAEL SCHALIP

Accomplishments

- The CRICO implementation (CRICO is the Harvard-based insurance consulting program engaged by HSC Legal) is now complete. The last part of the IT implementation entailed troubleshooting why the 2 CRICO “coders” weren’t able to connect to UH’s PowerChart. We enlisted the help of UH’s support director – Andrew Chavez. Andrew was able to work with both of the CRICO coders, UH’s sys admins and NetSec to figure out the problem. Both CRICO coders are now able to move forward with their assignments for HSC Legal. HSC IT desktop support team and the HSC IT Applications team will continue to assist as necessary. HSC IT will continue to monitor the CRICO work to ensure that HSC Legal’s needs are met.
- Continue to communicate with HSC IT Systems and Applications folks, as well as some of the educational techs regarding use of the Cherwell CMDB capability to track software applications running on HSC compute resources. Software for SOM, COP, Poison Control and the educational sim lab.
 - Next steps: We’ve asked Tom Gutierrez/IT Security to start reviewing and distributing some sample Cherwell reports – these reports will be shared as necessary.
- Continue to implement PolicyManager for HSC IT policies – will continue to work with HSC IT personnel to get existing policies moved from the spreadsheet in to the PolicyManager system
 - Challenge: While PolicyManager is a centralized system – it’s apparent that all the different stakeholders have differing ideas on exactly how to configure and implement the PM system.
- The OMI/CMEv3 implementation is reportedly on track
 - Most OMI/CMEv3 implementation work has been assumed by OMI’s own core project team. HSC IT will be contacted if information/support is necessary.
 - Negotiations with VertiQ (the primary OMI vendor) have been assumed by OMI internal staff in order to work through the CMEv3/DAVE integration details. At last report from Martin Wetterstrom/OMI IT – OMI still hasn’t received a proposal/quote from VertiQ, but they seem satisfied with the progress they are making.
- Continued discussions with HSC IT Security – exploring options for partnering with IT Security to expand/improve their operational capabilities. Will continue to participate and consult with Mike Meyer/ISO as necessary. Will also be reviewing ISO’s ongoing priority list to see where I can be of assistance.

In-Progress

- Policy reviews/entry – continuing to gather info on policies that are needed, but we don’t have/own (some IT-related policies exist at UH level, but no equivalent policy exists at HSC-wide level)

- PolicyManager will be “in production” mid-January 2021. We’re working to get all HSC IT policies into the PM system now.
- Groundwork for BC/DR – continue to collect more info directly from educational techs, Systems and Apps – exploring “next steps” in Cherwell/CMDB (configuration management database) updates
 - Communicated with HSC Applications about CMDB links between all of their applications to Systems data – in progress
- OMI CMS replacement – implement VertiQ/CMEv3
 - OMI continues their implementation of CMEv3 – testing continues to go well, per Martin Wetterstrom/OMI IT
 - Implementation windows are still in question

Metrics

- Proposed: Policy review progress?
 - Number of HSC IT policies complete/up to date: 1
 - Number of HSC IT policies in progress/under review: ~16
- Proposed: Cherwell/CMDB update progress? (As soon as we get more production data into the Cherwell CMDB – we’ll start distributing reports. Hopefully we’ll be able to start mining some data – and metrics – from these CMDB reports.)
 - Number of IT applications being hosted on HSC IT systems: ??
 - Number of IT applications being tracked in Cherwell/CMDB: ??

Recognition

- Andrew Chavez – Director/UH IT Support – Andrew was extremely helpful in getting the CRICO implementation back on track. When the CRICO coders and HSC Legal had exhausted their options and didn’t seem to be getting much support – Andrew was willing to step in and take ownership of the issue. Thanks to Andrew, the CRICO contract work for HSC Legal and HSC Health System should be able to move forward now.
- Organizational restructuring
 - Had a good discussion regarding next steps and long term direction with Roy. I’ll be meeting with Mike Meyer/ISO to finalize plans/direction for next calendar year. Should be able to use this info for 2020 performance planning.

SYSTEMS

PHIL MARQUEZ

Accomplishments

- HSC M365 Migration
 - Began “Production” migrations of user mailboxes
 - Migrating “Active” mail first – objects less than two years old
 - Completed **full** migration of approximately 18,000 user mailboxes
 - Including approximately 17TB of data
 - And approximately 110 Million Objects
 - Strategy is to complete “Active” data first,
 - Archived (Data > 2 y.o.) afterward
 - Approximately 40 TB of Archive data
 - Completed first round of incremental **sync** migrations of all user mailboxes
 - Will continue periodic sync migrations until cutover
 - Implemented SQL db server and Power BI server for migration reporting
 - Met with NetSec team to begin planning of email flow redirection for cutover
 - Proofpoint will be implemented by M365 cutover date which will simplify mail redirection process.
 - Both Inbound and Outbound mail should be going through Proofpoint by cutover date.
 - Kicked off biweekly *M365 Migration Status Update* meeting with key Stakeholders
 - Standard agenda:
 - Marquez – Migration status
 - Sletten – Communications plan/status
 - Adcock – Support and Training status
 - Avila – SharePoint and Instant Messaging (Teams) plan/status
 - Excellent attendance by stakeholders, customers, and departmental IT reps
- Good progress identifying remaining End of Support Windows 2008 servers
 - Working with departmental owners to identify and migrate to supported OS version
 - 14 Confirmed migrated or decommissioned.
 - 6 Have migration planned.
 - 11 Still working on a migration/decommission plan. (Risk)

In-Progress

- Ongoing O365 migrations
 - Continue periodic incremental sync migrations for all user mailboxes
 - Finalize plans and begin migrations of Shared mailboxes, resource mailboxes, distribution groups, permissions, etc.
 - Identify cutover process and date

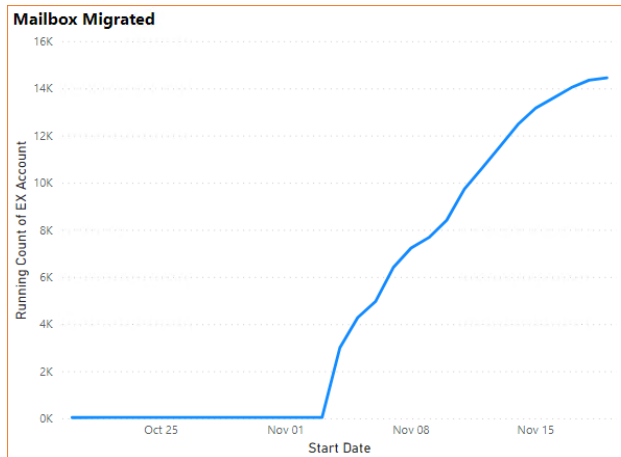
Metrics

- System Availability
 - o Zero unscheduled downtime (Nov) – Servers/Storage

Recognition

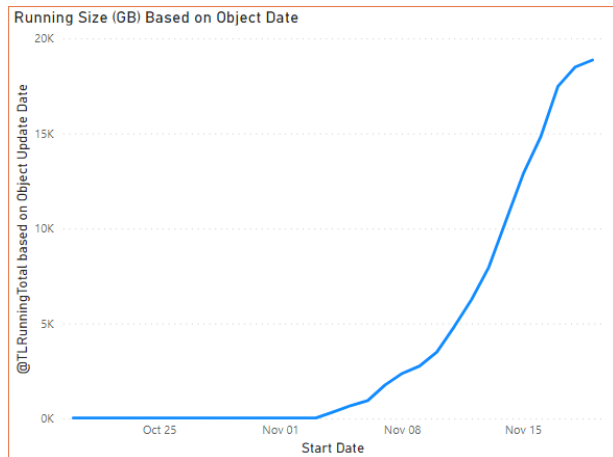
- Jason Barnes for progress in reducing risk of EOS Windows 2008 servers in the environment

Migration status as of **11/20/2020**



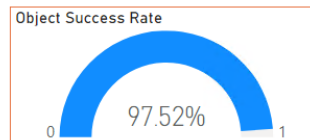
Total # of Mailboxes Migrated - 14469

Total estimated # of Mailboxes remaining - 5480
(includes new mailboxes being created during migration)



Total Data Migrated - 18.9 TB

Total estimated Data remaining - 22.1 TB
(includes new mailboxes being created during migration)



Total # of Objects Migrated - 84 Million

(Objects are all individual messages, calendar events, etc)

INFORMATION SECURITY

MIKE MEYER

Accomplishments

ACTION	IMPACT
Improved perimeter security by closing more vulnerabilities.	Criticals – Reduced from 2 > 0 Highs - 6 > 3
Oct phishing test “click rate” only 15% (vice 30%+ in previous months)	Reduced phishing attacks reduces threat exposure to ransomware
Cyber Insurance Broker selection made	Will improve risk analysis process to identify and reduce risks that impact the organization and its cyber insurance.
Submitted UH Cyber security assessment form for Microsoft 365	Enables UH to follow its normal process for evaluating application security.

In-Progress

PROJECT/ACTIVITY	PLANNED COMPLETION DATE	STATUS (Red, Yellow, Green)	NOTES
Issue new HSC Remote access policy. (Mike)	SEP 2020	Red	Superseded by other priorities.
Vulnerability management – Develop mature process to identify and track perimeter vulnerabilities and their mitigations (Zander)	NOV 2020	Green	Because sysadmin responsibilities are often decentralized, we are lacking a basic notification process to send vulnerability items for patching. We also have not tracked open and closed vulnerabilities.
Improve configuration management (Tom/Michael Schalip)	DEC 2020	Green	Work with stakeholders to improve our use of CMDB to manage hardware, software, dependencies and backup/recovery POCs.
Cyber Security Strategic Plan (Mike)	NOV 2020	Green	Develop long-term plan to improve cyber posture.
Improve process for review of Data User Agreement (DUA) for research (Mike/Zander)	DEC 2020	Green	Under Privacy Officer’s lead, stakeholders are reviewing forms and processes to decrease turnaround time for DUA processing.

Baseline Security Configuration for Windows and Linux (Zander)	MAR 2020	Green	Implement security baseline configurations in the imaging process based on best-practice standards.
Root Cause Analysis (RCA) process improvement (Tom/Mike)	JAN 2020	Green	Implement a process for conducting and reviewing RCAs using the existing CAB and Cherwell.

Metrics

METRIC	NUMBER	NOTES
NUMBER OF REQUESTS FOR SECURITY REVIEW REQUESTS THIS MONTH (ZANDER)	<ul style="list-style-type: none"> • 20 Data User Agreements/secure data transfer • 36 Software Purchases and Renewals • 20 Vulnerability Scans • 41 Other 	
NUMBER OF CONFIGURATION CHANGES PROCESSED	<ul style="list-style-type: none"> • 7 	
SSL CERTIFICATES ISSUED OR RENEWED	<ul style="list-style-type: none"> • 3 	
PERIMETER VULNERABILITIES REDUCED	<ul style="list-style-type: none"> • Criticals – 0 (Decreased from 2) • Highs – 3 (Decreased from 6) • Medium – 139 (decreased from 155) 	

Recognition

- Dawn Harrington effectively conveyed the need to quickly enhance our email filtering capability and obtained leadership approval to purchase Proofpoint. We recognize our workers but sometimes we forget that our CIOs are critical advocates for cyber security.

TECHNOLOGY SUPPORT

RICK ADCOCK

Accomplishments

Created a Microsoft 365 Web page, training schedule, videos, FAQ's etc. created

Access and modifications to new CIO web pages

Developed AV narrative and technical detail for Orthopedics Center of Excellence in order to get vendor quotes early next year

Completed two scheduled Outlook training sessions

Created requestable roles and approvals in sailpoint for Policy Manager Power Users including UNMHSC, SRMC, and UNMMG to manage provisioning access

Upgraded AV in Fitz Hall 203 & 303

In-Progress

Hiring and IT Support Technician 1 for the HSC service desk to replace Kaegan.

Posted new position Technical Support Analyst 1 as a supervisor of the HSC Service Desk.

HSC-wide forced encryption of workstations to begin January 7, 2021

Reviewing change in quarantine work flow for blocking NetID's over the VPN and not machine addresses

Creating a Microsoft 365 web page for FAQ's and training material

Cherwell 10.1 upgrade moved to December 12, 2020

BYOD Support model and web page ready

Looking at the technical aspects of moving NMTR into the HSC Health Domain

Live Microsoft 365 Training through January

Metrics

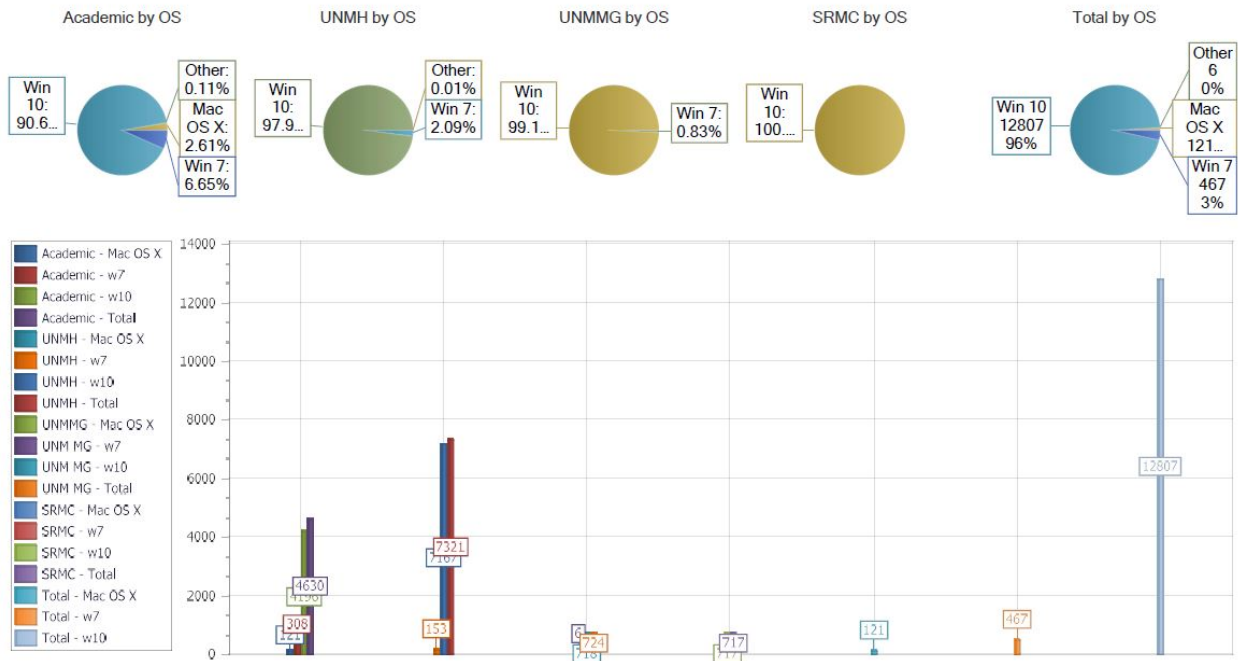
97 attendees of the MS 365 Outlook Basics Training

75 attendees of the MS 365 Outlook Advance Training

CMDB - Workstation - OS

Run:

11/25/2020



Recognition

Scott Hanson for working through several issues since the workforce has moved off-campus. These issues include security, vpn, OMI access, etc. There are way too many to count.

UH IT NETWORK/NETSEC

CHARLIE WEAVER

Accomplishments

- Network outage management
- Emergency Department access switch replacement completed
- Phase 1 ProofPoint ESA integration completed
- Planning for multiple project requests for network team resources
- Network architectural redesign milestone (BOM / Rev. 0 design)
- Last of 2020 employee performance evaluations completed
- Multiple COVID-related surge activities completed
- Malware & phishing organizational awareness communications developed & delivered in partnership with HSC ISO

In-Progress

- Budget development for next FY
- Multiple access switch replacement
- High-level 2021 project planning
- Email phishing management tool evaluation
- ProofPoint Phase II rollout (outbound mail & secure email end-user changes)
- Host checking licensing expansion funding and rollout
- NetScaler MFA planning

Metrics

- Under development

Recognition

- Cyber Security team for stepping up with ProofPoint integration.