FEBRUARY UNIT REPORTS

APPLICATIONS-**RAY AVILA**

PROJECT MANAGEMENT-**MICHAEL SCHALIP**

SYSTEMS-**PHIL MARQUEZ**

SECURITY-**MIKE MEYER**

TECHNOLOGY SUPPORT-**RICK ADCOCK**

NETWORK/NETSEC-**CHARLIE WEAVER**

HSC 2021 VISION

APPLICATIONS

RAY AVILA

Accomplishments

- Launched the IPE Honors database
- Prepped and deployed FY22 FIBCI system
- Student scheduling for the MD classes of 2023 and 2024
- Made changes to the HealthNM website, they are re-launching for 2021 summer
- Fixed issues with TriNetX loader and got latest load done
- Developed SSIS package to load faculty directory data from web services
- Provisioned 134 Zoom Pro License Accounts
- Provisioning and application administration for Trinetx
- Completed Microsoft Mechanics Training
- Developed DOT HazMat course materials
- Various administrative tasks with CITI Covid-19 Back to Campus course
- Learning Central and Moodle administration tasks
- Conducted Training for Faculty and Staff for Moodle
- Provided Zoom support for M365 deployment

In-Progress

Projects in flight	Status
GWIM to MS Teams migration	3/27/2021
Sharepoint Online migration	6/1/2021
Faculty Directory	2/20/2021

Metrics

- I will be creating new metrics from goals for the new year. The following is continued metric information for ticket aging. I will be replacing this metric for future months

Recognition

Kyle Vick for his consistent and exceptional support for the School Medicine. I can always be confident that his work is thorough, of high quality and timely. He anticipates and addresses potential problems, and has developed a strong business relationship with the school. It's because he addresses things so well that we often don't hear from his area too much, but his work should be recognized.

PROJECT MANAGEMENT

MICHAEL SCHALIP

Accomplishments

- o PEP Evaluation - Completed review of my 2020 PEP with Roy Sookhoo.

    - Worked with both Roy and Mike Meyer to align my 2021 goals with the needs of the organization, the HSC CIO and the HSC ISO's Office.

In-Progress

- o Vulnerability Management Strategy - work continues on the VM Strategy/Plan document. The plan will follow the 5-step cyclical process advocated by the HSC ISO. The draft plan is ~80% complete, and should be ready for wider review sometime in March. Work also continues on the parent "policy" document that will precede this "strategy" document.
- o Met with another key stakeholder to assess their current VM processes, as well as any insights that they might have into the current UH/HSC vulnerability management processes/procedures - met with:

    - Facilities/Rico Valpato & Richard Crise – they are interested in continuing discussions regarding vulnerability assessments on equipment managed through Clinical Engineering (outsourced to Trimedx – they maintain most clinical hardware). They are also interested in discussing vulnerability questions regarding their plant/HVAC equipment.

    - Physical Security/Robert Talley, Vito Capobianco and Robert Perry – discussed implications for physical security systems, cameras, alarms, etc. They would like to expand their diaglogue.

- o Continue to engage with the HSC Policy Alignment working group to bring HSC IT policy up to date, (waiting for word on funding to bring in an experienced tech/policy writer to assist.)
- o Continue to participate in the HSC/Joint Network & Information Security committee as a non-voting member.
- o Incident Response process - continue to participate in ongoing discussions around improvement of the current IT incident response process.

Metrics

- o I'll have to work with HSC ISO to identify appropriate metrics to be reporting out.

Recognition

- o I'd like to acknowledge Marcia Sletten for putting forward the idea of a Zoom "support room" during the first few days of the M365 deployment. It was a great idea that customers clearly appreciated.

- I'd like to acknowledge Brent Ellison from UH/CTL. Brent was key in overseeing the customer intake in the Zoom "support room" during the M365 migration. His positive attitude and customer focus was extremely valuable in helping customers who were already "not happy", and making sure they were heard and helped. Well done!!

SYSTEMS

PHIL MARQUEZ

Accomplishments

- HSC M365 Go Live – Status COMPLETE
    - Continued running Archives (items 2 years and older) migrations until two weeks prior to cutover and stopped at 90% to allow enough time to sync up current mail/calendar items.
    - Completed multiple incremental synchronizations of Active user mailboxes, including mail/calendar items, permissions, shared and resource mailboxes, contacts, and distribution groups prior to the cut over
    - Completed final version of cutover task list working with NetSec, Tier 2, and Systems teams.
    - The tasks for Go Live were straightforward and were completed within allotted time. There was additional clean up tasks afterward, but no issues and mail flow into Online Exchange through Proofpoint worked flawlessly.
- Post Cut Over tasks and status
    - We immediately began another round of incremental syncs against all user mailboxes to "catch up" the incoming mail between the last round of syncs and the cutover time. These completed in less than 24 hours.
    - Most of the support calls initially were around access to the environment and configuring the Outlook desktop client app. Later calls began to identify missing mail and calendar items which was expected to some extent.
- Next Steps -
    - Continue running syncs to identify and resolve errors in data migration.
    - Run targeted syncs against individual mailboxes as necessary
    - Complete Archive data migrations
    - Work with ISO to implement security controls and multi-factor authentication (MFA)
    - Biweekly *M365 Migration Status Update* meeting with key Stakeholders continued
        - Future agenda will transition to GWIM replacement and other applications focus as well as MFA and overall Security hardening of the environment.

In-Progress

- Continue with post cutover migrations to get all data out of old exchange
- Continued work with vendor for replacement for Commvault Backup and Restore system and Ransomware protection.
    - Planned solution is a cloud service from Commvault on Microsoft Azure
        - Full cloud solution, air-gapped backups for Ransomware protection
        - Avoid replacing all current on premise backup infrastructure
        - Avoid labor intensive management and administration of on premise backup infrastructure and tapes/tape libraries/tape storage
    - Characterized the enterprise data sets for capacity and structure

- o Reviewing quotes for subscription
  - ▪ Solution transitions from periodic capital expenditures to ongoing operations costs – subscription based services.
- Continued work with Microsoft and third party vendor on completing Movere cloud cost analysis tool

Metrics

- System Availability
  - o Impacts during Nessus scanning continued during scheduled scans on February 5th.
  - o Worked with Networks and Nutanix Engineering to implement best practices for network configuration
    - ▪ No change during planned test on Feb. 19th. Impacts still occurred, but Systems, NetSec and Project ECHO IT were monitoring and shut down scans prior to impact.
    - ▪ Delayed March 5 scheduled scans until after O365 Go Live when we have opportunity to continue troubleshooting and RCA.

Recognition

- Bob Gagnon for nearly non-stop migration effort leading up to Go Live for O365
- Judson Carter for handling virtually all configuration and administration tasks in Office 365 and Azure
- Aaron Douglas for his efforts within Sailpoint and O365 provisioning as well as building the O365 Outlook client configurator tool
- Scott Hanson for his insights, knowledge, and efforts in planning the mail redirection from on premise to O365
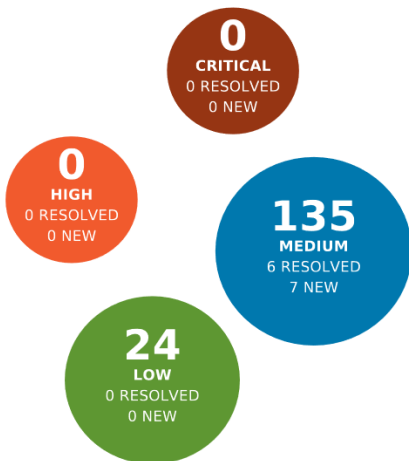
INFORMATION SECURITY

MIKE MEYER

Accomplishments

ACTION	IMPACT
Maintained very low vulnerabilities on public-facing devices and websites, especially for criticals and highs	Criticals – Continues at 0 Highs - 0 (Decreased from 1) Medium 135 (Increased from 127)
Supported 365 deployment and related security reviews and research.	All hands were focused on Microsoft 365 in Feb, which deployed as scheduled 28 Feb 2021. Huge win for the organization.
All ISO staff manned the "365 Zoom Support Room"	This provided a nice "high touch" approach to customer service during the initial days of 365 support, and was a great team-building exercise with IT staff and managers from HSC CIO, UH and other units to work together.

PERIMETER VULNERABILIITES – 1 FEB 2021

0
CRITICAL
0 RESOLVED
0 NEW

0
HIGH
0 RESOLVED
0 NEW

135
MEDIUM
6 RESOLVED
7 NEW

24
LOW
0 RESOLVED
0 NEW

In-Progress

PROJECT/ACTIVITY	PLANNED COMPLETION DATE	STATUS (Red, Yellow, Green)	NOTES
Vulnerability management – Develop mature process to identify and track perimeter vulnerabilities and their mitigations (Michael Schalip/Zander)	APR 2021 (Re-baselined from JAN 2021)	Green	We have expanded this effort from (1) process development and execution to (2) development of an enterprise Vulnerability Management Strategy for approval at the senior level and published in HSC Policy Manager. These tactical and strategic efforts will run in

			parallel. Date has been re-baselined due to expanded scope.

We will collaborate through the Joint Network and Information System (JNIS) team (NetSec, UH Cyber, ISO) to accomplish these goals for the entire enterprise. |
Improve configuration management (Tom/Michael Schalip)	JUN 2021 (re-baselined)	Green	Work with stakeholders to improve our use of CMDB to manage hardware, software, dependencies, and backup/recovery POCs. Re-baselined due to additional scope and complexity.
Cyber Security Strategic Plan (Mike)	FEB 2021 (2021 Goals)	Complete*	Brief 2021 strategic objectives. Develop long-term plan to improve cyber posture.
	APR 2021 (2022+ Goals)	Green	
Baseline Security Configuration for Windows (Zander)	MAR 2021 (Phase 1)	Green	Implement security baseline configurations in the imaging process based on best-practice standards. Phase 1 – Windows 10. Phase 2 – Windows Servers Phase 3 – IOS/Linux Phase 4 - Network devices
Analyze selected departments to determine how to increase workstation patching, encryption, and Windows 7 reduction	APR 2021	Green	CIO high-interest item assigned this month. Will work with other CIO elements to select sample departments. Goal is to determine what obstacles hinder hitting patching, encryption, and operating system security goals.
Conduct Microsoft 365 security review	MAR 2021	GREEN	Review security options and settings to meet Microsoft and government best practices for "HIPAA compliance" when we transition to 365.
Issue new HSC Remote access policy. (Mike)	SEP 2020	Purple	Deferred due to other priorities.
Root Cause Analysis (RCA) process improvement (Tom/Mike)	JAN 2021	Complete JAN 2021	Aaron developed RCA template for Cherwell. Reviewed first RCA in CAB.
Improve process for review of Data User Agreement (DUA) for research (Mike/Zander)	DEC 2020	Complete JAN 2021	Under Privacy Officer's lead, stakeholders reviewed forms and processes to decrease turnaround time for DUA processing.

METRICS

METRIC	NUMBER	NOTES
NUMBER OF REQUESTS FOR SECURITY REVIEW REQUESTS THIS MONTH (ZANDER)	• 22 Data User Agreements/secure data transfer • 31 Software/Cloud App Purchases and Renewals • 8 Vulnerability Scans • 38 Other	
NUMBER OF CONFIGURATION ITEMS PROCESSED	• 10 Change Requests • 1 Root Cause Analysis (RCA)	
SSL CERTIFICATES ISSUED OR RENEWED	• 7	
PERIMETER VULNERABILITIES	• Criticals – 0 (Same as previous month) • Highs – 0 (Decreased from 1) • Medium – 135 (Increased from 127)	

RECOGNITIONS

I want to recognize Zander Pegues. He is essentially the "ISO Service Desk." He handles the bulk of the never-ending requests for security reviews of IT purchases, DUAs and other customer requests. Unfortunately, sometimes cyber cannot approve a specific request. When that happens, Zander makes every effort to help find the customer a solution that does comply with HSC policies and best practices –very often successfully. At a minimum, he takes the time to explain the security concerns to the customer. I receive a steady stream of emails from customers expressing their thanks for Zander's help. You just don't see that very often in the security field.

Besides being the mainstay in processing customer requests and questions, Zander is a team player. When we tightened down rules on email attachments and links in response to an imminent threat in late 2020, Zander volunteered to assist UH Cyber and NetSec is processing hundreds of customer requests for manual email release. He played a key role in finding process improvements as a participant in the Privacy Officer's DUA process improvement team, which will reduce approval time for research projects. Most recently, he volunteered to man the 365 "Zoom support," where I personally observed his gift for dealing with frazzled customers and resolving their 365 problems.

Zander is doing a great job supporting the ISO and HSC enterprise at large.

TECHNOLOGY SUPPORT

RICK ADCOCK

Accomplishments

- Published the Windows 10 ver 20h2 GM Standard workstation image.
- Published installer package for Office 2019 in Software Center.
- Created teams, onedrive, and outlook config advertisement's for Apple workstations.
- In place upgrade for older versions of Windows 10 1703, 1809, 1909 so workstations can be upgraded without being re-imaged.
- Built Windows outlook configuration tools for email transition.
- Added more exchange functions to the identity management system.
- Tasked Tier 2 with creating one-click for bitlocker encryption lockouts.
- Developed onsite signage for IT support for opening of the building.
- Transitioned UME to Mediasite storage for Zoom recordings. (new content only)
- Created pre go-live checklist for people to enter Microsoft 365 and configure items before go-live.
- Developed and tested Post go-Live instructions for changing outlook desktop clients and mobile device apps.

In-Progress

- Live Microsoft 365 Training through march
- Working on support for Apple Big Sur operating system
- Working on imaging Apple devices with the proprietary M1 processor
- Modification to Sailpoint when Novell directory services are removed
- Orthopedics Center of Excellence AV equipment
- Exploring clientless detection tool to feed CMDB with software detection and dynamic linking
- Cherwell 10.2 upgrade
- Started overall design meeting for new Cherwell (Help.HSC) self-service portal
- Create a remediation process for workstations that do not automatically encrypt
- Developing Soft-Skill Guide for the HSC IT Service Desk agents.
- Hiring an IT Support Technician 2 for the College of Pharmacy
- Preparing a workstation replacement and budget for Health Sciences Rio Rancho
- Starting shadowing service desk agents with Tier 2 technicians to help develop staff and ensure standards for triage prior to escalating requests.
- Working on establishing expectations for ticket creation and closure, will set criteria for ticket creation for small issues, pw reset etc.
- Hiring committee formation and process for replacing a service desk agent.
- Four HSC classroom upgrades.
- Onboarding more faculty to Mediasite/Zoom storage – currently working with OT and EMS.
- Developing a process for moving old Zoom content to Mediasite.

Metrics

Workstation Encryption

Date / Group	Global UnEncrypted	Global Encrypted	Global Total	% Encrypt	Unecrypted	Encrypted	Unknown	Total	% encrypt
1-12-2021 HSC	7148	6263	13411	53.30%	3203	928	447	4578	20.27%
1-22-2021 HSC	5856	7579	13435	43.59%	2488	2076	289	4853	42.78%
2-15-2021 HSC	5455	7569	13024	41.88%	2097	2222	392	4711	47.17%
2-15-2021 UNMH	5455	7569	13024	41.88%	2171	5068	963	8202	61.79%

HSC-O365Help emails for February 648 as of (2/26)

Help Desk Call Stats Month

Total calls received: 1,526

Abandon rate: 8.78 %

Recognition

Bob Gagnon for working on the email migration project and keeping us to date on progress and the assistance in investigating things so we can formulate accurate troubleshooting and resolution guidelines.

UH IT NETWORK/NETSEC

CHARLIE WEAVER

Accomplishments

- Zayo / Internet edge migration completed
- Support for M365 cutover
- Multiple JNIS subteam activities in process (Incident Management, Vulnerability Management, etc.)
- Multiple access switch upgrades completed at UH & Cancer Center
- Cerner circuit failover testing completed
- Network outage management as required
- Phase 2 ProofPoint Phase III (URL Defense) deployed
- Operational budget development completed
- Wombat (ProofPoint) anti-phishing tool demonstration completed; recommendation to purchase. Obtaining additional quotes to meet GSA purchase requirements
- Network Tech interviews in process

In-Progress

- Multi Factor Authentication team formed with goal of solution recommendation
- Century Link MOE capacity upgrade planned
- UH & Cancer Center access switch replacements continue
- UH / BBRP distribution switch replacement in planning
- Hiring decision for Network Tech
- High-level 2021 project planning

Metrics

- TBD

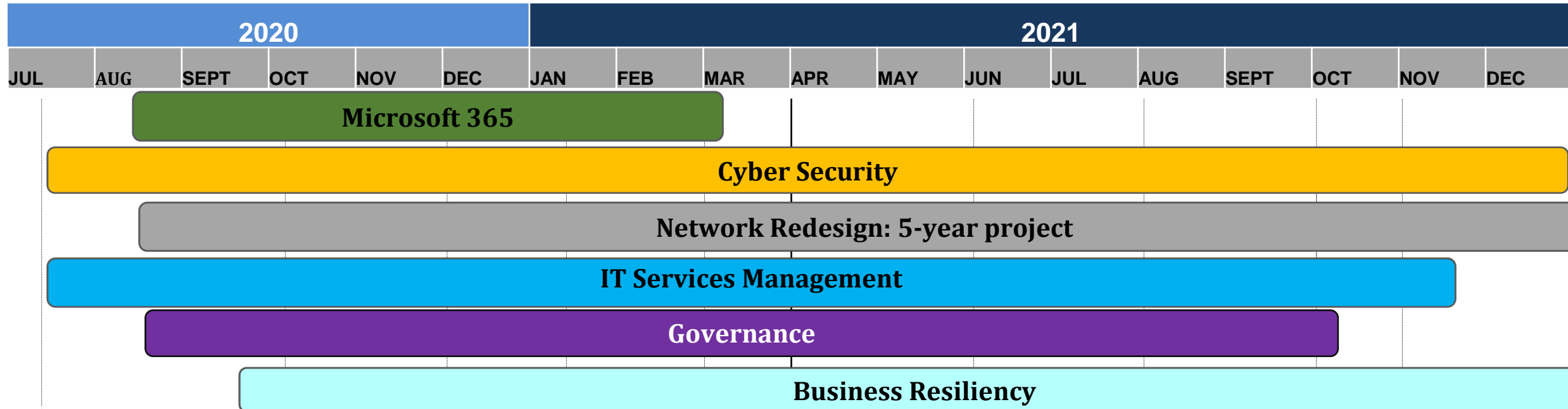## Recognition

- HSO ISO & Cyber Security team for outstanding teamwork

1) **Security** first, then everything follows.

2) **Cloudification** with an emphasize on DR/BC and TCO.

3) **Service Delivery** from our customers' perspective.

4) **Collaboration** with Microsoft 365 adoption.

5) **Network Modernization** 1st year of a 5-year transformation journey.

18-Month Strategic Roadmap

Marquez	Meyer	Weaver	Adcock	Sletten	Marquez
Microsoft 365	**Cyber Security**	**Network Redesign**	**IT Service Management**	**Governance/Policies**	**Business Resiliency**
1. Transfer domains	1. 6 KPIs	1. Requirements	1. 4 KPIs Dashboard	1. Charter for EIGC	1. Cloud strategy
2. Data migration	2. MFA M365	2. Network architect	2. Aging tickets Rpt.	2. Policy Manager	2. Backup/Recovery
3. Test	3. RCA process	3. Plan & Execute	3. Service Recovery	3. Update policies	3. Web Hosting
4. Training & Support	4. Vulnerability Assess	4. KPIs	4. Remote sup. tool	4. IT Website upgrade	• • •
	5. Phishing program	5. Staff development	5. NPS survey/phone#		
		6. Upgrade Internet	6. Single service portal		

2020 — JUL, AUG, SEPT, OCT, NOV, DEC

2021 — JAN, FEB, MAR, APR, MAY, JUN, JUL, AUG, SEPT, OCT, NOV, DEC

- Microsoft 365
- Cyber Security
- Network Redesign: 5-year project
- IT Services Management
- Governance
- Business Resiliency

1) **Communicate the Vision** to your team
   want to play in the big games.

2) **Create the Roadmap** to where you wan
   remember to celebrate wins along the jo

3) **Establish Metrics** to guide and light the
   we measure, we improve.

Share your VRM

IMAGINE A WORK PLACE WHERE EVERYONE ENGAGES AND CONTRIBUTES THEIR FULL INTELLECTUAL CAPACITY. A PLACE WHERE PEOPLE ARE HEALTHIER AND HAPPIER BECAUSE THEY HAVE MORE CONTROL OVER THEIR WORK- A PLACE WHERE EVERYONE IS A LEADER.

Start a Movement in 2021

https://www.youtube.com/watch?v=3EKAxQbYA9U

Lessons learned from M365 Migration – Feb 28

➢ **Our ecosystem is dirty**–there is **huge variation in computers, browsers, operating systems,** etc. We need to put a plan together for **standardization** across the enterprise and support model to align.

➢ There is a large **variation in technology savviness among our users**. We can setup a benchmark for the lowest common denominator for technology competence and train to that –could be win-win for both employees and organization.

➢ **Siloed culture,** even IT.

➢ Inadequate post Go-live Support, consider **outsource support** in light of the above points.

➢ Consider an **email retention policy.**

Other IT Supporting Initiatives in 2021

➢ Innovation Center Concept: Executive sponsor, Dr. Larson

➢ Project Hero – Broadband + Social determinants of health:
   Executive sponsor, Dr. Kaufman
   ❑ One for the Intl Districts
   ❑ Tohajiilee Navajo Reservation ~ ½ hour west of ABQ

➢ Teleworking Program: Executive sponsor, Kathy Agnew

➢ Microsoft 365 Adaption and Governance: IT Lead, Ray Avila