



**HEALTH
SCIENCES**
CHIEF INFORMATION
OFFICE

AUGUST UNIT REPORTS

APPLICATIONS-RAY AVILA

SYSTEMS-PHIL MARQUEZ

SECURITY-MIKE MEYER

TECHNOLOGY SUPPORT-RICK ADCOCK

UH IT NETWORK/NETSEC-CHARLIE WEAVER

HSC 2021 VISION

APPLICATIONS

RAY AVILA

Accomplishments

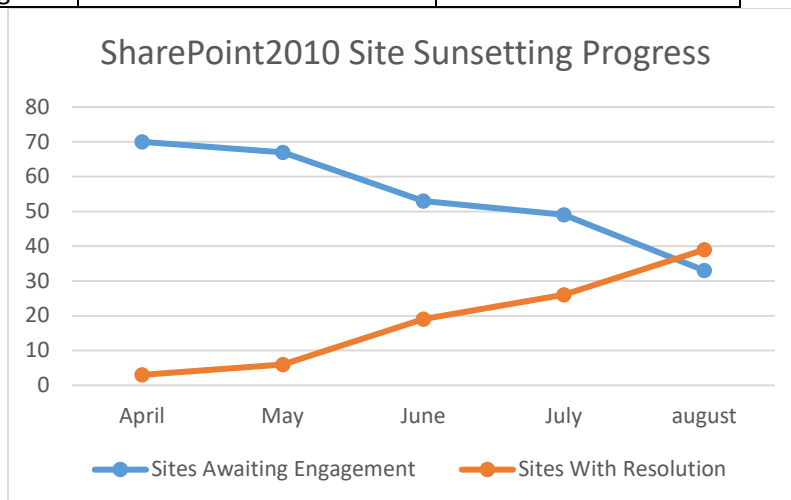
- Conducted a number of SharePoint Consultations
- Launched Knowledge hub to all HSC Staff and Faculty
- Implemented Single Sign-on for ASP.NET applications on the development server
- Content creation, administration, and support for Learning Central and Moodle

In-Progress

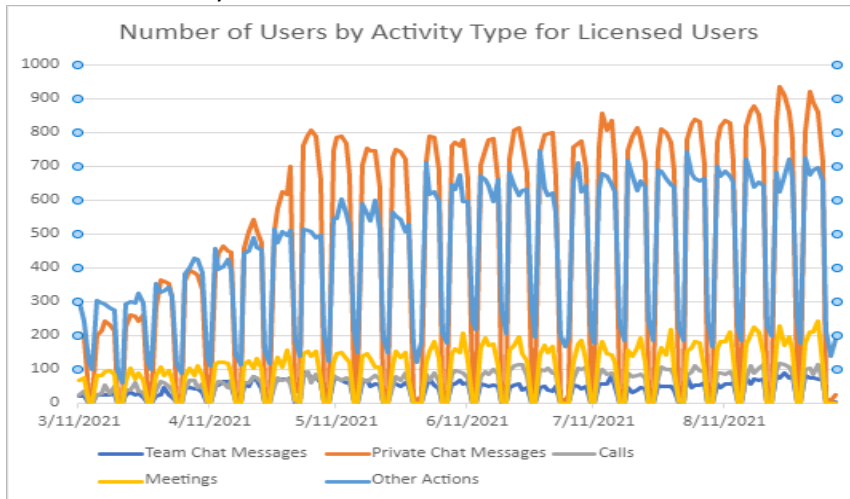
Projects in flight	Status
SharePoint Online/M365 transition – Active	3/1/2022
Faculty Directory implementation	9/20/2021

Metrics

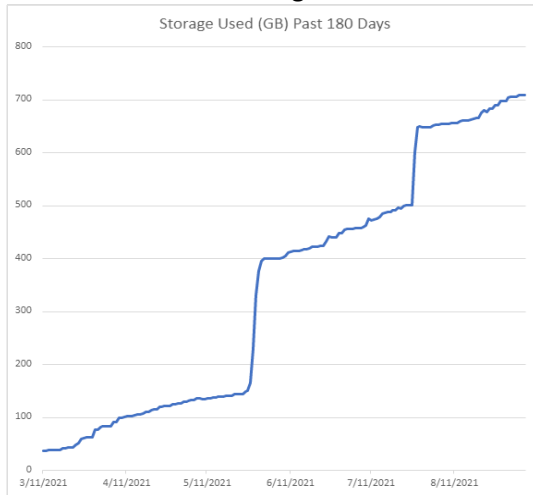
SharePoint2010 End of Life (EOL) Activity Tracking		
Total Sites: 73		
	Sites Awaiting Engagement	Sites With Resolution
April	70	3
May	67	6
June	53	19
July	49	26
August	33	39



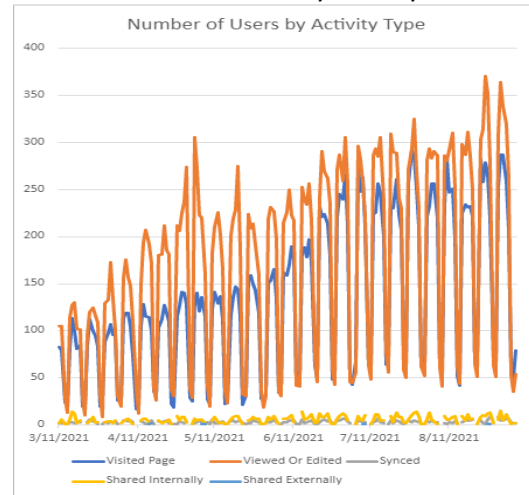
- M365 usage information:
Teams Activity:



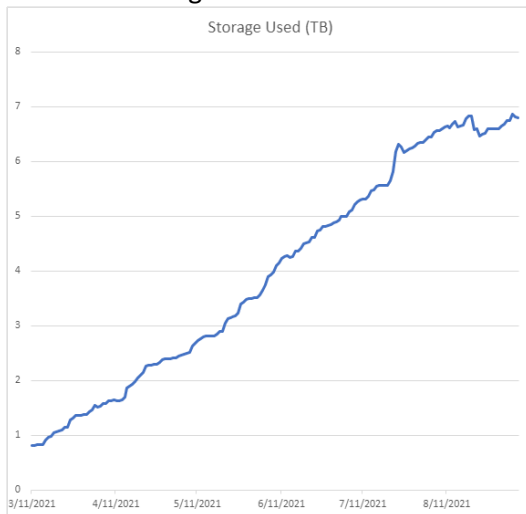
SharePoint Online Storage Use:



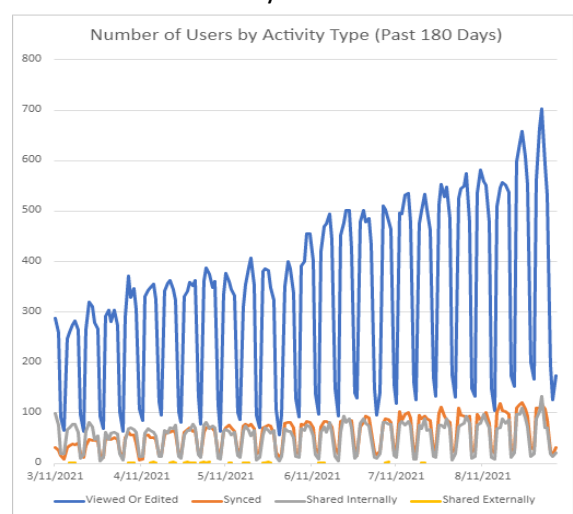
SharePoint Online users by activity:



OneDrive Storage use:



OneDrive User Activity:



Recognition

- HSC Helpdesk – For their quick responses to the many requests for assistance in my team’s return to work efforts. They were prompt in their resolutions.

SYSTEMS

PHIL MARQUEZ

Accomplishments

- Exchange Mail Migration to M365 complete
 - Mail migration effort complete. Project closed.
 - Plans to decommission the old on premise Exchange environment has been completed working with UNMH Systems team and UNM IT. The on-premise Active Directory domain will be removed on September 8.
- Azure/M365
 - Azure MFA configuration completed and active for HSC users. Still being worked on UNMH side.
 - Configured new PhishAlarm button to appear in Desktop and web-based Outlook clients. Additional work needed to manually remove the old Report Phishing button from some HSC workstations still in progress
- Metallic cloud back up implementation fully configured and almost complete for protected servers.
 - Initial phase was to migrate Commvault backups to Metallic - DONE
 - Next phase is to identify areas not yet being backed up – ID complete, data assessment in progress.
 - Initial quotes for O365 backup protection in process
 - Jason Barnes continues to present to various departments and groups about Metallic backup capabilities.
- Completed numerous IPRA and Legal searches in email system

In-Progress

- Investigating refresh of on-site storage hardware. Looking at replacements for Dell NAS and NetApp filer hardware to provide updated on premise storage solutions. Continue to look at options to integrate cloud solutions as costs continue to become more reasonable.

Metrics

- No System Downtime

Recognition

- Jason Barnes for his continued efforts to inform users/departments of the Enterprise backup solutions available through Metallic.

INFORMATION SECURITY

MIKE MEYER

Accomplishments

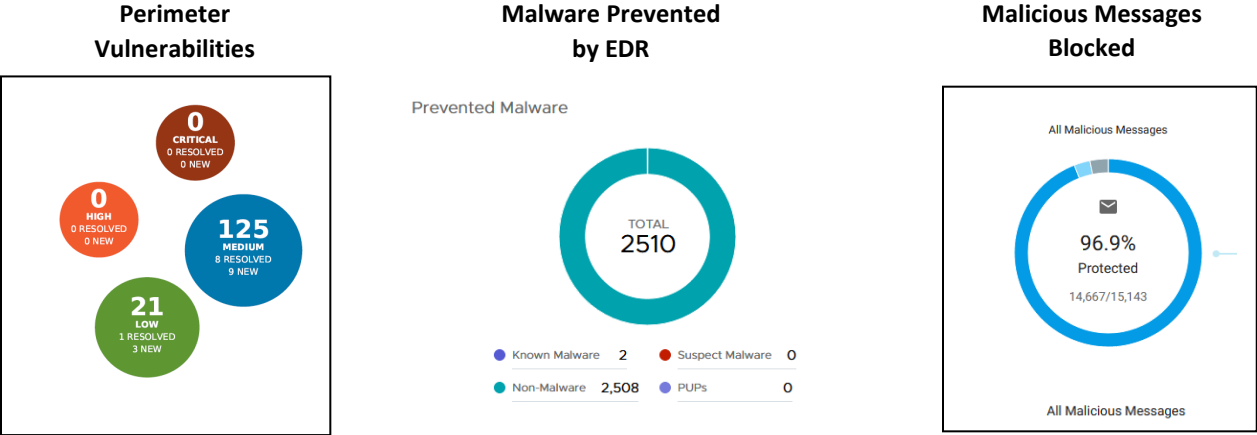
ACTION	IMPACT
Participated in the CLA penetration testing.	We have taken an “enterprise” approach to CLA’s assessment by having all systems fall under the scope of the testing, not only systems managed by Health Systems. All of the security elements (UH Cybersecurity, UN Network Security and HSC ISO) were involved in the planning and debrief from the results. This is a good step in the direction of “We are an enterprise.”
Completed deployment of Multi-factor Authentication (MFA) to all Microsoft 365 accounts.	MFA considerably reduces our risk of account compromise, which is a primary way in which ransomware gangs begin their attacks.
Continued to maintain very low vulnerabilities on public-facing devices and websites, especially for criticals and highs. The two highs in last month’s report are resolved.	Criticals – Continues at 0 Highs - Continues at 0 Medium 125 (Increase from 119)
Briefed EIGC and ITAC on HSC CIO root cause analysis (RCA) initiative and tracking tool.	Reduce human error and reoccurrence of system disruptions.

In-Progress

PROJECT/ACTIVITY	PLANNED COMPLETION DATE	STATUS (Red, Yellow, Green)	NOTES
Complete security review and risk assessment for use of PHI on Microsoft 365	SEP 2021	Green	Reviewing and documenting security controls. Artifacts will be (1) Security control review, (2) Risk assessment with (3) Plan of action and milestones for any deficiencies found.
Ransomware Playbook for incident response	SEP 2021	Green	Goal is to improve our response to any future ransomware attempts.
Turn “Top 20 Security Enhancements” into roadmap	OCT 2021	Green	
Implement Microsoft Multi-Factor Authentication for M365, CAG and VPN	JUL 2021	Yellow	365 MFA deployment complete. Pulse VPN cutover to Microsoft MFA scheduled for 13 Sep 2021. CAG MFA continues to encounter technical problems.

Vulnerability Management – Develop mature process to identify and track perimeter vulnerabilities and their mitigations (Michael Schalip/Zander)	2021 – Brief ECC, and EIGC so that policy and plan can be approved by core.	Yellow	ISO briefed ITAC. Still need to brief ECC and EIGC before Core can review through PAW process
Cyber Security Strategic Plan (Mike)	FEB 2021 (2021 Goals)	Complete*	Brief 2021 strategic objectives. Develop long-term plan to improve cyber posture. Note: ISO deferred work on this milestone due to incident response.
	AUG 2021 (2022+ Goals) (re-baselined from APR then again JUL)	Yellow	

METRICS (Last 30 Days)



METRIC	NUMBER	NOTES
Malicious inbound email messages blocked	14,667	
Malware stopped by Carbon Black endpoint detection and response (EDR)	2508	
Data Loss Prevention (DLP) – Outbound emails blocked for PHI	• 225	Proofpoint: email filter app.
Number of Requests for Security Review Requests this Month (Zander)	<ul style="list-style-type: none"> • 17 Data User Agreements/secure data transfer requests • 28 Software/Cloud App Purchases and Renewals • 14 Vulnerability Scans • 45 Other 	
Change Requests	• 7 Change Request	

SSL Certificates Issued or Renewed	<ul style="list-style-type: none">• 1 SSL certificates issued	
Perimeter Vulnerabilities	<ul style="list-style-type: none">• Critical - 0 (Same as previous month)• High - 0 (Same as previous month)• Medium - 125 (Increased from 119)	

Recognition

- Carlos Lucero and Brian Garcia at UNMMG for their willingness to be part of the solution at an enterprise level. In order to end our McAfee licensing, we must find solutions involving disk encryption management and removal media encryption. Carlos and Brian lent their experience to help resolve the technical questions and determine a path forward. We have a lot of departmental talent in the overall organization. Carlos and Brian could have taken a “not my problem” attitude, but they wanted to contribute to the common good. It is progress toward our goal of unified cyber security solutions when these dispersed talents come to the table and become other sources of knowledge and solutions. We appreciated their energy and work.

TECHNOLOGY SUPPORT

RICK ADCOCK

Accomplishments

- Multifactor Authentication deployment completed
- Developed script to move McAfee Bitlocker Encryption Keys to Active Directory in preparation to demise McAfee
- Coupled SailPoint to exchange mailbox data for timely updates of mailboxes
- Aaron attended SailPoint training
- Training new IT Support Tech 2
- Created Munki Dashboard for monitoring OSX devices

In-Progress

- Creating the next Windows 10 Gold Image (new version of Windows 10 and removing McAfee antivirus/encryption)
- Testing the workstation hardening group policy
- Continued support of the GEER grant
- Re-organization of the 317 offices to accommodate additional personnel
- NMTR Move to the Health domain
- Defining processes for new endpoint security monitoring
- Testing job skill codes in the banner feed to correctly assign Microsoft licenses
- Re-deploy student computing workstation in HSLIC including third and fourth floors
- Multifactor Authentication for the VPN
- Move another 1,150 HSC people who have main campus O365 A3 licenses to A1 licenses

Metrics

HSC IT Service Desk Key Quarterly Key Performance Indicators (KPI's) - August 2021

Ticket Volume		Survey Satisfaction	
Incidents	61	Surveys Returned	19
Service Requests	320	Survey Scores Over 80%	19
Total	381	Percent over 80%	100%
FTE Level 4			
First Call Resolution (FCR)		Automated Call Distribution Data	
Total FCR	152	Call Volume	1,764
Total Tickets	381	Avg. Speed to Answer in Minutes	2:57
FCR %	39.9 %	Abandon CallRate	12.7 %
Avg. Number of Agents 2.11			

Recognition

- Laura Day has been working with our team since late 2019 to hire a new Service Desk Supervisor and four other employees for Technology Support. It has been a long and everlasting project which she has been instrumental in making things happen.

UH IT NETWORK/NETSEC

CHARLIE WEAVER

Accomplishments

- Most of the past month has been devoted to incident management & response
 - HSSB Core & Data Center outages have arrived at root cause
- Distribution switch replacements continuing
 - Hospital locations on hold due to ongoing JHACO & CMS presence; HSC locations in process; anticipate completion before the end of the year
- Multiple JNIS sub-team activities (Incident Management, Vulnerability Management, etc.) in flight
- UNM/Century Link fiber reroute project continuing

In-Progress

- Network Managed Service option being explored
- CAG MFA integration continuing to experience integration difficulties; 365 rollout completed; Duo replacement with Azure on Pulse VPN planned
- FY22 equipment purchases beginning due to six+ month supply chain related lead-times

Metrics

- Total Access Layer Switches (UNMH, HSC, Remote): ~700
- Total Access Layer Switches replaced to date: 51
 - **Access Layer Switch replacement % completion:** ~7%
- Total Distribution Layer Switches (UNMH, HSC): 41
- Total Access Layer Switches replaced to date: 8
 - **Distribution Layer Switch replacement % completion:** ~19%

Recognition

- HSO ISO & Cyber Security teams for outstanding teamwork.



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- 1) **Security** first, then everything follows.
- 2) **Cloudification** with an emphasize on storage, backup and recovery.
- 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. Storage upgrade
2. Data migration	2. Azure MFA	2. Network architect	2. Aging tickets Rpt.	2. Policy Manager	2. Backup/Recovery
3. Test	3. RCA process	3. Phase 1 of 3 in prog	3. Service Recovery	3. IT Website upgrade	
4. Training & Support	4. Vulnerability Assess	4. KPIs	4. Remote sup. tool		
5. Archived Termed EE	5. Phishing program	5. Staff development	5. NPS survey		
	6. CMMC framework	6. Upgrade Internet	6. Single service portal		

