



HEALTH  
SCIENCES  

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CHIEF INFORMATION  
OFFICE

## SEPTEMBER 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. Supported HSC Communications and Marketing launching of 24 redesigned web sites
  - b. Attestation – developed the self-report web-site, continued to support. Working with Main campus to provide data to OHS.
  - c. Pulled data for HealthNM team for Grant work
  - d. Provided support and input toward UCO CRICO implementation project
  - e. Provided troubleshooting to figure out why COVID data not going into TriNetX
  - f. Added COVID-19 course for numerous users and assisted users with course training needs
  - g. Updated course content for Bio Safety courses
  - h. Conducted Learning Central Admin Training
  - i. Provided Moodle administration support for various HSC organizations Including course restorations and course support, user account issue resolutions
  - j. Assisted HSC Registrar with data collection for the 2020 HSC Data book.
  - k. Created a new database for the IPE Honors program.
  - l. Upsized the Cancer Center’s Referral database from Access to SQL Server and added new form fields.
  - m. Assisted J. McCrary and Dr. Achrekar with the IM FAD reports.
  - n. Provided faculty retention data to Dr. Sood’s team.
  - o. Mass upload of Ph II clinical assignments for OMSA.
  - p. Multiple data requests from OFACD and SOM offices.
  - q. Working with SOM Dean’s office to develop data resources.
  - r. Provided file restoration for Office of Continuous Professional Learning for a corrupted database

## In-Progress

Projects in flight	Status
Develop Faculty Directory file transfer process from Digital Measures	10/15/2020
CTMS selection matrix	10/16/2020
Create DR/BC strategy SQL Server environment	12/31/2020
SSO/application entry consolidation	11/15/2020
Apps team customer portal	12/31/2020

## Metrics

Reduction of longstanding open Cherwell tickets  
Currently open tickets with age > 3 months  
Currently open tickets with age > 6 months

10/1/2020:

<b>Number of Tickets 3 months Old or Less</b>	
Incident ID	Date Assigned
984782	9/29/2020
981655	9/17/2020
980482	9/17/2020
978923	9/8/2020
978572	9/8/2020
972782	8/26/2020
974198	8/19/2020
973901	8/19/2020
971597	8/19/2020
968796	7/28/2020
951967	7/28/2020
963834	7/27/2020
943655	7/27/2020
966756	7/27/2020
929342	7/16/2020
Total	15

<b>Number of Tickets &gt;3 Months Old</b>	
Incident ID	Date Assigned
960440	6/25/2020
Total	1

<b>Number of Tickets &gt; 6 Months Old</b>	
Incident ID	Date Assigned
936102	3/27/2020
834559	3/21/2020
909110	12/11/2019
847339	9/30/2019
715655	12/5/2017
Total	5

### Recognition

Lewis Worley for his assistance with many team matters during the course of my 2 week absence. Received many good words about him upon returning to work.

# PROJECT MANAGEMENT

MICHAEL SCHALIP

## Accomplishments

- Clarified several details related to the CRICO implementation (CRICO is the Harvard-based insurance consulting program engaged by HSC Legal) – continuing to work with Rick (CRICO requires a non-standard ActiveX control) and Ray/Lewis (CRICO needs a periodic update from the TimeMatters database – CRICO will submit requests 3-5 days ahead of time) – there’s actually very little “technology” to this initiative, implementation should be straight forward and fairly simple.mscha
- Continued discussions with Joe/Systems, I-Ching/Apps and some of the educational techs (Carlos Colon/SOM, Irmin Wehmeier/COP and Toby Ngo/COP) to discuss options/need for starting broader and more consistent use of the Cherwell CMDB capability
  - Challenge: Cherwell is widely viewed as cumbersome, and the true value/use of a CMDB is often questioned – still need the inventory so we can understand the larger picture.
- Completed “power user” training on PolicyManager – will work with HSC IT personnel to start getting existing policies moved from the spreadsheet in to the PolicyManager system
- Keeping the OMI/CMEv3 implementation on track
  - Based on NM-BVS/State of NM’s proposed implementation timeline – we’ve identified 4 possible implementation windows for a CMEv3 go-live – still working towards the early Jan implementation options
- Continued discussions with HSC IT Security
  - VPN alternatives, (a lot of VPN accounts are only for access to home directories – recommended we consider other options for simple/secure web access to home directories, (CNM has used a cheap/simple/secure utility to accomplish this for years)
  - Exploring options for improving automated capabilities to identify/quarantine/block both HSC-owned and/or personally-owned systems whether connected to wire, wireless or VPN
    - Challenge: NetSec only knows how to block userIDs – need NetSec to figure out how to detect/capture/block the MAC, not the user.
  - Incident response processes/procedures being scrutinized and revised to bring them up to date

## 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)
  - Should be able to start uploading existing HSC IT policies to PolicyManager in 2-3 weeks (based on Policy Office guidance and timeline)
  - Still trying to make quick work of this initiative

- 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
  - Still need to get Applications entries linked to Systems data
  - May want to consider getting educational techs trained on Cherwell/CMDB (Rick can provide this training) and give them access so they can keep their own applications data updated in CMDB
- OMI CMS replacement – implement VertiQ/CMEv3
  - OMI has expanded their use of CMEv3 for mock procedures – testing continues to go well, and good feedback
  - Implementation windows have been identified – OMI is currently deliberating over viability of the proposed dates.

### **Metrics**

- Still working on this

### **Recognition**

- I-Ching Boman – programmer in HSC IT/Apps – efforts to inventory both web/non-web applications running on HSC servers and identify appropriate owners/administrators. This work is laborious and deliberate, but I-Ching projects a great attitude and positive approach.

# SYSTEMS

PHIL MARQUEZ

## Accomplishments

- HSC O365 Migration
  - o Completed HSC Mail domains release from UNM tenant, added to HSC tenant.
  - o Installed and configured Azure AD Connect server.
  - o Synchronized HSC identities to new O365 HSC tenant.
  - o Configured CloudConnect to restore GAL functionality.
  - o Established Organizational relationship between UNM and HSC tenants to ensure Calendar free/busy search
- Setup SSO for BeyondTrust application.
- Updated Server and Client SSL profiles to harden security standards for HSC sites.
- Setup UH Clinical Applications to use Passwordstate.
- Decommissioned old server hardware, data center clean up
- Supported preparations for Cancer Center Velos platform upgrade (Gagnon transition)
- Completed NMPDIC (poison center) patching for servers and Windows 10 remote workstations (VMs) during a 2 hour downtime window at 2am.
- Completed KACE appliance upgrades from version 10.0.290 to 10.1.99 to current version 10.2.234

## In-Progress

- Ongoing O365 work (authentication, licenses, migrations, etc)
  - o 100 mailbox data planning and test migration
  - o Overall migration planning
  - o License assignment – which users get full A3 vs. A1 online only
- SSO for Mediasite
- SSO for UNMMG Chrome River
- Current inventory
  - o System owners/contacts
  - o Backup policies
- Hardening for SimIQ SQL database server

## Metrics

- System Availability – need to do some calculations to come up with Uptime/Downtime Metrics
- September 2020
  - o Zero unscheduled downtime – Servers/Storage
    - 5 hours SQL ToxiCall database unavailable after NMPDIC Higher Ground server patching
      - Documenting restart process and working on monitors

## Recognition

- Judson Carter for his Outstanding efforts in all aspects of the O365 migration project

# INFORMATION SECURITY

MIKE MEYER

## Accomplishments

ACTION	IMPACT
Improved CISA Perimeter Scan metrics	Criticals/Highs = 3/25 (reduction)
Network Design contract awarded	New network design is the first step toward building a 21 <sup>st</sup> Century secure network
Echo obtained Conditional Approval to Operate from HHS	Required for Echo to meet conditions in it's grant from HHS
Asset Management/Config Management/Change Management move to ISO along with the Change Manager	Consolidates related functions to focus on process improvement for all three areas.
Led successful effort to change how "external" banners are used on email.	Greater accuracy and clarity about an email's source will help users avoid phishing.

## In-Progress

PROJECT/ACTIVITY	PLANNED COMPLETION DATE	STATUS (Red, Yellow, Green)	NOTES
Issue new HSC Remote access policy. (Mike)	SEP 2020	Yellow	Superseded by other priorities. May not make Sep.
Issue revised HSC Media and Device Handling policy (Mike)	SEP 2020	Yellow	Completed review by ITAC on 1 Oct. Draft going to Core next.
ECHO Authorization to Operate from HHS for the AHRQ contract (Mike)	DEC 2020	Green	ECHO received conditional approval to operate; full approval needed by 31 DEC 2020.
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)	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	NOV 2020	Green	Develop long-term plan to improve cyber posture.

### Metrics

METRIC	NUMBER	NOTES
NUMBER OF REQUESTS FOR SECURITY REVIEW REQUESTS THIS MONTH (ZANDER)	<ul style="list-style-type: none"> <li>• 28 Data User Agreements</li> <li>• 47 Software Purchases/Renewals</li> <li>• 41 DUA and SFTP account creation</li> <li>• 15 Nessus scans</li> <li>• 25 other</li> </ul>	
NUMBER OF CONFIGURATION CHANGES PROCESSED	<ul style="list-style-type: none"> <li>• 16</li> </ul>	
PERIMETER VULNERABILITIES REDUCED	<ul style="list-style-type: none"> <li>• Criticals – Decreased to 3</li> <li>• Highs – Decreased to 25</li> </ul>	

### Recognition

Marsha Sletten for her great work on the Network Design RFP. She kept the process moving, did all of the “dirty work” like scheduling.

# TECHNOLOGY SUPPORT

RICK ADCOCK

## **Accomplishments**

- Created a webpage for BYOD with FAQs and Device Enrollment Instructions.
- Deployed In-Place upgrades for Windows 10 versions 1703 and 1809 so these versions can be updated to the latest version of Windows 10 without re-imaging.
- Developed a MAC OS device encryption check application that can be used to check if the device is encrypted. Added this to the MAC image.
- Completed Cherwell CMDB training for HSC ISO staff.
- Completed Basic Cherwell Training for College of Nursing
- Completed Basic Cherwell Training of the Office of the Medical Investigator
- Moved Beyond Trust authentication to SAML
- Implemented requestable roles and approvals in sailpoint
- Developed a method to inventory MAC devices into the workstation CMDB.

## **In-Progress**

- Developing and AV RFP for the new building Orthopedics Center of Excellence.
- Hiring and IT Support Technician 1 for the HSC service desk.
- New position Technical Support Analyst 1 as a supervisor of the HSC Service Desk.
- Obtaining a temp employee for the Microsoft 365 rollout.
- Forced encryption of the workstation in the department of pediatrics
- Installing Active X controls on the Office of the University Counsel workstations in order to have X-Maps interface to CRICO systems for claims analytics.
- Creating a Microsoft 365 web page for FAQ's and other information.
- Planning the Cherwell 10.1 upgrade.
- Possible change in remediation process for quarantined workstations.

## **Metrics**

- Service desk has handled 626 VPN tickets from March – August of 2020.
- HSC IT Support has imaged 297 workstations from March – August 2020.

## **Recognition**

Marcia Sletten. Marcia has many responsibilities but is always in contact with me and provides timely information and assistance. This has been the case for many years. She has a vital role in many of my teams accomplishments.

# UH IT NETWORK/NETSEC

CHARLIE WEAVER

## Accomplishments

- New hospital tower 100% design completed
- New hospital tower disaster mitigation planning completed
- Multiple UH network issues managed
- Employee performance reviews delivered
- Network analyst candidate hired
- Cerner ckt migration retry approved
- Compromised asset plan developed and submitted for review
- Host checking plan completed and submitted for review

## In-Progress

- UH access switch replacement planning
- Budget development
- Network architectural redesign kickoff
- Internet edge prework & testing; tentatively scheduled for 11/7
- VPN / O365 transition planning
- High-level 2021 project planning

## Metrics

- Under development

## Recognition

- Phil Marquez for outstanding planning for the O365 migration