1) **Security** first, then everything follows.
2) **Cloudification** with an emphasis on storage, backup and recovery.
3) **Service Delivery** from our customers’ perspective.
4) **Collaboration** with Microsoft 365 adoption.
5) **Network Modernization** 1\textsuperscript{st} year of a 5-year transformational journey.
2021 Strategic Roadmap

Microsoft 365

1. Transfer domains
2. Data migration
3. Test
4. Training & Support
5. Archived Termed EE
6. CMMC framework

Cyber Security

1. 6 KPIs
2. Azure MFA
3. RCA process
4. Vulnerability Assess
5. Phishing program
6. Upgrade Internet

Network Redesign

1. Requirements
2. Network architect
3. Phase 1 of 3
4. KPIs
5. Staff development
6. Upgrade Internet

IT Service Management

1. 4 KPIs Dashboard
3. Service Recovery
4. Remote sup. Tool
5. NPS Questions

Governance/Policies

1. Charter for EIGC
2. Policy Manager
3. IT Website upgrade

Business Resiliency

1. Memory upgrade
2. Backup/Recovery

---

Marquez
Meyer
Weaver
Adcock
Sletten
Marquez

Microsoft 365 Cyber Security Network Redesign IT Service Management Governance/Policies Business Resiliency

100% 100% 90% 95% 100% 100%
CIO’s Top-10 pick of HSC IT accomplishments during 2021

2021 Moto: Fit It: https://www.youtube.com/watch?v=yo3uxqwTzk0
10
Established KPIs

You can't Manage what you can't Measure

<table>
<thead>
<tr>
<th>metrics</th>
<th>Target</th>
<th>May'21</th>
<th>Jun</th>
<th>Oct</th>
<th>Dec</th>
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<tr>
<td>Ave Speed to Answer</td>
<td>&lt;1 minute</td>
<td>5.50</td>
<td>8.26</td>
<td>1:25</td>
<td>1.07</td>
</tr>
<tr>
<td>Abandonment rate</td>
<td>&lt;5%</td>
<td>22.20%</td>
<td>30.28%</td>
<td>6.76%</td>
<td>4.40%</td>
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<tr>
<td>Aged tickets &gt;4 days</td>
<td>&lt;10</td>
<td>16</td>
<td>11</td>
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<tr>
<td>First Call Resolution</td>
<td>&gt;70%</td>
<td>41.70%</td>
<td>35.48%</td>
<td>44%</td>
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Encryption

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<th>UNMH</th>
<th>SRMC</th>
<th>UNMMG</th>
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<td>Feb</td>
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<td>Mar</td>
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<td>June</td>
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<td>Sept</td>
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<tr>
<td>Nov</td>
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Addressed decades of deferred Network maintenance

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<tr>
<th>Activity</th>
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<th>Hardware</th>
<th>License Cost</th>
<th>Maint. Cost</th>
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<tbody>
<tr>
<td>Cancer Center</td>
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<td>192,900</td>
<td>13,300</td>
<td>14,900</td>
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<tr>
<td>UH / BBRP / ACC</td>
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<td>364,000</td>
<td>58,000</td>
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<tr>
<td>UH Remote Locations</td>
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<td>92,000</td>
<td>40,000</td>
<td>Progress</td>
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<tr>
<td>UH / BBRP</td>
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<td>291,000</td>
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<td>89,000</td>
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<tr>
<td>UH Remote Locations</td>
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<td>Progress</td>
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<tr>
<td>Enterprise</td>
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<td>Licensing (one time costs)</td>
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<td>HSC Buildings</td>
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<td>116,000</td>
<td>Progress</td>
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<td>HSSB building</td>
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<td>Progress</td>
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<tr>
<td><strong>Total Spent</strong></td>
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<td><strong>$1,991,650</strong></td>
<td><strong>$435,300</strong></td>
<td><strong>$483,978</strong></td>
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</table>
Established an Executive IT Governance Council

Effective **Executive IT governance** is a critical tool for a CIO to align their organizations and efforts to support business strategy and create stakeholder value.
Modernized Back-up and Recovery Solution

Metallic Core Backup & Recovery

Cloud-delivered backup and recovery solution that gives you enterprise-grade data protection at warp speed with ultimate flexibility.

- **Eliminate** tape operations.
- **Automate** service packs/ updates
- **Reduce** infrastructure hardware costs.
- **Reallocate** engineering labor hours to mission critical tasks.
- **Provide Security** assurances - data is encrypted in flight and at rest and **air gap** guards protect against ransomware.
Launched Multifactor Authentication [MFA]

Multifactor authentication (MFA) is used to protect against hackers by ensuring that digital users are who they say they are.
Implemented Microsoft 365
Created Employee Recognition Program
Established Five Redundant Internet Paths:

Two to Zayo, Two to UNM and One to GigaPop
Implemented A Managed Endpoint Detection and Response Solution [mEDR]

EDR solutions work by providing continuous and comprehensive real-time visibility into what is happening on the endpoints. Behavioral analysis and actionable intelligence is then applied to endpoint data to stop an incident from turning into a breach.
Thwarted a ransomware attack on April 30, 2021
What are YOUR Top-10 accomplishments in 2021?
What’s on your roadmap for 2022?