

1. Assessment Plan - Four Column



PIE - Administrative Services: IT - Security & Infrastructure

Where We Are Now: Analysis and Summary

2018-19

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Program Planning Dialog: Primary focus is to address and minimize impact from aging infrastructure hardware and legacy systems. Goal is to maintain a robust and reliable infrastructure to support campus mission and goals.

Internal Conditions, Trends, or Impacts (Student Services): Network infrastructure hardware is an average 10 years or older. Phone switch controllers are over 10 years old. Small percentage of WiFi hardware on legacy HP system (approx. 10%), while majority of it was recently migrated to Aruba. Storage for backups relies on soon to be outmoded hardware with tape media reaching end of life for usability. IBM database and application servers reach end of life support in August 2019.

Critical Decisions Made by Unit: Training, critical infrastructure maintenance, information security policy.

Notable Achievements for Theme B: To Support Student Access and Success: IT upgraded 103 internal Aruba wireless access points in Buildings 7, 11, 12, 13, 28, 30, 45, 61, 66, 67, and 80.

Notable Achievements for Theme C: Secure Human, Technological, & Financial Resources: 1. Implemented new IBM SAN Volume Controller.
2. Purchased two new IBM P9 servers to replace hardware that will no longer be supported by IBM.

Notable Achievements for Theme D: To Foster an Atmosphere of Cooperation and Collaboration: 1. Sent regular communications to the campus regarding security threats.

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<i>Unit Goals</i>	<i>Resources Needed</i>	<i>Where We Make an Impact: Closing the Loop on Goals and Plans</i>
<p>Infrastructure Support - Implement, upgrade, and maintain infrastructure for future growth and support of emerging technologies in an educational environment.</p> <p>Status: Active</p> <p>Goal Year(s): 2018-19</p> <p>Goal Entered: 06/13/2018</p>	<p>Request - No Funding Requested - Ongoing budget to support the service. Current one time funding was provided in April 2019. Discussions with the solutions provider from Iron Mountain are required to obtain funding requirements.</p> <p>Describe Plans & Activities</p>	

Unit Goals

Resources Needed

Where We Make an Impact: Closing the Loop on Goals and Plans

Supported (Justification of Need):

Streaming backup services will provide greater reliability for data recovery to enhance disaster recovery and data loss. The current offsite data storage system requires physical tape library media rotation and management with transportation via courier service. Tape media wears out over time, and the backup appliance requires contractual maintenance that is expensive to maintain.

The proposed update will connect to a remote storage appliance with our current service provider to eliminate physical tape requirements and enable instant secure data transfer for backup and recovery operations.

What would success look like and how would you measure it?: Success will be measured by on-boarding the online backup service and complete amortization of the existing backup tape rotation procedures.

Type of Request: IT SUPPORT:
Requests for projects related to the implementation, integration, application, delivery, and support of information and instructional technologies.

Planning Unit Priority: High
Documentation Attached?: Yes
Request - Full Funding Requested -
Funding to license software and professional support to upgrade voicemail system (MiCollab).

Describe Plans & Activities
Supported (Justification of Need):

Unit Goals

Resources Needed

Where We Make an Impact: Closing the Loop on Goals and Plans

The voicemail system requires an upgrade and migration of data from Mitel's unsupported legacy system to MiCollab. This will allow the campus to receive support and updates in addition to modern voicemail features.

Lead: Victor Alexandrescu

Type of Request: IT SUPPORT:

Requests for projects related to the implementation, integration, application, delivery, and support of information and instructional technologies.

Planning Unit Priority: High

Documentation Attached?: No

One-Time Funding Requested (if applicable): 15000

On-Going Funding Requested (if applicable): 5792

Request - Full Funding Requested -

Funding to increase licensing of the CheckPoint security appliances from 8 cores to 16 cores.

Describe Plans & Activities

Supported (Justification of Need):

With the latest internet bandwidth increasing from 2gbps to 10gbps, a firewall upgrade is required. This increased licensing of the CheckPoint security appliances from 8 cores to 16 cores will allow it to process more internet traffic related to the internet bandwidth upgrade. The system with its current 8 cores is 70% utilized on average.

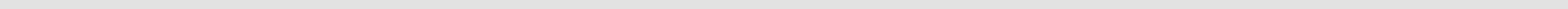
What would success look like and how would you measure it?: Internet traffic should scale while showing lower processor utilization and keep

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>Where We Make an Impact: Closing the Loop on Goals and Plans</i>
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pace with our upgraded internet connection. This will be monitored by internal tools and systems to track and monitor utilization, health, and overall use.

Type of Request: IT SUPPORT:
Requests for projects related to the implementation, integration, application, delivery, and support of information and instructional technologies.

Planning Unit Priority: High
One-Time Funding Requested (if applicable): 38000
On-Going Funding Requested (if applicable): 38000



Enabling Technologies - Provide enabling technologies to enable great customer service and reliability for all business units and all campus groups.
Status: Inactive
Goal Year(s): 2018-19
Goal Entered: 06/13/2018



Information Security Improvements - Provide confidentiality, integrity, and availability with all campus systems.
Status: Active
Goal Year(s): 2018-19
Goal Entered: 06/13/2018