Not a blizzard bomb in sight!
Well, maybe at Dairy Queen!
Agenda

• ACNS Projects – Dave Hoffman
• Office 365 – Lance Baatz
• Information Systems – Josh Clark
• Campus Cloud – James Cizek
• Facilities Mobile Device Management - Dallace Unger
Agenda (cont.)

- Middleware – Randy Miotke
- Licensing – Diane Noren
- Security – Steve Lovaas
- Network / Telecom – Greg Redder
ACNS & Telecommunications
Project Request Process
Agenda

• Why The Change Was Needed
• Discovery Process
• The New Project Request Process
• Where to Start
The “Why” Behind This..
| ACNS/Telecom Issues | • The current process did not allow request to be screened, recommended and prioritized well  
<table>
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<th>• Internal Staff did not understand the process</th>
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| Campus Issues       | • Campus Constituents were not aware of the process  
|                     | • Campus Constituents were not aware of the current workload or constraints of ACNS/Telecommunications |
The “Discovery” Process...
| Interviews with Staff & Constituents | • Would like to have more information on ACNS/Telecom workload and availability  
• Need to understand the process & where to begin  
• ACNS/Telecom staff need to direct requests to the project review process |
| Peer Institution Reviews | • Reviewed process from 6 peer institutions. Washington State, Oregon State, Central Michigan, UC-Davis, Georgia State and Penn State  
• Each had different requirements & methodologies we could learn from |
| Project Dashboard Creation | • Added tracking categories of project origination, planned vs unplanned to team tracking sheets  
• Worked with teams to update projects  
• Created ACNS/Telecom Projects Dashboard |
| ACAA Committee Review | • Reviewed the peer institution findings and ACNS/Telecom Project Dashboards  
• Refined the charge to the ACAA Committee and renamed to the ACNS Project Review Committee |
New ACNS/Telecom Project Review Process...
Monthly Project Review Cycle

15th
- Submission Deadlines for New Requests

Review
- ACNS/Telecom Teams Review and Comment with
  1. Impact
  2. Costs
  3. Timeframes

Last Wed
- Project Review Committee Meets
  1. Evaluate
  2. Recommend to ACNS/Telecom Leadership Team

First Monday
- ACNS/Telecom Leadership Team Meets
  1. Discuss
  2. Prioritize
  3. Schedule
Who is on the Project Review Committee?

• Two Members Elected by CITAC
  – Kacie Reed – IT Director for the College of Veterinary Medicine and Biomedical Sciences (CVMBS)
  – Bryan Gillispie – IT Director for the College of Liberal Arts

• Four Members from Administrative Organizations appointed by the VPIT
  – Ron Splittgerber – Director of Research Services
  – Neal Lujan – Vice President for Student Affairs
  – Jerry Becker – Associate Registrar
  – Kylan Marsh – Director of Innovative Technology, University Advancement
Let's Get Started…
Office 365 News and Notes

Lance Baatz

• Spam and phished accounts

• Microsoft Teams Updates
Spam Reporting

• Process: Send to abuse@colostate.edu
  – If it’s already in the Junk Email folder...

• ACNS steps
  – Forward to Microsoft (common)
  – Block sender (occasional)
  – Initiate response to phished account (when applicable)
ACNS’s Phished Account Response

1. Confirm
2. Reset eID password
3. Disconnect active O365 sessions
4. Remove inbox rules/forwarding
5. Notify Central Help Desk and SOC
6. SOC notifies user’s IT Support
7. User gets a “learning opportunity” – a SANS training invite
Spam & Phished Accounts

• Is there a better way?
  – Improved email security tools
  – Evaluate processes
    • Abuse Email
    • Direct reporting to Microsoft??

to be continued...
Microsoft Teams News

• Upcoming features
  – Private channels
  – Whiteboard

• Suggestion
  – Use Teams vs Sharing from user’s OneDrive
Skype to Teams Status

– Testing “TeamsOnly”
– TBD
  • Process
  • Timing
  • Training
Subnet Managers as a Team?

Who’s IN?
Information Systems Update

Josh Clark

• Banner
• KFS
• HR
Campus Cloud – James Cizek

• Backup solution

• RESTOR research storage project
MDM Discussion

• Mobile Device Management
  Dallace Unger, Facilities
Middleware Update – Randy Miotke

Shibboleth IdP
• software upgrade late May

midPoint
• Entity/Person registry
• Provisioning engine
• Last component in the Internet2 TIER identity stack
Licensing

• Microsoft EES- Enrollment for Education Solutions
  – CSUs current subscription based model-Office 365
  – Working on completing billing for current year (July 1, 2018 to June 30, 2019)
  – Please send account # to Diane.Noren@colostate.edu
    If you have not already done so
Adobe

• Acrobat Pro
  – Renewed March 1, 2019
  – Have to license all FTEs per year
  – Current per FTE price $10.49
  – Will use same FTEs as Microsoft
  – Working on billing

  – Individual License will be $50.99 per year

  – Individual license directly from Adobe
    • $14.99 per month or $179.88 per year
Adobe Creative Cloud

• Creative Cloud Device license changes
  – Moving to Shared Device License
  – Provisioning labs with the shared device licenses does require a redeployment
  – Creation of new packets once we decide move date
  – Have 30 days to complete migration

• Contract renews in September
  – Will set up a separate Creative Cloud meeting in April to determine best time to migrate to new licenses
NVivio

- Nvivo – Software that supports Qualitative and mixed method research
  - Looking at Site license for July 1
  - Site License cost $38,000 per year
  - 3 year contract
  - Need counts if interested
  - Send counts to Diane.Noren@colostate.edu

- Nvivo Pro license directly from Vendor = $700
Zoom

• Zoom Pro
  – Licenses have been consolidated
  – July 1 renewal date
  – $55 is current pro rate
  – July 1, 2019 price: $75.00 per license
  – $55.00 if ordering 10 or more licenses
  – License form on RAMtech's website
  – Individual Pro license directly from Zoom
    • $14.99 per month or $179.88 per year

– Contact Diane.Noren@colostate.edu before renewing your single zoom licenses online
Apple

New Products announced

• Ipad Air
• Ipad Mini
• IMacs

Reminder, new products many times take 3-4 weeks to arrive
Security Discussion

Steve Lovaas
University Information Security Officer
Outline

• Introduction: Cybersecurity Interns (and their Program)
• Announcing: Security Blog – *The Ides of Security*
• Discussion: File Protection and Storage
• Discussion: Priorities and the Big Picture
Cybersecurity Internship Program

• Meet the Interns
• We’re now in Glover (the interns plus Zach Campain and myself)
  – Where Telecom was
  – Scheduling an open house in April
• Look for emails about updates to Nessus process
  – Working on tweaks you asked about during our last meeting
  – Emails from individual interns
• By summer, look for other opportunities
  – YubiKeys for Duo
  – HTML security headers guidance
  – Self-service OS scans (beta)
Blog: The Ides of Security

• Archiving my last few subnet-managers listserv posts
• Moving forward, my primary avenue of non-emergency comms
• Less interrupt-driven than email (to keep you smarter)
• This month:
  – Minimum OS/browser levels
  – Win7 EOL
  – Common attacks
  – Baseline web security
Discussion: File storage and protection

• Risks: sensitive information loss, ransomware
• Local: who’s using anti-malware and per-file encryption on servers?
• Anyone experimented locally with Data Loss Prevention/Protection?
• Cloud: who’s using OneDrive instead?
• War stories?
Discussion: Priorities and the Big Picture

• We have a team beginning a gap analysis. But...

• What do YOU think are the big security issues for CSU to address?
Thanks!

• Ides of Security:  
  https://www.acns.colostate.edu/security

• Email me: Steven.Lovaas@ColoState.edu
NOC/Telecom

The worst thing about broadcast storm jokes is that everyone’s already heard them a hundred times!
• Traffic Weather Maps
• Construction/Upgrade updates
• Response reminder: Level1 vs Level3
• VPN tunnels
• Helpdesk integration for voice and data
Traffic Weather Maps

Core<->Border
Data Center FW
West and South Campus
Secure Gateway
Building MDF/IDF upgrades completed since last meeting

2nd management module for redundancy and uptime (5 9's):

• AZ
• BSB
• Clark A & C
• Natural Resources
• SBB
• Shepardson
• Stadium
• Yates
Building MDF/IDF upgrades pending this FY

2nd management module for redundancy and 5 9's of uptime:

- Engineering
- Gifford
- MRB
- Rockwell
- Weber
Construction - completed
Construction - next up

- CVID
- JFEH
- Shepardson
- NWSC
- Meridian Village
Wave 2 WiFi upgrades

- Clark A, B, C
- TMI
- RDC
- A/Z HEOC
- GFIC
- Animal Science (original building)

Glover
Johnson Hall
Pathology
Physiology
Aylesworth

Next up 802.11AX!
Response reminder: Level1 vs Level3

**Level 1**: MDFs and life-safety (24x7x365 response)

**Level 3**: IDFs and everything else (CSU Business hours response)

Primary and Secondary network managers have Emergency contact number for NOC/Telecom.

$93/hr, minimum of 2 hours if not a central services outage.
VPN Tunnels

- "Level 3" support (CSU Business Hours)
- Limitations on IP space
- Monitoring – will need to be able to ping something on other end

In general, procedures and processes for these might need some more attention
Helpdesk integration for voice and data

July 1, all "NOC", "TOC" (Telecom), "SOC" requests for help being funneled through helpdesk

- Vlans
- Data port activation
- Border firewall requests
- Data center firewall requests
- DUO
- Troubleshooting of voice/data
Misc.

NOC + Telecom = "netcom"
VOIP

The old SL-100 has "left the building"
(figuratively speaking)
VOIP

Presence – fixed!?
IDF Funding

Nearly $3M of funding may be available from the State of Colorado to support this refresh activity—will require co-sponsorship from CSU stakeholders starting in FY21:

– Students
– Central
– Per FTE
Thank you
Next Subnet Managers Meeting

Wednesday, May 15, 2019
10 – 11:30 am
LSC 376 - 378