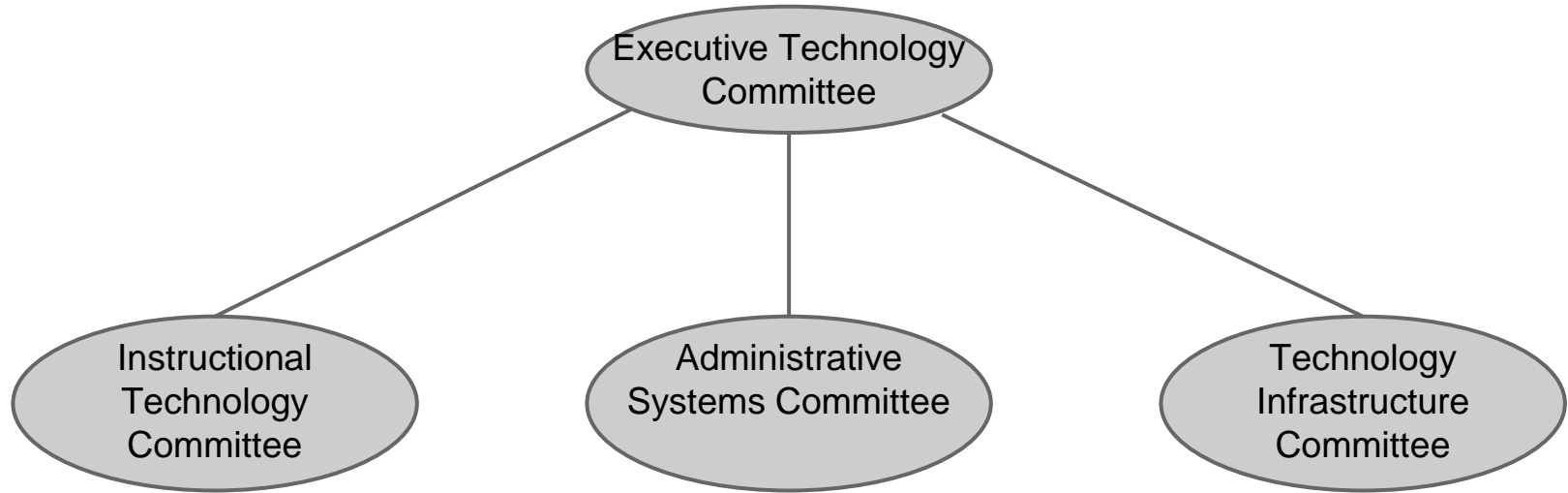


TSS Focus Areas

August 2015

#1 Governance Committees



Classrooms - Advanced Instr Tech
Labs/Student Comp Cntrs

- Standard Configs & Software
- Upgrades

Distance Education Platform

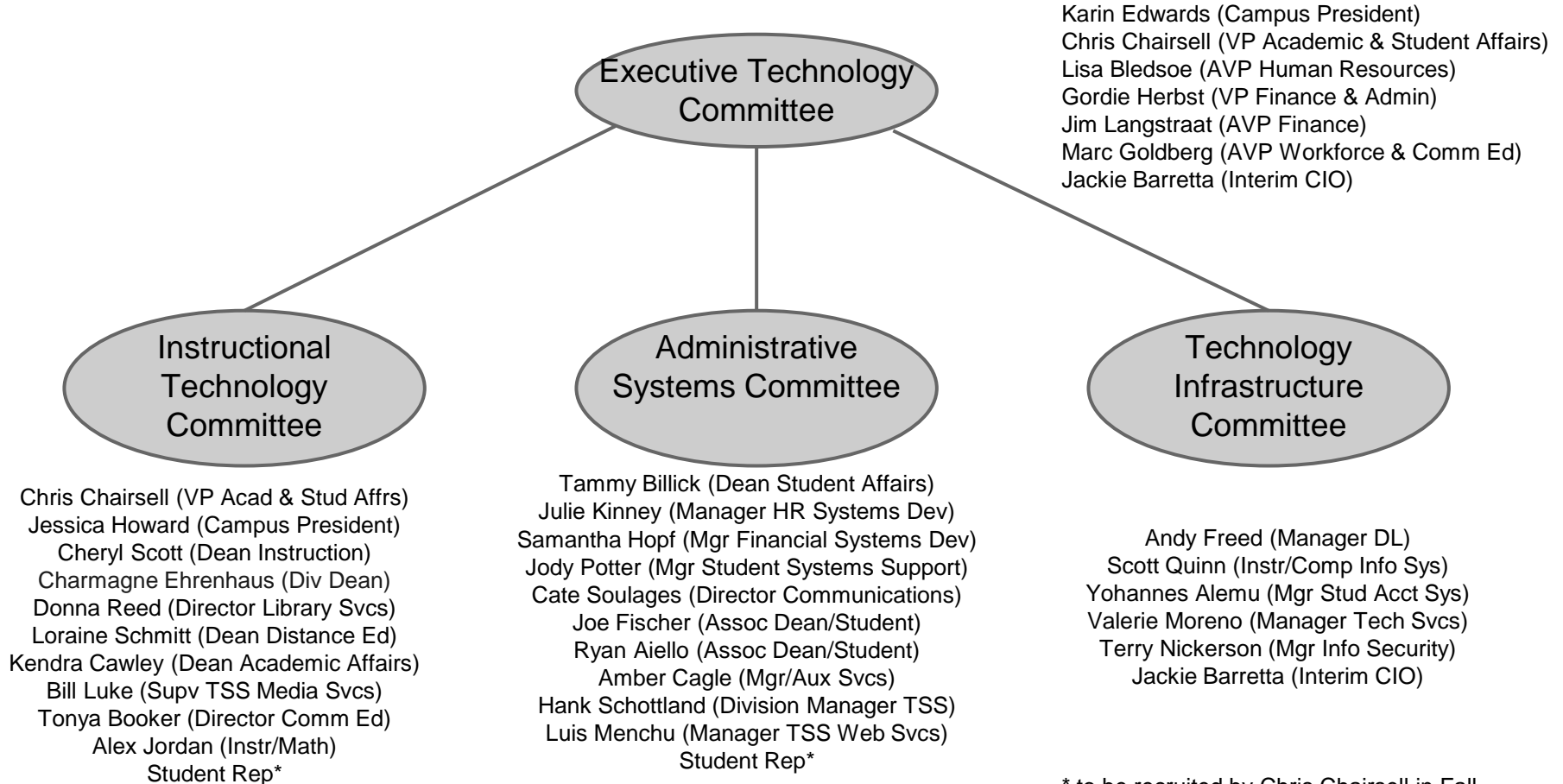
- Integrations
- Student Authentication

Libraries - Info Access

- Student Services Support
- Financial Aid Support
- Human Resources Support
- Financial Support
- Management Reporting
- Web site & Portal

- Security Tools
- Workstation Management
- Identity Management
- Integration

Governance Committee Membership



* to be recruited by Chris Chairsell in Fall

#2 Information Security Initiatives

1. **Comply with PCI Guidelines** to protect credit card data
2. **Upgrade McAfee Anti-Virus** to scan for malware on servers & workstations
3. **Harden Workstations** to apply consistent software patches, restrict administrator rights, enforce more complex passwords, and impose browser restrictions
4. **Implement Security Policies & Awareness** to engage the PCC community in preventing cyber attacks
5. **Perform Cylance Server Scanning** to detect intrusions
6. **Implement Tenable** to continuously scan for vulnerabilities in infrastructure & provide visibility to logs to identify attacks
7. **Tune Checkpoint Intrusion Protection System** to block more intrusions & attacks
8. **Implement Checkpoint Anti-Malware & Anti-BOT Blades** to block malware as it tries to enter the network

3 Service Catalog

Develop list of services that TSS provides

Define how to request & service levels

Clearly define responsibilities

Define boundaries with Distance Education,
Banner System Managers, etc.

Define hand-offs between Central and
Campus teams

Service Catalog - Categories

Applications

Accounts & Passwords

Classrooms & labs

Desktop Services

Email & Collaboration

Infrastructure Svcs (Network, Servers, Storage, Workstations)

Media & events

Security

Training Services

Voice Communications

Web Services

#4 Workstation Management

Improve response time to requests

Ability to manage more workstations

Better tools (e.g., Active Directory)

Remote management

Consistency across the College District

#5 Network Redesign Deployments

Edge Firewalls

Complete

Wireless

Complete

Southeast Campus

Complete

PCI Compliance

Complete

Cascade Campus

Complete

Data Center

8/21 - 8/23

Sylvania Campus

October

Rock Creek

#6 Help Desk Enhancements

Single Number to Call for Support

Improved Prioritization of Tickets

Higher Resolution on First Call

Streamlined Processes for Handling Calls

Management Metrics