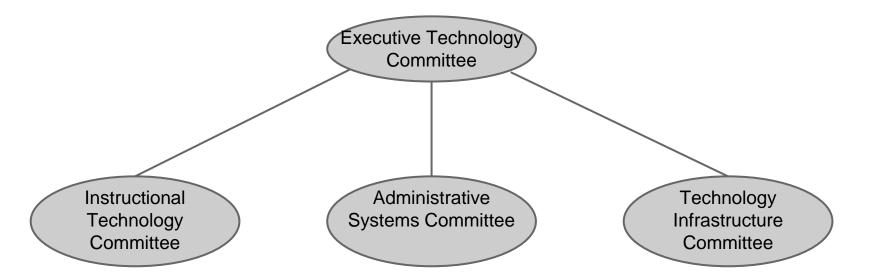
# TSS Focus Areas August 2015

#### **#1 Governance Committees**



Classrooms - Advanced Instr Tech Labs/Student Comp Cntrs

- Standard Configs & Software
- Upgrades

**Distance Education Platform** 

- Integrations
- Student Authentication

Web site & Portal

- Student Services Support
- Financial Aid Support
- Human Resources Support
- Financial Support
- Management Reporting
- anagement Reporting
- Security Tools
- Workstation Management
- Identity Management
- Integration

Libraries - Info Access

#### **Governance Committee Membership**

Executive Technology Committee

Administrative

Karin Edwards (Campus President)
Chris Chairsell (VP Academic & Student Affairs)
Lisa Bledsoe (AVP Human Resources)
Gordie Herbst (VP Finance & Admin)
Jim Langstraat (AVP Finance)
Marc Goldberg (AVP Workforce & Comm Ed)
Jackie Barretta (Interim CIO)

Instructional Technology Committee

Chris Chairsell (VP Acad & Stud Affrs)
Jessica Howard (Campus President)
Cheryl Scott (Dean Instruction)
Charmagne Ehrenhaus (Div Dean)
Donna Reed (Director Library Svcs)
Loraine Schmitt (Dean Distance Ed)
Kendra Cawley (Dean Academic Affairs)
Bill Luke (Supv TSS Media Svcs)
Tonya Booker (Director Comm Ed)
Alex Jordan (Instr/Math)
Student Rep\*

Administrative
Systems Committee

Tammy Billick (Dean Student Affairs)
Julie Kinney (Manager HR Systems Dev)
Samantha Hopf (Mgr Financial Systems Dev)
Jody Potter (Mgr Student Systems Support)
Cate Soulages (Director Communications)
Joe Fischer (Assoc Dean/Student)
Ryan Aiello (Assoc Dean/Student)
Amber Cagle (Mgr/Aux Svcs)
Hank Schottland (Division Manager TSS)
Luis Menchu (Manager TSS Web Svcs)
Student Rep\*

Technology Infrastructure Committee

Andy Freed (Manager DL)
Scott Quinn (Instr/Comp Info Sys)
Yohannes Alemu (Mgr Stud Acct Sys)
Valerie Moreno (Manager Tech Svcs)
Terry Nickerson (Mgr Info Security)
Jackie Barretta (Interim CIO)

\* 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