OCTOBER UNIT REPORTS

INTERPROFESSIONAL HEALTHCARE SIMULATION CENTER-**CHRIS R. KISCADEN**

APPLICATIONS-**RAY AVILA**

SYSTEMS-**PHIL MARQUEZ**

SECURITY-**MIKE MEYER**

TECHNOLOGY SUPPORT-**RICK ADCOCK**

UH IT NETWORK/NETSEC-**CHARLIE WEAVER**

HSC 2021 VISION

INTERPROFESSIONAL HEALTHCARE SIMULATION CENTER (IHSC)

CHRIS R. KISCADEN

Accomplishments

- Spring 2022 Academic Schedule booked for the IHSC
  - 172 event reservations
  - Completed schedule with only 2 conflicts
- Completed refresh of academic telehealth portal with EMS vendor
  - Resolved issues with Chrome and Zoom compatibility
  - 45 telehealth events scheduled for the spring 2022 term

In-Progress

- Expansion of SimIQ into Domenici Small Group Rooms and BATCAVE updates
  - Project going well
  - Onsite walk through scheduled for 12.06.21
  - Installation scheduled for 01.04.22 through 01.09.22

Recognition

- Our new student employee, Vanessa, is doing well and has been a big help to the center

HSC APPLICATIONS TEAM
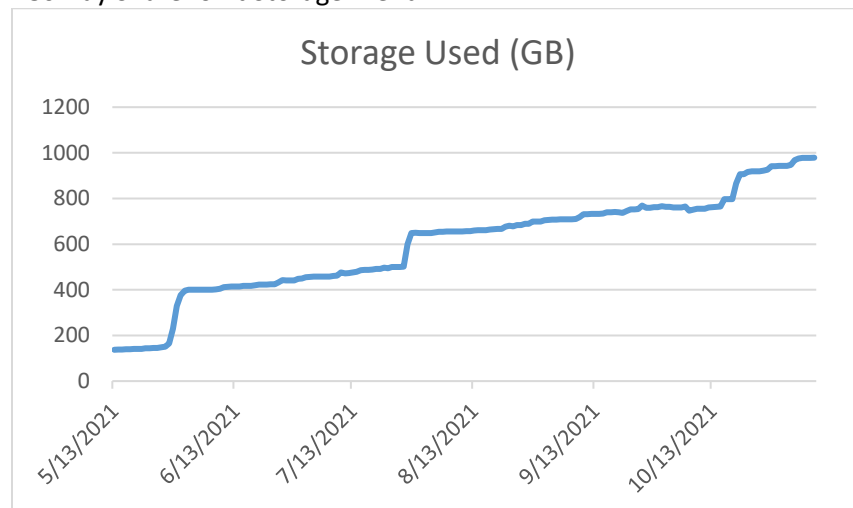
RAY AVILA

Accomplishments

- Deployed phase one of Zoom cloud storage retention policy
- Continued participation in Canvas planning Meetings with CLT regarding HSC Support Needs
- Conducted a number of Learning Central Admin Zoom Training
- Created new form for Cancer Center Hematology referral
- Configured Azure DevOps for Team Source Control in support of our applications development environment
- Provided support in upgrading HSC-New Manzano to server 2012
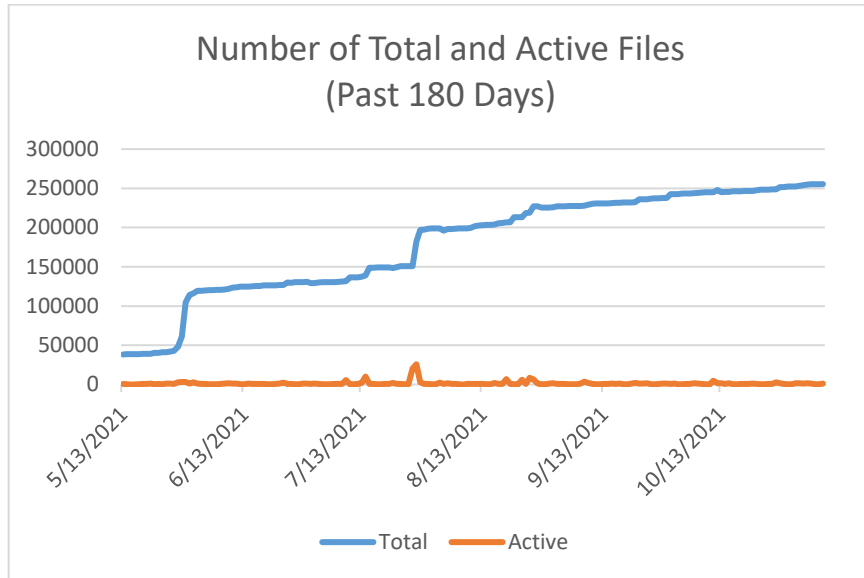- Updated our team's service catalog

In-Progress

- M365 – Target date 3/31/2022
  - Consultations
  - SharePoint 2010 to SharePoint Online migrations and conversions
- Faculty Directory – Target date December
  - Deployed automated file creation process for website content
  - Testing/final file generation modifications
- Zoom cloud storage retention implementation
  - Deploying in 2 phases
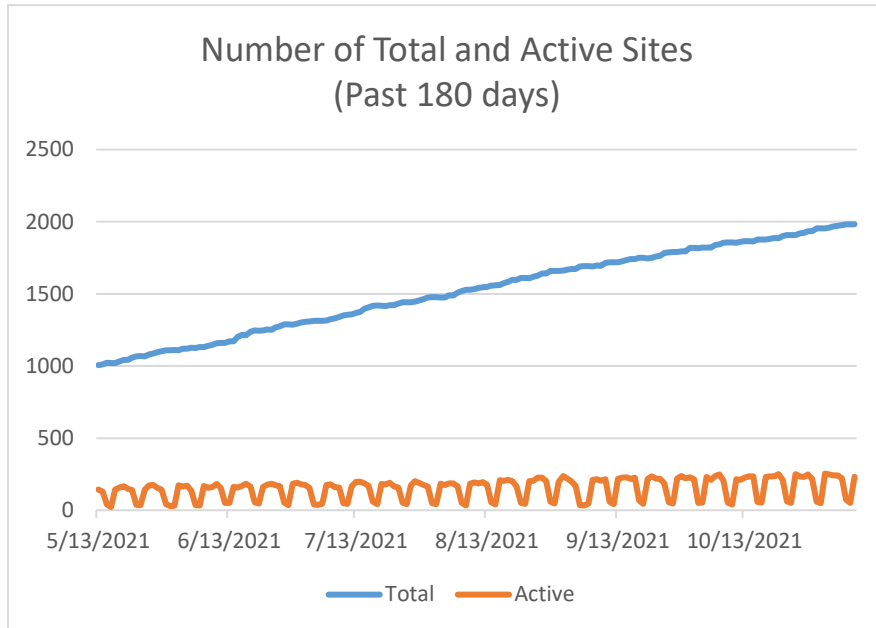 - Scheduled to be completed in November

Metrics

- SharePoint usage
  - 180 Day SharePoint Storage Trend

Storage Used (GB)

o 180 Day SharePoint File Count
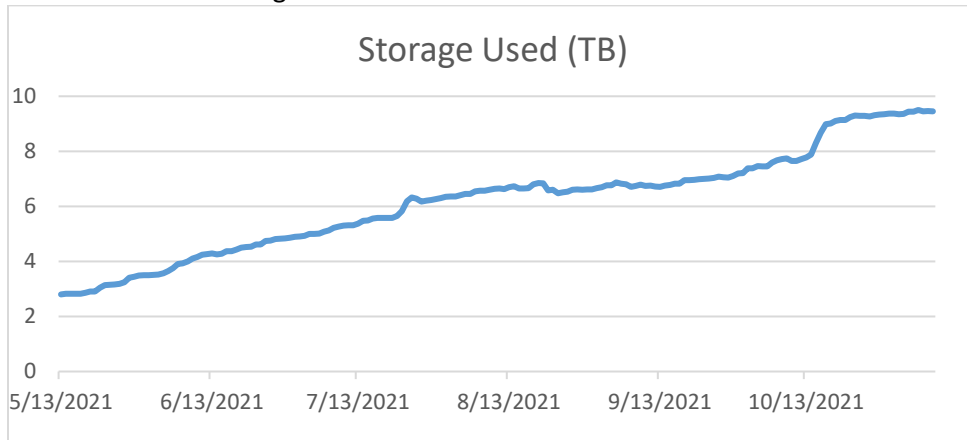
Number of Total and Active Files (Past 180 Days)

o 180 Day SharePoint Site Count

Number of Total and Active Sites (Past 180 days)

o 180 Day SharePoint User Activity

Number of Users by Activity Type (Past 180 Days)
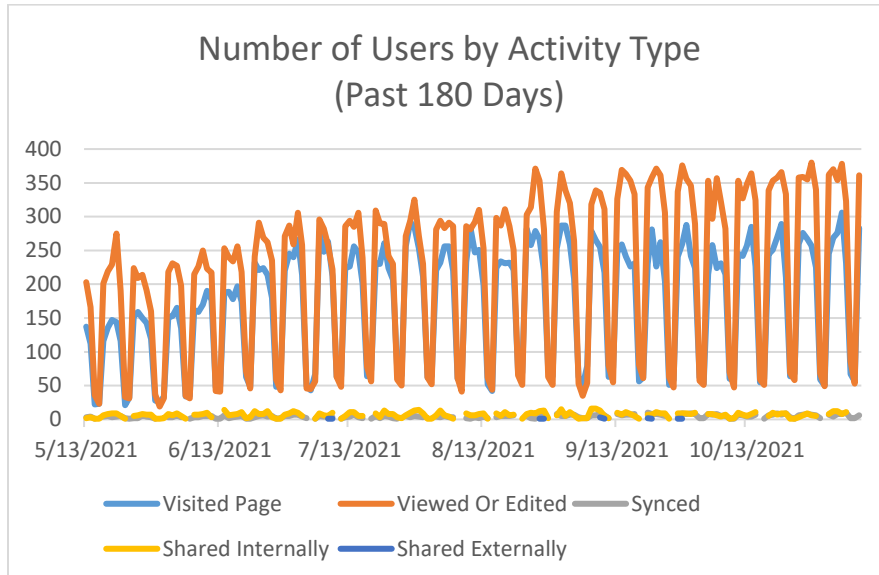
- M365 OneDrive File Storage

Storage Used (TB)

- M365 Teams
  - 180 Day Teams Component Usage

**Number of Licensed Users by Activity
(Past 180 Days)**
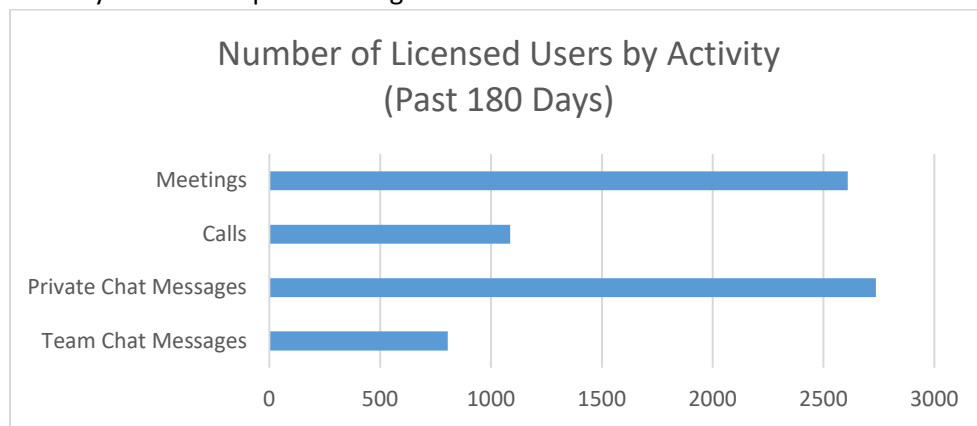
  - 180 Day Teams User Activity

**Number of Users by Activity Type
for Licensed Users**

Team Chat Messages   Private Chat Messages   Calls   Meetings   Other Actions
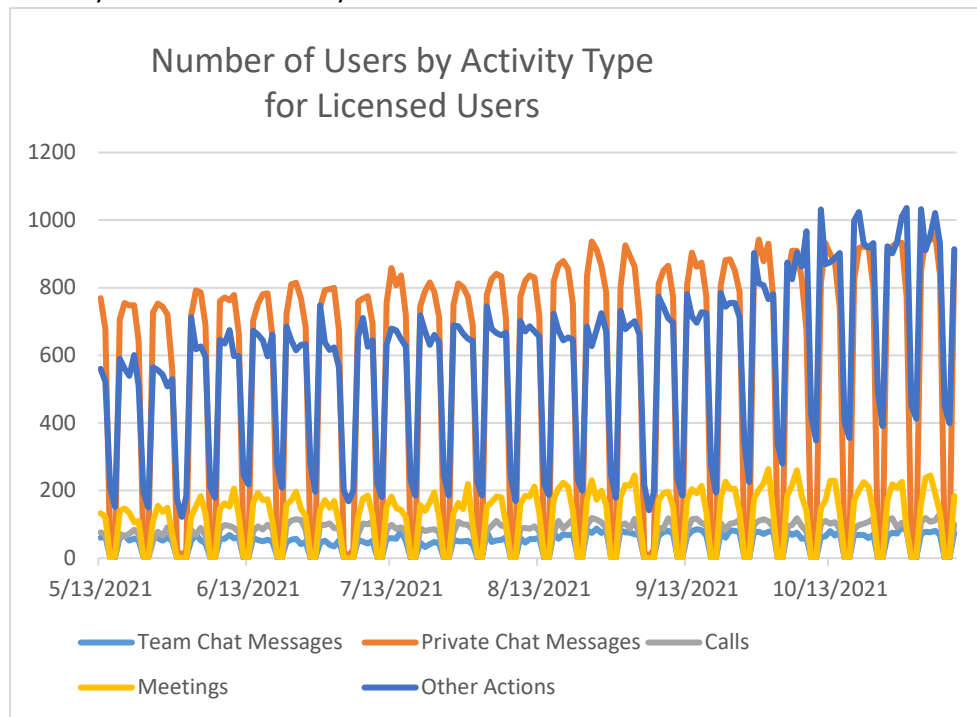
Recognition

- Corey Payton – In recognition of the efforts around the Zoom cloud storage retention policy deployment. He has been able to successfully provide ongoing support of HSC cloud services while assisting with deployment efforts.

HSC SYSTEMS TEAM

PHIL MARQUEZ

Accomplishments

- No new major projects in September
- Metallic cloud backup
  - Continuing roadshow on Metallic capabilities, benefits, and costs.
- Supported Security implementations
  - Provided support for implementation of BYOD with device registration configuration
  - Completed inventory to ensure Carbon Black installed everywhere
- Azure/M365
  - Old Exchange environment decommissioned and the supporting Active Directory domain removed.
- Nutanix Hyper-converged environment
  - Procured memory expansions for all nodes in Nutanix cluster.
  - Completed updates to firmware and OS across the cluster in preparation for memory upgrade.

In-Progress

- Supporting Security implementations
  - Working on removal of McAfee from workstations and servers now that Carbon Black is installed everywhere
- Metallic cloud backup
  - Continuing to back up servers and systems previously identified as unprotected data across the organization
- Azure/M365
  - Continue working with UNMH to finalize implementation of Azure MFA across remote access platforms
  - Continue comparisons of options/costs of backup solutions for O365 tenant for general data and ransomware protection
- On-site storage replacement
  - Continued working with vendors to replace on premise storage solutions that are unreliable and nearing end of support.
- Nutanix Hyper-converged environment capacity
  - Planned upgrade to increase memory across all nodes in our virtual host environment to support ongoing creation and operation of virtual servers across the organization. Upgrade to occur in early November.

Metrics

- 100% system uptime

Recognition

- Doug Jenkins (UNMH Systems) and Joe Fresquez (HSC Systems) for their support in updating system restart configurations for HSC patching process

INFORMATION SECURITY OFFICE

MIKE MEYER

Accomplishments

- Multi-Factor Authentication
  - Worked with HSC CIO Tier 2 to develop a solution to require phone registration and thereby reduce vulnerabilities for the 5000+ users that only work on-site. Implementation will begin this month and complete in December.

- Endpoint Detection and Recovery (EDR) – Processes and workflows are quickly maturing, and the combined enterprise security resources are working together to remediate when malware is discovered.

- Perimeter Vulnerability Management – In this year's penetration testing against our Internet-facing system, the independent auditors found 0 critical and 0 high vulnerabilities caused by failure to do security updates. This is a huge improvement over last year – 12 and 38, respectively.

In-Progress

- Innovation Center - Working with team to implement a strong security methodology from the ground up in proof-of-concept

- Improve vulnerability management
  - Conduct full-scale discovery scan to characterize devices on the network
  - Obtain approval of the vulnerability management policy and plan
  - Standardize on a common set of scanning tools and procedures

- Develop and publish a roadmap for implementing the "Top Ten Security Enhancements"
  - MFA and EDR complete
  - Currently researching data loss prevention options and roadmap

- Develop ransomware "playbook" for incident response
  - Increase speed of response
  - Provide a framework for incident response training

- Resume phishing simulations this year
  - Campaign schedule determined
  - Developing learning strategies now

- Data Loss Prevention – Developing a plan and roadmap to tie together DLP, BYOD and other initiatives for 2022-2023 implementation

Metrics

- Change Requests: 7
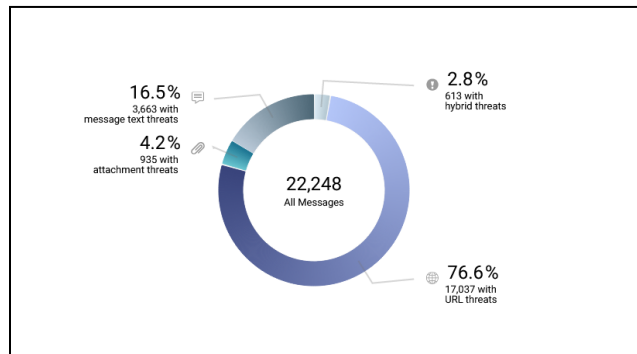- SSL Certificate Requests: 2
- Data Transfer Assistance (DUA/SFTP): 16
- Security Reviews for Technology Purchases: 25

- Vulnerability Scans: 16
- Other Requests for Support: 39
- Perimeter Vulnerabilities: Critical – 0; High 2
    - Critical: 0
    - High: 0
    - Medium   123 (Increase of 2)

Perimeter Vulnerabilities

Email Threat Types by Volume

TECHNOLOGY SUPPORT

RICK ADCOCK

Accomplishments

- Moved additional HSC employees O365 licensing from main campus to HSC
- Move the HSC affiliate accounts off of the affiliate vpn to the regular vpn
- Systematically enabled TPM on workstations where it was turned off in order to encrypt the workstations
    - Scripted the push of the Dell Management tool to HSC workstation
    - Enabled the TPM on workstations where it was turned off and the workstations encrypted
- Released the new gold version of the HSC Windows Workstation Image
    - New image has Carbon Black and no longer installs McAfee

In-Progress

- Assisting with moving health system workstations encryption key escrow from McAfee to Active Directory
- Testing the workstation hardening group policy of the Department of Pathology
- AV buildout of the Center for Orthopedic Excellence
- Change in HSC IT Service Desk hours of operations and providing support over the holidays

Metrics

Encryption changes from the TPM scripts. These are only 1 week old. The TPM numbers have changed.

At start:
601 – None (disabled or failed)
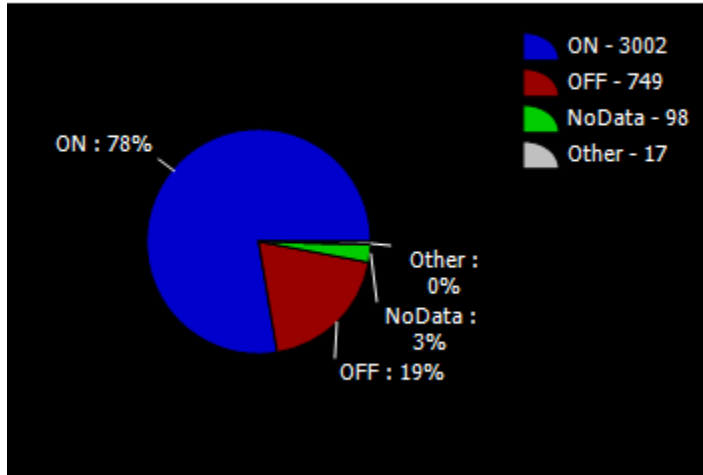178 – 0 (Disabled)
3180 – 1 (enabled)

On 10/18/21:
573 – none
163 – 0
3254 – 1

74 total objects moved to enable. Several more moved to enabled encryption:

Recognition

- Jason Cisneros, Nick Rendon, Laura Day for completing ITIL training.

UH IT NETWORK/NETSEC

CHARLIE WEAVER

Accomplishments

- Distribution switch replacements continuing
  - Hospital locations on hold due to ongoing JHACO & CMS presence
  - HSC locations in process
  - 17 HSC buildings completed / 2 remaining
  - Anticipate completion before the end of the year
- Core switch model selection completed
  - Seeking additional funding
- SRMC Ortho building network buildout completed
- Multiple JNIS subteam activities (Incident Management, Vulnerability Management, etc.) in flight
- CAG MFA integration completed

In-Progress

- Radiology VPN get-well plan in process
- Network Managed Service option being explored
  - RFP development in process
- FY22 equipment purchases beginning due to six+ month supply chain related lead-times
- UH distribution switch replacements resuming
- OMI Wireless AP replacement in planning stages
- MDC / BBRP data center network modifications finalized but on hold due to TJC presence

Metrics

- Total Access Layer Switches (UNMH, HSC, Remote):   ~700
- Total Access Layer Switches replaced to date: 51
- **Access Layer Switch replacement % completion: ~7%**
- Total Distribution Layer Switches (UNMH, HSC):   41
- Total Access Layer Switches replaced to date: 33
- **Distribution Layer Switch replacement % completion: ~80%**

Recognition

- HSO ISO & Cyber Security team for outstanding teamwork

1) **Security** first, then everything follows.

2) **Cloudification** with an emphasize on storage, backup and recovery.

3) **Service Delivery** from our customers' perspective.

4) **Collaboration** with Microsoft 365 adoption.

5) **Network Modernization** 1st year of a 5-year transformation journey.

18-Month Strategic Roadmap

Marquez	Meyer	Weaver	Adcock	Sletten	Marquez
Microsoft 365	**Cyber Security**	**Network Redesign**	**IT Service Management**	**Governance/Policies**	**Business Resiliency**
1. Transfer domains	1. 6 KPIs	1. Requirements	1. 4 KPIs Dashboard	1. Charter for EIGC	1. Storage upgrade
2. Data migration	2. Azure MFA	2. Network architect	2. Aging tickets Rpt.	2. Policy Manager	2. Backup/Recovery
3. Test	3. RCA process	3. Phase 1 of 3 in prog	3. Service Recovery	3. IT Website upgrade	
4. Training & Support	4. Vulnerability Assess	4. KPIs	4. Remote sup. tool		
5. Archived Termed EE	5. Phishing program	5. Staff development	5. NPS survey		
	6. CMMC framework	6. Upgrade Internet	6. Single service portal		

2020	2021

JUL	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEPT	OCT	NOV	DEC

- **Microsoft 365** — 100%
- **Cyber Security** — 80%
- **Network Redesign: 5-year project** — 75%
- **IT Services Management** — 90%
- **Governance** — 100%
- **Business Resiliency** — 80%

UNM HEALTH SCIENCES CHIEF INFORMATION OFFICE