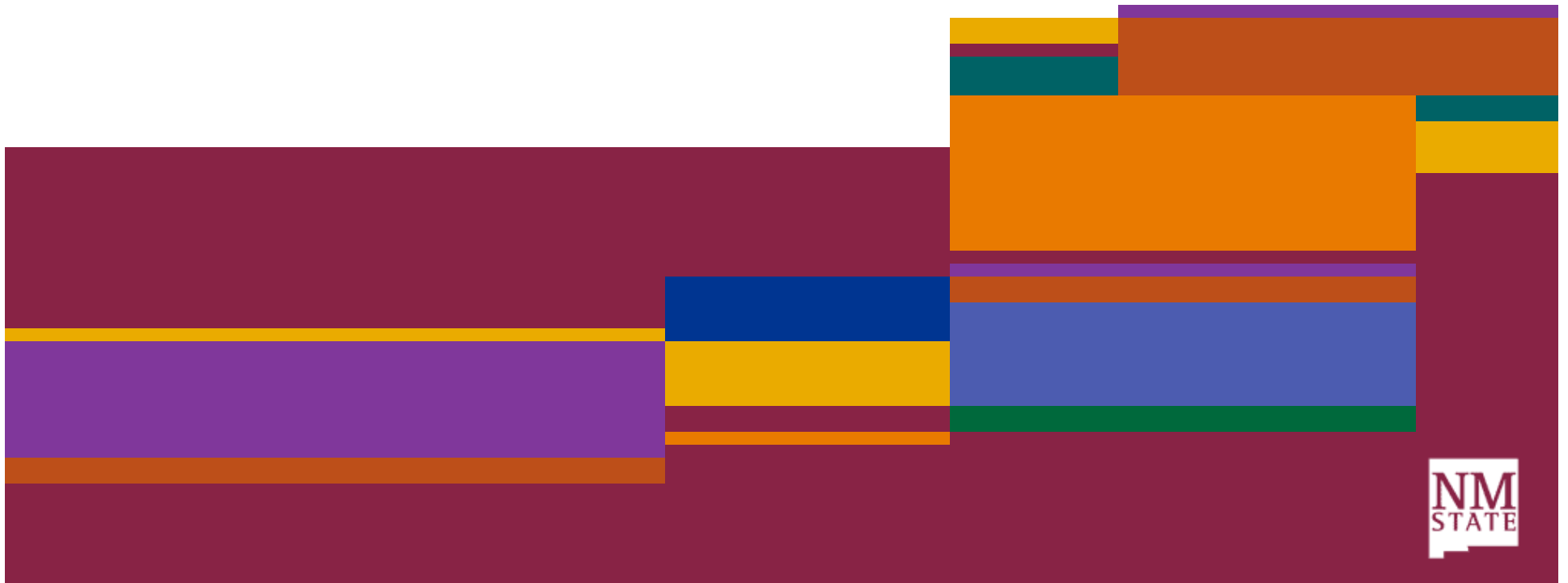


ACANS Summit - 2008

Association of Computer and Network Support

**Presented by Shaun Cooper, Ph.D.
NMSU Chief Information Officer**



Why Are We Here Today?

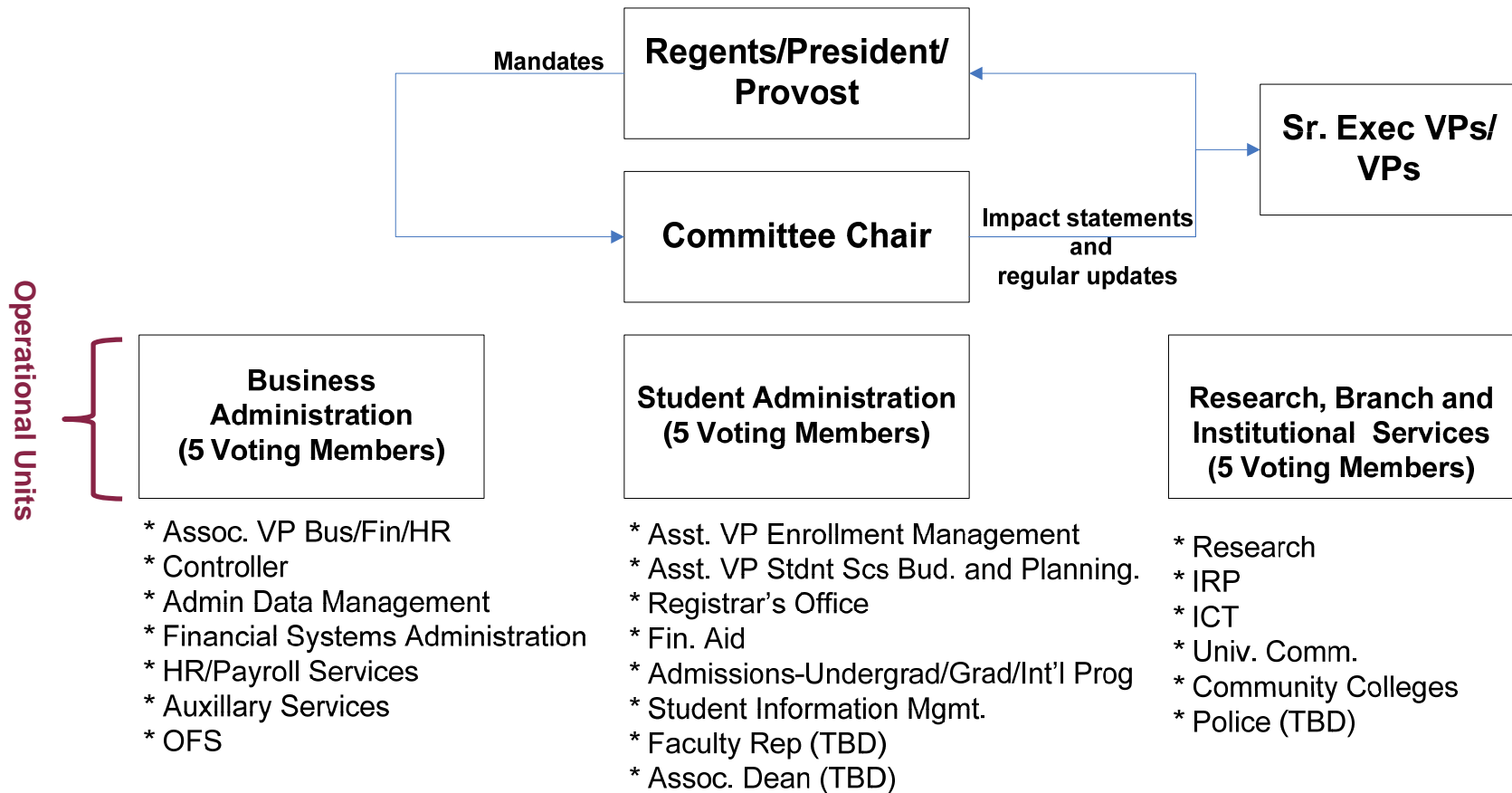


- Welcome
- State-of-the-System Report – What’s going on?
- Review of the Today’s Working Agenda
 - Morning: Policy Workshop / Workgroup Breakouts
 - Lunch: Keynote Speaker - Dr. Tim Snyder, IDEAL-NM
 - Afternoon: Instructional Trends impacted by Technology Overview / Workgroup Breakouts
 - Wrap Up and Action Items

State-of-the-System Report: What's going on?

- IT Organizational Overview
 - NMSU CIO Office
 - ACANS, FACT, STAC, IT Advisory Academy, Project Priority Committee, Training Services, Reporting, Colleges, Campuses
 - Outside activities: NM CHECS ETC, NMCAC, EDUCAUSE, Wire NM, IDEAL-NM, NM Learning Network, & NMTIE
 - Capital Outlay process
 - Emphasize on new/growth NOT upgrades
 - March 09 - ask for recommendations
 - April 09 – take to committee
 - May 09 – take to Board of Regents
 - Collection will take place by the CIO office. Information will be sent to you via email soon.

NMSU PEP Committee Structure

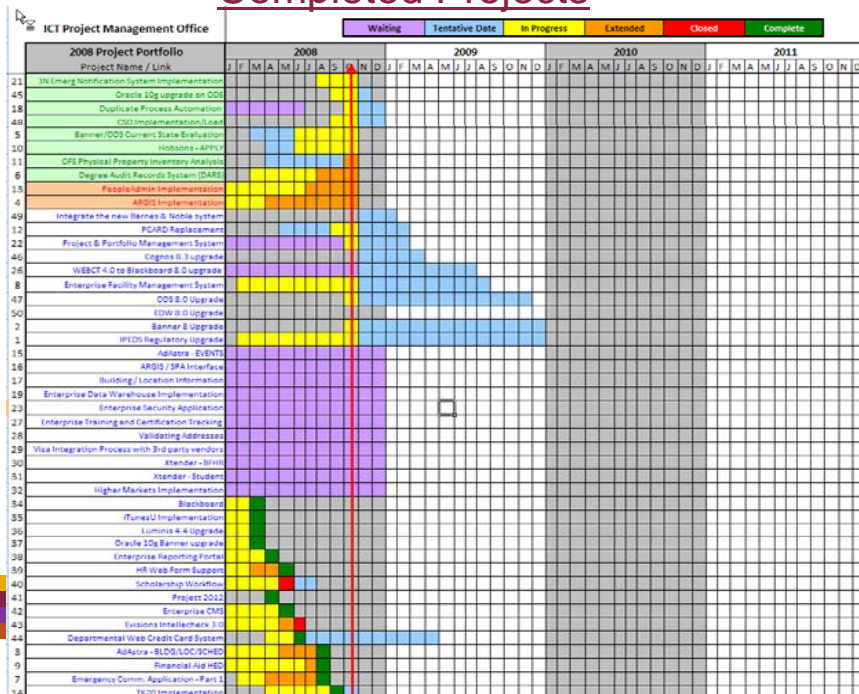


Project Management Office

Project Management Office (PMO):

- Deliver project support to ICT and its clients by providing guidance in project management processes and methodologies in a manner that is efficient, consistent, and standardized.
- Provide mentoring and coaching in an effort to raise the project management maturity level within ICT and its clients.

Completed Projects



Planned Projects

NMSU IT Enterprise Software 2009 Approved Projects

Project Information					
Name/Description	Initiating Department	Need / Target Date	Intended End Users	Expected # Of End Users Directly Impacted	
2009 High Priority Requests					
1	Electronic Document Signature Enhancements	BFHR	Dec-08	500-5000	Staff, Faculty & Instructors
2	Faculty Recordkeeping System	Provost Office	Mar-09	500-5000	University and branch college faculty
3	Consolidated University Calendar Analysis	Aux Svcs	Apr-09	>5000	All NMSU users including General Public
4	Financial Aid Scholarship Workflow	DSS	Jul-09		
5	Staff and Dependent Tuition Waivers Process	BFHR	Jul-09	500-5000	Staff, Faculty & Instructors
6	Enterprise Training and Certification Tracking System	BFHR	Jul-09	>5000	All NMSU employees including community colleges and extension
7	Hobsons Connect for Community Colleges	DSS	Aug-09	500-5000	Departments, Staff, Colleges/admin units, Prospective students
8	Hobsons Graduate Module	DSS	Aug-09	500-5000	Departments, Staff, Colleges/admin units, Prospective students
9	Departmental Web Credit Card Phase II	BFHR	Aug-09	50-500	Students, Depts., Staff, External NMSU customers
10	Scholarship Application System	DSS	Dec-09	50-500	All NMSU users including the Foundation
11	Visa Integration Process with 3rd party vendors (i.e. FSATLAS, Windstar, Banner, SEVIS)	BFHR			Departments, Colleges/admin units



Current Hardware List

<u>Machine name</u>	<u>Vendor</u>	<u>Model</u>	<u>Age</u>	<u>Function</u>
agni	Sun	v100	5.0	Old EWS workorder system
banner-as-d	Sun	v240	4.3	Banner
banner-as-p	Sun	v440	4.3	Banner
banner-d	Sun	v880	4.9	Banner
banner-ods-d	Sun	v440	4.9	ODS
banner-ods-p	Sun	v480	4.3	ODS
banner-p	Sun	v1280	4.3	Banner
banner-ss-d	Sun	v240	4.3	Banner
banner-ss-p	Sun	v440	4.9	Banner
banner-wf-d	Sun	v240	4.3	Workflow
banner-wf-p	Sun	v440	4.9	Workflow
binks	Cyclades	TS2000	5.1	Console Server
bubba	Sun	v120	4.8	Listproc
ccserver3	DELL	2650	3.7	Outbound Mail
ccserver4	DELL	2650	3.7	Sophos Puremessage
ccserver7	virtual	virtual		Test mail server
ccserver8	virtual	virtual		Test mail server
ccws	Sun	v120	4.8	Control for Sun SAN

Results of Large Banner School Survey

- Survey conducted with larger Banner institutions
 - Platforms currently being used
 - Direction for hardware refresh
- Results
 - Most sites are using a Sun/Solaris solution
 - Sites are choosing to stay with their current platform

	+						
	What platform do you use to run your banner database?	What operating system do you use to run your banner database?	Number of cores only directly supporting your Oracle database?	How old is your current banner database hardware?	What hardware platform are you looking at for your next hardware Banner (database only) deployment?	What operating system platform are you most likely to use in your next refresh of hardware?	What is your published student FTE (count of all students from all branches, community colleges, etc.; if you are servicing them in your Banner database)?
1	Sun Sparc-series	Solaris	5-8	Less than 1 year	Sun Sparc	Solaris-SPARC	20,000 - 30,000
2	Sun Sparc-series	Solaris	13+	2-3 years	Sun Sparc	Solaris-SPARC	20,000 - 30,000
3	Sun Sparc-series	Solaris	5-8	1-2 years	N/A	N/A	10,000 - 20,000
4	IBM P-Series		9-12	1-2 years	IBM P-Series	AIX	20,000 - 30,000
5	INTEL & AIX	Linux	13+	1-2 years	Intel	Linux	20,000 - 30,000
6	Sun Sparc-series	Solaris	5-8	5+ years	IBM P-Series & Sun Sparc	Solaris-SPARC	30,000 - 40,000
7	HP Alpha Servers	Hp Tru64 Unix	9-12	4-5 years	HP Itanium	PHUX 11iV3	30,000 - 40,000
8	Sun Sparc-series	Solaris	13+	5+ years	Sun Sparc	Solaris-SPARC	30,000 - 40,000
9	Sun Sparc-series	Solaris	13+	2-3 years	Sun Sparc	Solaris-SPARC	50000
10	Sun Sparc-series	Solaris		2-3 years	Sun Sparc	Solaris-SPARC	30,000 - 40,000
11	Sun Sparc-series	Solaris	5-8	2-3 years	Sun Sparc	Solaris-SPARC	20,000 - 30,000

Statewide Learning Management Systems



- Blackboard CE8
- Cohort I & II Plan
- NMSU is standing up WebCT CE8
- Big 3 Initiative
 - CNM, UNM, & NMSU
 - Combined we are 80% of student population
 - Course sharing/program sharing/dual credit

Questions



Assessment of IT Policy, Standards and Procedures Audit Update

Diana Hidalgo, CISA, CIA
IT Audit Manager/Assistant Director
NMSU Office of Audit Services

Agenda



- Background – NMSU IT Risk Assessment
- IT Policy Audit Objectives & Scope
- Current Status
- Q & A

NMSU IT Risk Assessment

- **2007**: Audit Services conducted a System-wide IT Risk Assessment
 - **Project Objective**: To identify the IT areas perceived by NMSU management to pose the highest risk to the achievement of NMSU's mission and goals.
 - **Project Scope**: All NMSU campuses, all NMSU operations, all NMSU IT operations.
 - **Project Considerations**:
 - Project was not an audit, but rather an extensive information gathering effort.
 - Results were not an evaluation of any group's performance, but rather a reflection of management's perception of risk.
 - Results were used to develop IT audit plans for NMSU.

NMSU IT Risk Assessment

- **2007**: Audit Services conducted a System-wide IT Risk Assessment
 - **Project Results**: System-wide perception that information technology is extremely important to the achievement of NMSU's mission and goals.
 - Identification of 35 IT categories based on surveys completed by NMSU management.
 - 29 IT categories ranked as High Risk potential
 - 6 IT categories ranked as Medium Risk potential
 - No IT categories ranked as Low Risk potential
 - Results shared with and presented to Admin Council, Audit Committee of the Board of Regents, Sr. VPs, VPs, CIO, Deans, Campus Presidents, Assoc. VPs, and Directors.

NMSU IT Risk Assessment

Top Ranked High Risk IT Categories:

- 1) Business Data Backups
- 2) Disaster Recovery & Business Continuity Planning
- 3) Incident Response
- 4) Disposal of Information & Information Technology
- 5) Management of Sensitive/Confidential Data
- 6) Technology & IT Services Planning
- 7) Network Security
- 8) Data Security
- 9) System Training
- 10) General IT Security
- 11) Data Integrity
- 12) IT Organizational Structure, Roles & Responsibilities
- 13) Service Levels
- 14) Management of IT Costs
- 15) User Education & Training on IT Policies & Compliance with Applicable Regulations

NMSU IT Risk Assessment

Top 10 IT Audit Priorities:

- 1) Assessment of IT Policy, Standards and Procedures
- 2) *IT Security/Network Penetration*
- 3) Protection of Sensitive/Confidential Information
- 4) *Data Integrity*
- 5) *Backups*
- 6) User Education & Training on IT Policies and Compliance with Applicable Regulations
- 7) Technology & IT Services Planning
- 8) Disaster Recovery & Business Continuity Planning
- 9) Systems Life Cycle Management
- 10) IT Organizational Structure, Roles & Responsibilities

Assessment of IT Policy Audit

- **2008:** Audit Services initiated the Assessment of IT Policy, Standards and Procedures Audit
 - **Rationale:** Although the Development of IT Policy, Standards and Procedures category was ranked 17th overall, it is necessary to assess the extent to which management's expectations and related IT roles and responsibilities for each IT category have been formally established and communicated across NMSU.
 - Best practices are very important and are a vital part of effectively managing any IT operation.
 - We do and will audit against "best practices", but we believe it is more effective and efficient to do so within the context of NMSU management's expectations and appetite for risk, both of which would be addressed in IT policy.

Assessment of IT Policy Audit

- **2008:** Audit Services initiated the Assessment of IT Policy, Standards and Procedures Audit
 - **Preface:**
 - It is neither within the scope or intent of this audit to suggest any changes to the existing IT organizational structure, roles or responsibilities. Rather, it is our intent to have the respective IT groups engage in discussion to determine what will work best for NMSU given the existing structure.

Assessment of IT Policy Audit

- **2008**: Assessment of IT Policy, Standards and Procedures Audit
 - **Audit Objectives**: To assess the content and scope of existing NMSU IT policy, standards and procedures.
 - Determine the extent to which existing IT policies address the 35 IT categories identified in the recent system-wide IT Risk Assessment.
 - Determine the extent to which related IT roles and responsibilities are defined in existing IT policies.
 - Determine and assess the scope of applicability of existing IT policies.
 - **Audit Scope**: Includes existing IT policies, standards and procedures across all NMSU campuses.

Assessment of IT Policy Audit

- **2008**: Assessment of IT Policy, Standards and Procedures Audit
 - **Planning Phase**: Information gathering and research.
 - Initial planning meetings were held with the respective contacts from the central IT functions at each NMSU campus.
 - A survey was developed and sent to each campus to obtain information on existing IT policy.
 - Surveys were returned and reviewed.
 - Preliminary observations and recommendations based on planning phase efforts are being shared, discussed and confirmed with the respective audit contacts at each NMSU campus.

Assessment of IT Policy Audit

- **2008:** Assessment of IT Policy, Standards and Procedures Audit
 - **Fieldwork Phase:** Perform specific audit procedures.
 - Develop a matrix of existing coverage based on comparison of existing policies and practices to IT categories.
 - Perform gap analysis between existing IT policy content and related COBIT® objectives.
 - Identify related COBIT ® objectives for IT categories for which no formal policy exists.
 - Compare actual IT practices across NMSU campuses to identify/determine consistent practices, inconsistent practices, and opportunities for practice sharing.
 - **Reporting Phase:** Draft and finalize formal audit report and recommendations.

(©IT Governance Institute)

Q & A



Diana Hidalgo
IT Audit Manager
Office of Audit Services
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(575) 646-1244

Thanks for your time.

Policy Workgroups



- Workgroups
 - Security
 - Email - Red
 - Physical & Network - Yellow
 - Central Desktop & Laptop - Blue
 - Business Continuity
 - Data Backup & Disaster Recovery - Green
 - Incident Response
 - Investigations & Process for hacking – Orange
 - Policy Group Breakout 1- go to room that matches your sticker
 - Policy Group Breakout 2- go to the room that matches the number on your sticker

Workgroup Procedures for IT Policy



- Laptop with wireless connectivity
 - Scribe sheet and policy links
- Outline of breakout
 - Review other policy examples
 - Browse other sites for ideas
 - Document recommendations on policy
 - Purpose
 - Scope
 - Policy
 - Enforcement



Breakout into Policy Groups

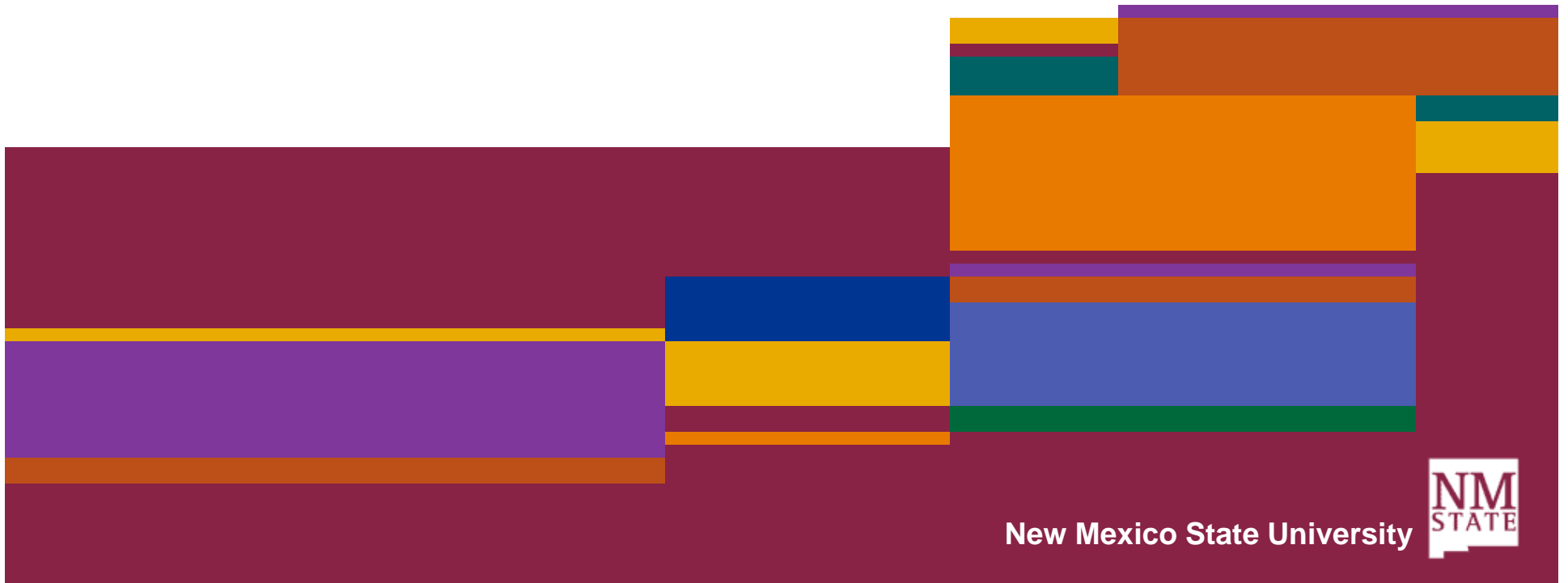
Breakout 1 = 9:50-10:35am

Breakout 2 = 10:45-11:30am

Keynote Speaker

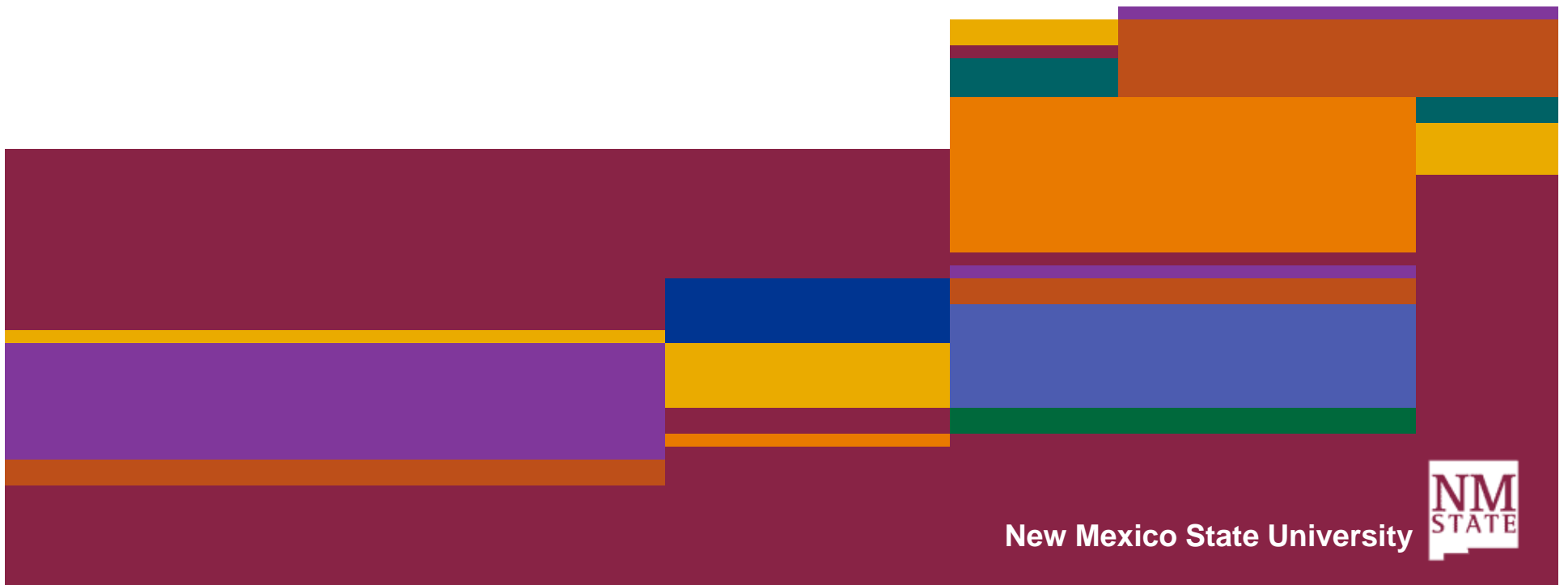
Dr. Tim Snyder

IDEAL-NM



Upcoming Technology Trends

Susie Bussman
NMSU Education College/RETA



Workgroup Procedures for Technology Breakouts



- Laptop with wireless connectivity
 - Scribe sheet
- Outline of breakout – first come-first serve basis
 - Topics
 - LMS – San Rafael A & B (20 seats)
 - Web 2.0 Tools – San Agustin (20 seats)
 - Classroom Technologies – Soledad (20 seats)
 - Google Apps-Education Edition – Guadalupe (20 seats)

Break with Refreshments





Wrap-up

Questions





***Thank you
for attending the
2008 ACANS Summit***