NextGen Unit Representatives

March 25, 2013
Today's Agenda

• Collaboration Project - Part 2

• Information Assurance Services - Service Level Expectations

• Check-in for Academic Units
  • Share your engagement approach and questions
Collaboration - Part 2
Goal for today:

• To get your input on what the "Collab 2" project should include and how it should be implemented

Agenda:

• What's been done so far in Part 1?
• What's remaining in Part 1?
• What should we do in Part 2?

• Your ideas!
What's been done so far in Part 1?

• Over 150,000 M+Google accounts for faculty, staff and students on Ann Arbor and Flint campuses

• M+Google email and calendar migration for Ann Arbor faculty, staff, students, retirees, and more

• 20,000 M+Box accounts for faculty, staff, and students

• M+Google and M+Box links in CTools
What's remaining to do in Part 1?

- Migration to M+Google for Dearborn
- Final cutover of remaining ITS IMAP accounts to M+Google accounts - In Process
- Migration of ITS Exchange and ITS IMAP to UMHS Exchange for health science units - In Process
- Migration of ITS IMAP email to ITS Exchange for sensitive restricted data users
- Retirement of ITS IMAP servers
What to do in Part 2

- Continue to **improve accessibility** for physically and learning disabled members of our community

- Engage with the campus to identify where collaboration tools are **working well** and where **challenges remain**

- Seek creative and innovative ways to **inform and educate people** about collaborative tools and techniques
What to do in Part 2

• Build communities and sponsor events to help people learn from each other how to leverage tools most effectively

• Build support network to help provide just-in-time support for faculty

• Develop training and materials to fill the gaps that are identified by campus constituencies

• Extend Google and Box functionality to meet special University of Michigan needs or to enhance collaboration
What to do in Part 2

- Implement additional tools to enhance collaborative experience at the university (e.g. URL shortener)

- Improve ITS operations and capability by enhancing Google administrative functionality

- Evaluate enabling remaining Google services (e.g. Wallet, Voice, additional storage)

- Investigate providing interested U-M alumni with M+Google accounts
What do you think?

- What do you think is the **most pressing need**?

- What would you **include**? **Exclude**?

- **How big** do you think this effort should be?

- If you were the ruler of the world, **what would you do**?
Interested in being more engaged?

- Try joining the **Collaboration Forum** on Google Groups
  - Go to the google.umich.edu web site and follow the link
- Follow us on Google+ (M+Google)
- Attend **Collaboration Forum events**

Next one: March 27, 2013
1:00 pm
Michigan League
Service Level Expectations

March 2013
Agenda

• NextGen Information Assurance Services SLEs
ITS's office of Information and Infrastructure Assurance (IIA) is transforming its services through the NextGen Michigan program.

The three service tiers within the NG Information Assurance Services are:

1. IT Security Essential Service
2. IT Security Services within ITS Shared Services
3. Additional Services for Unit Unique Services/Systems
Service Level Expectations

Within the three tiers are specific service offerings that include specific service level expectations.

1. IT Security Essential
2. ITS Shared Services: MiWorkspace, MiServer & MiDatabase
3. IT Security Consulting
4. IT Security DRBC Planning
5. IT Security Ethical Hacking
Fundamental, basic security services for the entire campus. Services offered today, but full service and service level expectations align with MiWorkspace roll-out.
• Security Incident Response
  • 2 hour response time
• IT Policies, Standards, & Guidelines
  • Inquiries answered within 3 business days
• Compliance with Laws & Regulations
  • Inquiries answered within 3 business days
• Education & Awareness
• Risk Assessments

• Hardening Guides
• Vulnerability Scanning
  • Monthly scanning service will receive reports within 2 business days, quarterly scanning service will receive reports within 3 weeks of the scan.
• Basic Network Monitoring and Protection
  • Network attacks will be responded to within 2 hours of discovery
ITS Shared Services

ITS serves as unit's primary IT security service provider for those systems, services, and applications that ITS manages. Aligned with ITS Shared Services roll-out.

SLE Highlights

- MiWorkspace, MiServer, MiDatabase
  - Contact 4HELP to report security incidents and receive response and mitigation from ITS
  - Credentialed scanning; data loss prevention scanning; HIPAA-aligned; PCI compliant
Was Managed Security Services. Units who do not adopt MiWorkspace or have infrastructure/systems outside of ITS managed systems, can acquire for-fee support to meet their unique unit needs. Availability aligned with ITS Shared Services roll-out.

**SLE Highlights**

- Obtain IT security professional on a short- or long-term basis by paying an hourly rate
- Specific metrics and deliverables documented in a Memorandum of Understanding (MOU) signed by the unit and ITS.
IT Security DRBC Planning

Identifies risks and threats to unit operational mission and institutional data and put plans in place to minimize any potential interruptions. Availability aligned with ITS Shared Services roll-out.

SLE Highlights

• Output of service is a tested security Disaster Recovery/Business Continuity plan that outlines specific actions to prevent adverse outcomes in unit

• Service reports include Risk & Threats, Critical Systems, Test Approach, Change Management
Advanced, offensive form of security testing designed to provide a deep technical analysis of a target environment’s vulnerability to exploitation and attack. Availability aligned with ITS Shared Services roll-out.

SLE Highlights

• "Rules of Engagement" document developed with unit outlines scope, objectives, tasks, & communications
• A report of findings includes a list of all vulnerabilities, ranked by severity level and with recommendations for remediation
**ITS Shared Services Security**
Scope: MiWorkspace/MiServer/MiDatabase units

**Additional IT Security Services**
Scope: For-fee services to support units and infrastructure not managed by ITS

**IT Security Essential Service**
Scope: Foundation Services provided to all university units

**Functional Dependencies**
Questions / Comments?