Rancho Santiago Community College District

District Office

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# Technology Advisory Group

Meeting of: Thursday, February 2, 2017 – 2:30 p.m.

Board Room, District Office – Room 107

**Meeting Minutes for February 2, 2017**

**Members Present:** Archana Bhandari, Jesse Gonzalez, Dean Hopkins, Jim Kennedy, Lee Krichmar, Cherylee Kushida, Daniel Oase, Alfonso Oropeza, John Steffens, George Sweeney, Mike Taylor, Pat Weekes

**Members Absent:** Santiago Chamu - SAC Student, SCC Student, Tammy Cottrell, Ancie Dulalas, Scott James, Sergio Rodriguez

**Discussion**

* Call to Order
  + Meeting called to order at 2:35 p.m.
* Approval of Minutes
  + The minutes from the December 1, 2016 meeting were approved.
* ITS Security Update
* Lee covered some areas and shared insights regarding the recent Los Angeles Valley College ransomware attack with Jesse assisting by playing a news clip of this event.
* Lee also distributed the ITS Security Update handout in response to an inquiry from the Board of Trustees. This is a non-technical document that TAG members can share if asked by constituents about data breach.
* This is an initial update which not only highlighted the LA Valley College incident but more importantly, outlined what steps and practices ITS has done and implemented so far, and what new measures will be taken to help tighten security.
* We, including TAG, would like to do more even though we have made significant adjustments and improvements, but it takes time, money, and resources.
* Lee emphasized that our biggest gap is educating our employees since human factor is our biggest risk and a method that hackers use to get into our data. If this is not addressed, we will never be able to have our data protected.
* ITS is trying take a few steps in the area of security awareness, which was also discussed in the last District Council’s meeting; we are not quite there yet to disseminate the information but at least the conversations are occurring.
* In response to Pat, Lee explained that bitcoin is not associated with any of our banks and is a different line of currency; FBI usually has no jurisdiction or ways of tracking and prosecuting anyone involved.
* We need to change the perception that security is ITS’s sole responsibility but a collaborative effort that requires the participation of all employees.
* Security Awareness Training Videos - As a sample, Jesse played two security training modules (You are a target and FERPA) from the Technology Center - CCC Chancellor’ Office.
* RSCCD is planning to deploy this as one of the training tools to raise awareness on potential security threat(s).
* Anyone with an ‘.edu’ email address can sign up within the CCC system and take this online security training. The URL is provided on the handout.
* These online modules cover both ‘best practices’ and several vital security compliances (i.e. HIPPA, PCI & FERPA).
* Aside from these type of training, ITS is also taking a (system) risk analysis to identify where our gaps are, in order to help assess which systems should be protected to avoid negligence/violations, should a breach or accreditation take place.
* Jesse reminded the group that email is not a secured method of communication and can be read by anyone as clear text. File share is a safer option of sharing information.
* Lee described how ransomware could infiltrate a system through human interaction, that is by clicking on an attachment or hyperlink within an email, and to remember a helpful hint, forward slash and two dots backwards.
* We still have 458 Colleague logins that need to be converted to single-sign-on.
* The plan is to convert TAG members first so they can share their first-hand experience with others.
* When this process is completed, we can assess getting rid of classroom computers and students and faculty will be required to use their own credentials to login.
* Concerns such as login delays due to updates/import of information but Lee stated that ITS plans to do this in a methodical way and not create a knee-jerk reaction that would bring instruction to a halt.
* The longer we wait to mitigate the risk and conduct this process, the longer our exposure will be.
* Sharing passwords should not be tolerated, as we cannot hold anybody accountable should a breach or threat occur. Security goes beyond trust and hackers prey on it.
* Cherylee suggested that faculty need regular reminders of simple security practices. Maybe a monthly ITS email reminder i.e. “Security Tip of the Month”.
* Additional training is coming from ASCIP, our insurance company. The district’s deductible is $5000. They are putting together training videos but still in its infancy. With ransomware attacks on the rise, reinsurance is in discussion.
* Education falls under #6 of the most targeted industries.
* Copier Evaluation Updates – Lee announced prototypes on Konica Minolta & Ricoh copiers:
* ITS department is currently doing a 30-day trial of Konica Minolta C458 featuring color/black & white copier, scan/email, right fax and a traditional fax card. Training was provided where we focused more on its advance features and some installation consistencies.
* A black & white copier will be evaluated next, after which, we plan to setup installation best practices for both B/W & color and build consistent configurations so we can support them efficiently.
* We will piggyback on a Board approved Foundation (FCCC) contract for Konica Minolta. This contract meets the accessibility regulations and includes maintenance, repairs & supplies such as toners & staples.
* Ricoh copier is currently being evaluated at the SAC Library as part of pay per print.
* Lee is working with Purchasing that when the copier standards get established as existing Xerox lease ends, a comparable proposal will be obtained from the vendor; cycle through the same process throughout and eventually finish replacing all of them with the new standards.
* Ellucian Portal – On Stuart’s behalf, Lee shared that Student portal is up and working properly in production. Ellucian is rebuilding the test environment. Lee tried to link to the Employee portal and walked through the login procedure:
* After login, user will be prompted to enter credentials for email integration (window’s username is the WebAdvisor or Single-sign-on login information).
* Lee went over some features but appeared to still have more tweaks to work on.
* Friendly URL’s need to be completed – Sergio and John are getting updates.
* This will be put on March’s agenda.

**Information Distributed**

* ITS Security Update
* TAG Information for Colleague Conversions

**Next Meeting: March 2, 2017**

**2:30 to 4:00 p.m. in the Board Room (DIST-107)**

**Adjournment**

Lee adjourned the meeting at 4:05 p.m.