

LIS Quarterly Update: April 2013

This is the latest installment of the **Quarterly Update** from LIS. This installment covers activity from December 2012 through March 2013, and describes recent accomplishments, our current priorities (for the next 3-6 months) and longer range opportunities and challenges that we are preparing for. The 14 workgroups and teams that comprise LIS each contributed on average a little more than five items in each of the three categories. This adds up to a total of 233 items, broken down into 72 items recently accomplished, 95 items that are current priorities, and 66 items in the future-oriented category. As always, we hope that this report provides useful insight into the work that we are engaged in. We welcome feedback on any and all items included in this report. As I read through this, I think of the LIS mission statement “We bring knowledge to you. We help you explore, use, and contribute to it as you engage the world,” and how the many, many activities we are engaged in are all part of our overall effort to evolve our resources and services to adapt to a changing information and technology environment, an evolving curriculum, and a community with an increasing appetite for all things digital. I am also struck by how these seemingly disparate activities all do in fact connect with one another through our mission, and through our mission to the broader mission of the College.

Research and Collection Services

Research & Instruction Workgroup and Liaison Program (Includes Government Documents)

Our most important recent accomplishment is covering the liaison duties of three on-leave and vacant positions in the librarians and curricular technology groups. Liaisons gracefully and competently stepped up to plan and lead more workshops, perform more outreach, and answer more research and technology questions. They also contributed to ongoing library and liaison projects such as information literacy, collection maintenance, and conducting searches for temporary and full-time librarians. Everyone who pitched in to help us meet the needs of our faculty and students deserves a huge pat on the back. We're not out of the woods yet, but we're looking forward to the possibility of at least one new hire soon.

Ongoing: Throughout the year, we lead workshops, perform outreach, and answer research and technology questions. In addition, here are some of the highlights of what we have finished, what we are currently working on, and what we will be working on in the future.

Recent accomplishments (from the last 3-6 months)

- Search, hire and train part-time temporary Research and Instruction Assistant. A great addition to our staff!
- Collection maintenance (weeding) at Armstrong Library, including government documents and most areas of the sciences. We're prioritizing the crowded sections, and we're looking mostly at materials that have not been checked out in forever. Faculty have been informed.
- Liaison meetings with academic department heads. We will share what we learned in an upcoming liaisons meeting.
- MISO survey discussion and follow-up, including a plan to talk with divisional advisory groups about perceived gaps in support
- Added “Chat with us” widget to Summon
- Research and liaison training for Circ and HelpDesk students
- Training for liaisons on assessment, curricular technology, common research questions, the Portal, interactive exercises for teaching, Zotero
- Monthly information literacy steering committee meetings initiated. HARC and Chemistry pilots

now both have learning outcomes, target classes, and assessment plans in development.

- New posters to publicize library resources and services; goal is to change them several times each semester
- Finished R&I assessment, implemented changes including developing a plan for ongoing assessment
- DiSC discussion: Lots of “perfectionists” in our group; great...
- Annual performance reviews

Current priorities (for the next 3-6 months)

- Search for Research and Instruction Librarian; we have been flooded with applications and we know we should be grateful for that!
- VHS weeding and transfer to digital format, related liaison communication and support
- In-depth assessment of Government Documents Department
- Trial subscriptions and discussion: EasyBib, NoodleTools, LibGuides
- Revisions to Citation and Style Guide, supporting the work of the Honor Code Review Committee as they create a plagiarism tutorial
- Working with Collections Management staff to identify appropriate foreign language audiobooks and request purchases for collection
- Planning for Language Schools due to continued staff vacancy
- Consultation and planning for data management and storage
- Liaison meetings with new faculty. We will share what we learn in an upcoming liaisons meeting.
- New publicity techniques: Candy calling cards, dining hall table tents.
- Web Help Desk for liaisons and librarians. Liaison use may be obvious since we receive referrals from the HelpDesk. Librarian use is new and will require more planning, training and tweaking as we go.
- Assessment of Liaison Program Communication: We've reviewed existing data and compiled a list of knowledge gaps. Now we need to assess the significance of the gaps and figure out how to fix them.
- A record number of Peer Writing Tutors have signed up for LIS training this spring: 27!
- Support for Spring Symposium
- Education and Training Team (Brenda): Development of help portal
- Curricular Technology Team (Joy and Steve): Inventory of faculty technology use
- middlab (Richard and Wendy): Planning and support for faculty, student and library digital projects.

Future opportunities and challenges

- Hire (hopefully) and train new Research and Instruction Librarian
- Contribute to training (hopefully) of new curricular technologist and new Special Collections Librarian
- (Gently) recruiting new participants in information literacy pilots
- How to assess information literacy efforts in the absence of resounding faculty support
- Software and hardware request process must be clarified and documented
- Space Team (Hans): Planning to accommodate recently approved staff positions and additional positions being considered.

Preservation & Processing/Space Team

Recent Accomplishments

- We recently completed a conservation cleaning of the older leather-bound volumes in the Gov. Docs. serials set. The items had a powdering film on the cases that is a byproduct of leather cleaning products that were used in the 1970s.
- We worked with Facilities Services HVAC folks to get them to fix a malfunction in the humidification equipment for Special Collections. Also, we investigated and purchased an environmental monitoring system that, once fully implemented, will allow us to more attentively track the climate in both SC and the stacks.
- We designed and fabricated new boxes for the wax cylinders in the Flanders Ballad Collection and completed an inventory and condition assessment of each cylinder.

Current Priorities

- We need to complete the redraft of the LIS emergency manual to change it into a resource that is just for the public service desks and then, when it is ready to be published, update the training for Circ and Ref, and provide training for the first time to Tech Helpdesk walk in staff. We'll also make sure everyone else in LIS knows they should routinely refer to the go/er procedures.
- We're working on a condition assessment of the bound periodicals in Armstrong Library.
- With the Space Team we'll be considering options for office assignments for current and new staff.

Future opportunities and challenges

- With the Space Team and colleagues in RCS we'll begin to think about how we might reduce the size of the physical collections in DFL in order to provide more space for people.

Collections Management, MiddLab

Recent accomplishments (from the last 3-6 months)

- We enforced new workflows to ensure the timely arrival of requested books and DVDs (this is called "claiming")
- Shifted journals and book series to electronic versions when possible and canceled obsolete journals and book series.
- Participated in the workflow to replace/withdraw VHS cassettes
- Extensive weeding of the College's audio cassette collection
- Addition of Kindle ebooks and streaming audiobooks
- Canceled standing order for audio CDs and increased access to streaming audio collections

Current priorities (for the next 3-6 months)

- Project management for the Helen Hartness Flanders Digital Archive project and NEDCC/IMLS grant
- Maintain momentum of MiddLab
- Provide oversight and project management for large weeding of Armstrong monographs and

- government documents
- Long term data collection and use survey of print journal collection

Future opportunities and challenges

- Sustainability for MiddLab and support for digital scholarship
 - Shrinking of print book collection through decreased acquisitions and weeding
 - Planning for a next-generation library catalog
 - Planning for a restructuring of acquisitions workflows (ILL, patron requests, automatic approval orders, etc.)
-

Enterprise Applications

Central Systems & Networks

Recent accomplishments (from the last 3-6 months)

- Upgraded our VMWARE infrastructure to v5.1 including the VMWARE View / thin client infrastructure
- Completed the Internet path redundancy project that involved additional combining switches in the library, Voter and Carr data centers in to logical “virtual chasis” with unattended, automatic failover and load balancing.
- Replaced aging and failing single-mode fiber in the heating plant that is the path to a significant number of critical buildings on the south side of campus.
- Performed successful HA test of the new redundant network core.
- Upgraded Papercut to v 12.5.
- Virtualized and expanded our exchange server environment to support additional growth.
- Implemented full BGP routing with our external Internet providers to provide for better load balancing of traffic and more intelligent interior (at the border) routing.
- Upgraded Commvault backup infrastructure.
- Released new standard “web server template” – standardized all linux web production servers on this platform with automatic system patches.
- Setup powershell scripting to force a future password change without requiring individuals who recently changed their passwords to do so again.
- Provisioned a new guest registration system with authentication provided by a new active directory and configured CAS support.
- Installed production and test instances of Web Help Desk, setup CAS authentication and integration with LDAP user attribute synchronization.
- Provisioned Internet 2 access via a UVM over our Teljet pipe.
- Upgraded our Teljet pipe to 850 mbps, our Level3 pipe to 800 mbps (for the later, the order has been placed, we’re waiting on Level3 to implement the change).
- Imported floor plans for all major dorms into Airwave to better model wireless services.
- Provisioned a new Varnish caching cluster in front of our primary web site servers – this cluster

will server up the last known available page in the event the supporting web application servers are not functioning – thus adds another layer of support in our HA configuration.

- Setup and configured new “MiddCloud” NAS file server – currently have 1 production Windows and 1 production Linux system migrated to it in production.
- Replaced approximately 50 WAPs in academic, administrative, and residential buildings with new “N” speed higher capacity devices.

Current priorities (for the next 3-6 months)

- Complete provision new “MiddCloud” Network Attached Storage (NAS) system, transition all file serving include MiddFiles to this environment.
- Provision Network Access Control (NAC).
- Complete the transition to Facilities Commander from Diamond II for Card Access.
- Implement EduRoam.
- Purchase and provision new next generation border firewalls/IPS.
- Retire Bombay (32-bit printer server), complete transition to Walnut.
- Deploy papercut client outside of LIS.
- Provision new mysql database cluster as backend for primary web sites.
- Expand disk storage (and improve storage performance) at MIIS.
- Update VMWARE to v5.1 at MIIS.
- Begin network refresh project at MIIS.
- Improve process for pushing out updates to juniper switches, improve management tools/monitoring.
- Support IT infrastructure requirements as part of the renovation of the Center for Non-proliferation Studies offices in D.C.

Future opportunities and challenges

- Next generation backup / archiving. Data storage is growing very quickly, we need to implement new archiving processes in order to reduce what we need to actively backup and potentially better allocate data not often used to less expensive / lower performance storage and/or cloud services.
- Consider eliminating MiddUnplugged wireless in favor of a more regulated guest wireless solution.
- Complete detailed planning for Data Centers renovation.
- Complete comprehensive disaster recovery, risk mitigation plan for our most critical systems.
- Complete Identity Management (IDM) “identity vault” system and re-engineer campus-wide authentication and authorization processes as well as identity information dependent systems.
- Identify network critical buildings on campus with non-redundant fiber paths and address with alternative paths, automated failover.
- Complete wireless survey and planning for addressing sub-optimal wireless services throughout the campus.

Web Services

Recent accomplishments

- Upgraded Moodle from 1.9 to 2.3
- New WRMC site
- Kurogo 1.5 update
- Library book sync to Drupal
- Beta launch of guest system
- Set up Varnish caching cluster for main web sites

Current priorities

- Identity Management
- Online Language Lab Pilot
- Upgrade to Drupal 7
- Recurring Gifts
- Data migration for AS400
- Adaptive placement testing
- NEXpress investigation
- Symposium Technology needs
- MiddMedia 2.0 planning

Longer-range challenges and opportunities

- Looking forward to the backend features that Drupal7 brings.
- Looking forward to having cleaner people data to work with.
- Open positions and shifting job roles make some long range planning difficult.
- New design for main site top level pages, unsure about the deadline of Graduation.
- Unsure about support for Language Schools.

Administrative Systems

Recent accomplishment (past 6 months)

Our most important recent accomplishment is modernizing and updating our core administrative systems. As of Dec 14th all administrative systems including Oracle, Banner, and Hyperion were fully updated. From what I can tell it had been years since we were last fully up to date across the board including OSs, databases, and applications releases.

Current priorities

- A major improvement to our reporting environment will be achieved when we implement Oracle Data Guard. This will allow our reporting database SNAP to become an up to date copy of Production accurate within 5 minutes. This will allow us to cease reporting against production and improve overall system performance. This should be in place by the end of March.
- We're taking steps to CASify Banner this summer. Although we won't implement Single Sign On we will implement Central Authentication. This will improve security in SSB and allow users to

enter INB and SSB using their current AD credentials. This will be in place either immediately before or after Language Schools.

- We are creating a student/HR "On boarding" process that will force users in SSB through a series of mandatory forms at login. This will allow us to move several current paper based form data collection process with associated data entry into electronic processes. The entire "Student Orientation" process J.J. Boggs currently does on paper and via US mail will be moved to SSB by May. HR will use the same process for new hires. Eventually this can be expanded to add additional data collection and informational forms. For example, the EHR system used by the health center will be accessed through a link out of the process we are creating.
- The "on boarding" process is being paired with more rapid creation of student email accounts. Starting next year our goal is to provision new students' email accounts as soon as they make a deposit. They will then immediately active their SSB password and have access to email and other college systems where appropriate. This will make new students part of the community immediately upon acceptance.

Future opportunities and challenges

We have many, many project requests in front of us of varying significance and complexity. To accomplish these most effectively, the Leads restructuring could be the most beneficial to the institution's future.

However the largest challenge and opportunity we have coming at us is the transition to Banner XE. Banner XE will be challenging in that it is an entirely new platform with multiple new technologies and techniques. It will require complete retraining of all technical **and** functional staff. This will not be an upgrade from 8 to XE. We will be implementing an entirely new system.

Banner XE will also offer us an fantastic opportunity to improve and modernize our business/technical processes. A new core Leads group will be tasked with extensive business analysis for their areas. We will be able to reevaluate all of our current processes and how they will be implemented in the new system. Some can go away. Some will get that once in a generation reevaluation for efficiency.

User Services

Media Services

Recent accomplishments

- **Spaces:**
 - Six Warner classrooms received upgraded technology (HD projectors, HD infrastructure) as well as upgraded lighting (you can read this LIS blog entry<<http://sites.middlebury.edu/lis/2012/11/07/warner-smart-classroom-renovations-this-december-january/>> for more information.) The project began right after the exam period of the Fall 2012 semester and was completed before the J-term classes started. We've had two full months of use in the upgraded spaces and only three reported problems that we have addressed.
 - The MCC Social Space is slated to receive a technology upgrade that will increase video

projection quality and increase ease of use.

- LIS is taking part in the ongoing renovations of the Kirk Alumni Center. We have installed a new amplifier in the space, we will be adding two wireless microphones and new wiring has been added to prepare for a more significant technology refresh in FY14. The space is also receiving new lighting which will improve the quality of recordings made there.
- We continue to collaborate with Facilities Services on the renovations planned for our athletic facilities.
- Started planning the next round of classroom technology upgrades for FY14.
- **Videoconferencing & video collaboration:**
 - We continue to work with colleagues across the organization in finding the best videoconferencing platform.
 - Several courses used our Polycom videoconferencing to bring guest lecturers, with good feedback from customers.
 - Over 30 non-academic events/meetings have taken place using videoconferencing since December 2012.
 - We have continued to pilot Adobe Connect and assisted several meetings and presentations given to widely dispersed audiences, with good feedback from customers. We will continue to pilot this platform and identify pros and cons of using it.
- **Recordings & streaming:**
 - Working together with other areas of LIS to continue streamlining the recording process. One part of this is the move to HD cameras which require much more storage. We've tentatively identified a process for archiving HD video to the cloud. We will test this process alongside the testing of new camera models.
 - Live streamed a number of events generating close to a thousand views total.
- **Other media projects and initiatives:**
 - We've identified methods for expanding the number of satellite TV locations on-campus. We will implement these methods in the Summer 2013, working in conjunction with the Language Schools.
 - Collaborating with Events Management and other departments on digital signage efforts
 - Worked with LIS Liaisons to further develop communication and documentation regarding the analog sunset and the removal of VCRs from classrooms. FAQs have been posted at <http://go.middlebury.edu/analog>.

Current priorities (for the next 3-6 months)

- **Videoconferencing & video collaboration:**
 - Continue searching for the best videoconferencing platform.
- **Spaces:**
 - Continue work on classroom technology upgrades for FY14 – both the creation of new smart classrooms and the upgrade of existing ones.
 - If a project manager is available, review the remaining spaces that we'd like to upgrade to improve the quality of recordings (Axinn 229, Davis Family Library 201).

- **Recordings & streaming:**
 - Select and evaluate professional HD cameras to replace our existing professional SD cameras that Media Services uses for recordings. We will need to evaluate short term and long term archival. One very cost-effective option for this is Amazon Glacier and this option will be included in the evaluation.
 - Live stream commencement and baccalaureate.
 - More comprehensive live streaming that is easier to setup
 - Other media projects and initiatives:
 - Implement additional satellite TV locations.
 - Incorporate feedback from academic departments and continue developing our analog sunset plans and the removal of analog players from classrooms (VCRs, etc.)
 - Upgrade a portion of the old analog TV carts that are used during the summer to digital TVs. The remainder of the carts will be upgraded in FY14.
 - Continue to support digital signage efforts.
 - Begin reviewing classrooms for ADA compliance and other accessibility needs

Future opportunities and challenges

- Upgrading technology spaces to maintain a 5-year replacement cycle for multimedia technology. Ensuring that, as we plan these, we take into consideration new trends, new technologies, new legislation.
- Unified communications – the convergence of telephone, computer communications, audio and video conferencing
- IPTV – continue seeking options to affordably, legally deliver audio & video media across campus

Telephone Services

Recent accomplishments: (from last 3-6 months)

- We recently installed a new student public printer in the northeast side of campus. Offering more printers where students live is a request made by the SGA and SLAC. The new Chateau installation is LIS' first response to that. We received cooperation from the local Atwater Commons student community assistant to aid LIS in overseeing the printer management.
- Unified messaging for faculty/staff voice mail users was established by Telephone Services last fall. Working with the Servers and Network group, we enabled the CallXpress and Microsoft Exchange systems to send voice messages to email in-boxes giving staff more options for voice message management. A pilot group of LIS staff tested the system, and feedback was all positive. With an initial limit of 50 licenses we offered service to LIS staff and some other campus users. There are 40 licenses currently in use.
- New web pages were created for Telephone Services and for Printer Management over the fall and winter. With agreement and input from User Services colleagues the new printer management web page brings all LIS printing and copying references under one umbrella. This was particularly important since printer support comes from multiple work groups within LIS. Consistent and accurate documentation for each user group was the goal.
- In January, we installed a new telephone node at the college's Marble Works office to support approximately 30 College Advancement staff as they consolidated one of their groups.

Current priorities - (for next 3-6 months)

- Successfully implement Web Help Desk and Service Level Agreements.
- Increase student satisfaction with public printing. In light of the recent MISO survey that indicated students ranked printer services satisfaction the lowest of all important LIS services, we plan to conduct a student printer survey this spring and summer and analyze what LIS can do to boost satisfaction.
- With staff from Servers and Network, document the printers that LIS will support. This is an effort to cut down on the amount of time LIS staff spend on configuring printers that departments have purchased on their own and without our input.
- Sunset the BlackBerry Enterprise Server as the new BlackBerry operating system devices with Microsoft ActiveSync become the norm.
- Plan for additional unified messaging licenses to offer the service to staff outside of LIS. The software licenses are an on-going expense, and we want to be sure to purchase an accurate number of licenses.

Future opportunities and challenges

Telephony integration with our network. Develop a plan for migrating our landline telephony infrastructure to voice over IP and mobile technologies as the life-cycle of the existing system expires. But having a strong reason to upgrade voice services is key. The most interesting aspect of today's communications landscape is unified communications. The current planning for a Middlebury and MIIIS video-conferencing service may help articulate a path for integrating our voice services.

Circulation Services

Recent Accomplishments

- Implementation of penalty points (November, 2012) - measurable reduction in billed items, fewer reserves overdue, more equipment available
- Billing cycle from items billed in the Fall
- Carrel distribution for Spring, 2013 - bumpy road, but I think we found a solution that has been satisfactory. We have made note of what things need to change. If we can get a list of people actually writing a thesis in the fall, that would be hugely helpful.
- Reserves for Winter and Spring Terms
- Weeding and shifting of H's, shift of M-oversize collection to a more logical place in the scheme of things.
- Successful student hiring, training, scheduling to keep the desks running.

Current priorities

- Evaluations
- Getting Web Help Desk up and running (not a circ-specific priority, but certainly taking a lot of MY time)
- Summer student employees, hired, scheduled, trained
- Bread Loaf School of English - Davison Library prep - reserves, staffing, set-up

- Armstrong weeding project - we're at max capacity

Future opportunities and challenges

- Equipment loaning - loan periods, what we loan, inventory
- Specifically, laptop loaners, how they are imaged and cleaned, what the needs of the patrons are re. Mac vs. PC
- Ilsley not using Millennium after September - clean up, changing of policies, etc.
- Simplify the DVD (physical) searches in browsing through better/efficient signage in that area.
- Coming up with big-picture ideas for lists like this

Call Center/ Help Desk

Recent Accomplishments

- Have put in a proposal to purchase a web based product called ShiftPlanning . This will be used to schedule students, track hours worked more efficiently, better accountably, manage shift swaps, cut down on e-mail going to all student workers when a swap is needed as it will only send to students available to cover said shifts. While a system for doing this has been in place, it's far from perfect and a quest has always been mine to find a more efficient method. This synchronizes with Outlook and Gmail. Sends reminders to students before their shift. We've been using a free test pilot and find it to be very helpful and address the issues that have long been a problem with the student workforce. **(This has been approved since I wrote this, waiting on SaaS approval.)**
- Student coverage has been good these past semesters, a bit challenging at times but much improvement over last year.

Current Priorities

- Working with CC staff in getting ready for WHD, also starting to introduce students to it as we move towards going live.
- Planning summer student workforce. Have taken the steps to post in people admin both the summer consultants and the summer intern position. Interviews will start soon.
- Working with Lisa T. as to how the restructure in SR will impact CC in regards to the routing of tickets. We have good communications between the two areas and want to keep it going in that direction.
- Working with Lead consultants to improve our student training, this is always on going.
- Training for CC staff on Moodle, Coursehub, Nolij, and Hyperion is being scheduled over the next few weeks/months and ongoing as changes happen.

Future plans at the moment

- I will be reevaluating how to apply CC staff when WHD is up and running smoothly. With the increased student workforce, I'd like to focus on the expertise of each staff person, be it training or becoming specialized more in things like Moodle and other applications.
- Scheduling time to have CC staff update wiki documentation.
- Looking further ahead to the fall, what students will be returning, who will be abroad and when.

Knowing this well in advance is crucial as the academic year begins.

Service Requests

Recent accomplishments (from the last 3-6 months)

- We have hired 2 full time employees (Zach and Scott) for replacement positions. With these hires also came about the new Service Requests structure where we have workgroups that can specialize a little more than in the past. Both new hires and season staff, have proven to be very flexible and able to take on new responsibilities.
- Researched and tested KACE for recommendation for purchase; this is a Windows management tool that will allow integration of imaging computers and software deployment to campus Windows computers. Much like what we have with our Mac management tool called Casper.
- From Sept 1st- to today we have distributed 125 staff computers – 66 faculty computers. This project requires communication, scheduling, ordering, configuring, lugging, and teaching.
- Our team has worked together to bring online 6 upgraded labs with new hardware and software.

Current priorities (for the next 3-6 months)

- Hire remaining CSII staff member
- Contribute to the implementation to Web Help Desk.
- Roll out the KACE windows management system.
- More changes to the Service requests workflow to help streamline incoming request with the Web Help Desk tool and our SLA's
- Upgrade the Axinn 105 Mac lab and the Bread Loaf windows equipment on the mountain.
- Prepare for the Language Schools setups and the Bread Loaf School of English.
- Upgrades for the faculty who are due on the 4 year cycle this summer.

Future opportunities and challenges

- Training for Service Requests staff in areas where we see the need.
- Building a knowledgebase for the Web Help Desk (internal staff and campus users)
- Research and testing new operating systems with our campus environment, as well as virtual environments.

Interlibrary Loan

Recent accomplishments (from the last 3-6 months)

- Processing ILL requests.
- Rewriting ILLiad print templates.
- Assisting MIO (MIIS) with ILLiad.
- Creation of the 'PDF viewer' ILLiad Addon.

Current priorities (for the next 3-6 months)

- ILLiad upgrade, including Woodchuck server.
- z39.50 fix. Return holdings information for e-journals to a z39.50 searchable field in Midcat.
- Merging ILLiad login page with ILL Dept. page.
- Cleanup of ILLiadData (including tracking/history, users and old ILL requests from the ILLiad

database).

- Investigating uploading of ILL scanned items outside of copyright to Internet Archive.

Future opportunities and challenges

- Increases in token programs and e-books and their effect on ILL services.
- Ensuring links to ILLiad from Journal Databases, not just purchase options.
- Nexpress consortium and the departure of Northeastern as they move away from Millennium.
- Millennium's future at Middlebury.
- ILLiad potential uses as collection development tool, single stream requesting?

Information Security

Recent Accomplishments:

We have adopted a formal information security program framework that groups our efforts into the areas of Education, Architecture, Technology, and Governance (EATG). This EATG model allows us to outline current and future priorities across the full spectrum of information security topics in a logical manner.

For Education, we have recently formalized a new curriculum for information security roadshows which we will be introducing to different departments across the institution. We have developed educational materials for PCI compliance efforts in the form of training videos and information security website content. We have also added a section on phishing to the information security website at [GO/phish](#).

For Architecture, we have worked with the CSNS department to design a better solution for border/edge security, which will be implemented during the next budget cycle and administrated by CSNS.

For Technology, we have implemented encryption solutions for a number of individuals who travel with sensitive information, particularly in College Advancement. We have made considerable progress on cleaning up our anti-virus environment and now have close to 99% of our desktop infrastructure covered. We have also improved and refined our vulnerability management solution to deliver more useful reports to aid in mitigating potential threats to our server environments.

For Governance, we have worked with representatives from major functional areas to draft a data classification policy along with an implementation plan, which is being carried out by a newly-formed working group. We have contributed to the institution's PCI compliance efforts, helping draft the current policy and supporting efforts to bring processes into compliance. We completed work on the recent risk assessment of critical systems and information security related aspects of the annual PwC audit.

Current Priorities

For Education we are continuing the focus on roadshow efforts and increasing our CBT coverage, particularly for the MIIS campus. We will continue to improve the information security website and increase our outreach efforts by collaborating with functional areas on new and current issues.

For Architecture, we are focusing on the logical segmentation of our network and the development of infrastructure to support compliance efforts.

For Technology, We are adjusting our approach towards encryption, as we become aware of additional needs for data protection. We are improving our information security incident tracking systems to standardize formats for reporting on potential risks, threats, and events.

For Governance, we are collaborating with other workgroups on data stewardship policy efforts, including ownership, privacy, and retention. We are improving our capabilities for vulnerability management, including systems and access permissions auditing.

Longer Range

We will be developing a set of reports on our information security trends to represent the effect of changes and improvements to the institution's security posture. We will be exploring different models for minimizing the amount of local data being stored on mobile devices. We will be looking into opportunities to improve data security using two-factor authentication and secure file sharing. We will be working with CSNS to move the Network Access Control (NAC) re-implementation forward.

Teams

Education and Training Team

Recent accomplishments (from the last 3-6 months)

- Oct 2012: Remaining team members (Pij, Mack, Brenda & Kim Ehritt) gathered content ideas for the proposed Help gateway and worked on broad help categories that would make sense to our community.
- Nov – Dec 2012: Partnership with Human Resources commenced, gaining support for mandatory LIS orientations that could be tracked through Banner.
- Jan – Mar 2013: With new team members appointed in January, team-building efforts have been underway, including getting acquainted, establishing meeting & working protocols and reviewing work started by the old team.

Current priorities (for the next 3-6 months)

- Goals pertaining to training-the-trainer (recommending standard set of workshop required elements, identifying presentation/communication skills for successful trainer)
- Identifying workshops that should be offered on a regular basis.
- Preparing a draft of the proposed Help resources site.

Future opportunities and challenges

- Web Help Desk will open the door to additional ways we can provide our community with helpful information and resources. The challenges, however, are that its implementation will require time from each of our respective workgroups to get it launched successfully and will also mean that

some work will take longer as we learn new software and processes.