AGENDA

- Strategic Goals
- Management Framework
- EndPoint & Security Update
- Change Management
- Disaster Preparedness
- Announcements
STRATEGIC GOALS

Transforming Teaching & Learning
Expanding Research
Streamlining Service Delivery
Enhancing Security, Privacy, and Accessibility
Investing in the Workforce
Aligning through Governance & Transparency
Continuously Transforming the Technology Enterprise
MANAGEMENT FRAMEWORK

CREATING THE NEXT

- Portfolio Metrics
- Strategy Dashboard
- Operational Metrics
- Portfolio Dashboard
- Operations Dashboard
ENDPOINT & EMAIL SECURITY UPDATE

EndPoint Protection solution announced August, 2017

FireEye HX

EndPoint Management, announced August, 2017

SCCM - Windows

JAMF - OSX/iOS

Airwatch - Mobile

TBD (Salt Stack PoC Happening Now) - Linux
Email Security Solution, announced August 2017

FireEye ETP (email threat and spam prevention)

Proofpoint PoC *underway* (email routing and anti-spoofing)
Overview:

- Georgia Tech is implementing a new firewall solution to more effectively protect data and network resources belonging or entrusted to the Institute.
- Some major components of the conversion took place at 5am on Tuesday, September 5, 2017.
- This conversion caused a service interruption for many production systems.
- Most affected systems were restored by 11:30am, Tuesday, September 5, 2017.
  (Comment: DWPROD and downstream systems was down most of the day)

Details:

- The firewall implementation was successful, and the new solution is operating as expected.
- Key systems affected included:
  - Banner
  - PeopleSoft (self-service)
  - PSF
  - DWPROD (data warehouse)
  - BuzzPort
  - DegreeWorks
  - Epay (TouchNet)
  - (Comment: ~100’s of servers were affected, equating to many services)
- System integrity was not compromised.
- Data was never at risk of loss or breach.
Response:

- Root cause analysis confirms that the routing change caused two factors:
  - The change in traffic routing caused systems to lose connection to the storage systems.
  - The change in routing caused production systems to become unavailable to customers and business units.
- Ineffective communication between system owners and the project team led to improper testing and change control.
- Change management controls are being modified to:
  - Include communication sign-off by all members of the Change Management Board (CMB).
  - Assigning risk levels to change management, moving higher-risk change to weekends and non-business days.
- Appointing COO to participate in CMB.
Two Significant Modifications to Change Management

Communications Validation & Signoff for Production Changes

Evaluation of Risks levels, and Change Windows
Response Plan Reviewed this Morning

Preparations & Preparedness Underway with Operations, EIS, A&I, & Institute Communications

Plan for Telecommuting September 11-12

Arrange as appropriate through Supervisors
General Announcements
# Team Member Update

## Hires

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<tr>
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<th>Unit</th>
<th>Title</th>
<th>Hire/Promo/Term Date</th>
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<tr>
<td>Malynda</td>
<td>Dorsey Fulton</td>
<td>PPMO</td>
<td>IT Project Mgr Sr</td>
<td>8/1/2017</td>
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<tr>
<td>Amanda</td>
<td>Gooch</td>
<td>PCS</td>
<td>Prod Planner/Estimator I</td>
<td>8/14/2017</td>
</tr>
<tr>
<td>Michael</td>
<td>Hayden</td>
<td>EIS</td>
<td>Appl Developer I</td>
<td>8/22/2017</td>
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## Promotions

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<tbody>
<tr>
<td>Jessica</td>
<td>Shaffer</td>
<td>Network Eng</td>
<td>Network Support Engr Sr</td>
<td>9/1/2016</td>
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<tr>
<td>Kevin</td>
<td>McVay</td>
<td>Network Eng</td>
<td>Network Support Engr Sr</td>
<td>9/1/2016</td>
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<tr>
<td>Thomas</td>
<td>Miller</td>
<td>Network Eng</td>
<td>Network Support Engr Sr Mgr</td>
<td>8/1/2017</td>
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<tr>
<td>Cari</td>
<td>Lovins</td>
<td>PPMO</td>
<td>IT Project Mgr Principal</td>
<td>8/3/2017</td>
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<tr>
<td>Jacqueline</td>
<td>Howard</td>
<td>ITS</td>
<td>IT Support Prof I</td>
<td>8/14/2017</td>
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## Resignations

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<tbody>
<tr>
<td>Justin</td>
<td>Stevens</td>
<td>ITS</td>
<td>IT Support Prof I</td>
<td>8/1/2017</td>
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<tr>
<td>Ethaniel</td>
<td>Kelley</td>
<td>ITS</td>
<td>IT Support Prof I</td>
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