

IR&C Organizational Changes

- Why:
 - Bring more resources and focus on UCOP's end user computing environment
- What:
 - The old Desktop Computing Services (DCS) team now reports to Mike Shannon. Mike retains his voice/data/video responsibilities
 - DCS is being split into two teams with new managers in place for each team
 - Helpdesk/Desktop Support team – Lissa Buzzelli (starts 10/24) mgr, will be staffed with 4-5 headcount
 - Windows Systems team – Gilbert Loo mgr, will be staffed with 7-8 headcount

IR&C is building the capability and framework to better support end users and have strong windows competence

Technology Support Services Security Projects

- Virtual Private Network (VPN) access fully available by end of this month
 - Computer must be MDI compliant and on AD, machine must be UC owned, requires management approval
 - Benefits: Single entry point from outside firewall when business needs require a user to access the same computer resources remotely as if at work.
- Convert to Cisco's PIX Firewall infrastructure (4Q05 completion)
 - Benefits: newer, better integrated into our environment, has virtual firewall capability. We will be able to have isolated islands of computing if business needs dictate.
- MDI (now thru 1Q06)
 - Standard image deployed – close to 100% completion, presently at 83% (4Q05 completion)
 - Active Directory conversion, all users on centrally managed AD (now - early 1Q06)
 - Unified centrally managed and automated anti-virus (1Q06 completion)
 - Centralized ongoing updates of patches/service packs via AD and System Management Server (1Q06 completion)
 - Benefits: All desktops have standard security settings on and lifecycle management is in place

Technology Support Services Security Projects (continued)

- Intrusion Prevention System (IPS) (1Q06 implementation)
 - Benefits: Proactive monitoring of network traffic, ability to block attacks before they even are allowed into network, “profile” of what activity to what servers is normal so we can detect anomalous behavior. Ability to isolate and troubleshoot “denial of service” attacks from the outside and within our network
- Convert from “allow all and deny specific” to “deny all and explicitly allow” philosophy (now - June 06)
 - Block direct SSH (Secure Shell) connections from outside
 - Clamp down ports
 - No rogue FTP services
 - Re-IP
 - Benefits: Will have documented what activities are expected and only allow those activities to take place
- Exchange (now thru 1H06)
 - Benefits: All users will have easy to use and secure email access via Outlook Web Access (OWA) to their email from anywhere in the world and on any device that has internet access.

Technology Support Services Security Projects (continued)

- Co-location (now thru June 06)
 - Benefits: All servers in secure physical location
 - Financial management (including Audit) – servers already in data center.
 - Facilities successfully moved Last Friday!
 - ANR move scheduled week of 10/21
 - Educational Out Reach tentatively scheduled for 11/4
 - OTT tentatively scheduled for 11/21
 - Puente/mesa planning has begun, tentatively planned before end of November

For details see <http://www.ucop.edu/irc/services/collocation.html>