

 Cypress College	Report No.	CTC- June 2022	Rev:1.00
	Owner:	Cypress College	
	Prepared by:	Taylor Garrett	
	Meeting Date:	6/7/2022	
			Page 1 of 3

Attended	Attendee Name	Department
X	Christopher West	Financial Aid
	Angela Haugh	Student Services
X	Terry Gleason	Distance Education
		Library
X	Marc Posner	PIO
X	Cari Jorgensen	PIO
X	Anastasia Thrift	PIO
		EOPS
X	Jose Sanchez	Technology Services
X	Yanet Garcia	STEM
		Associated Students
X	David Okawa	Associated Students
X	Joseph Shonkwiler	Associated Students
X	Taylor Garrett	Technology Services
X	Christy Montenegro	Admissions & Records
	Gloria Ortega	VP Student Services Office
	Mohammad Chaundry	Library

Item	Discussion/Presentation Details	Action	Status
A	<p>Agenda:</p> <ol style="list-style-type: none"> 1. Welcome 2. Introductions 3. Review and approval of minutes <ol style="list-style-type: none"> a. Motion to Approve minutes from March 10, 2021 4. Discuss January cyberattack <ol style="list-style-type: none"> a. General facts b. Current system states c. Remediations 5. AS Project Updates <ol style="list-style-type: none"> a. Network refresh b. Campus WiFi c. VOIP 6. Innovation Project – Christy, Mohammad, Gloria 7. Review IT Governance Model 8. Review discussion on tenant consolidation / Student Email – Benefits, concerns, and moving forward for improving user experience 9. Assessment of Committee Structure – tabled 10. Public Forum 		
A	Called to order 2:40pm	Jose	Closed

2.	Introductions – Jose Sanchez, new Director of Academic Computing and Technology Services	Jose	Closed
3.	Marc Posner abstain, Dave Okawa move to approve, Terry to second. Minutes approved.	All	Closed
4.	<p>a. General facts – Bad actor attacked, post report revealed to us that our systems were breached. Attack may have started as social engineering and end user engagement. Most groups that attack aggressively know that security protocols are intact. They will engage in spear and whale phishing campaigns to get official access to the network. We discovered the breach on January 10, 2022 when we could not access our data. Our systems were not fully operational, we lost access to our data, our team in IT was effectively able to restore all cores to continue operations within four days. Our system engineers, help desk and technicians worked tirelessly to reinstall, reconfigure, and not lose a single day of instruction.</p> <p>b. Current system states - As semester has moved forward, we have been able to reboot core applications. SARS is back up and running, building out their system over the Summer for Fall.</p> <p>c. Remediations – Cloud based resources are reliable for file storage and offer flexibility that we gain from these resources. 2 Factor Authentication was implemented early on in remediation. Staff and faculty are now required to use 2FA. Why is this different from one-time passwords at District? 2FA is the gold standard. OTP is convenient but has deficits. Microsoft Authenticator uses a push-based authentication with Azure SSO to create a flexible, universal footprint that adheres to the highest standard of security. Students will be onboarded over this Summer semester for 2FA. The decision was made to wait until finals were over. 6/13 is when students will be required to walk through 2FA. Closely monitoring the IDX account to watch for data that could be breached.</p>	Jose	Closed
	<p>Mark provided a status update on website downtime (~36 hours). The new website has been completely recreated and restructured. Cari's foresight allowed for the two sites to run in tandem. Contracted with a vendor to spin up content and data for a hosted solution that provided quick turnaround. 6800 pdf files had disappeared, some restored, some gone forever. Worked with accessibility committee to limit the number of PDFs that are re-uploaded to the site. Good outcome from a negative situation.</p>	Mark	Closed
	<p>Dave mentioned that Pathways of Hope employee has issues with 2FA because they do not have Cypress College email or account. Maybe we could create an associated account or we may have existing protocol for access.</p>	Dave	Open
	<p>Joseph voiced concerns regarding associated student accounts with 2FA access. Access will require a new protocol. Shared mailbox or proxy?</p>	Joseph	Open
5.	<p>a. Network refresh – current refresh has been underway for quite some time. Event this year created renewed energy to include focus on greater visibility on what is going on at a network level, increased collaboration and communication and security. Includes improved bandwidth and visibility across campus. 25 – 100 gig connections on campus. Tremendous improvement on internet speeds.</p> <p>b. Campus Wi-Fi – Aggregated connectivity. Access points, steps in traffic that everyone shares contributes to Wi-Fi performance. More</p>	Jose	Closed

	access points that are more robust connected with our SSO. We will now have EDUROAM, a consortium that will put in access points as you travel (bus, library, airport) access points that you can log into using your Cypress College credentials that give you safe internet. c. VOIP – allows you to have your office work phone on your laptop or tablet which will assist with any type of flex/hybrid schedules.		
6.	Christy provided brief backstory regarding this project including the history of Caring Campus, utilizing applications that the campus already owned to enhance the student experience. Standardizing email accounts. Utilizing the Mobile App to our advantage including content updates and edits. Caring Campus leadership has since changed and focused direction in other areas. Would like to standardize access for students, staff and faculty.	Christy	Closed
	Taylor praised Christy for her hard work in leveraging existing Microsoft applications including Microsoft Translate and creating tutorials.	Taylor	Closed
	MS Teams is a wonderful application along with portals that provide reporting, scheduling, that tie into intranet websites to provide accessibility. This can be separate from the public environment. New position at Tech Services to assist with cloud-based applications and an environment that is accessible and standardized	Jose	Open
7.	Requires a very defined process. Standards document needed first, controls implemented. Please send any information regarding previous evidence regarding shared governance.	Jose	Open
8.	Benefits, concerns, and moving forward for improving user experience – One network concept, historically it has made things difficult communicating across campus. Reassessment of our tenant structures, determining how we want them to evolve. Staff and students have cypress college email addresses. SharePoint based experience tools interact much better, web-based tools are better equipped. Our individual identities will no longer deter communication across campus. Beta Teams has been created to openly connect across campuses.	Jose	Open
9.	Assessment of Committee Structure – tabled	Jose	Open
10.	Public Forum – Public forum to be moved towards the top of our agenda for next time.	Jose	Open
	Motion to adjourn – Dave moved, Christy seconded. Meeting adjourned 3:35 p.m.		

Next Meeting:

The next CTC meeting is July 13, 2022 @ 2:00 p.m.

1 Contacts

- a) Direct questions about this document to Taylor Garrett, tgarrett@cypresscollege.edu

