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15 January 2025

MEMORANDUM

TO: The Audit, Finance and Planning Committee

FROM: Darrell Campbell

SUBJECT: Information Technology Report

- Security and System

  o The APA started their latest annual IT audit on the week of 1/14/25. After the ISS Introduction meeting, VMI IT updated our narrative of our overall standing and is currently providing data from the management points from the last audit cycle.

  Out of the most recent audit cycle VMI IT received the following management points:

  1.) VMI IT did not have the external audit of its sensitive systems performed within the specified timeframe. This was listed as a recurring management point. This audit has been performed and closed out by Baker Tilly US agency. They noted 29 items that will require to be resolved (or taken exception to) to meet the new SEC 530 standard. VMI IT is currently prioritizing the list of items for completion. The management point should be considered completed as the audit was completed in June 2024. The SEC 502 requirement is to have an external audit performed within every three years of our on-premises sensitive systems. VMI IT can currently expect to do this again prior to July 2027.

  2.) The second point stated VMI did not conduct an effective test of its COOP. VMI also did not conduct the annual review of its Risk Management and Contingency Plan and the COOP did not include contingency procedures for one of its three MEFs (Mission Essential Functions). VMI IT has worked with the Operations and Planning office and Director of Emergency Management to ensure these items were addressed. There should be no expected reoccurrence of this MP. Operations also currently has a COOP tabletop exercise scheduled for March 2025.

  3.) The third point stated VMI IT should improve physical security by documenting our review of the facility access and review physical access logs. Our ISO is now working with our Physical Plant locksmith and comparing their electronic lock system data with

our server room sign in sheet monthly. He then documents he did this by updating his audit sheet. There should be no reoccurrence of this MP

o   Vulnerability scanning: IT has continued utilizing "**Tenable Vulnerability Management**" for use conducting vulnerability scanning. This software provides the ability to scan for vulnerabilities on servers and network infrastructure by performing external and internal authenticated scans. The scan produces reports based on various security policy testing to meet PCI "Payment Card Industry" and CIS "Center for Internet Standards" requirements and seems to be doing a very thorough job. Usage of this product has significantly reduced the number of critical and high inside vulnerabilities for all servers and network infrastructure.

o   PCI Assessment and attestation: FAS and IT staff in collaboration with our contractor, Campus Guard, have been working with the different credit card processor across Post to fill out the SAQ (Self-Assessment Questionnaire) for their area. Those will then be rolled into the overall SAQ for VMI. VMI will attest at the end of January to meet the new PCI 4.0 standard.

o   VMI is under contract to have one of its on-premises sensitive system moved to the vendor's cloud infrastructure. The document imaging system "**Softdocs**" VMI currently uses in various departments and internal routable forms across Post will be relocated to Softdocs' AWS (Amazon Web Services) cloud system which will provide multiple benefits. The change should help protect one of VMI's critical sensitive systems from potential ransom ware and VMI will ultimately utilize their enhanced security practices to protect our data. This will alleviate the three-year external SEC-502 audit requirements of this system and will also make support of the product simpler. The migration project kicked off the last week of August and is now in the testing phase of the project. A final move date has not been set for the live migration.

o   VMI has contracted with "Doctums" to provide various consulting and development services for any of our Colleague-related processes. This vendor has a significant amount of previous Ellucian employees on their staff and is rich in Colleague knowledge resources. Initial projects will include the integration of the Procurement system in Colleague with the Virginia Procurement System "Eva". Also being considered will be a complete system usage review of each business department to make sure VMI is properly fully utilizing what we currently have available.

- Operations and Equipment

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- o   VMI has been under contract with Segra for ISP (Internet Service Provider) and phone circuit services for the last 8 years. IT has recently pursued a contract with Brightspeed to provide ISP 10GB services. The planned services will provide a 10GB circuit to Nichols Engineering and a 10GB circuit to our secondary data center in the RANA building located on the W&L campus for redundancy. The requested services were planned to be implemented in the December/January timeframe. During the implementation, Brightspeed determined further engineering, and logistics were required to be worked out and may not be available until the February timeframe. Further complications are being created due to the Nichols Engineering Renovation project's requirement to relocate our current lines on Engineering Drive. These items are being worked out with our Construction Office Nichols Engineering Renovation project management staff.

    The phone services will remain with Segra. However, IT has also worked with Segra to have a secondary failover circuit located in the RANA secondary data center. Installation of this circuit has not been complete at this moment. However, implementation of the new circuit will greatly assist with the Nichols Engineering Building renovation project mentioned above while our internet and phone cables serving the Post are being relocated.

- o   VMI IT has implemented new backup software for its local on-premises server and file storage environment. Microsoft 365 faculty and staff mailboxes and One Drives are now included in our general backup scheme. The full migration to the new software is under way and all recovery testing has been successful. This goal for procuring this software is to provide the capability of creating immutable backups. Immutable backups are designed to allow recovery from ransomware attacks.

- • IT Staff Update

    - o   VMI IT had no changes in our staff until just recently. Our printer technician will depart VMI on 1/27/2025 and we are in process of having our job vacancy posted for the replacement to this person.

- • Services

    - o   Scheduling software: The Institute procured CollegeNET software for overall Post scheduling. Operations and Planning department lead the overall project with integration support provided by IT and all involved have done a magnificent job. The software went live January 2025.