

UMS:IT CIO Open Forum

Wednesday, November 30, 2022

SUMMARY

UPDATES

COVID-19

David Demers shared current vaccination and compliance information. Approximately 34,000 cards for students, faculty and staff have been uploaded to the Point and Click portal. Students who are not fully vaccinated will be placed on registration holds for the spring semester. Employee compliance remains high at about 94% for full time employees and 80% for part time employees.

Brightspace Security Incident

David Demers provided an update on a recently discovered issue in Brightspace where a synchronization process allowed some students administrative access to some courses. Corrections were made on November 25 and forensic analysis has shown that no manual grade/assignment changes were made. Direct communications have been sent to students enrolled in the accessed courses and to the instructors of the courses. Global announcements are posted in Brightspace and the MyUMS portal and an email has been distributed to UMS faculty and staff. David shared a special thank you to those staff that worked through the incident.

Professional Development

Niki Woodhouse announced a special training offer for all IT staff. United Training has created a subscription program - the United Training Learning Credit Pool - designed to support the needs of UMS employees. The program aligns with the requirements of the recently announced Maine Workforce Development Corporation (MWDC) grant.

The cost for an annual subscription to United Training is \$1,200 per person. Through this subscription, staff can choose from over one thousand currently scheduled classes and hundreds of on-demand courses over the next twelve months. Each subscription includes:

- Up to five days of Application & Leadership Fundamentals Courses plus
- Up to five days of Technical & Leadership Deep Dive Courses and
- UT Now Library Access For One Year

More information is available in Niki's presentation slides or in the TDX article [United Training Learning Credit Pool Subscription - Information for IT Staff](#).

Multi Factor Authentication Pilot

Steve Premeau provided an update on the current status of the MFA pilot. All IT staff are being encouraged to participate in the pilot. Buy-in from all of IT and the feedback shared will be useful when MFA is activated across the UMS. A communication containing helpful reminders will be sent to MFA users before the holiday.

IT Staffing

New/Transitioning Staff

- Brian Hodgins, Network Engineer I
- Owen Robertson, Media Services Technician

Current Searches/Available Positions

- Classroom and Desktop Support Specialist (ITSS, UMA)
- Data Documentation & Communications Coordinator (Projects and Professional Services)
- Desktop and Classroom Support Technician (300 Fore St.)
- Director of Campus Technology (300 Fore St.)
- Network Operations Center Engineer (Infrastructure/Networkmaine)

Kudos

No kudos to share this time, however David Demers shared some information on Teamwork Empathy and indicated more to come on this topic at a future CIO Open Forum.

E-communication Tips to help foster empathy:

- Use phrases that convey understanding:
 - *I can relate to what you are going through*
 - *I appreciate your patience*
 - *I am happy to help you find a solution*
 - *I understand your frustration*
 - *I am sorry to hear about your experience*
 - *I can see why this is a problem*



CIO Forum

US:IT
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Agenda

- **Updates**

- UMS Coronavirus Fall Update
- Brightspace Security Incident
- Professional Development
- Multifactor Authentication Pilot

- **IT Staffing**

- New/Transitioning Staff
- Current Searches/Available Positions

- **Kudos**

- **Q&A**





PNC Vaccination Tracking

• UMS Vaccination Update

- PointNClick Portal Vaccination card upload and verification

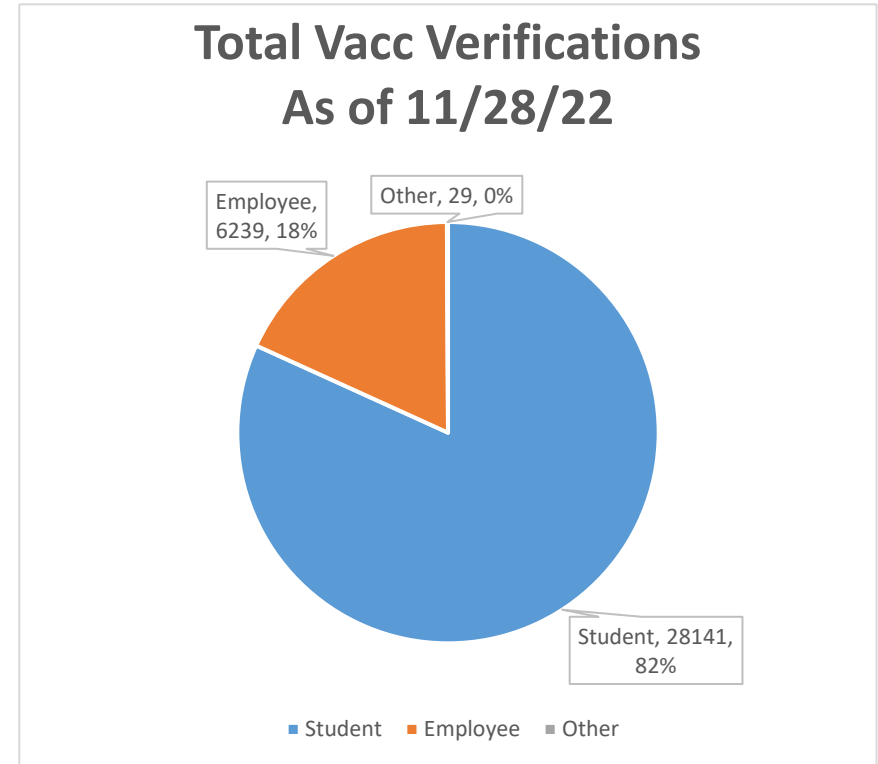
- **34,410** Vaccination Card Uploads

- **28,141** Students

- **6,239** Faculty/Staff

- **29** Other

- **17,062** Verified Booster Uploads

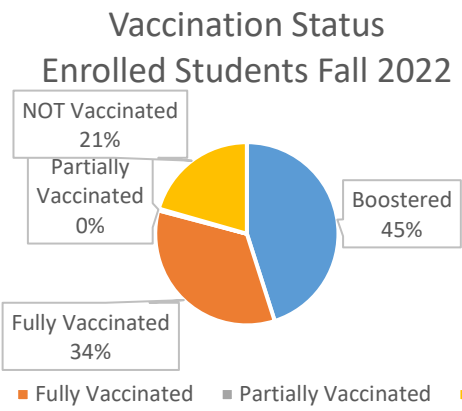




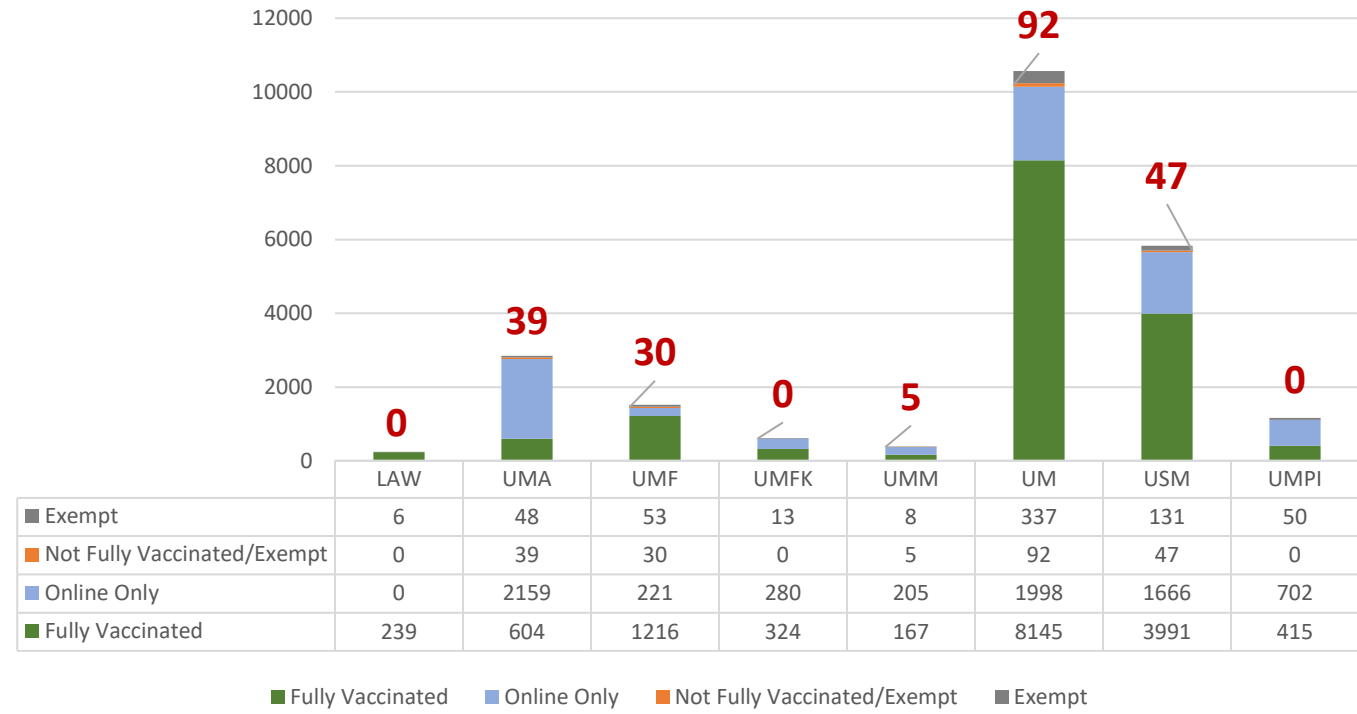
Student Compliance Tracking

• UMS Fall Student Compliance Update

- **213** Total NOT Fully Vaccinated, Non-Online Students (**0.9%**)
 - **23,191** Total Registered Students
 - 15,101 Fully Vaccinated (65.1%)
 - 7,231 Online Only (31.2%)
 - 646 Exemptions (8.9%)



Fall 2022 Enrollment -
Vaccination Status
As of 11/28/22





Student Compliance Tracking

• SPRING 2023 Registration Hold Assignments

• Current/Applied Spring Registration Holds

• **192**

• To Be Assigned:

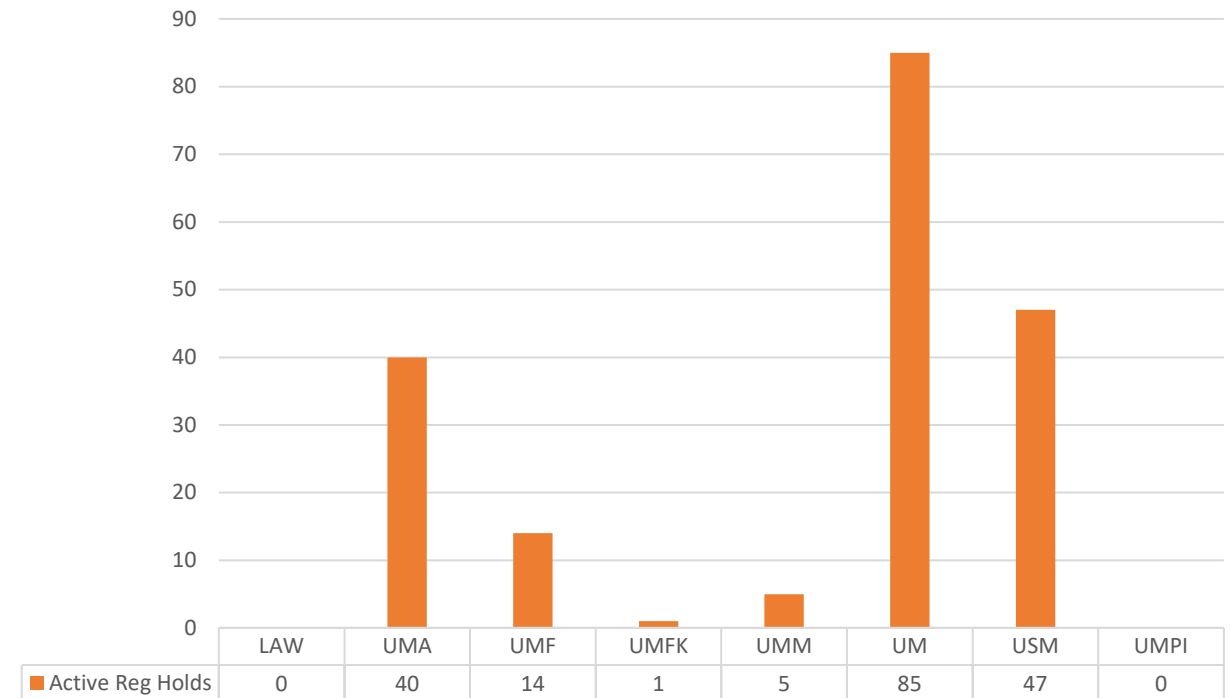
• **16**

• To Be Removed:

• **2***

- *1 Vaccination Verifications
- *1 Exemptions

Spring 2023 Active Registration Holds
As of 11/28/23





Staff Compliance Tracking

• UMS Fall Employee Compliance Update

• FT Employees

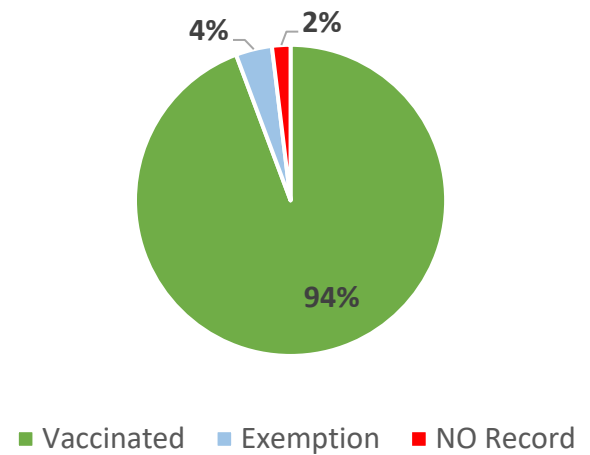
- 4,344 Total
- 4,090 Vaccinated (94.2%)
- 164 Exemptions
- **90** No Records Submitted

• PT Employees

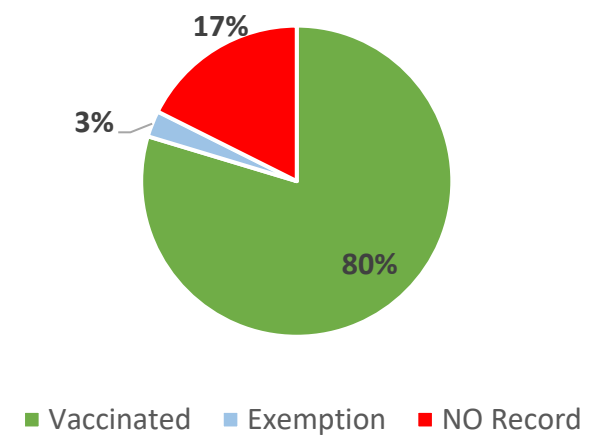
- 1,280 Total
- 1,022 Vaccinated (80.2%)
- 34 Exemptions
- **224** No Records Submitted

• *Investigating extension to use PointNClick for COVID-19 vaccination verification*

FT EMP Fall Compliance



PT EMP Fall Compliance





Incident Updates



- **Brightspace Security Incident**

- **Reported on 11/24; Student with Course Admin Access**
- **Identified issue with MS > BS account synchronization process**
 - **Granted Admin rights in Brightspace to a population of 242 UMA students**
 - **Access permissions corrected/restored on 11/25**
 - **No additional platform access was granted (e.g. MaineStreet)**
- **Exposure:**
 - **Individuals with admin rights had access to the global class list and course control panel**
 - **Includes access to the course gradebook**



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Incident Updates



- **Brightspace Security Incident**

- **Forensic Analysis**

- Of the 242 students granted admin privs, 80 were determined to have accessed Brightspace with the elevated role
- A total of 92 courses were accessed; 95% were accessed by students enrolled in the course
- Total enrollment (duplicated headcount) across all course sections that were accessed was 2,463
- Analysis of Brightspace gradebook access logs indicate no manual grade/assignment changes were made*



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Incident Updates



- **Brightspace Security Incident**

- **Communications**

- Campuses have been directly notifying the pool of 2,463 students enrolled in the accessed courses
- Campuses have notified instructors of the courses accessed by students with elevated privileges
- Global student announcements posted in Brightspace and MyUMS portal
- Global email to UMS faculty & staff distributed



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Incident Updates



- **Brightspace Security Incident**

- **Special Thank you**

- Justin Hafford
- Calvin Bishop
- Tom O'Donnell
- BJ Kitchin
- John Forker
- Ben Grooms



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Project Updates



- Professional Development Funding
 - Niki Woodhouse



Multi-Factor Authentication

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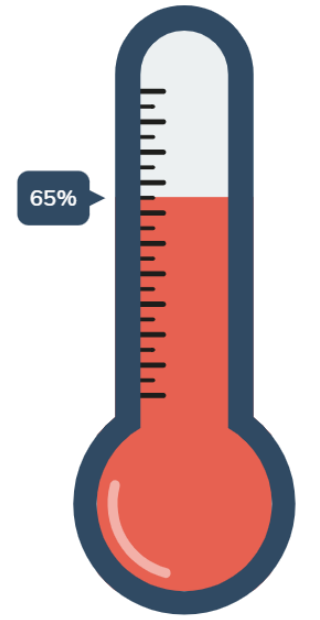


UMS:IT MFA Status



DEPTID	HEADCOUNT	MFA ACTIVE	PENDING	PERCENT ACTIVATED
	187	122	65	65.24%
SITACADBUS	13	10	3	76.92%
SITATECH	8	2	6	25.00%
SITCARDCEL	5	2	3	40.00%
SITCES	30	27	3	90.00%
SITCSUM	19	8	11	42.11%
SITCSUMA	6	5	1	83.33%
SITCSUMF	7	6	1	85.71%
SITCSUMFK	3	3	0	100.00%
SITCSUMM	1	0	1	0.00%
SITCSUMPI	5	3	2	60.00%
SITCSUSM	13	1	12	7.69%
SITECAS	20	19	1	95.00%
SITINF	24	10	14	41.67%
SITIS	4	4	0	100.00%
SITMGTEAST	4	2	2	50.00%
SITMGTWEST	3	2	1	66.67%
SITSPPL	9	9	0	100.00%
SITSUPPORT	8	6	2	75.00%
SITUTECH	5	3	2	60.00%

Goal:
80%





Code Generating Tokens

University	Campus	Location
UM	Orono	HelpDesk - Fogler
UM	Machias	Torrey Hall
UMA	Augusta	Katz Library
UMA	Bangor	Nottage Library
UMF	Farmington	Help Desk
UMFK	Fort Kent	IT
UMPI	Presque Isle	Help Desk
USM	Gorham	Upton Hall - IT
USM	LAC	Library - IT
USM	Portland	Luther Bonney Hall - IT



End of semester communication

- Sending reminders to MFA users as we approach the holiday break.
 - “Remember this device” functionality to be enabled.
 - UMS SSO MFA will soon allow device to be remembered for 10 hours
 - Don’t forget backup codes
 - Having a second method to complete MFA is key in many situations.
 - Tips for a smooth transition to a new phone.
 - Whenever possible ensure the new device is working correctly before resetting or disposing of the old device.
 - Contact the UMS:IT Help Desk when you have issues.
 - If MFA is not working, in all but a few scenarios (see the TDX KB) – “self support” will cause bigger issues.



New IT Staff/Roles



- UMS Shared Services - Networkmaine
 - Brian Hodgins, Network Engineer I
- UMaine ITSS
 - Owen Robertson, Media Services Technician





Current/Upcoming Searches



- **USIT Shared Services**

- **Projects & Professional Services**

- Data Documentation & Communication Coordinator

- **Networkmaine**

- Network Operations Center Engineer

- **UMA ITSS**

- Classroom and Desktop Support Specialist

- **300 Fore Street**

- Director of Campus Technology
 - Desktop and Classroom Support Technician





Kudos & Acknowledgements



• Teamwork Empathy

- Sympathy:
 - Defined by feelings of pity for another person, without really understanding what it's like to be in their situation.
- Empathy:
 - Capacity or ability to imagine oneself in the situation of another, experiencing the emotions, ideas, or opinions of that person.





Kudos & Acknowledgements



• Teamwork Empathy

- 2022 State of Workplace Empathy report:
 - *Survey of CEOs suggested:*
 - *During pandemic, employees began to feel less connected to colleagues and the workplace*
 - *Lack of opportunities for face-to-face interaction have impacted the ability to connect at a personal level*
 - *Had led to increased stress, anxiety and overall decline in morale*





Kudos & Acknowledgements



• Teamwork Empathy

- E-communication Tips to help foster empathy:
 - Use phrases that convey understanding:
 - *I can relate to what you are going through*
 - *I appreciate your patience*
 - *I am happy to help you find a solution*
 - *I understand your frustration*
 - *I am sorry to hear about your experience*
 - *I can see why this is a problem*
- *Hoping to reserve a future portion of Forum to discuss ways we can foster empathy within our team*





CIO Forum



- **Comments/Questions?**

