



New Division of Digital Learning

Provost Whittaker recently announced the formation of a new Division of Digital Learning, which includes the Center for Distributed Learning, the Office of Instructional Resources, shared leadership of UCF Online, mobile strategy, and a number of other digital initiatives focused on student retention, engagement, success, and access. The goal is to elevate the university’s digital learning efforts strategically across the university, and to increase access and improve learning outcomes.

Dr. Thomas Cavanagh oversees this new division as vice provost. The Division of Information Technologies and Resources now includes University Libraries; UCF IT, Space Planning, Analysis, and Administration; the Information Security Office; and the IT&R Business Center.

IT2020

IT Professionals Committee

The IT Professionals Committee, which is an element in IT2020 governance, works to establish a comprehensive UCF IT community by identifying areas of opportunity to enhance capability, efficiency, effectiveness of UCF IT services. Recent IT Pro agenda topics included UCF Downtown, means to improve communication, and the structure of various UCF IT-related committees. The committee posts the agenda and minutes of the meeting on the IT2020 website at <http://www.itr.ucf.edu/IT2020> (please copy and paste the URL).



Left to right: Craig Anderson, Joel Hartman, Mike Sink, Joe Alcalá, Tim Neubrander, JP Peters, Kris Benoit, Richard Caldwell, Craig Froehlich, Bryce Jackson, Larry Jaffe, Adiaak Gavarrete, and Bob Mello
Not pictured: Mike Callahan, Chad Macuszonok, Aaron Misiano, and Andrew O'Mara

UCF IT Cohort 2

The second cohort of departments beginning to migrate into UCF IT includes UCF Connect, College of Undergraduate Studies, Center for Distributed Learning, Office of Instructional Resources, University Libraries, and ORC-GRD. An initial Cohort 2 project will be migration of distributed IT service desks into the enterprise ServiceNow platform.

New Canvas Tool

A team from the UCF Libraries and the Center for Distributed Learning has launched a new external tool in Canvas that embeds appropriate LibGuides into individual courses. LibGuides are online librarian-curated research guides, created for a subject area or specific course. Faculty who piloted the new Canvas feature report being impressed with the easy access to library resources for their students.



SPAA Update

The new university space database, Archibus, is in production. To achieve its full potential, the architectural drawings of all buildings must be verified, updated in AutoCad format, and entered into the Archibus database. To accelerate this process, the Facilities and Safety department plans to bring in a vendor to update more than 50 buildings, covering more than 2 million square feet. This project is slated to kick off with a pilot building this fall. Assuming all goes according to plan, Space Planning Analysis and Administration (SPAA) will verify the new vendor plans and enter them into Archibus.

Information Security Awareness

October was National Cyber Security Awareness Month. The UCF Information Security Office celebrated this month by distributing several emails to the UCF faculty and staff discussing information security topics and hosting its 13th Cyber Security Conference for IT professionals on campus.

Information security is a shared responsibility, and we all must do our part to protect our personal and university information. We'd like to share some do's and don'ts regarding information security:

- **DO** use the university-provided email system, Microsoft Office 365, when communicating restricted data.
- **DO** secure your workstation (lock or log off your session) when you leave your desk.
- **DO** run the most up-to-date version of your web browser, browser plug-ins (e.g., Adobe Flash, Java), email software, and other programs.
- **DO** use the university-provided VPN solution to securely connect to UCF resources from remote, untrusted networks, such as public Wi-Fi networks, Internet cafés, etc. No other methods are acceptable for remote access.
- **DO** use complex passwords that cannot be easily guessed.
- **DO** look closely at links in an email by hovering your pointer over them. Copy and paste a link from an email message into your web browser. Scammers can make links look as though they go to a legitimate site, but will actually send you to a harmful website.
- **DO** make frequent backups of critical data, or email, that you do not want to lose.
- **DO** be skeptical of any email messages containing urgent requests or requiring an immediate response — this could be a phishing attempt to obtain personal information.
- **DO** contact the Service Desk at (407) 823-5117 if you have any concerns regarding emails.
- **DO** forward any suspicious emails to: sirt@ucf.edu
- **DO** follow the UCF email retention policy. Most email must be retained for seven years.

- **DON'T** copy, download, or store Highly Restricted data from the university's administrative systems to your PC, laptop, smartphone, public webserver, personal cloud storage system, or any portable storage device.
- **DON'T** use the same password for multiple accounts.
- **DON'T** use a computer without having up-to-date antimalware software running on it.
- **DON'T** download programs, applets, and images from unreliable and unknown sources — you might also be downloading malicious software.
- **DON'T** respond to email or any other communication requesting personal or financial information.
- **DON'T** forward your UCF business email to a third-party external email system, such as Gmail, Hotmail, AOL mail, Yahoo mail, or any other third-party email system. Such action could potentially expose restricted data and your personal email account inbox may become subject to Florida's public records laws.

For more information security tips, please visit the UCF Information Security Office website by copying and pasting this URL into your browser: <https://infosec.ucf.edu>

For the university's Data Classification and Protection Policy, which includes definitions of Restricted and Highly Restricted data, visit:
<http://policies.ucf.edu/documents/4-008.1DataClassificationAndProtection.pdf>

IT&R Updates

Business Center Update

The Information Technologies and Resources (IT&R) Business Center opened in January of this year. This diverse group of dedicated human resources and budget professionals work as a team to provide high quality, efficient services to units in IT&R. Similar to the university-wide IT2020 initiative, the shared services Business Center is designed to enhance services for faculty and staff through more effective organization of resources and functions, and reduce redundancy and duplication of efforts across UCF.

A current IT&R Business Center project is to leverage ServiceNow to create approval workflows, provide transparency, and accurate reporting of HR, procurement, and travel services requested by the departments. ServiceNow will speed transactions through workflows, monitoring, and reporting.

Diversity Update

The Information Technologies and Resources (IT&R) Diversity Task Force, in collaboration with ODI and the Library, is assembling a portfolio of diversity and inclusion-related classes, events, and talks across campus. The task force is working with HR to incorporate ABCs of Diversity in the hiring process, toward our goal to have 100-percent completion for all IT&R employees.

Library Assistant Receives Oscars Internship

Angiemarie Villafañe, senior library technical assistant in the cataloging department at the John C. Hitt Library, recently completed a summer internship with the Academy of Motion Picture Arts and Sciences in Los Angeles, California. A graduate student of archival science, Villafañe interned at the Academy Film Archive in the Pickford Center for Motion Picture Study in Hollywood. Her work included inspecting and cataloging 8mm film home movies and fixing catalog records for digitized Oscars' footage, dating back to the third Academy Awards ceremony in 1930.

This extremely prestigious internship took place under The Academy GOLD Talent Development and Inclusion Program, a multi-tiered educational and experiential diversity initiative. As one of 70 interns representing top film entertainment, technology, production services, and digital media companies, Villafañe took part in exclusive access to academy member screenings, studio tours, and educational workshops, as well as interactive panels, mixers, and meet-and-greets with directors, producers, actors, and other movie industry professionals.



Angiemarie Villafañe

Strong Passwords and MFA

Massive data breaches continue to occur. In one, a startling 35 percent of accounts were found to use common passwords, making them trivial to crack. In another, a third of the passwords were six characters or less, making them crackable in seconds. Longer, more complex, passwords increase security and are required by UCF Policy 4-007.1.

To further increase user account security, UCF IT has implemented Multi-factor Authentication (MFA) in myUCF for all employees who access their W2 or direct deposit information or who have access to another person's information. MFA combines something you know (login and password) with something you have in your possession (cell phone, app, USB security token). Many Internet sites are making MFA available, and you are encouraged to take advantage whenever possible. The DUO app in use at UCF works with a number of Internet sites' MFA protocols.

Vendor Risk-Management Process

As you may know, UCF's Information Security Office facilitates a Vendor Risk-Management (VRM) program for the university. All third-party vendors and solutions that will be storing or processing UCF data are reviewed as part of this program, with the goal of ensuring that vendors meet UCF's security and compliance requirements when handling university data. These comprehensive reviews can include an assessment of the vendor's security posture and the security of the solution itself, a review of the data involved and any associated compliance requirements, a data security-focused legal review of contracts and agreements, and more.

Over the past few years, cloud adoption has steadily increased and will continue to grow. To meet the demand in this area, ISO's Risk and Compliance team has been working to make the VRM process as efficient as possible. Keep an eye out for announcements of the rollout of the following process improvements via IT&R channels in the coming months:

- Vendor Risk-Management request in ServiceNow — All new VRM requests will be submitted via a new ServiceNow request form. This form will guide your team through the submission of a prospective vendor or solution and ensures all of the information and documentation needed for a review is collected upfront. It will also serve as a central place to track progress and communications.
- VRM resources on infosec.ucf.edu — The Risk and Compliance section of the Information Security Office website will soon have a one-stop-shop for all VRM resources, including information about the program, FAQs, supporting documents, and more.

The Information Security Office looks forward to continuing to work with UCF units to ensure a methodical and secure approach to adoption of cloud services and third-party vendors.

21st Century Library Project Update

Elements of the 21st Century Library project completed to date include:

- All stairwells remodeled
- Restrooms on the "Student Union side" of the building upgraded and made more accessible
- 105 electrical outlets added throughout

Work continues on the elevators and the Automated Retrieval Center (ARC). The new 173-seat Quiet Study Zone on the fifth floor will open during spring semester 2018. After final exams in mid-December, books will be ingested into the ARC, so expect noise and dust during the spring semester. Books will be withdrawn from the first floor and book trucks will travel through the second (main) floor Knowledge Commons to a bridge leading into the ARC, which will be fully operational in 2019. For more information, copy and paste this URL into your browser: <http://library.ucf.edu/21st>

Enterprise Applications Committee

UCF IT is working with stakeholders across campus to re-charter the current LEAP (Leading Edge Administrative Project) Executive Committee to a new governance group to be named Enterprise Applications Committee (EAC). The EAC will focus on the coordination of functionality, implementation, and development of our enterprise applications and ensuring IT investments and projects align with university goals and objectives. The committee will also focus on evaluating needs to integrate with, replace, and modify university enterprise applications. Additional information will be provided as the charter and membership are finalized.

NIST Compliance

In November 2011, the National Archives and Records Administration (NARA) released an implementation strategy to protect Controlled Unclassified Information (CUI), which is information the government creates or possesses, or that an entity creates or possesses for or on behalf of the government, that a law, regulation, or government-wide policy requires or permits an agency to handle using safeguarding or dissemination controls. The acronym "CUI" is now the exclusive official designation of such information and will replace all other designations, such as FOUO, SBU, etc. Information that constitutes CUI is generally not intended for public dissemination and includes, but is not limited to, certain controlled technical information, export-controlled information, immigration, financial and medical information, etc. Such information may include technical information provided by a research sponsor, generated by researchers, and even student financial aid.

The federal government requires that CUI, in any form, be protected in accordance with physical and electronic security standards, as outlined in the National Institute for Standards and Technology (NIST), Special Publication, 800-171 "Protecting Controlled Unclassified Information in Nonfederal Information Systems and Organizations." NIST SP 800-171 enumerated 110 security requirements for protecting the confidentiality of CUI resident on nonfederal IT systems that process, store, or transmit CUI, or that provide security protection for such components.

Departments and research centers and institutes, including faculty and staff faculty generate, store or process CUI, will be required to comply with all 110 security controls. The Office of Research and Commercialization is implementing a NIST SP-800-171 compliance program to assist all affected departments, units and personnel. For more information, please contact Elvis Moreland, at Elvis.Moreland@ucf.edu, or Michael Miller, at Michael.Miller@ucf.edu, with the Office of Research Compliance.

UCF Libraries Contributes to "The Vietnam War"

Materials from the UCF Libraries Special Collections and University Archives' *Archimedes L.A. Patti Research Papers, 1922-1993* were used in the first episode of Ken Burns' and Lynn Novick's documentary "The Vietnam War." The Patti collection contains research materials collected by Archimedes L.A. Patti for use in his historical writings. Known for his military career, his work in the Office of Strategic Services (OSS) and his relationship with Hồ Chí Minh, Patti was recognized later in life as a respected researcher and historian on Indochina. The Patti collection includes notes, manuscripts, ephemera, photographs (given to Patti by Ho in 1945), maps, books, and scrapbooks. The Burns documentary features several photographs from the Patti materials, including images that Ho gave to Patti documenting famine conditions in Vietnam in 1945.

Oracle Database Virtualization

In October, UCF IT completed the final (database) phase of migrating PeopleSoft from physical Oracle servers to Dell virtual machines running VMware on Red Hat Enterprise Linux. All other elements of UCF's PeopleSoft systems were previously converted. This massive project will reduce operating costs, increase system performance, and position UCF IT to take greater advantage of cloud computing vendors, such as Microsoft and Amazon.

UCF Information Technologies & Resources Websites

Information Technologies & Resources (IT&R) <http://itr.ucf.edu>

Information Security Office <http://it.ucf.edu/security>

IT&R Business Center <http://bc.itr.ucf.edu>

Space Planning, Analysis, and Administration (SPAA) <http://itr.ucf.edu/spaa>

UCF IT <http://it.ucf.edu>

University Libraries <http://library.ucf.edu>