

Information Technology Committee

March 13, 2014



IT Office Building

- Move in began – October 17, 2013
- Building dedication – November 22, 2014
- Feedback from “Who Moved my Cube”
 - It is a privilege to work in this environment
 - Promotes teamwork and brainstorming conversations
 - Increased productivity
 - Ability to collaborate and use collaborative spaces
 - Appreciate getting to know my co-workers
 - Freedom to work in different spaces to accommodate needs
 - Enjoy cafeteria area
 - Great parking

Data Center

- Construction completed
- Certificate of occupancy – January 31, 2014
- Cabling, servers, network, and other equipment installation ongoing
- Burn-in and stabilization of new equipment required before data is transferred
- Within time variance and under budget

Server Breach

- Metrics
 - 87 GB of data
 - 72,893 files
 - 4,607 folders
- ConnectND was NOT accessed
- Phase I: Mitigation – February 7-10, 2014
 - Incident discovery, initial forensics, lockdown
 - Compromised account identified
 - Network forensics initiated

Phase II: Investigation

- February 11-14, 2014
 - ▣ Incidence Response Team convenes
 - ▣ Detailed forensics begin internally
 - Additional controls implemented
 - Access limited to mission critical users
 - ▣ Multi-State Information Sharing & Analysis Center (MS-ISAC) engaged
 - MS-ISAC confirms our initial forensics



Phase II: Investigation

- February 15-21, 2014
 - ▣ Initiated detailed analysis to identify sensitive information on server drive
 - ▣ Continued analysis of security posture
 - ▣ MS-ISAC initiates detailed forensic analysis
 - ▣ External vendors contacted to assist with notification, call center, and ID protection

- February 22-28, 2014
 - ▣ Extensive data cataloging and user identification
 - ▣ MS-ISAC continues forensics analysis



Phase III - Notification

- February 28 – March 5, 2014
 - Local, state, and federal law enforcement engaged
 - Governor, State Board of Higher Education, University Presidents notified
 - Legislative leadership notified
 - Students, faculty, and staff notified
 - Public notified via news release and press conference
 - Website created with FAQs and information
 - Incidence Response Team makes final decisions on notification, call center, and identity protection services
 - Call Center goes live on Friday, March 14 and email notification begins



Costs

- AllClear ID
 - Identity Theft Protection Coverage
 - 1 year of coverage
 - \$87,000
 - Call Center Services
 - 90 days
 - \$132,000
- Open Records requests
 - Estimating \$10,000 thus far
- Waiting on estimate for network intrusion detection



Prevention

- Campuses notified March 11, 2014 that ITD will begin providing threat prevention and detection services to NDUS Internet links
- Reviewing security policies and procedures
- Reviewing and restricting user access
- Creation of a cross functional security team
- Reviewing and enhancing staff training on IT security
- End Point Task Force will recommend a solution for securing mobile devices



Contact Information

- The call center can be reached by calling (855) 711-5990 after 8:00 a.m. CST on Friday, March 14
- Website: www.ndus.edu/data
- Questions?
- Thank you!

