

**Subject:** Information Technology Update - Fall 2016 Report

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## Information Technology Update Fall 2016 Report (11/6/2016)

Dear COM Community:

We hope you have been enjoying the colorful autumn season! In this quarter, the Information Technology Department has continued its efforts to build out our infrastructure and to position ourselves to deliver efficient and effective services. The following is the synopsis of our key projects.

### **Communication network improvement**

In collaboration with our [CENIC](#) partner, the District has acquired an additional uplink connectivity for our Kentfield site. Now, the college is connected to the California Research and Education Network (CalREN) through two (2) distinct hubs: a) IVC to Sunnyvale, CA and b) KTD to Oakland, CA. The move offers uplink redundancy and increases COM's overall data network resiliency. Similarly, in collaboration with our voice carrier companies, we have deployed multiple sets of phone and voicemail circuits and servers on both campuses. We have continued upgrading legacy analog phones to IP phones. The project includes the initial phase of our Unified Communication plan.

### **Wireless**

Wireless access was a key demand from the community in our prior surveys. We are proud to have taken on that challenge. We have recently invested more than \$ 70K in wireless improvement and expansion. For the first time, IVC pool users would benefit from the newly installed outdoor wireless. Our Cloudpath wireless onboarding tool registered to date 3,615 users with 7,721 personal devices, and counting... Help desk articles are available from the IT website to help users that are having difficulties connecting their devices.

<http://it.marin.edu/support/help-center>

### **Multimedia: Zoom conferencing & digital signage**

We encourage committee leaders to use the District's video and web conferencing service. The tool securely integrates into the Outlook calendar and offers audio/video communication and screen sharing on any communication platform (including mobiles). We are working to furnish our conference rooms with [Zoom equipment](#). We are also at the initial phase of the [Digital Signage](#) deployment. We expect these digital displays to improve campus communication and help with general announcements.

### **Security challenges**

As many of our applications are moving to the cloud and a single credential (SSO) is used to access an array of resources, the threat of user account breach has become serious. We are currently implementing findings and recommendations from two (2) recent security audits. We have hardened our endpoints to deny requests from unknown executables. New firewall rules are blocking malware activities. The network is properly segmented and wireless traffic is encrypted and controlled. We are actively preparing for password policy enforcement as required. Please note that these practices are not for imposing restrictions on our users; rather the intent is to create a safer and secure environment for all.

### **Ongoing and future projects**

The IT Department is at various stages of many other projects, which may have impact on your business processes:

- We are working on a plan to upgrade the MyCOM LookingGlass Portal. The improvement will be totally transparent to our users but will integrate new back-end features such as Shibboleth, CAS, multifactor authentication (DUO), and inCommon Federation.
- We are working with Microsoft Imagine and Kivuto to provide our students and faculty free licenses for key Microsoft applications, such as Visual Studio. We will share more information once the web stores are ready for download.
- We are planning to deploy new computers at KTD in student lab LC150.

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