HEALTH SCIENCES FACULTY COUNCIL
Minutes
May 2, 2017


Guests & Speakers: M Amey, B Rhodes
Recorder: C Dooley

<table>
<thead>
<tr>
<th>Call to Order Dr. William Wachsman, Chair -</th>
<th>• Chair Dr. Wachsman called the meeting to order at 5:04p.m.</th>
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<tbody>
<tr>
<td>Dr. David Brenner, Vice Chancellor/Dean - Announcements</td>
<td>• Dr. Bess Marcus championing the Masters in Public Health Program still on-going; would like a Public Health School but State funds are limited thus need a substantial gift/donations.</td>
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<td>• More transparent compensation plan with funds flow currently monies goes to hospital then hospital transfers money to CPO at $/RVU; then once that is transferred the CPO transfers that money dollar for dollar to the generating departments. Then departments have to create a proposal for a compensation plan which does not have to be dollars to RVU. Questions is how much should the departments tax? Within limitation the Chair of each department should help make those decisions</td>
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<td>Dr. David Brenner, Continued….</td>
<td>• JMC: very successful, patients and faculty love it. Yet we have yet to maximize the OR room utilization</td>
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Dr. William Wachsman, Chair - Announcements

- Scheduled for June and July Agenda are filling up nicely: Joel Dimsdale will come and present on the UC wide topics that are coming down the pike. We will also have the EPIC team come due to faculty morale impact. Vivian Reznik will come to talk about climate surveys. Then in July Dr. Huang will discuss GMEC issues and we will wrap up discussions on teaching. And hoping to get Andy and Bob to discuss Academic Affairs and help provide an update.

Mark Amey, – Director, Information Services

Presentation: IT Progress & Security Update
(Last presented with HSFC in Sept. 2016)

- April 2016 major outages on hospital side and in professional schools as well. Things have improved since then.

Initial Impressions of IS Operations & Infrastructure: People, Process and Tools
- Restructured teams to align for operations & growth
- Hired critical new technical roles
- Blended key UCSD & UCI positions: CTO, Client Services Director, Helpdesk Manager, Desktop Engineering Manager, PMO Director, and more coming soon
- Benchmarked key areas for cost and staffing (IE Helpdesk)
- Stabilized change management
- Defined and unified escalations and outage notifications with UCI
Mark Amey, – Director, Information Services
Continued…

- Narrowed Security Director’s focus to just security
- Started defining PMO processes
- Conducted first external security audit
- Developed a Hosting Strategy
- Standardized on ServiceNow for IT service management and moved to UCI platform
- Agreed to migrate to ServiceNow for Project Management
- Standardized desktop management tools
- Initiated desktop lock-down /standardization (more to come!)
- Implemented key security tools

ITSS Accomplishments FY17 (to date):
- Governance
  - ITSS Steering Committee Relaunched
  - Co-chaired by Dr. Igor Grant & Mark Amey
- Staffing
  - Successfully migrated 42 FTE’s into IS and realigned staff into appropriate roles (security, desktop, server, helpdesk, PM, AV, etc)

Budget
- Managed to FY17 ITSS Budget of $6.3M
- FY18 Budget to stay FTE neutral and increase by 3% to $6.5M
- Desktop refresh excluded (funded by departments on a 4-5 year refresh)
- Reached agreement on charge back model for FY18

Security
- 3 Major security incidents responded to last year
- 115 compromised user accounts addressed in March
**Mark Amey, – Director, Information Services Continued...**

- Completed first external audit - ever
- Helpdesk
  - Most support calls now routed
  - through the Service Desk (3HELP)
  - Deployment of ServiceNow as single system to handle all requests and incidents for Professional Schools, Hospitals, and UCI
  - Servers
  - Server Consolidation: ~50+ Servers from Shiley, Medical Education, Moores Cancer Center, etc.
  - Separating and Consolidating Storage: 100TB+ of collaborative file storage & home drives.

**Desktop Support**
- Remote Support Software Installed on
- ~ 2000 devices
- Over 600+ computers refreshed
- Altman Clinical Transition Research Institute (ACTRI) Move: Moved 900+ Health Science Staff from various locations into the ACTRI building

**Audio Visual**
- Centralized group created to provide services for all of Health Sciences
- Refreshed 20+ conference rooms

**Top 3 Types of Cybersecurity Breaches**
1. Malware & Hacking (54%)
   - Exploit of technical vulnerabilities: not keeping up with patching, not refreshing technologies, missing or inadequate security controls
   - Phishing attacks: trick users to execute malware or give up username/password
2. Physical (22%) - lost/stolen computers, portable storage devices and mobile phones that are not protected
3. Errors (17%) - misaddressed email, storing
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<th><strong>Mark Amey, – Director, Information Services Continued...</strong></th>
<th>data in locations without appropriate security controls, misdirected faxes or after visit summary given to the wrong patient</th>
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<td><strong>Top 3 Recommendations to Reduce Breaches:</strong></td>
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<td>1. Full implementation of the Center for Internet Security (CIS) 20 Critical Security Controls</td>
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<td>2. 2-Factor authentication</td>
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<td>- Elevated accounts (Mar 2017) – 95% complete</td>
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<td>- Remote access (May 2017)</td>
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<td>- MyChart (TBD) – using similar method as banks</td>
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<td>3. Data encryption</td>
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<td>- All data communications in/out of data center</td>
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<td>- Laptops - all Health IS managed devices are encrypted, HSPS laptops currently unmanaged but per policy should be encrypted</td>
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<td>- Workstations (targeting Dec 2017 for all UCSD Health)</td>
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<td>- Personal devices – mobile device management enforcement by April 2017, home devices currently unaddressed, but moving to portal</td>
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<td><strong>Conclusion - FY18 Plans:</strong></td>
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<td>- Standardization – Complete migration of departments –7/17 for majority</td>
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<td>- Refresh – develop refresh cycles and budgets for Servers, AV, &amp; Desktop</td>
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<td>- Helpdesk</td>
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<td>- True 24x7 Service Desk support coming in May 2017</td>
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<td>- Building out robust self-service request process for summer</td>
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<td>- Desktop</td>
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<td>- Align on desktop hardware standards</td>
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**Mark Amey, – Director, Information Services Continued…**

- Re-launch desktop refresh
- Servers – migrate backups to UC Health standards; start work on disaster recovery
- Office 365 – Start user foundational work
- Audio Video – Deployment of ZOOM to the desktop along with UCI
- Research Architecture – Continue development to move to Amazon Cloud

**Approval of Minutes**

Dr. William Wachsman, Chair - Minutes for the April 4, 2017 meeting were submitted for approval

- There was not a quorum for voting on April’s meeting minutes thus both April and May’s minutes will be voted upon on June 6th meeting.

**Adjournment**

- The meeting was adjourned at 6:12 p.m.

**Next Meeting**

- Tuesday, July 11, 2017 – 5:00 p.m. @ MET 120.27 (New date/location)