



California Community Colleges

# Telecommunications and Technology Advisory Committee

Fall 2022 Bi-Monthly Meeting

September 15, 2022

# Agenda

- Welcome
- Chancellor's Office Updates
- Annual Technology Priorities
- Systemwide Security Updates
- CENIC
- Wrap-up



# The *Vision* + Digital Equity

*Anyone in California seeking a postsecondary education, regardless of what they look like, where they live, time since high school, and their preferred education modality should have on-demand access.*

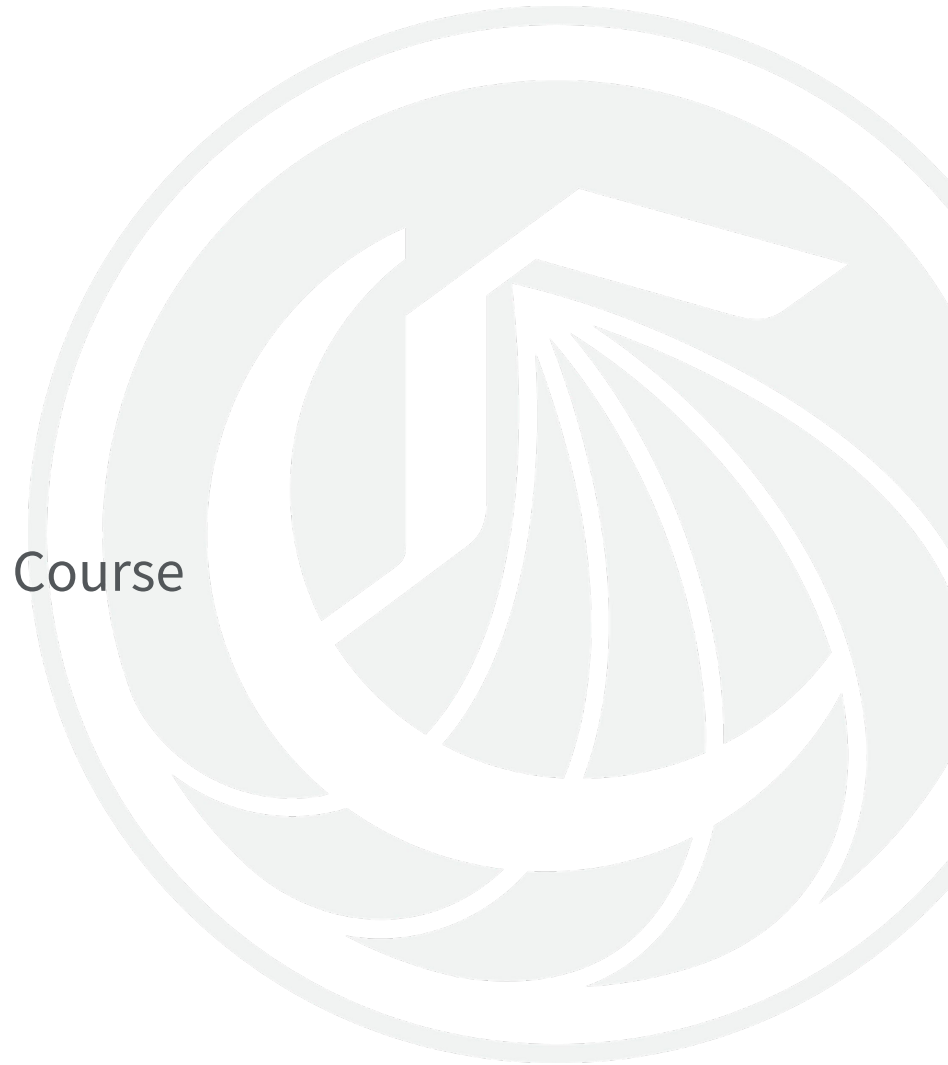




# Chancellor's Office Updates

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- Technology communications review
  - Monthly memos
  - Leverage VRC more/better
  - Digital Futures Newsletter revamp
- Increasing CISO Engagement
  - Recurring meeting with CISOA Board and VC
  - Representation on Statewide Groups (e.g., Common Course Numbering)
  - Support 2023 CISOA Summit planning
- FY22-23 Budget Updates



# Course Exchange Implementation

- Increased engagement (with Emergency Conditions requirement)
  - 94 Consortium Agreements
  - 57 Course Finder API
  - 81 Financial Aid agreements
- Addressing financial aid administration
  - Walkthrough demo with Chancellor's Office (August 2022)
  - Live demo set for Chancellor's Office (September 2022)
  - Financial aid integration pilot



# Systemwide Application “CCCApply” Updates

- Continued SSS maintenance
- Address known issues
  - Completed User Experience enhancements
    - Improved help and tooltip organization
    - Revised and enhanced application review step
    - Application text changes throughout student workflow
  - In progress:
    - Support Chancellor’s Office CCCApply Redesign Task Force planning



**CCCApply “start to completion rate” is up ~5%**

# “CCCApply” Overhaul/Redesign Update


- CCCApply Task Force Planning to result in
  - Proposal for how to advocate for changes to the application items
  - Proposal for how to organize a CCCApply Task Force
- Launch CCCApply Task Force
  - Engage with legislature in 2023 for application simplification
  - Tentative Task Force launch in 2023
- Commence listening tour and provide ongoing support

**What else can the Chancellor’s Office do in the short-term?**



# Systemwide Architecture Committee

- Identified 3 low usage applications to revisit investment and implementation strategies with EdTech grantees
- Chancellor's Office Service catalog
  - Need identified, but not clear on scope
  - Short-term: consolidate and improve onboarding for new CISOs/CTOs
- Concerns about common ERP
- More discussion needed on FY22-23 Systemwide Technology Priorities



# FY22-23 Systemwide Technology Priorities

# FY22-23 Systemwide Technology Priorities

- Progress overhaul/redesign of CCCApply
- Eliminate end of life software and hardware
- Implement multi-factor authentication locally and systemwide
- Provide guidance on patching and software updates
- Mature systemwide technology support
- Document system technology architecture via grant renewal process (particularly to inform and progress common ERP conversations)
- Progress change control implementation (e.g., SLAs w/ ERP vendors)

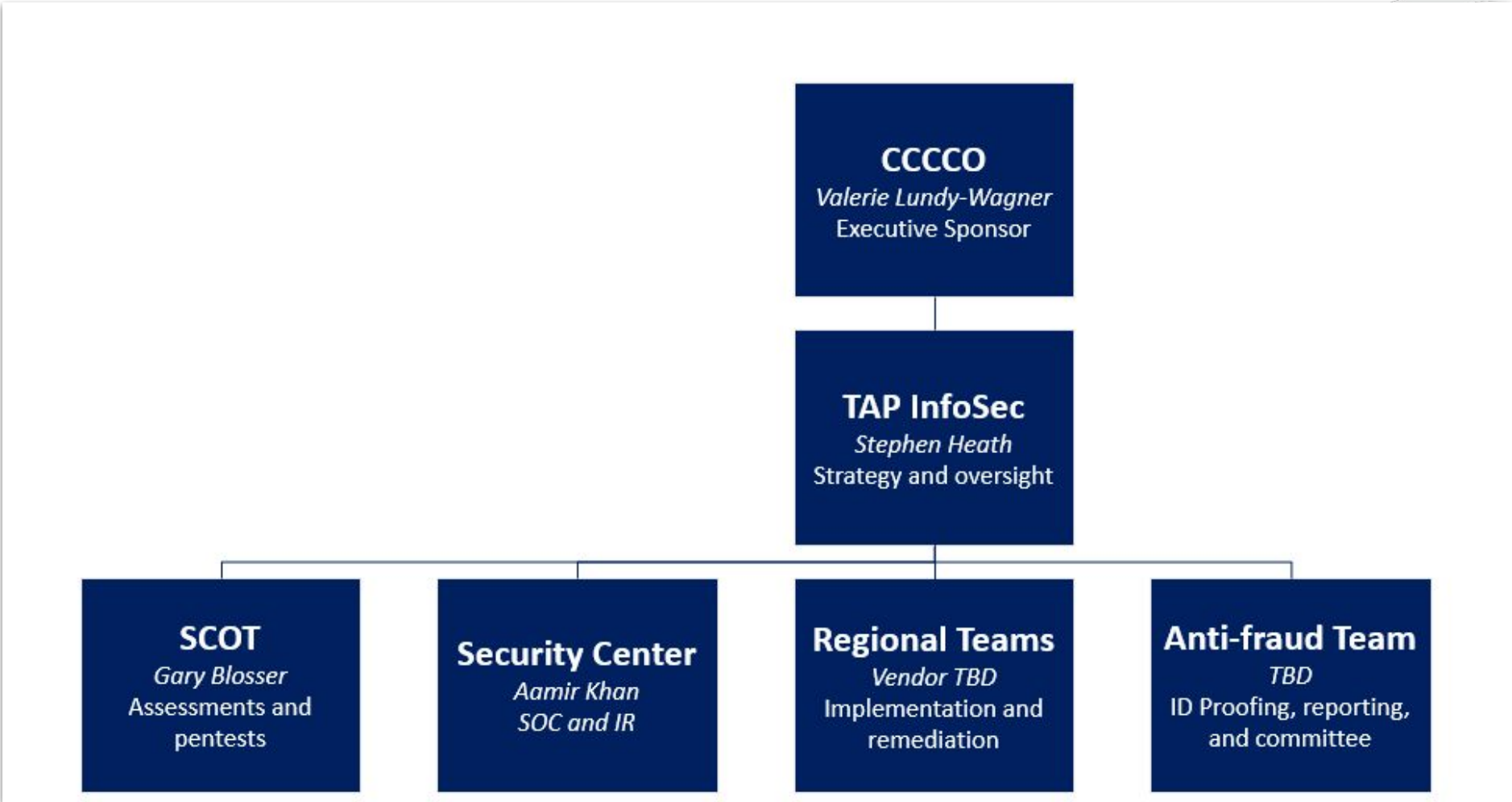


# Systemwide Security Updates

# FY 22/23 Information Technology and Security Funding

- Annual state budget provides an enormous opportunity for improvement of IT infrastructure and cybersecurity
  - AB 178 provides \$25 million on ongoing funding
  - AB 183 provides \$75 million in one-time funding

# FY 22/23 FY Systemwide Security Support Framework



# Statewide Security Services – Update

- Self-Assessment
- Triennial Assessments
- Remediation Updates
- A5+Security Licensing
- Security Operations Center



# Cybersecurity Self-assessment

- Sent to the field August 23, 2022
- Current status:
  - Not started: 14 districts (19%)
  - Less than 50% complete: 13 districts (18%)
  - 50% or more complete: 18 districts (25%)
  - Completed: 28 districts (38%)
- Due on September 30, 2022, at 5:00 PM





# Triennial Security Review and Pentest

- Performed by the Systemwide Cybersecurity Oversight Team (SCOT)
  - Lead by Gary Blosser
- Goals:
  - External / Internal penetration test (replaces TechCenter service)
  - Provide third-party validation of cybersecurity controls
  - Identify process maturity level
- Begins in October 2022
  - Five districts already volunteered for pilot

# A5+Security

- Collaborating with Microsoft on creating a configuration standard
  - Selecting pilot schools for configuration based on self-assessment
  - Standard should provide common baseline for all districts
- Professional Services support is still under evaluation
  - Negotiating with Microsoft to provide options based on level of need
  - More information will be available following self-assessment completion

# Security Operations Center

- Managed Detection and Response service is a priority
  - Undetermined if service will be in-house, through partner (e.g., MS-ISAC), or another vendor
- Service should include:
  - SIEM platform
  - 24x7x365 coverage
  - Service Level Agreement based on criticality
  - Ability to perform triage based on playbook
  - Threat Hunting and Incident Response support



# Security Operations Center

- Strategic plan being created by the TechCenter for approval by Chancellor's Office
  - Feedback on plan will be obtained from TTAC, SAC, and CISOA
- Goals for FY 22/23
  - Strategic plan submitted in October 2022
  - Operational plan submitted in December 2022
  - Three pilot districts in January 2023
  - Nine additional districts in April 2023





CENIC

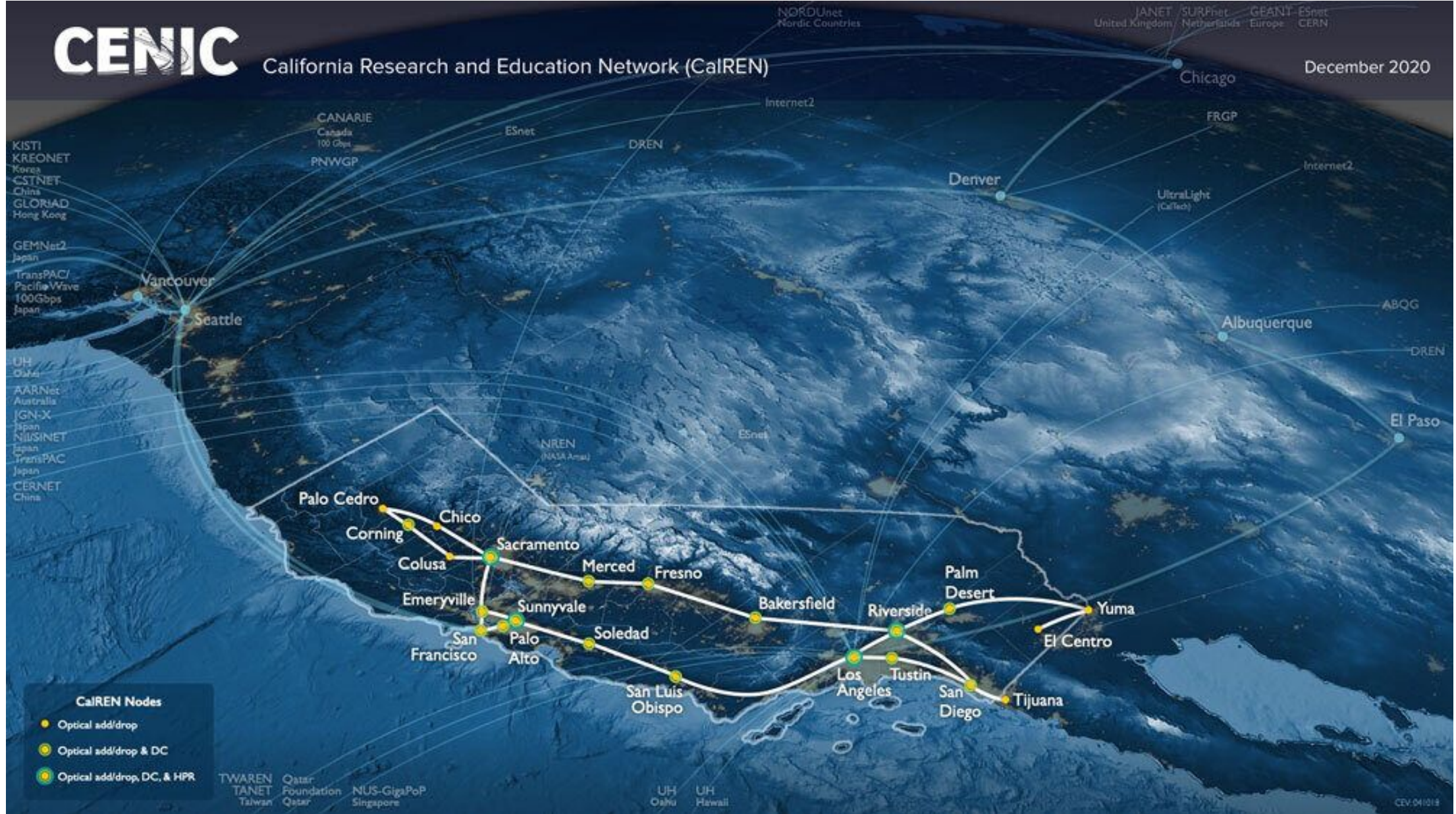
# CENIC | CalREN

- CENIC is the non-profit that manages CalREN, the California Research and Education Network
- A high-capacity computer network with more than 8,000 miles of CENIC-owned and managed optical fiber broadband “backbone.” Plus last-mile fiber and hundreds of optical components
- Serves over 20M users across California, including the vast majority of K-20 students, educators, researchers, and individuals at other public institutions.
- CCC connectivity prior to 2005 via 4CNet

# CENIC

## California Research and Education Network (CalREN)

December 2020



# CENIC | Connectivity for CCCs

- Each college is eligible for CENIC service
  - Connection to network with primary and backup circuits
  - Access to circuit purchases / maintenance
- Circuit capacity (internet speed): 100Gb / **10Gb** / 1Gb
- CENIC negotiated contracts with local telecommunications companies (varies by location)
- Emergency response and support
  - Natural disasters
  - Fiber cuts / damage



# CENIC | Tech Center Role

## Project management (under the Shared Infrastructure Grant)

- Coordination with colleges and CENIC
- Payment of fees / calculation of discounts
- Order and schedule new / EOL circuit installations
- Maintain network topology maps, prioritizing redundancy
- Reporting to California Public Utilities Commission (CPUC)

# CENIC | Governance

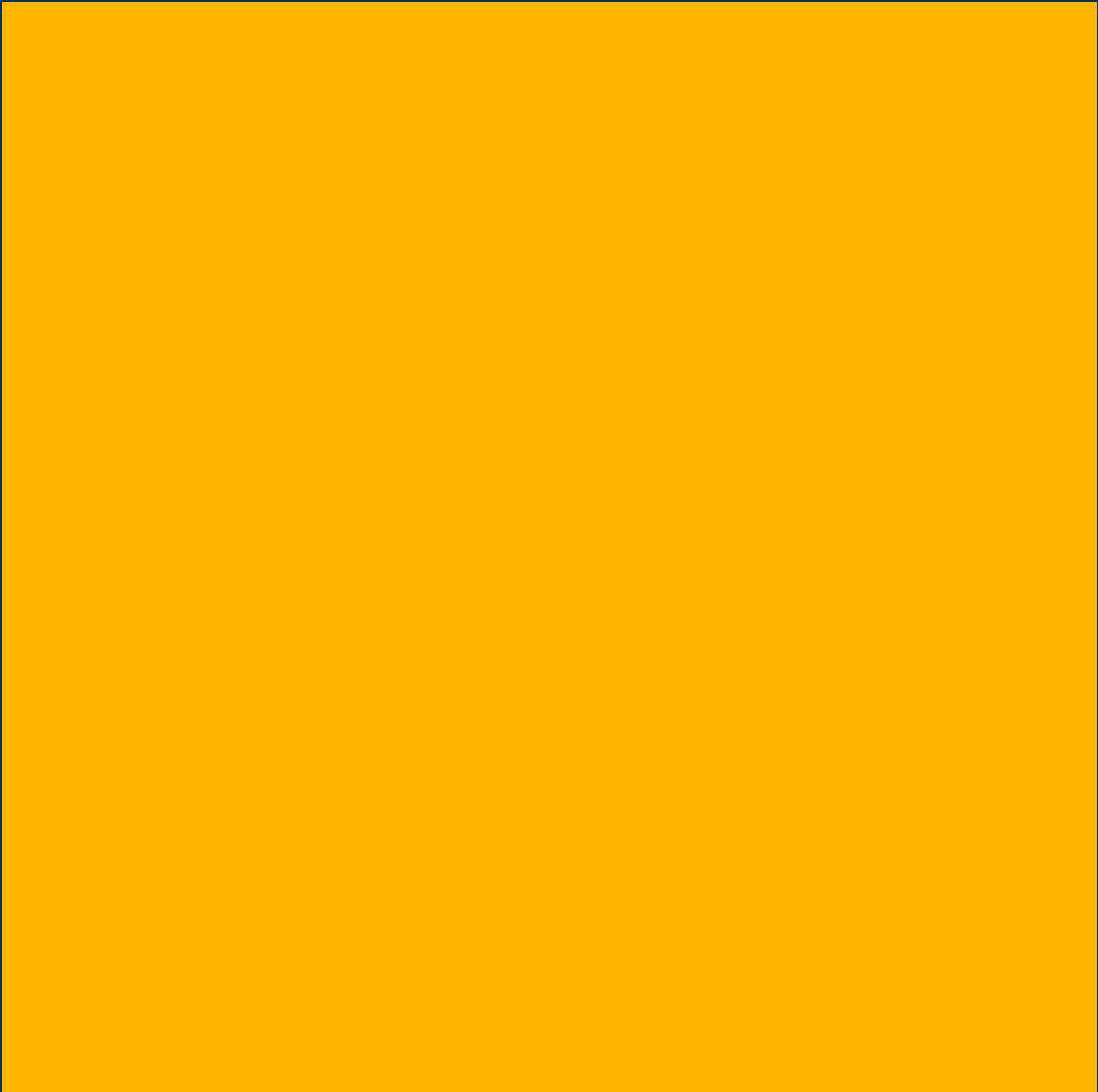
- Governed by representatives of Charter Associate institutions:
  - CDE, CCC, CSU, UC
  - California's public libraries
  - Private universities
- FY22-23 CCC Board Member Representatives:
  - John Hetts, Executive Vice Chancellor, CCC Chancellor's Office
  - Bill Moseley, Dean of Academic Technology, Bakersfield College
  - CCC Rep #3 - unfilled



# Upcoming Work & Wrap Up

# Continuing & Upcoming Work

- Finalize EdTech
  - FY22-23 work plans
  - FY23-24+ grant renewals and RFAs
- Execute contract to restart common ERP conversations
  - Synthesis of existing work, issues, and proposed plans
  - Task Force planning proposal
- Development of Accessibility plans, for example
  - Systemwide 504 and 508 compliance support
  - Accessible Procurement
- Share CCCApply TaskForce Proposals



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Thank you!

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