Office of Information Technology & Communications Dashboard

2nd Quarter 2020 - 2021
January - March
Network Device Availability Report
January – March 2020 - 2021

97.6% Network Device Up-time

Number of Devices on Network

Average Availability Time per Device

0 20 40 60 80 100 120 140 160 180 200

82 82.62 83.62 84.24 98.48 99.86 99.95 100

Total
Ticket Aging by Ticket Priority

Number of Days open | 1 - Critical | 2 - High | 3 - Moderate | 4 - Low | 5 - Planning | Grand Total
--- | --- | --- | --- | --- | --- | ---
1-5 | 2 | 6 | 47 | 1 | | 56
6-10 | 7 | 53 | 159 | 50 | 1 | 269
11-15 | 1 | 1 | | | | 2
Grand Total | 9 | 60 | 207 | 50 | 1 | 327
2nd Quarter Service Now (SNOW)
January – March 2020 - 2021

Ticket Aging by Month

- 1 - Critical
- 2 - High
- 3 - Moderate
- 4 - Low
- 5 - Planning
Rapid7 Incident Detection and Response (IDR) Configuration and monitoring began December 2019

1. “At a Glance” View of network event information

2. User account behavior analytics
   - User accounts displaying increased anomalous activity

3. Global network traffic analysis and reporting

4. NEW: Number of Security events observed in last 24 hours
CAU INFORMATION SECURITY REPORT: REAL TIME VIEW – SOPHOS (AS OF 3/16/2021)

1. “At a Glance” View of What’s Protected
2. Common Threat Types Among Monitored Devices
3. Total Number of Events Processed on Computers and Servers

SOPHOS ENDPOINT PROTECTION CONFIGURATION AND MONITORING BEGAN JANUARY 2020

1. Total threats blocked: 125
   Total assets protected: 958
   Websites blocked and warned: 5,128

2. Users protected: 518
   Computers protected: 853
   Servers protected: 105

3. Top 3 threat types blocked:
   - Malware protection
   - PUA
   - Ransomware and exp...

Graph showing malware and PUAs blocked by date from Jan 5, 2021 to Feb 1, 2021.
FortifyData Risk Management
Configuration and monitoring began July 2020
1. Cyber Risk Score
2. Cyber Risk Score Trend vs Industry (Education Services)
3. Sample of the Third Party Risk Map scoring (showing 3 of 5 vendors)
4. Cyber Risk Insurance (NEW)’ Live view/demo
KnowBe4
Configuration and monitoring began November 2019
1. CAU’s Security Risk Score
   A. Based on:
      I. Response to Phishing Tests
      II. Security Awareness Training Completion
      III. Was 31.8 as on 2/2/21
2. Phishing Test Ranking vs Education Industry
Results from the March Phishing Test
2020 Annual Security Awareness Training

Overview | Users | Survey Results

Note: Users are allowed to complete training after the due date. This setting can be changed by editing the campaign.

- **All Users**: 737
  - Incomplete: 38.4% (283)
  - Not Started: 31.2% (230)
  - In Progress: 7.2% (53)
  - Completed: 61.6% (454)
  - Past Due: 38.4% (283)
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2020 Annual Security Awareness Training

Groups: All Users

Campaign Content

- 2020 Kevin Mitnick Security Awareness Training - 15 min
  [User Progress]

60% Completed

Campaign Summary

60% Completed All Content

Status: Completed

Start Date: 10/02/2020, 9:00 AM

End Date: 11/01/2020, 12:59 AM

Users: 738

Auto-Enroll: Yes