

IT at UWM

Report to Faculty Senate

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April 16, 2020

Overview

- Planned Strategic Efforts
- COVID-19 Response Efforts

Planned Strategic Efforts

- **Teams “Individual Telephony” Project**
 - Due to AT&T-associated delays, as well as emergent COVID-19-related campus technology needs, the April date for **Teams phone number provisioning** to UWM has been postponed
 - Microsoft Teams **online training** classes

Planned Strategic Efforts

- **Information Security**
 - **Multi-factor Authentication (MFA):** faculty and staff completed; student MFA in planning
 - **Training:** deadline for employees to complete the UW System policy-mandated “Checkpoint: Data Security & Privacy,” has been extended until **April 30, 2020**

Planned Strategic Efforts

- **Campus Firewall**

- Every UWM IT “service” has now been moved to the protection of UWM’s new, advanced firewall technology

Planned Strategic Efforts

- **Campus Standardization of Videoconferencing Platforms**
 - **Instructional:** Blackboard Collaborate Ultra
 - **Non-instructional:** Microsoft Teams

COVID-19 Response Efforts

- **Enhanced Remote Access**
 - **Enhanced VPN connectivity** – 15-fold expansion in supported simultaneous VPN connections
 - **On-Campus Computer Reboot Service** - A procedure has been developed for on-campus personnel to address equipment maintenance needs

COVID-19 Response Efforts

- **Hardware and License Support for Remote Work**
 - **A5 licenses** for Teams videoconferencing
 - Microsoft **phone lines** for special campus needs
 - Roughly **1,000 Teams Headsets** have been distributed to faculty and staff members

COVID-19 Response Efforts

- **Information Security – Heightened Monitoring and Messaging**
 - Marked increase in attempts in areas such as WebEx, Spam, Zoom, and Phishing
 - Smishing Scams
 - similar to email phishing but done through mobile text-messaging

COVID-19 Response Efforts

- **Password Expiration**

- On March 20, the current 180-day period of UWM password expiration was extended to 365 days for all UWM faculty, staff, and students (all ePantherIDs)
- This change was made to help reduce the likelihood of inadvertent faculty, staff, and student lock-outs during UWM's period of remote operations

COVID-19 Response Efforts

- **Training Support for Remote Work**

- Guidelines and training materials developed and available

- <https://uwm.edu/technology/working-remotely/>

- Curated list of training sessions on “working from home”

- <https://uwm.edu/technology/online-training-linked-in-learning/>

COVID-19 Response Efforts

- **Coronavirus Notice** active on PAWS login page
- **Wēpa Print Away Deactivated**
 - All Wēpa devices on UWM's campuses in Milwaukee, Waukesha, and Washington County were deactivated, effective March 30

COVID-19 Response Efforts

- **Surplus Computers** provided to UWM Students
 - To increase off-campus student access, UWM Surplus offered a limited number of Apple and Dell laptops and desktops for sale, only to UWM students, for \$20-\$50
 - All were immediately sold on March 24