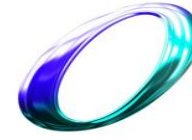




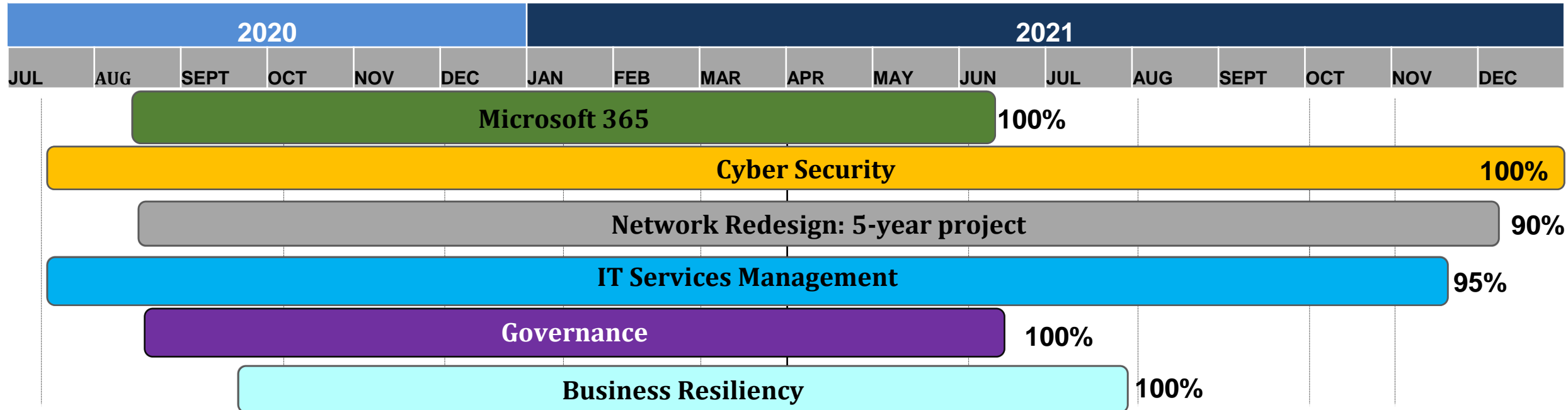
HEALTH
SCIENCES
CHIEF INFORMATION
OFFICE



- 1) **Security** first, then everything follows.
- 2) **Cloudification** with an emphasis on storage, backup and recovery.
- 3) **Service Delivery** from our customers' perspective.
- 4) **Collaboration** with Microsoft 365 adoption.
- 5) **Network Modernization** 1st year of a 5-year transformational journey.

2021 Strategic Roadmap

Marquez	Meyer	Weaver	Adcock	Sletten	Marquez
Microsoft 365	Cyber Security	Network Redesign	IT Service Management	Governance/Policies	Business Resiliency
1. Transfer domains	1. 6 KPIs	1. Requirements	1. 4 KPIs Dashboard	1. Charter for EIGC	1. Memory upgrade
2. Data migration	2. Azure MFA	2. Network architect	2. Aging tickets Rpt.	2. Policy Manager	2. Backup/Recovery
3. Test	3. RCA process	3. Phase 1 of 3	3. Service Recovery	3. IT Website upgrade	
4. Training & Support	4. Vulnerability Assess	4. KPIs	4. Remote sup. Tool		
5. Archived Termed EE	5. Phishing program	5. Staff development	5. NPS Questions		
	6. CMMC framework	6. Upgrade Internet			



CIO's Top-10 pick of HSC IT accomplishments during 2021



2021 Moto: **Fit It:** <https://www.youtube.com/watch?v=yo3uxqwTxx0>



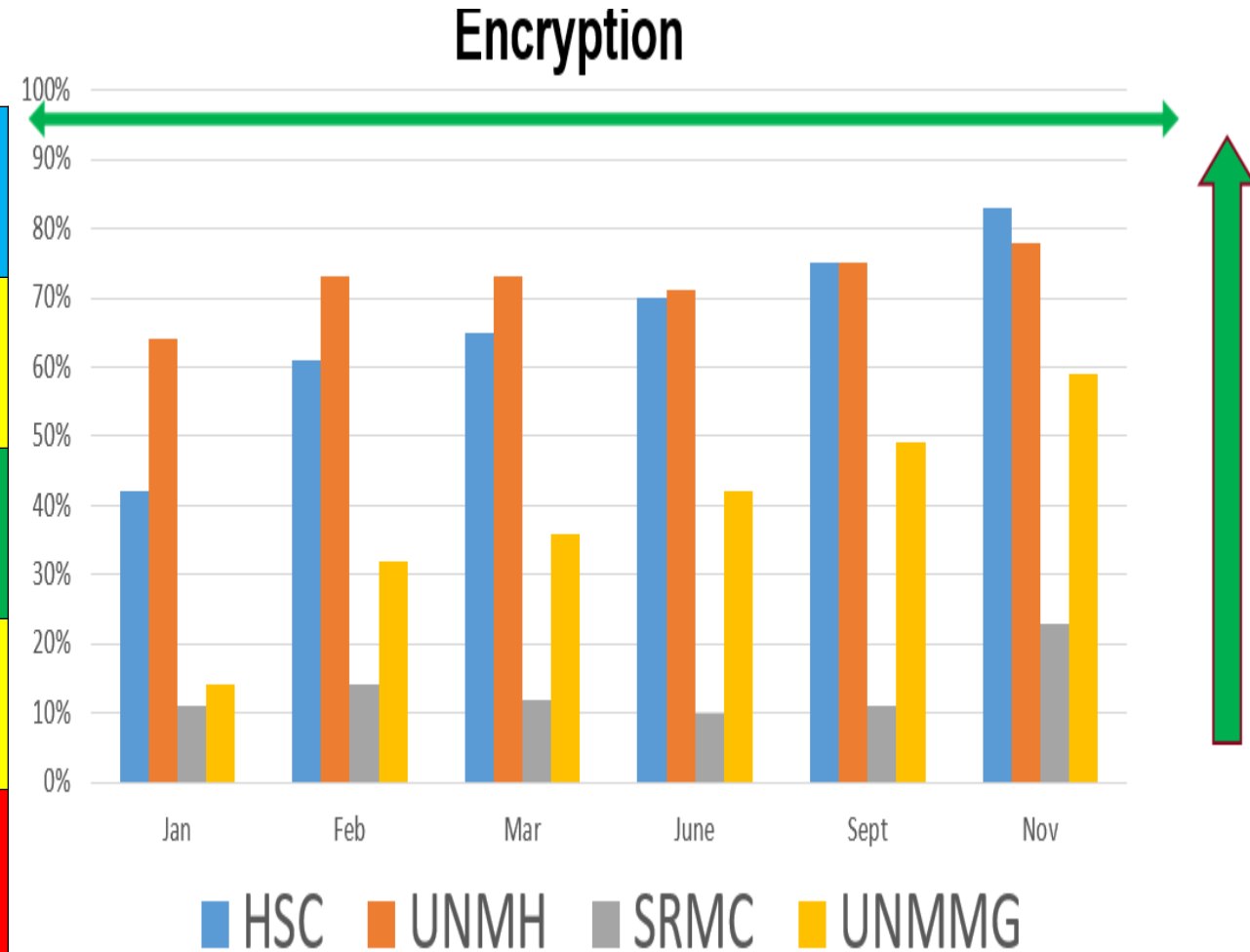
Established KPIs



You can't Manage what you can't Measure

HSC Service Desk

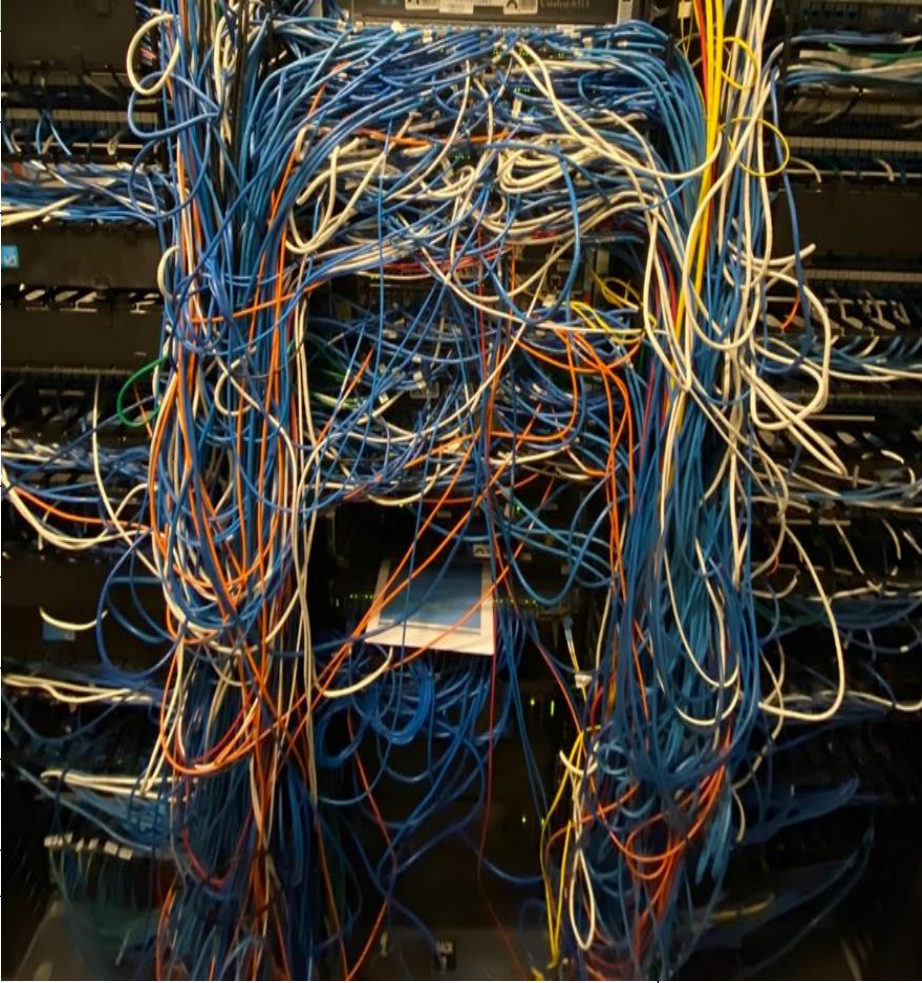
Metrics	Target	May'21	Jun	Oct	Dec
Ave Speed to Answer	<1 minute	5.50	8.26	1:25	1.07
Abandonment rate	<5%	22.20%	30.28%	6.76%	4.40%
Aged tickets >4 days	<10			16	11
First Call Resolution	>70%	41.70%	35.48%	44%	52%





Addressed decades of deferred Network maintenance



Activity	Area	Hardware	License Cost	Maint. Cost	Status
	Cancer Center	192,900	13,300	14,900	Completed
	UH / BBRP / ACC	364,000	58,000	58,000	Completed
	UH Remote Locations	255,000	92,000	40,000	Progress
	UH / BBRP	291,000	52,000	89,000	Completed
	UH Remote Locations	249,000	83,000	88,000	Progress
	Enterprise	130,000		54,000	Completed
	Enterprise	153,000	10,000	24,078	Completed
	Licensing (one time costs)	23,750			Completed
	HSC Buildings	333,000	127,000	116,000	Progress
	HSSB building				Progress
	Total Spent	\$ 1,991,650	\$ 435,300	\$ 483,978	



Established an Executive IT Governance Council

Effective **Executive IT governance** is a critical tool for a CIO to align their organizations and efforts to support business strategy and create stakeholder value.





Modernized Back-up and Recovery Solution



Metallic Core Backup & Recovery

Cloud-delivered backup and recovery solution that gives you enterprise-grade data protection at warp speed with ultimate flexibility.

- Eliminate tape operations.
- Automate service packs/ updates
- Reduce infrastructure hardware costs.
- Reallocate engineering labor hours to mission critical tasks.
- Provide Security assurances - data is encrypted in flight and at rest and **air gap** guards protect against ransomware.



Launched Multifactor Authentication [MFA]

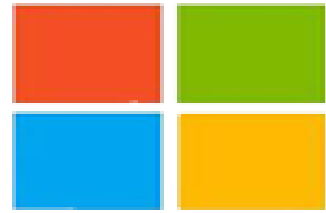


Multifactor authentication (**MFA**) is used to protect against hackers by ensuring that digital users are who they say they are.





Implemented



Microsoft 365





Created Employee Recognition Program

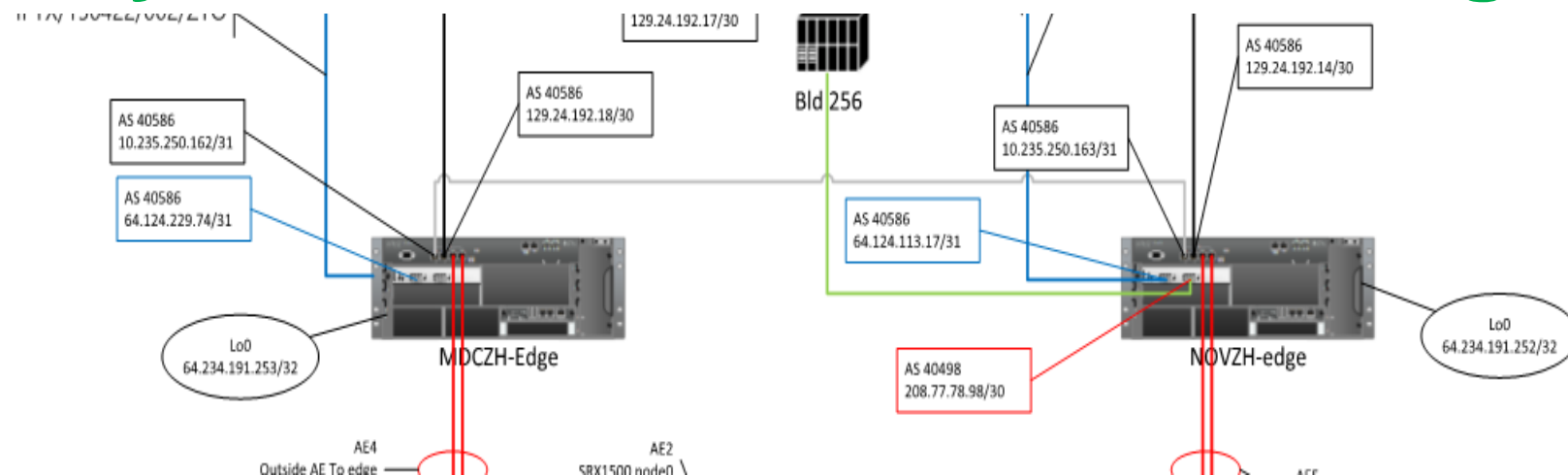




Established Five Redundant Internet Paths:



Two to Zayo, Two to UNM and One to GigaPop





Implemented A Managed Endpoint Detection and Response Solution [mEDR]



EDR solutions work by **providing continuous and comprehensive real-time visibility into what is happening on the endpoints.** Behavioral analysis and actionable intelligence is then applied to endpoint data to stop an incident from turning into a breach.

CARBON
BLACK
ARM YOUR ENDPOINTS



Thwarted a ransomware attack on April 30, 2021



What are YOUR Top-10 accomplishments in 2021?



What's on your roadmap for 2022?

