GLENDALE COMMUNITY COLLEGE
A MARICOPA COMMUNITY COLLEGE

# GCC Software Standards & Operational Management

## Managed Services, Provisioning, and Privilege Management

## Security at the forefront

Whereas our campus history allowed end-users administrative privileges and the ability to install software, times have changed, and so must how OIT provides support and services. Since the 2013 Maricopa security breach and the growth of potential threats geared explicitly toward education and student information, timeworn practices are no longer pragmatic nor sustainable, and all of Maricopa are assessing well-founded risk mitigation options. OIT is actively engaged in strengthening our enterprise using practical and methodical concepts such as Access Management and the Principle of Least Privilege.

## Managed Services Provisioning (Software)

Understanding security and the underlying steps to proactively prevent future incidents is essential when making operational decisions regarding each computer on campus and the software that gets installed. As the industry advances, OIT's support methods are also maturing. We are utilizing more efficient enterprise provisioning tools to streamline and manage our software delivery (installation). We continue to make strides with this model, concentrating on the GCC community as a whole. Because we have limited resources, it is only logical that OIT continues to develop and leverage modern technologies. With that in mind, there are not enough resources to provide each individual with a "home-like" or custom user experience.

To assist with the transition from old to new, OIT has established processes to support our community in a more modern technology age. These processes continue to evolve as innovations are tested and placed into production. Moving forward, we strongly encourage and welcome our community to work closely with our Software Coordinator to help ensure compliance with the services we provide. The software process and management details are available in Purchase Requests.

Requesting software through our request process allows OIT staff to coordinate and vet the procurement and installation of applications to ensure functionality and system integrity. As such, personally owned and downloaded applications are no longer supported. Legacy (old and no longer supported by the vendor) software requests will only be considered for reinstallation at our best effort support-level with no guarantee of success. Therefore, we do not recommend using legacy software, even if a perpetual license exists. The reason is that dedicating resources to the support of legacy applications carries a non-standard QA/testing regimen that constrains our development efforts with its various requirements and properties. The more we spend resources in this area, the less we have to develop contemporary solutions or support bug-fixes for new or current technologies that are used by the bulk of our user-base. As is the case with these applications, more often than not, vendor support has been discontinued. In most cases, out of date applications will be upgraded to the latest version when applicable or not reinstalled. These practices align with industry standards as well as Maricopa ITS directives to strengthen our support model while minimizing downtime and mitigating risk.

# Guiding Principles

The guiding principles used in this process are derived from and align with MCCCD Administrative Regulation 4.23– Written Information Security Program, 4.5- Computer Software, and ITS Directives Access Control and Authority and Overview and Cloud Services. OIT is also guided by the findings and recommendations of the Arizona Auditor General as detailed in the "Maricopa County Community College District June 30, 2017, Report on Internal Control and Compliance." More information regarding Security and Administration and Compliance. can be found in the ITS Directives FAQ (use: mcccd.org\meid).