

Selected Goals from 2004-2005 Annual Reports

Unit: Computing Services

Strategic Plan Goal	Unit Goal
With which 1 or 2 goals from the 8 current strategic plan goals does your 2004-2005 goal best align?	What were your unit level goals for 2004-2005 as contained in your 2003-2004 Annual Report?
High Quality Education (1)	Goal - Eradicate viruses (3)
STATE OF THE ART INFRASTRUCTURE (5)	Develop and carry out plans to eradicate viruses on faculty, staff, and Student Housing residents' PC's

What action did you undertake to achieve this goal?

At the beginning for Fall 2003 semester FGCU experienced a virus attack that overwhelmed the University's network resources. As a result, one of Computing Services assessment goals for 2004-2005 was to reduce the amount of virus related activity on the network. To solve this problem we evaluated an intrusion prevention system.

Based on the types of work orders Computing Services receives on items such as managing email inboxes and complaints about the amount of Spam users were receiving we were able to determine that a SPAM firewall would be helpful. Next, a team of diverse email users representing all functional areas of the university was formed to evaluate, test and recommend a spam solution. The solution was then made available to all email users in October 2004.

By what means did you assess goal achievement?

Computer Services accomplished three major indicators associated with this goal. We evaluated, tested, and implemented an intrusion prevention system, and implemented a Spam Firewall.

Describe the assessment results and the conclusions about goal attainment you inferred from them.

A tool that monitors the amount of virus related traffic on the network was evaluated. Through this free evaluation we were able to determine that over 10% of the traffic on the network was virus related. We used this information to justify the \$76,000 purchase of an Intrusion prevention system. This enabled us to achieve the goal of reducing the amount of Spam and virus email delivered to

FGCU employees.

What continuous improvement resulted from the use of the assessment data?

The intrusion prevention system monitors and blocks inappropriate network traffic including illegal activity such as file sharing and malicious virus activity. Computing Services uses this system to monitor and report on activity that is suspect of causing major network problems. The intrusion prevention system monitors four major traffic areas for the network. In the future FGCU will want to add to this system to monitor additional segments of the network.

The Spam firewall reports daily on the amount of email that is blocked and quarantined. Due to the change methods used by the developers of Spam and virus related email it is impossible to eradicate all malicious email. However, FGCU maintains a service contract through the Spam firewall vendor that includes hourly updates on the latest known viruses and spam email. The result of these actions is better access to, and more secure, network services for students, faculty, and staff.
