Campus Security (Network)

- Antivirus
- Patch Management
- eEye Security Suite
- Change Management

Software

- BOL
- CTS
- iCompass
- OIT
- Software Central

Policies

- Incident Response

Helpdesk / Training

- ITPB
- CSG

Vulnerability tracking
- Resource utilization
- Reporting

Minimum standards
- Incident response
- ITPB resolutions
- Campus security

eEye
- Open source toolsets
- Sophos
- Microsoft
Campus Virus Management Solution

• Operational support provided via CTS
  – Survey current client population
  – Survey CSG, CCC, CSCs
  – Develop phase II of Sophos virus program
  – Publish operational plan
  – Integrate within CTS help desk database
  – Targeted date November 2004
Campus Patch Management Solution

• RFP process
• A proposal for a new model
• Operational plans facilitated through CTS
  – Develop an operational plan
  – Integrate with BOL help desk database
  – Provide routine reporting to management
Network Security Management

• Coordination through CTS
  – Coordinate tracking of network incidents
  – Facilitate incident follow-up and reporting
  – Coordinate DMCA tracking
  – Monitor excessive resource utilization
  – Integrate with CTS help desk environment
  – Provide routine reporting to management
Residential Program

• For 05/06: An integrated on-line approach to virus mgt, patch mgt, quarantine and response to DMCA/other claims
  – Require use of Sophos with auto-updates
  – Require use of local patch management with auto-updates
  – Quarantine process for DMCA notifications
  – Quarantine process for reported abuse
Campus Security (Data)

- At this point, Data often = SB1386
- “Events continue”!!
- ... driving campus policy, local policy, tools/services, awareness
  - Incident response, forensics/expertise
  - Need for a substantial shift in what people are doing with data on a day-to-day basis
Coming up

• Links to other efforts, e.g.,
  – Wireless standards
  – IS-3/Campus security policy

• Security architecture and IT repositioning
  – How do we get to an institutional response for IT security?
Current Administrative Exchange Environment

Campus Backbone Network

- Transportation Services
- ATS
- Facilities Management
- CRL
- Capital Programs
- CHR
- CTS
- Housing Services
- B&AS
- CONet
- AIS
- Financial Services
Proposed Administrative Exchange Environment
Administrative Exchange Services

• Phase I: July 2004 – September 2004
  – Advisory Group, Staffing, Document existing environment

• Phase II: September 2004 – December 2004
  – Design/Engineering; Migrate Operational responsibilities

• Phase III: January 2005 – June 2005
  – Establish Exchange server cluster; consolidate existing servers

• Phase IV: July 2005
  – Offer Exchange to other campus organizations

• Phase V: Unified messaging services
  – Migrate to open standards-based platforms
Campus VoIP Deployment

• Production level deployment
• Fully integrated with campus environment
• Dedicated building network for voice
• Shared wireless network
• Self provisioning (adds, moves & changes)
• 802.11x wireless voice handsets
• Distributed XML application development
Production VoIP Implementation
Voice Over IP at UCLA
Internet Voice, also known as Voice over Internet Protocol (VoIP), is a technology that allows you to make telephone calls using a broadband Internet connection instead of a regular (or analog) phone line.

UCLA VoIP Services include:

- Caller ID
- Call Waiting
- Fun Ring Settings
- Music on Hold
- Speed Dial Buttons
- UCLA Directory Look-up

What's New
Some services using VoIP may only allow you to call other people using the same service, but others may allow you to call anyone who has a telephone number - including local, long distance, mobile, and international numbers.

RELATED LINKS
Customer Support
VoIP Publications
Training Opportunities
### Phone Features

- **Registered User**: Nabeel Khatri
- **Music on Hold**: SampleAudioSource
- **Personal Phone Directory**: 0 entries

### Order Expansion Module

### Configure Speed Dials

#### Line Features

- **Select a Directory Number**: 3108255979

#### Class of Service:
- **Long Distance**

#### Caller ID:
- **Name**: Nabeel Khatri
- **Number**: Nabeel Khatri

#### Call Forwarding:
- **All**: Not configured
- **Busy**: Not configured
- **No Answer**: Not configured

#### Call Waiting:
- **Enabled**

#### Ring Settings:
- **Idle Ring**: Ring
- **Busy Ring**: Beep

#### Line Label:
- **(5-5979) Primary Line**

---

**Apply Settings to My Phone**
Remote Access Services

- Cellular, PDA’s, laptop and pagers
  - August: RFP Completed
  - September: Issue RFP
  - November: Award Contracts
  - December: Begin Implementation

- Service location: Ackerman
## CTS RFP Cost Savings 7/1/03 to 8/31/04

<table>
<thead>
<tr>
<th>RFP</th>
<th>Status</th>
<th>Contract Award Amount ($)</th>
<th>Annualized Savings ($)</th>
<th>One-Time Savings ($)</th>
</tr>
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<tbody>
<tr>
<td>CATV</td>
<td>Complete</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Hub Room UPS Replacement</td>
<td>Complete</td>
<td>160,000</td>
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<td>22,000</td>
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<td>SRB1 UPS</td>
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<tr>
<td>Network Equip for Connect</td>
<td>In-progress</td>
<td>4,000,000</td>
<td>-</td>
<td>200,000</td>
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<tr>
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<td>-</td>
<td>9,000</td>
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<tr>
<td>Univ. Apts. network/home access</td>
<td>In-progress</td>
<td>*</td>
<td>*</td>
<td>*</td>
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<tr>
<td>P2P File Sharing Service</td>
<td>In-progress</td>
<td>*</td>
<td>*</td>
<td>*</td>
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<tr>
<td>Cellular and Remote Access Services</td>
<td>In-progress</td>
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<td>*</td>
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*=TBD
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<tbody>
<tr>
<td><strong>VOICE</strong></td>
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<td></td>
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<tr>
<td>800Mhz Radio Maintenance</td>
<td>In-progress</td>
<td>*</td>
<td></td>
<td>*</td>
</tr>
<tr>
<td>Auto Attendant Replacement</td>
<td>In-progress</td>
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<td>*</td>
<td>*</td>
</tr>
<tr>
<td>Calling Card</td>
<td>Complete</td>
<td>27,688</td>
<td>6,968</td>
<td>-</td>
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<tr>
<td>CentraNet</td>
<td>Complete</td>
<td>346,667</td>
<td>51,000</td>
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<td>Directory Assistance</td>
<td>In-progress</td>
<td>TBD</td>
<td>TBD</td>
<td>TBD</td>
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<td>EBS Customer Service</td>
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<tr>
<td>LCM Equipment</td>
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<td>73,000</td>
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<tr>
<td>Local, Zum, Intralata, PRI, DID, Local DA</td>
<td>Complete</td>
<td>191,500</td>
<td>547,000</td>
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<tr>
<td>LD - Interstate, Intrastate, Intl, LD DA</td>
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<td>Payphone Service</td>
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<tr>
<td>Spectralink Maintenance</td>
<td>Complete</td>
<td>96,000</td>
<td>32,000</td>
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<tr>
<td>Speech Recognition - Campus Operators</td>
<td>In-progress</td>
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<td>*</td>
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<tr>
<td>Technology Management System</td>
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<td>100,000</td>
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<tr>
<td>Voice Sys CPE Parts</td>
<td>Complete</td>
<td>60,000</td>
<td>6,000</td>
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* = TBD
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<th>Annualized Savings ($)</th>
<th>One-Time Savings ($)</th>
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<tbody>
<tr>
<td>PBX Services</td>
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<tr>
<td>Tiverton PBX</td>
<td>Complete</td>
<td>109,000</td>
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<td>Guest House PBX</td>
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<td>85,000</td>
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<tr>
<td>Housing PBX</td>
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<tr>
<td>Wilshire Center</td>
<td>In-progress</td>
<td>N/A</td>
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<tr>
<td>Total</td>
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<td></td>
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<td>6,604,078</td>
<td>1,183,968</td>
<td>269,500</td>
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<table>
<thead>
<tr>
<th>Completed</th>
<th>03/04 Current Rate</th>
<th>05/06 Proposed Rate</th>
<th>Estimated Annual Savings</th>
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<tbody>
<tr>
<td>Extended Campus Service – WC</td>
<td>--</td>
<td>--</td>
<td>211K</td>
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<tr>
<td>Extended Campus Service</td>
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<td>51K</td>
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<tr>
<td>Local Calling (0-12 miles)</td>
<td>.035</td>
<td>.015</td>
<td>329K</td>
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<tr>
<td>Local Toll (12-16 miles)</td>
<td>.043</td>
<td>.015</td>
<td>218K</td>
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<tr>
<td>Intrastate (16&gt; within Ca.)</td>
<td>.100</td>
<td>.035</td>
<td>63K</td>
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<tr>
<td>Interstate (outside Ca.)</td>
<td>.100</td>
<td>.035</td>
<td>58K</td>
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<tr>
<td>International</td>
<td>Variable</td>
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<td>70K</td>
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## Voice/Technology Funding Model

<table>
<thead>
<tr>
<th></th>
<th>Proposed ’05/06 Rate with voice mail</th>
<th>Proposed ’05/06 Rate without voice mail</th>
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<tbody>
<tr>
<td><strong>Voice Rate</strong></td>
<td>$ 23</td>
<td>$ 17</td>
</tr>
<tr>
<td><strong>Usage charges</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>local/long distance</td>
<td>4</td>
<td>4</td>
</tr>
<tr>
<td><strong>Voice Total</strong></td>
<td>27</td>
<td>21</td>
</tr>
<tr>
<td><strong>Infrastructure Fee</strong></td>
<td>28</td>
<td>28</td>
</tr>
<tr>
<td><strong>Proposed Connect Fee</strong></td>
<td>7</td>
<td>7</td>
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<tr>
<td><strong>Total</strong></td>
<td>$ 62</td>
<td>$ 56</td>
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</table>

*Based on Voice Lines/DID’s – ’04/05 Dollars*
Proposed 05/06 Funding Model
Infrastructure Fee Components - $10.6M

- Backbone Management
- Commodity/I2 Internet Connectivity
- Wireless
- General Assignment Class Rooms
- 800 MHz radio
- Bruin Online Suite of Services
- Construction Management
- Wire & Cable Management