

SDCOE Secure Access Project: Final Presentation

Prepared by the SDCOE Enterprise
Project Management Office (EPMO)

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DECEMBER 9, 2021



SDCOE Secure Access Project

AGENDA

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1. Project Recap
 2. Lessons Learned
 3. Survey Results
 4. What's Left
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SDCOE Secure Access Project

Overall Goal

In 2021, SDCOE will implement MFA (multi factor authentication) to protect the data of our staff, our students, their parents/guardians and, where applicable, the data we use and store about our vendors and community parents.

Objectives / Success Criteria

Every permanent computer-using SDCOE employee will:

- Receive 1 USB security key and instructions in U.S. mail
- Successfully use the security key by following our instructions, which are clear and easy to follow
- *Not* be significantly interrupted (very little downtime)

This was a division-wide effort.

1. Ali Maroufi
2. Andy Bartkiewicz
3. Barbara Thiss
4. Bill Britt
5. Candace Wong
6. Candida Hammond
7. David Linaker
8. Denise Falkenthal
9. Flora Pourzamani
10. Gaby Torres
11. George Muenkel
12. George Payne
13. Hector Jimenez
14. Hernan Jimenez
15. Jesse Smith
16. Jim Collis
17. John Cusack
18. John Vaillancourt
19. Kimberly Harrison
20. Kimberly Magdaluyo
21. Lamont Lee

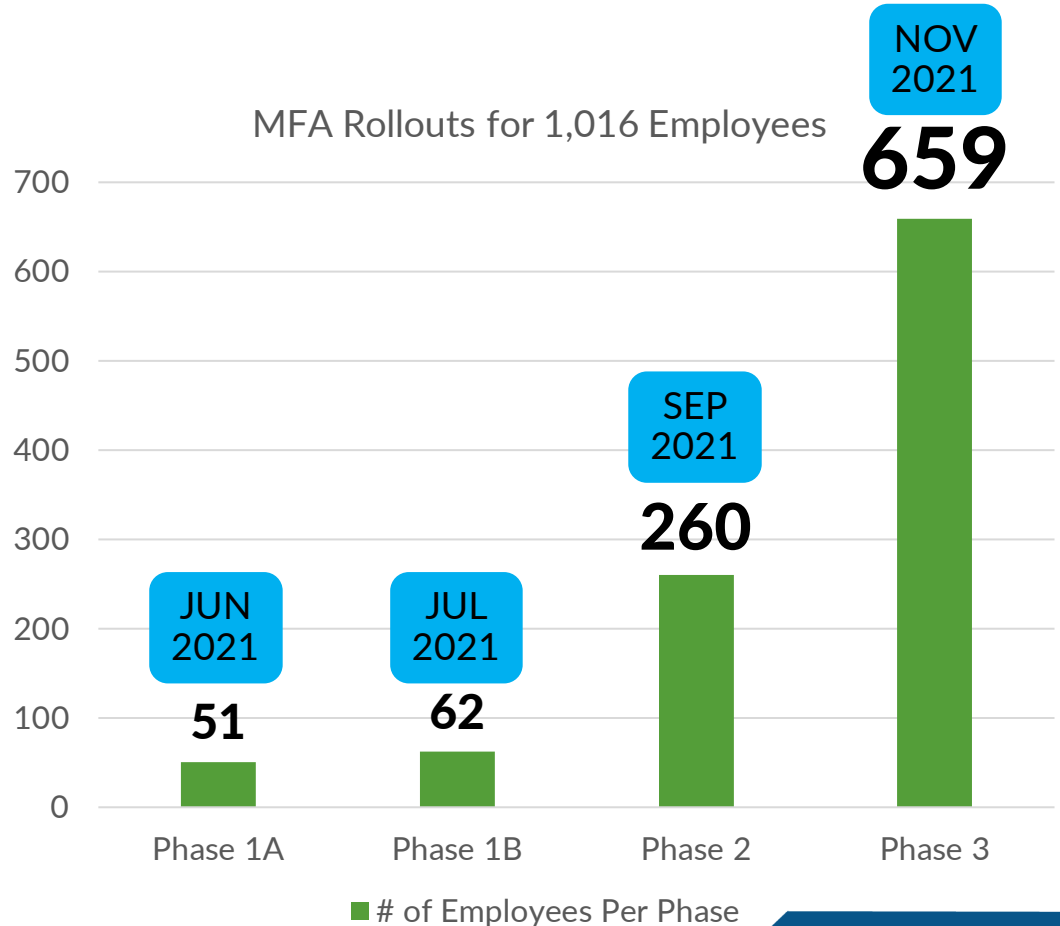


22. Mark Bandala
23. Michelle Ackerman
24. Mike Lloyd
25. Nancy Baum
26. Paola Ramos
27. Paul Macias
28. Pedro Reyes
29. Pete Padilla
30. Peyri Herrera
31. Rick Lopez
32. Ruben Sandoval
33. Scott Blaney
34. Sharon Pacheco
35. Stuart Le Blanc
36. Susanna Tsutsumi
37. Tammy Carpowich
38. Terry Loftus
39. Tyler Petro
40. Uma Lakkaraju
41. Vong Sopha

Project Phases

- **Phase 1A:** ITS Managers + Early Adopters
- **Phase 1B:** ITS Staff
- **Phase 2:** All Managers
- **Phase 3:** All Staff

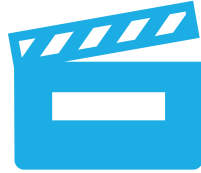
Comment: The original Phase 1A was scheduled for April 2021 but we encountered issues and rolled back. We restructured the testing by creating 50 detailed test scripts and 17 ITS staff performed thorough and successful testing.



What We Delivered



1,000+ configured
USB security keys
(1 per employee)



1 'Why MFA' video



2 instructional videos



3 job aids



Common Ground
MFA page



Multi-purpose
presentation



1 opt-in form for use
of personal mobile
phone



Dedicated phone # for
MFA emergencies



Several plans
(Communications,
Support, Training, etc.)

How the Work Tied To Our Organization Goals

SDCOE BOARD GOALS 3 & 4

- **Board Goal 3:** Become the leader and model for innovation
 - **Board Goal 4:** Maximize human and operational resources to strengthen the organizational culture of SDCOE
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ITS GOALS 1, 2 & 4

- **ITS Goal 1:** Maximize Customer Success
 - **ITS Goal 2:** Deliver Value, Applications & Systems
 - **ITS Goal 4:** Protect•Detect•Respond
-

MFA Lessons Learned

Lessons Learned Meetings were conducted after each phase.



What worked well?

- Cybersecurity
- Computer Support Services
- Data Center



Where can we improve?

- Services & Solutions
- Graphics
- EPMO

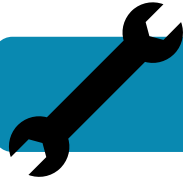


What are we proud of?



What Worked Well

1. Having a better foundation, structure, base, communication moving into Phase 3 – More support, better clarity on roles, what to say, how to handle situations with users.
2. Many of our suggestions from the managers rollout were implemented and it helped with the staff rollout.
3. Clear plan and expectations.
4. The additional meetings and communications we all had including Rally meeting prior to Phase 3 rollout were helpful.
5. The additional support from staff outside CSS and Cyber allowed us to support all the staff without overwhelming individuals.
6. Shared Teams chat allowed for real-time updates, and everyone being kept in-the-loop as to any common issues.
7. Communication amongst the support team was phenomenal.
8. Meeting deadlines or being ahead of timelines.
9. Having one central repository for documents to reference during rollout.
10. Having access to one assignment group for ServiceNow tickets helped keep us organized.
11. Instructional videos were helpful and well-produced.
12. Conducting MFA tour guides.



Where We Can Improve

1. Start the in-depth training for support earlier in the project.
2. A proper Onboarding process of new employees should have been established in early stages.
3. Having a solid process in-place to address users that need to come in to get Yubikeys. Some were sent to CSS (209), others to Cyber in 201.
4. Verifying that the support team had the ability to perform a bypass, in DUO, prior to rollout.
5. Clearer definition on when to issue a bypass code versus setting a user in bypass mode.
6. Making sure all VoIP phones were whitelisted.
7. Employees losing or misplacing their keys.
8. Employees with multiple email accounts.
9. Communications with teachers and school site staff.
10. Email notifications leading up to the rollout should also include JCCS Google emails as well as their SDCOE emails.
11. User awareness and training.
12. Avoiding any major training on rollout dates.



What We Are Proud Of

1. We all came together with a common goal to get this rolled out and support our end users.
2. Everyone took ownership of this important project.
3. I'm proud of my team (CSS) for rising to the occasion and taking on several different facets of such a major rollout, this time on a much larger scale that was impactful to all remaining staff.
4. ITS working so well together from communication in Teams, to ticket creation and re-assignment, volunteering to take additional tickets if available, and meeting staff in-person to provide YubiKeys.
5. Without everyone's teamwork, this would have been a much more difficult rollout and staff would have been extremely frustrated as this directly affects their ability to do their daily work.
6. Teamwork, collaboration and communication between support teams, EPMO and management.
7. Successful Rollout.
8. A high percentage of users understood and were successful to login using MFA.
9. New customer relationships.
10. Improving our IT security posture and closing the security gap.



What We Are Proud Of

MFA Survey Results

Surveys Deployed

Stakeholder surveys were deployed after each phase.

Phase	Month	# of Respondents	
1A - ITS Managers	Jul 2021	32 / 34	94%
1B - ITS Staff	Aug 2021	64 / 70	91%
2 - Managers	Oct 2021	90 / 260	35%
3 - Staff	Nov 2021	275 / 659	42%

Survey Tool

- 10-question survey developed in Microsoft Forms, same survey used each phase
 - Which method(s) of authentication do you use?
 - Is the method simple to use?
 - Do you understand the importance of MFA?
 - Were the job aids easy to follow?
 - Which methods of support did you use?
 - Were your questions/issues answered in a timely manner?
 - Do you have any suggestions?

Across all phases, a high percentage of SDCOE Employees agreed:



The **USB security key** (YubiKey) authentication method is easy



They understand the **importance of MFA**



The **job aids** provided were clear and easy to follow (and they liked the **videos** provided in the later phases)



Their **MFA questions and issues** were answered in a friendly and timely manner

Comparison Chart

Scores of 3.0 indicate agreement; those that approach 4.0 indicate strong agreement ↑ ↓ The arrows denote a difference of 10% or more

	ITS Managers PHASE 1A	ITS Staff PHASE 1B	SDCOE Managers PHASE 2	SDCOE Staff PHASE 3
Use YubiKey as primary method	75%	73%	54% ↓	71% ↑
Use Duo Mobile as primary method	31%	25%	54% ↑	32% ↓
Use their personal mobile phone for MFA	78%	58% ↓	71%	64%
Agree the methods are simple	OUT OF 4.0: YubiKey = AVG 3.7 Duo Mobile = AVG 3.4 SMS Text = AVG 3.2	OUT OF 4.0: YubiKey = AVG 3.5 Duo Mobile = AVG 3.6 SMS Text = AVG 3.4	OUT OF 4.0: YubiKey = AVG 3.2 Duo Mobile = AVG 3.2 SMS Text = AVG 3.1	OUT OF 4.0: YubiKey = AVG 3.1 Duo Mobile = AVG 3.0 SMS Text = AVG 2.5
Understand the importance of MFA	100% agreement AVG 3.8	100% agreement AVG 3.8	92% agreement AVG 3.5	87% agreement AVG 3.2
Agree the job aids are clear/easy to follow	100% agreement AVG 3.5	97% agreement AVG 3.4	84% agreement AVG 3.1	86% agreement AVG 3.1
Methods of support used ✓ = highest compared to other phases	Printed job aid = 56% Electronic job aid = 41% Asked a colleague = 41% ✓ ServiceNow ticket = 28% MFA Helpline = 3%	Printed job aid = 80% ✓ Electronic job aid = 30% Asked a colleague = 36% ServiceNow ticket = 16% MFA Helpline = 3%	Printed job aid = 79% Electronic job aid = 49% ✓ Asked a colleague = 28% ServiceNow ticket = 31% ✓ MFA Helpline = 17% ✓	Printed job aid = 68% Electronic job aid = 32% Asked a colleague = 34% ServiceNow ticket = 15% MFA Helpline = 10%
Agree questions and issues were answered in a timely manner	100% agreement - AVG 3.5	100% agreement - AVG 3.6	87% agreement - AVG 3.3	94% agreement - AVG 3.3

SDCOE Secure Access Project

What's Left?

- Celebration on Thursday, Dec. 16 at 3:00 pm
- Final meeting with Ali Maroufi to review and sign off

Open Floor Discussion

Any thoughts, comments, or questions you'd like to discuss?