

# **Administrative and Educational Support Report**

## **Information Security**

**Annual Action Plan**  
**Annual Assessment Report**

**June 2005 – May 2006**



**Annual Action Plan: June 1, 2005–May 31, 2006**

**Unit:** Information Security

**UTPA Mission:** The University of Texas-Pan American (UTPA) serves the higher education needs of a rapidly growing, international, multicultural population in the South Texas Region. The University preserves, transmits and creates knowledge to serve the cultural, civic, and economic advancement of the region and the state. The University provides students advanced instruction in academic programs offered through innovative delivery systems that lead to professional certification, and baccalaureate, master’s and doctoral degrees. Through teaching, research, creative activity and public service, UTPA prepares students for lifelong learning and leadership roles in the state, nation and world community.

**Division:** Information Technology     **Unit Head:** Mauro Scardigno

**Unit Mission:** Provide support for the telecommunications infrastructure and the services required to ensure that all members of the UTPA community are able to fulfill their portions of the University’s mission in a timely, secure, and cost effective manner.

**Unit Goal:** Provide a secure and consolidated network environment for data transmission

**Link to UTPA Goal(s):** 3. Improve UTPA’s organizational effectiveness

Unit Objective (Action Priority: #1 is highest)	Link to UTPA Objective	Expected Outcome for Unit Objective (AA-Measurable Objective)	Strategy(ies) to Achieve Expected Outcomes	Assessment Criteria, Evaluation Methods for Expected Outcome	New Resources Needed in FY06
Ensure that all of the communications closets and switch rooms have standardized locksets with only designated Telecomm Services technicians, Information Security Staff, UTPA Police, and Physical Plant staff having access. (1)	7	All comm. closets and switch rooms will have standardized locksets that will limit entry to certain designated Telecomm Services technicians, UTPA Police, and Physical Plant staff.	<ul style="list-style-type: none"> <li>Gather the needed data and specifications to issue a Request for Proposal to go out to bid for a vendor-installed high-security lock system for all of the UTPA comm closets and switch rooms.</li> </ul>	Ensure and work alongside with telecom to verify that areas of the campus network, including the Library and the College of Business Administration, have been observed and evaluated to prepare them for integration into the unified network infrastructure.	Approximately \$87,000.00 in funding to purchase the standardized locksets.

Unit Objective (Action Priority: #1 is highest)	Link to UTPA Objective	Expected Outcome for Unit Objective (AA-Measurable Objective)	Strategy(ies) to Achieve Expected Outcomes	Assessment Criteria, Evaluation Methods for Expected Outcome	New Resources Needed in FY06
Provide continuing, and additional, direct support to the Telecommunication Services staff (2)	7	Upgraded and/or new equipment to support our efforts will be in place providing improved access to control equipment configurations, such as the Lightspeed edge firewall, directly related to security issues.	<ul style="list-style-type: none"> <li>Working with the Telecommunication Services staff, Information Security will examine the need for better control and faster response times.</li> <li>Design and implement modifications to the configuration of the campus network edge devices.</li> <li>Deploy and maintain the newly acquired Cisco PIX firewall blades.</li> </ul>	Ensure that the Cisco PIX firewalls have been properly deployed and configured. Acquire and set up a group of servers to be used and managed by the network and security staff for the purpose of testing various network related security applications.	Approximately \$15,000.00 will be needed to purchase the servers and attendant hardware.
Ensure that mapping of all switched ports on campus to a physical location is completed. (3)	7	All switched ports will be mapped to physical locations allowing network and security technicians to quickly identify, locate and resolve issues.	<ul style="list-style-type: none"> <li>Work with network staff to establish that all unmarked data cables attached to switched ports have been mapped to their physical endpoints and properly labeled.</li> <li>Ensure that security</li> </ul>	Verify the accuracy of the port mapping process. Data collected has been made available to all areas that need access to this information.	No additional resources will be needed beyond those that have been already covered by existing telecommunication services' operating budget.

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			staff has access to the database containing the map database information.		
Provide a commercially available spam filter with a greylisting solution. (4)	7	Filtering services using an industry standard, commercially available, solution.	<ul style="list-style-type: none"> <li>Test, implement and migrate to Lightspeed's e-mail filtering solution with the cooperation of Telecommunication Services.</li> </ul>	<ul style="list-style-type: none"> <li>Evaluate the functionality of the Lightspeed solution for load capacity and accuracy.</li> <li>Ensure that the proper changes are made before launching the system into production.</li> </ul>	No additional resources will be needed beyond those that have been already covered by existing operating budget.

**Unit Goal:**

Perform an annual risk review and create disaster recovery and business continuity program.

**Link to UTPA Goal(s):**

3. Improve UTPA's organizational effectiveness

Unit Objective (Action Priority: #1 is highest)	Link to UTPA Objective	Expected Outcome for Unit Objective (AA-Measurable Objective)	Strategy(ies) to Achieve Expected Outcomes	Assessment Criteria, Evaluation Methods for Expected Outcome	New Resources Needed in FY06
Develop an annual risk review and create disaster recovery and business continuity plans for the Division of Information Technology.	7	Completion of up-to-date disaster recovery and business continuity plans.	<ul style="list-style-type: none"> <li>Evaluate current disaster recovery and business continuity procedures.</li> </ul>	Ensure that all IT departments have a comprehensive disaster recovery and business continuity procedures.	Additional training funds may be necessary to facilitate the implementation process.

Unit Objective (Action Priority: #1 is highest)	Link to UTPA Objective	Expected Outcome for Unit Objective (AA-Measurable Objective)	Strategy(ies) to Achieve Expected Outcomes	Assessment Criteria, Evaluation Methods for Expected Outcome	New Resources Needed in FY06
(5)			<ul style="list-style-type: none"> <li>Modify, and/or create, pertinent policies and procedures based on the results of the evaluation.</li> </ul>		

<b>Unit Goal:</b>	Create a hardware replacement cycle for the Division of Information Technology based on security imperatives.
<b>Link to UTPA Goal(s):</b>	3. Improve UTPA's organizational effectiveness

Unit Objective (Action Priority: #1 is highest)	Link to UTPA Objective	Expected Outcome for Unit Objective (AA-Measurable Objective)	Strategy(ies) to Achieve Expected Outcomes	Assessment Criteria, Evaluation Methods for Expected Outcome	New Resources Needed in FY06
Work with the Systems staff to evaluate and provide a, security-based, schedule for current server hardware replacement (6)	7	Adequate hardware to provide an efficient level of security controls.	Evaluate the current systems and work with the Systems staff to create a replacement schedule based on the criticality of the individual units.	Verify that the replacement of all critical security server hardware is done with minimal downtime in order to improve security services.	Necessary funds have been allocated.

<b>Unit Goal:</b>	Plan for the design, installation, and utilization of specialized research networks to accommodate grant-funded project requirements
<b>Link to UTPA Goal(s):</b>	2. Enhance graduate education and research 3. Improve UTPA's organizational effectiveness

Unit Objective (Action Priority: #1 is highest)	Link to UTPA Objective	Expected Outcome for Unit Objective (AA-Measurable Objective)	Strategy(ies) to Achieve Expected Outcomes	Assessment Criteria, Evaluation Methods for Expected Outcome	New Resources Needed in FY06
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<p>Verify the design process, installation, and utilization of specialized research networks to accommodate grant-funded project requirements in accordance with the terms and conditions set forth by the funding agency such as NASA or the DOD. (7)</p>	<p>4, 5, 6, 7</p>	<p>Network infrastructure is compliant with the technical and security demands of each specific research project and the funding agency that is providing oversight.</p>	<ul style="list-style-type: none"> <li>• Work closely with the Information Telecommunication Services Department to ensure that all telecomm support for research is fully compliant with the applicable rules, regulations, and State and Federal laws.</li> <li>• Work with Telecommunication Services in order to ensure that the network infrastructure is designed to support specialized technological needs and provide very high levels of security.</li> </ul>	<p>Ensure that all areas of the network have been properly zoned and firewalled to ensure the most secure virtual environment possible.</p>	<p>None</p>
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**Unit Goal:**

Move security into a service mode with direct outreach and training for all UTPA staff and faculty.

**Link to UTPA Goal(s):**

3. Improve UTPA's organizational effectiveness

<p><b>Unit Objective (Action Priority: #1 is highest)</b></p>	<p><b>Link to UTPA Objective</b></p>	<p><b>Expected Outcome for Unit Objective (AA-Measurable Objective)</b></p>	<p><b>Strategy(ies) to Achieve Expected Outcomes</b></p>	<p><b>Assessment Criteria, Evaluation Methods for Expected Outcome</b></p>	<p><b>New Resources Needed in FY06</b></p>
<p>Provide continuing assistance to the</p>	<p>7</p>	<p>Training materials that are accessible on-line</p>	<ul style="list-style-type: none"> <li>• Review existing training materials</li> </ul>	<p>Revamp the Information Security web page and</p>	<p>Training materials may need to be purchased.</p>

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university community and prepare training materials related to information security issues. (8)		or thru hands-on training.	<ul style="list-style-type: none"> <li>available at other institutions.</li> <li>Create a comprehensive set of training materials based on security related topics such as phishing and P2P.</li> <li>Work with the different university areas to improve response times and provide faster service.</li> </ul>	ensure that materials and relevant security topics are present in order to provide better user awareness.	

**Unit Goal:**

Provide a standardized, reliable, and easily maintained environment for data transmission

**Link to UTPA Goal(s):**

3. Improve UTPA's organizational effectiveness

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Work with Telecommunication Services to provide IT policy and procedures document for construction. (9)	7	Consolidated network infrastructure with matching standards and reliability for data, voice, and video.	<ul style="list-style-type: none"> <li>Generate document with campus specifications for telecommunications infrastructure to be provided to Physical Plant for delivery to</li> </ul>	Ensure that there is on-going consultation between the IT staff, the Physical Plant, and OFPC personnel regarding the IT needs for new construction.	none

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			architects / engineers / consultants / contractors.		
Oversee the expansion of existing UTPA cable plant for the secure, efficient, and reliable transfer of data, voice, and video information. (10)	7	<ul style="list-style-type: none"> <li>• All defective and obsolete cables will have been replaced with up-to-date, secure, media ensuring reliable, efficient and, when needed, redundant transfer of information.</li> <li>• Additionally, planning will take place to lead up to an expansion of the infrastructure needed to accommodate growth and provide redundancy.</li> </ul>	<ul style="list-style-type: none"> <li>• Assist Telecommunication Services in an evaluation of all of the existing cable infrastructure and replace all obsolete and defective media with secure and updated cable.</li> <li>• Participate in the design and development plans to install a series of fiber paths to provide true fail-over protection for all data, voice, and video systems.</li> </ul>	Verify that there is a viable plan on-hand to expand the fiber cable infrastructure and that the plan looks far enough into the future to allow for growth West of Jackson Road and North of Schunior.	None
Plan for moving the entire network, telephone, and security staff to the remodeled Old Computer Center (Administrative Annex	7	The network, security, and telephone staff will be prepared to move into newly remodeled offices and workshops in the Old Computer	<ul style="list-style-type: none"> <li>• Work with the Physical Plant, the architects, and the Programming Committee to plan and design the</li> </ul>	This project is on hold at this time.	None

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Building) when construction is completed. (11)		Center (Administrative Annex Building) when construction is completed.	remodeled facility		

**Unit Goal:**

Monitor utilization of the Wireless Local Area Network (WLAN) to ensure that minimum user density needs are being met at all times and in all illuminated locations.

**Link to UTPA Goal(s):**

1. Ensure undergraduate student access and success
2. Enhance graduate education and research
3. Improve organizational UTPA's organizational effectiveness

Unit Objective (Action Priority: #1 is highest)	Link to UTPA Objective	Expected Outcome for Unit Objective (AA-Measurable Objective)	Strategy(ies) to Achieve Expected Outcomes	Assessment Criteria, Evaluation Methods for Expected Outcome	New Resources Needed in FY06
Ensure that the centrally managed WLAN, which has the ability to collect client information throughout the entire campus, remains secure at all times. (12)	2, 4, 7	Collected information will allow the WLAN support staff and Information Security staff to quickly identify, locate and resolve issues.	<ul style="list-style-type: none"> <li>• Work with Telecommunication Services during the Installation of the Location and SQL database servers designed to collection and store information from the WLAN regarding the location and distribution of wireless users across the campus.</li> </ul>	Verify that the location server is properly installed and set up to collect the required data from the system.	Approximately \$30,000.00 for the WLAN location server and all attendant hardware and software.



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**Unit Goal:** Provide a secure and consolidated network environment for data transmission

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Unit Objective (Priority: #1 is highest)	Link to UTPA Objective	Expected Outcome	Assessment Criteria, Evaluation Methods	Assessment Results (Use actual data to describe annual performance)	Use of Results (What change was made?)
Ensure that all of the communications closets and switch rooms have standardized locksets with only designated Telecomm Services technicians, Information Security Staff, UTPA Police, and Physical Plant staff having access. (1)	7	All comm closets and switch rooms will have standardized locksets that will limit entry to certain designated Telecomm Services technicians, UTPA Police, and Physical Plant staff.	Ensured and worked alongside with telecom to verify that areas of the campus network, including the Library and the College of Business Administration, have been observed and evaluated to prepare them for integration into the unified network	A plan was proposed and prepared by Telecommunication Services. The plan was presented to ITPC and was approved.	Funding has not been identified. Implementation is pending.

Unit Objective (Priority: #1 is highest)	Link to UTPA Objective	Expected Outcome	Assessment Criteria, Evaluation Methods	Assessment Results (Use actual data to describe annual performance)	Use of Results (What change was made?)
			infrastructure.		
Provide continuing, and additional, direct support to the Telecommunication Services staff (2)	7	Upgraded and/or new equipment to support our efforts will be in place providing improved access to control equipment configurations, such as the Lightspeed edge firewall, directly related to security issues.	Ensured that the Cisco PIX firewalls have been properly deployed and configured. Acquired and set up a group of servers to be used and managed by the network and security staff for the purpose of testing various network related security applications.	Hardware has been setup and configured.	Certain areas are now protected by the firewall. A design following UT System recommendations has been developed for further implementation and wider coverage.
Ensure that mapping of all switched ports on campus to a physical location is completed. (3)	7	All switched ports will be mapped to physical locations allowing network and security technicians to quickly identify, locate and resolve issues.	Verified the accuracy of the port mapping process. Data collected has been made available to all areas that need access to this information.	<p>The following buildings have been port-mapped:</p> <ul style="list-style-type: none"> <li>• Men’s Dormitory</li> <li>• Women’s Dormitory</li> <li>• Science Building</li> <li>• Engineering Building</li> <li>• College of Business Administration</li> </ul> <p>The following buildings have been partially port-mapped:</p> <ul style="list-style-type: none"> <li>• College of Education</li> <li>• Academic Services</li> </ul>	<p>All of the mapped ports can now be identified by their physical location. This allows the security and network staff to respond to critical issues in an absolute minimum of time.</p> <p>Telecommunications expects to have all remaining buildings to be fully mapped within the next 12 to 18 months.</p>

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				Building	
Provide a commercially available spam filter with a greylisting solution. (4)	7	Filtering services using an industry standard, commercially available, solution.	<ul style="list-style-type: none"> <li>• Evaluated the functionality of the Lightspeed solution for load capacity and accuracy.</li> <li>• Ensured that the proper changes are made before launching the system into production.</li> </ul>	The spam solution provided by Lightspeed Systems was setup and installed on April 2006.	A high percentage of spam is no longer being delivered. University members are now able to inspect spam messages via spam mail summaries which are sent to the respective mailboxes.

<b>Unit Goal:</b>	Perform an annual risk review and create disaster recovery and business continuity program.
<b>Link to UTPA Goal(s):</b>	3. Improve UTPA's organizational effectiveness

Unit Objective (Priority: #1 is highest)	Link to UTPA Objective	Expected Outcome	Assessment Criteria, Evaluation Methods	Assessment Results (Use actual data to describe annual performance)	Use of Results (What change was made?)
Develop an annual risk review and create disaster recovery and business continuity plans for the Division of Information Technology. (5)	7	Completion of up-to-date disaster recovery and business continuity plans.	Ensured that all IT departments have a comprehensive disaster recovery and business continuity procedures.	Work in progress. Disaster Recovery and business continuity plans are being developed and revised.	Business continuity plan should be completed by the end of June. We expect to have all plans completed before the end of the current fiscal year.

<b>Unit Goal:</b>	Create a hardware replacement cycle for the Division of Information Technology based on security imperatives.
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Unit Objective (Priority: #1 is highest)	Link to UTPA Objective	Expected Outcome	Assessment Criteria, Evaluation Methods	Assessment Results (Use actual data to describe annual performance)	Use of Results (What change was made?)
Work with the Systems staff to evaluate and provide a, security-based, schedule for current server hardware replacement (6)	7	Adequate hardware to provide an efficient level of security controls.	Verified that the replacement of all critical security server hardware is done with minimal downtime in order to improve security services.	All critical hardware was purchased. Two of the four most critical servers have been setup and configured.	Remaining servers will be setup and configured pending the physical relocation of the information security department.

<b>Unit Goal:</b>	Plan for the design, installation, and utilization of specialized research networks to accommodate grant-funded project requirements
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Unit Objective (Priority: #1 is highest)	Link to UTPA Objective	Expected Outcome	Assessment Criteria, Evaluation Methods	Assessment Results (Use actual data to describe annual performance)	Use of Results (What change was made?)
Verify the design process, installation, and utilization of specialized research networks to accommodate grant-funded project requirements in accordance with the terms and conditions set forth by the funding agency such as NASA or the DOD. (7)	4, 5, 6, 7	Network infrastructure is compliant with the technical and security demands of each specific research project and the funding agency that is providing oversight.	Ensured that all areas of the network have been properly zoned and firewalled to ensure the most secure virtual environment possible.	We are doing everything that is possible to ensure that UTPA become full partner in LEARN. In the interim, we are making sure that our existing external net work connection can provide the needed level of bandwidth to accommodate the needs of the students and the research faculty.	Bandwidth purchased from the UT System OTS has increased from 60Mbps with a 70Mbps burst capability to 80Mbps of connectivity with a 90Mbps cap.  At the current rates, this increase requires roughly \$50,000 per year in additional funding for the external connection.

<b>Unit Goal:</b>	Move security into a service mode with direct outreach and training for all UTPA staff and faculty.
<b>Link to UTPA Goal(s):</b>	3. Improve UTPA's organizational effectiveness

Unit Objective (Priority: #1 is highest)	Link to UTPA Objective	Expected Outcome	Assessment Criteria, Evaluation Methods	Assessment Results (Use actual data to describe annual performance)	Use of Results (What change was made?)
Provide continuing assistance to the university community and prepare training materials related to information security issues. (8)	7	Training materials that are accessible on-line or thru hands-on training.	Revamp the Information Security web page and ensure that materials and relevant security topics are present in order to provide better user awareness.	Several changes have been made to the current web presence.  Presentations on security awareness have given to certain departments and committees.	We expect to provide additional training awareness sessions in an effort to provide training on an on-going basis using the web and hands on training.

<b>Unit Goal:</b>	Provide a standardized, reliable, and easily maintained environment for data transmission
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Unit Objective (Priority: #1 is highest)	Link to UTPA Objective	Expected Outcome	Assessment Criteria, Evaluation Methods	Assessment Results (Use actual data to describe annual performance)	Use of Results (What change was made?)
Work with Telecommunication Services to provide IT policy and procedures document for construction. (9)	7	Consolidated network infrastructure with matching standards and reliability for data, voice, and video.	Ensured that there is on-going consultation between the IT staff, the Physical Plant, and OFPC personnel regarding the IT needs for new construction.	Telecommunications is actively participating on new construction plans to maintain proper coordination between the IT Division and Physical Plant.	Coordination now exists

Unit Objective (Priority: #1 is highest)	Link to UTPA Objective	Expected Outcome	Assessment Criteria, Evaluation Methods	Assessment Results (Use actual data to describe annual performance)	Use of Results (What change was made?)
Oversee the expansion of existing UTPA cable plant for the secure, efficient, and reliable transfer of data, voice, and video information. (10)	7	<ul style="list-style-type: none"> <li>All defective and obsolete cables will have been replaced with up-to-date, secure, media ensuring reliable, efficient and, when needed, redundant transfer of information.</li> <li>Additionally, planning will take place to lead up to an expansion of the infrastructure needed to accommodate growth and provide redundancy.</li> </ul>	Verified that there is a viable plan on-hand to expand the fiber cable infrastructure and that the plan looks far enough into the future to allow for growth West of Jackson Road and North of Schunior.	Work in progress. Planning and implementation phases will extend into the future.	Telecommunications has allocated funds for the partial expansion of the fiber infrastructure.
Plan for moving the entire network, telephone, and security staff to the remodeled Old Computer Center (Administrative Annex Building) when construction is completed. (11)	7	The network, security, and telephone staff will be prepared to move into newly remodeled offices and workshops in the Old Computer Center (Administrative Annex Building) when construction is completed.	This project is on hold at this time.	This project is on hold.	This project is on hold.

<b>Unit Goal:</b>	Monitor utilization of the Wireless Local Area Network (WLAN) to ensure that minimum user density needs are being met at all times and in all illuminated locations.
<b>Link to UTPA Goal(s):</b>	<ol style="list-style-type: none"> <li>1. Ensure undergraduate student access and success</li> <li>2. Enhance graduate education and research</li> <li>3. Improve organizational UTPA's organizational effectiveness</li> </ol>

Unit Objective (Priority: #1 is highest)	Link to UTPA Objective	Expected Outcome	Assessment Criteria, Evaluation Methods	Assessment Results (Use actual data to describe annual performance)	Use of Results (What change was made?)
Ensure that the centrally managed WLAN, which has the ability to collect client information throughout the entire campus, remains secure at all times. (12)	2, 4, 7	Collected information will allow the WLAN support staff and Information Security staff to quickly identify, locate and resolve issues.	Verified that the location server is properly installed and set up to collect the required data from the system.	Location server is operational. Wireless users can be identified and located upon request.	This system has allowed us to quickly respond to critical situations by identifying location and clients on the wireless network.