

**SUNY Potsdam
Administrative Unit
Assessment Summary Form**

Administrative Unit: *Computing & Technology Services*

Unit Contact Name: *Mindy Thompson*

Date: *October 11, 2022*

Phone: *x3486*

Email Address: *thompsme@potsdam.edu*

Assessment Year: *2021-22*

PURPOSE

This annual assessment summary form provides the opportunity for units to follow-up on their previous assessment work and reports and to highlight actions taken to improve processes and/or efficiencies in functioning that lead to outcomes that benefits students, staff, or the college. These could be process changes or improvements in efficiency, skill level of staff, opportunities for the college, or other aspects over which the unit has a certain amount of control.

SECTION 1: PRIOR YEAR ASSESSMENT PLAN FOLLOW-UP

A key component of the continuous improvement assessment process is following up on [prior year assessment plans and reports](#). Review your prior year plan and report and select one of the desired goals and outcomes to comment on any changes or improvements resulting from actions taken.

Prior Year Assessment Plan – Desired Goal and Outcome(s)

Copy/Paste or enter the goals and outcomes from your prior plan that you wish to highlight and summarize. Also list any relevant results data and planned actions that may have been previously listed.

Goal: Implement and update security changes in our User Account Management process.

Objectives:

- Transition our Password Reset method from our home-grown solution (<https://account.potsdam.edu>) to Microsoft's self-service method.
- Students, faculty, and staff will have an easier time resetting their password. Using Microsoft's self-service password reset method will allow users to enable multifactor authentication (MFA) which provides two layers of security to access their campus account. Our IT Service Desk will have fewer requests for remote-password resets.

Target: Our home-grown password reset solution is retired. No services utilize our legacy LDAP infrastructure. All users are using Microsoft's self-service method to reset their password. Initially encourage students, faculty, and staff to enable MFA and eventually roll it out faculty/staff and eventually students.

Result: Multifactor authentication was enabled on all accounts by September 1, 2021. Self-service password reset was enabled on all accounts on October 26, 2021.

Based on the outcomes, collected data/results, and planned actions, please describe what specific actions were taken and the resulting impact, if any.

Since multifactor authentication (MFA) was enabled along with self-service password reset, we were able to retire our legacy password reset system along with our legacy LDAP infrastructure.

During the 2020-21 academic year, prior to MFA being enabled, we had over 200 compromised accounts. Post deployment of MFA, for the 2021-22 academic year, we had only 5 compromised accounts and we've been able to trace how they became compromised.

During the 2020-21 academic year, prior to the deployment of the self-service password reset (SSPR) portal, our IT Service Desk staff were resetting approximately 700 passwords manually. Over the last year, approximately 250 passwords were reset manually by our staff. Over the last six months, 225 passwords were successfully reset using the SSPR without IT Service Desk intervention. The amount of manual password resets has drastically decreased since implementing MFA and the SSPR portal.

While we met our desired outcomes/objectives, we hope to keep improving our account creation and maintenance methods to continually reduce the need for manual intervention by our IT Service Desk to reset users MFA settings and passwords. Additionally, we will begin to improve the first time password reset process more seamless for new students, faculty and staff.

SECTION 2: ADDITIONAL ASSESSMENT HIGHLIGHTS (optional)

Assessment activity can take place that is not directly tied to previously submitted plans and reports. Please use this space to share any assessment success stories from this past year. What did you assess and how? What were the results? What did you learn from it and do as a result?