MEETING OF THE BUSINESS AFFAIRS COMMITTEE
OF THE BOARD OF TRUSTEES
Community College of Philadelphia
Wednesday, September 26, 2018 – 10:00 A.M.

Present: Mr. Steve Herzog, presiding; Mr. Joseph Martz, Mr. Michael Soileau (*via* teleconference), Dr. Donald Generals, Mr. Jacob Eapen, Mr. Gim Lim, Mr. James P. Spiewak, Victoria Zellers, Esq., Ms. Jody Bauer and Invited Guest, Ms. Arlene Yocum

AGENDA – EXECUTIVE SESSION

AGENDA – PUBLIC SESSION

(1)   Parking Garage Management Firm (Action Item)

Discussion: Mr. Spiewak stated that the Main Garage has been managed by Laz Parking since August 2013. While Laz Parking has provided satisfactory services to the College over the years, staff issued an RFP for Parking Garage Management with goals to enhance revenue, services and improve customer service.

The RFP was issued on Wednesday, June 6, 2018. Nine firms were invited to participate in this effort and of the nine, seven firms attended the mandatory pre-bid meeting, and five formal proposals were received. Based upon the proposals received, the evaluation committee consisting of members from Student Life, Budget & Business Services, Public Safety, Purchasing, and Auxiliary Services selected three firms (Laz, Park America, and SP+ University Services) for an interview.

After interviewing the three finalists, the committee, agreed that the best candidate was SP+ University Services, a firm which is focused solely on the unique needs of the higher education marketplace. Reference checks were performed and did not reveal any negative aspects of the operations. In response to Committee members' questions, Mr. Spiewak noted that the difference between SP+ University Services and Laz Parking projected labor and benefits cost was due to the fact that Laz had employees with significant length of service and corresponding higher hourly rates than what SP+ was projecting. SP+ also projected that not all of their employees would participate in their medical benefits program. Mr. Spiewak stated that although the management fee for SP+ was $6,800 higher than Park America and $1,800 higher than Laz, the evaluation team felt that overall proposal from SP+, particularly the emphasis on customer service and staff training, was superior to the other finalists.

Staff's recommendation to the Committee is that a three-year contract with two option years be awarded to SP+ University Services with a contract commence date of January 1, 2019.

Action: Mr. Martz moved and Mr. Soileau seconded the motion that the Committee recommend to the full Board that a three-year contract with two option years be awarded to SP+ University Services with a contract commence date of January 1, 2019. The motion passed unanimously.

(2) **High Speed Copiers (Action Item)**:

Discussion: Mr. Spiewak explained that the College utilizes four (4) high volume black and white copiers and one (1) color copier for duplicating in the Business Services Center. Two (2) black and white copiers are used for walk-up service to faculty and staff and two (2) black and white copiers are used for longer print runs and electronic submissions from faculty and staff. The existing copiers had been on a four (4) year dollar buyout lease which expired May, 2018. The equipment has approached its useful live and the units have become inefficient and unreliable.

The College issued an RFP for the replacement of this equipment in early July 2018. Seven (7) firms were invited to participate in this effort. Out of the seven (7) firms invited, five (5) firms attended the mandatory pre-bid meeting, and three (3) compliant proposals were received. Attachment B contains the criteria that was used to evaluate the firms and a financial summary of the bids.

Based upon the RFP specifications and subsequent on-site equipment demonstrations, the evaluation team consisting of representatives from Business Services, IT Networking and Purchasing recommend making an award to the lowest bidder, Canon Solutions America, Inc. for a four (4) year dollar buyout lease. In response to Committee members' questions, Mr. Spiewak noted that the previous vendor was Toshiba and that the annual cost for the new equipment is approximately $7,000 higher.

Staff's recommendation to the Committee is to award Canon Solutions America, Inc. for a four (4) year dollar buyout lease in the amount of $290,466.06.

Action: Mr. Martz moved and Mr. Soileau seconded the motion that the Committee recommend to the full Board to award Canon Solutions America, Inc. for a four (4) year dollar buyout lease in the amount of $290,466.06. The motion passed unanimously.

(3) **Cyber Security Presentation (Information Item)**:

Ms. Jody Bauer, Chief Information Officer, presented an overview on how Information Technology secures the College's network environment from intrusion and hacking. She noted that it was the goal of IT to have a secure environment that would be non-intrusive to the educational process and that the protection of Personally Identifiable Information (PII) was of utmost importance. Ms. Bauer explained how the College utilizes third party vendors to monitor and protect the College's systems on a 24/7, 365-day effort where all traffic is monitored. Ms. Bauer provided data on the number of attacks and malicious code that were identified and prevented from affecting the College's system. She also discussed the procedures IT staff use to protect the system and how there is an on-going effort to educate staff on cyber security issues. She also noted that the College has a $3 million dollar cyber insurance policy that provides, not only monetary protection in the event of an incident, but also professional help.

In response to Committee members' questions, Ms. Bauer stated that, in her opinion, the highest vulnerability is related to data being in the cloud. She informed the Committee members that a "Cloud Vulnerability" questionnaire needs to be completed and reviewed by her for all cloud-based vendors to do business with the College. She noted that our back-up systems in the Northeast Regional Center are real time and that strengthening education within her cyber security team and the next generation of firewall equipment will improve overall IT security.

Attachment C contains the slides from her PowerPoint presentation.

(4)   Presentation by Ms. Arlene Yocum:

Ms. Yocum discussed recent Foundation Board activity. She noted that the Foundation is continuing to recruit new members that would enhance the Board and that, in addition, members of the community are coming to the Foundation asking how they can be involved. Ms. Yocum also discussed the Foundation's new campaign efforts and that these efforts will emphasize three areas: Achieving Student Success, Bachelor Bound, and Career Ready. The Foundation Board's activities will include demonstrating to donors the impact of their contributions.

(5)   Next Meeting Date:

The next regularly scheduled meeting of the Committee will be held on Wednesday, October 24, 2018 at 10:00 A.M. in the Isadore A. Shrager Boardroom, M2-1.

JE/lm
Attachments

ATTACHMENT A

Comparison of Parking Management Firms

FINANCIAL INFORMATION

COMPANY	ANNUAL MANAGEMENT FEE	LABOR EXPENSES	EMPLOYEE BENEFITS	OTHER EXPENSES	TOTAL COST
LAZ	$15,000	$246,762	$50,618	$135,121	$432,501
Park America	$10,000	$237,706	$15,000	$79,494	$332,200
SP+	$16,800	$217,638	$26,745	$140,584	$384,967

All companies interviewed have the capability and experience of managing and operating the College's parking garage. The evaluation committee felt that SP+ had the most thorough and complete proposal followed by LAZ. The committee also felt that the customer service training efforts of SP+ was the strongest. SP+ also has the strongest reporting capabilities including a data dashboard that would enable SP+ and CCP to analyze garage usage to the hour. Their proposed manager is bilingual and is experience with Data Park equipment. It was the unanimous decision of the committee that SP+ was the best fit for the College.

ATTACHMENT B

High Speed Copiers

Canon, Xerox and Ricoh equipment was evaluated on the following criteria:

- Image Quality
- Speed of the equipment
- Ease of use for Equipment Operators
- Compatibility with College existing IT network
- Pricing
- Reliability
- Image Quality

Financial Summary:

Vendor	Purchase Price	Total Cost Over 4 Years (*Lease Cost x 48 months)	Color Click Rate	B/W Click Rate	Click Cost Over 48 Months	Total Cost Over 4 years
Xerox	$ 224,095.50	$ 269,857.44	$ 0.0390	$ 0.0030	$ 141,159.27	$ 411,016.71
Canon	$ 142,000.00	$ 171,792.00	$ 0.0285	$ 0.0027	$ 118,674.06	$ 290,466.06
Ricoh	$ 125,425.00	$ 177,824.64	$ 0.0340	$ 0.0025	$ 120,104.26	$ 297,928.90

The click rate is the cost to cover maintenance and supplies associated with the equipment. It is based upon an estimated 8.3 million copies produced on an annual basis.

ATTACHMENT C

Cyber Security Presentation

Information Security

A Cyber-Security Discussion

Information Security/Cyber-Security

– Developing a holistic, agile approach to information security to create a secure network, develop security policies, and reduce institutional exposure to information security threats.

– Security is invisible by default. Identifying legitimate attacks, let alone breaches, is challenging.

– Personally Identifiable Information (PII) - Confidential data may be held in a variety of places. Confidential or Personally Identifiable Data resides in systems, the Cloud, paper, electronic files stored on the network or mobile media.

Information Security Assessment

Balancing security needs with usability.

Trying to align a secure environment with an environment which promotes accessibility, and not stifling the "academic freedom" approach to learning/teaching.

Information Security Assessment Infrastructure

Internal Firewalls with Contracted External Monitoring Service that is 24x7x365 by CNI and Clone Systems

- Security SOC - An information **security** operations center ("ISOC" or "**SOC**") is a facility where enterprise information systems (web sites, applications, databases, data centers and servers, networks, desktops and other endpoints) are monitored, assessed, and defended.

- 3 Managed IPS - intrusion prevention is a preemptive approach to network **security** used to identify potential threats and respond to them swiftly. Like an intrusion detection system (IDS), an intrusion prevention system (**IPS**) monitors network traffic.

- 4 Managed Firewalls - a part of a computer system or network that is designed to block unauthorized access while permitting outward communication.

- Managed SIEM - Security information and event management (**SIEM**) is an approach to security management that combines SIM (security information management) and SEM (security event management) functions into one security management system for real-time analysis of security alerts.
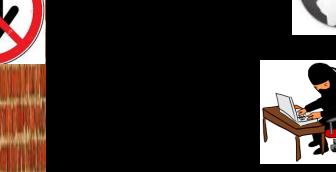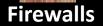
External Contracted 24x7x365 Monitoring Service

60% of Cyber Attacks occur from inside

Firewalls

Community College of Philadelphia | 50 YEARS

How are we protecting our systems?

- Patch/Upgrade meetings bi-weekly – maintaining current patch levels on servers & systems – Key Risk Indicator (KRI) review
- Wi-Fi is public/guest only – No Access to the internal Wide-Area Network permitted
- Vulnerability Scans & Threat Reports monitored monthly
- SAS Team weekly "threat analysis" on all workstations

Vulnerability Protection
CCP Attack Report
January – August 2018

Policy Based Attacks (P2P, file sharing): 3,838,880
Threat Intelligent Attacks: 761,872
Malicious Code (Malware, Ransomware, Trojan, Virus): 314,762
Other Advance Attacks (DDoS, Extensive Scanning): 231,851

How are we protecting our systems?
Active Directory Controls

- Passwords are on a 45-day forced change cycle for faculty & staff.

- Auto-forwarding of all email in an account has been disabled for faculty & staff.

- 15 minute timeout period on desktop PC's – password required to access prior session.

- Secure policies on workstations to (a) prevent Malware key-logging ; (b) installation of applications; (c) changes to the system configuration; (d) anti-virus updates are pushed through automation.

- Alerts to Network Team and Account Locked when more than 5 failed login attempts are tracked.

How are we protecting our systems? Enterprise System

- Banner User Accounts are audited monthly by DBA/Security Team to ensure that security roles assigned to user are valid.

- Passwords are on a 45-day forced reset cycle.

- Alerts to DBA Team and Account Locked when more than 5 failed login attempts.

- Banner Patch Management is reviewed bi-weekly.

- Banner TESTING is conducted in a protected lower database instance.

How are we protecting our systems? Other Methodology

- Education of the end-user community is ongoing.

- ITS publishes "ITS ALERTS" on phishing schemes and warning of dangerous web-based sites.

- Ensuring that all data transferred into or out of our institution is encrypted.

- A new initiative is being piloted to push out phishing prevention training associated with a fake phishing tool to help in behavior modification.

Next Steps

- Proficiency on the next generation of Firewall appliance to be procured by CCP this fiscal year.

- Continuing to enhance our presence in the Cyber-Security arena through training of existing staff.

- Purchase a training tool for phishing education that will help with behavior modification.

Cyber Insurance Current Coverage

AIG Premium: $16,981
$3,000,000 Liability

- Media Content Insurance $25,000 Retention

- Security & Privacy Liability Insurance $25,000 Retention

- Regulatory Action Sublimit of Liability $25,000 Retention

- Network Interruption Insurance $25,000 Retention; Waiting Period of 10 hours

- Event Management Insurance $25,000 Retention

- Cyber Extortion Insurance $25,000 Retention