INFORMATION SERVICES

UC San Diego Health Sciences

IT Handbook

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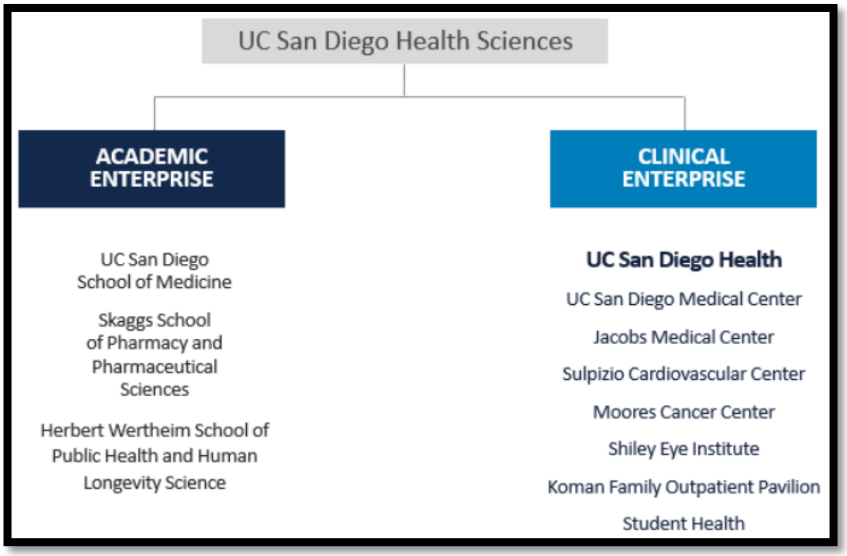
Introduction to Health Sciences

Welcome to UC San Diego Health Sciences! We are pleased to provide you with IT support guidance. The IT system is large and unlike most organizations. Let's review some important details that will assist you in conceptualizing our organization.

UC San Diego Health Sciences is broken down into two main branches: **Academic Enterprise & Clinical Enterprise**.


UC San Diego Health Sciences
ACADEMIC ENTERPRISE
CLINICAL ENTERPRISE
UC San Diego School of Medicine
Skaggs School of Pharmacy and Pharmaceutical Sciences
Herbert Wertheim School of Public Health and Human Longevity Science
UC San Diego Health
UC San Diego Medical Center
Jacobs Medical Center
Sulpizio Cardiovascular Center
Moores Cancer Center
Shiley Eye Institute
Koman Family Outpatient Pavilion
Student Health

The **Academic Enterprise** (aka, Professional Schools) is comprised of the following Schools:

1. **UC San Diego School of Medicine**
2. **Skaggs School of Pharmacy and Pharmaceuticals Sciences (aka, Skaggs)**
3. **Herbert Wertheim School of Public Health and Human Longevity Science (aka, School of Public Health)**

The **Clinical Enterprise** is comprised of the following major hospitals/organizations:

1. **UC San Diego Health**
2. **UC San Diego Medical Center**
3. **Jacobs Medical Center**
4. **Sulpizio Cardiovascular Center**
5. **Moores Cancer Center**
6. **Shiley Eye Institute**
7. **Koman Family Outpatient Pavilion**

8. **Student Health**
9. **Many satellite Urgent Care & clinic locations**

For the purposes of this document, our focus will be the **Academic Enterprise**.

For information regarding the University of California, San Diego, click here.

Information Services & Information Technology Services

Information Services (aka, IS, Health IS) is the IT structure that supports UC San Diego Health Sciences. **Information Technology Services** (aka, ITS, Campus IT) is the IT structure that supports the University as well as the physical Network and Telecom (phone systems) in the Academic Enterprise buildings.

If you are coming from a smaller enterprise, our approach to IT service delivery may be very different that what you may be accustomed to. Smaller organizations generally have small IT groups that perform multiple functions which in some instances may produce a faster response time but lacks scalable functions. Due to our size, we strategically centralize our services. This means that each service line tasks are specific to that team, which are managed separately.

For example, previously, you may have called in an issue which may have been resolved by a visit from the person that picked up the call. IS has separate teams that specialize in their own service line. Our team that picks up your call, if needed, will escalate to the team that visits you in person. If that person is not able to fix your issue, they will escalate to a higher tier, for example Server Engineering.

This strategic approach to IT service delivery enables us to scale our services as well as to resolve a significantly wider spectrum of issues.

Within IS exists a program called **Information Technology Shared Services** (aka, ITSS, IT Shared Services) whose aim is to ensure service delivery to the Academic Enterprise. ITSS strategizes services specific to the Academic Enterprise that are different than the Clinical Enterprise so as to enable researchers, faculty & staff to perform at their best.

ITSS is a paid for service by all that fall under the umbrella, which is the majority of the Academic Enterprise. The fee is based on a percentage of effort. Speak to your department admin for more specifics regarding the fee or visit our About page here to learn more about ITSS and the fee structure.

ITSS Offers the following **services**:

- 24/7 Service Desk
- Data Storage
- Desktop Engineering
- Field Support (aka, Desktop support)
- Information Security
- Server & Hosting Services
- Identity & Access Management
- Amazon Web Services (aka, AWS) Infrastructure

For specifics about the services bulleted above, please click on the link provided and select the service line you'd like to learn more about.

In addition to the services above, ITSS now offers **Business Relationship Managers** (aka, BRMs) to assist you with:

- Service delivery challenges
- Customer service intervention
- Strategic IT planning
- Academic Enterprise advocacy
- IT discovery
- Translate needs into IT solutions
- Liaise between IS and Academic Enterprise

You may contact Miguel Villalobos (BRM Manager) or Nigel Johnson (BRM Lead) for further details regarding the BRM Program. Please note that our BRM web page is currently under development.

Contact Information:

UC San Diego Health Sciences
Information Services
9560 Towne Centre Drive
San Diego, Ca 92121
(619) 543-4357

UC San Diego
Information Technology Services
9500 Gilman Drive
La Jolla, Ca 92093
(858) 246-4357

ITS charges **Next Generation Network** (NGN) fees in certain cases. For specifics on NGN fees, please visit their site here.

Cybersecurity & Best Practices

More than ever, cybersecurity is a critical component of our infrastructure. It is also the responsibility of ***all*** faculty/staff to help preserve the integrity of our computing environment. Good cybersecurity hygiene protects our digital assets because they are valuable and vulnerable.

Cybersecurity protects our networks, devices and data from unlawful access or criminal use as well as enhancing our practice of confidentiality, integrity and availability of information.

Cyberattacks are designed to deceive individuals into clicking, emailing and otherwise offering their login credentials by means of social engineering, crafty emails which can look legitimate. Below are recommendations to ensure you and our organization stays protected:

Create a strong password

a. Your password should contain a minimum of 12+ characters which includes at least 3 of the following 4 categories:
    i. Uppercase letter
    ii. Lowercase letter
    iii. Numbers
    iv. Symbols
b. Do not use single, recognizable words found in dictionaries or your username
c. Use a passphrase if possible
    I. **Passphrases generally are easier to remember than passwords.** People find it easier to remember four to eight random words that are more than 30 characters compared to a password that is typically only eight to 16 characters.
    II. **Passphrases are more secure than passwords.** Passphrases can be upwards of 100 characters, including capitalizations and punctuation. Thus, a properly scripted passphrase can be significantly more difficult to guess than a password.
    III. **Passphrases can be created that are almost impossible to crack.** Although cybercriminals have an arsenal of password cracking tools, even the most advanced tools are not be able to brute force a passphrase that uses random words and is of significant length. The same cannot be said for passwords that are much shorter.
    IV. **Applications and OSes support passphrases.**

Most modern OSes, applications and services accept passwords that are more than 100 characters. Thus, passphrases could potentially replace passwords in enterprise organizations that have adopted single sign-on methodologies.

V. **Example of a passphrase**

Bio at UCSD is great

- gr8=B!0@uc$d
- 12 characters
- Includes upper and lower case, numbers and symbols

d. Use LastPass to track your passwords

Enroll in DUO 2-Factor Authentication

e. IS Duo

f. Campus ITS Duo

g. It's recommended you sign up for both

Guidelines for international travel (login required)

Sending Encrypted Emails

2. If you need to install 3rd party software and are not sure if it's already approved for our organization, please submit a General Request asking whether it is/is not (include the name and version of the software/app in question). If the software/app is not approved, be prepared to submit an Information Security Review (login required) form.

Data Backup/Storage Plans

It is highly recommended that you regularly save/backup your documents. You have several strategies to save/backup your data:

VI. OneDrive:

if you have a managed computer, you will see OneDrive in your Settings and on the left side navigator of your File Explorer (folder icon on your **Windows PC**).

If you have a managed **Mac**, go to: Finder (spotlight search), type in OneDrive and follow the prompts. First time users, will be required to set up OneDrive using their username@health.ucsd.edu email account.

Unmanaged device users can click here and login using username@health.ucsd.edu

For more information about OneDrive, click here.

VII. MS Teams:
Fantastic option for collaborating with colleagues. Individual storage is limited to 200GB, teams are limited to 25TB of storage. Works on both Mac & Windows. If prompted to login, ensure you are logged in using username@health.ucsd.edu.

For more information regarding MS Teams, click here.

VIII. Network File Folders:
AKA, network shares, are safely stored folders which can be used for a single person or accessed by people whom you choose. This storage option is hosted by our IS team and requires VPN and subsequently username and password. To request a secure network file share, visit, 3help.ucsd.edu (login required) > Request Something (green suitcase) > Security & Access Requests > Shared Drive Changes and Requests

IX. Google Drive
Information about Drive should be thoroughly reviewed prior to choosing this option.

For more information regarding G Suite, including Drive, please click here.

X. If you will be working in a lab, please refer to the PI for further guidance as they may have a backup/storage strategy specific to their lab.

Cybersecurity Certification for Research (CCR)

In order to comply with Health Sciences/Campus/UCOP security protocols, all computers capable of supporting our security footprint should have **FireEye HX & Qualys** installed. Please note that IS managed computer automatically come with both security software packages installed. For information regarding the CCR program, please click here (login required) and ensure to review the related links. Managed MacBooks and other Mac products have **JAMF Protect** installed in lieu of FireEye & Qualys.

Please note the CCR program is required for ANY device, personally owned or not, that access our infrastructure or its resources.

Information regarding login accounts

Please click on the link above to review information regarding different login account at UCSD which include:

XI. username@ucsd.edu accounts
XII. username@health.ucsd.edu accounts
XIII. Business Systems login accounts

Important Security Tips

XIV. If you receive a suspicious email, ***forward*** the email to abuse@health.ucsd.edu and ensure you don't click on any links, don't reply to it and DO NOT share/forward it to anyone else
XV. If you notice any strange behavior on your device, report it immediately to our Service Desk at (619) 543-4357
XVI. If you strongly feel your password has been compromised, you may immediately change it at password.ucsd.edu AND report it to Service Desk at the number above

Managed & Unmanaged Devices

This section provides information about the differences between managed and unmanaged devices.

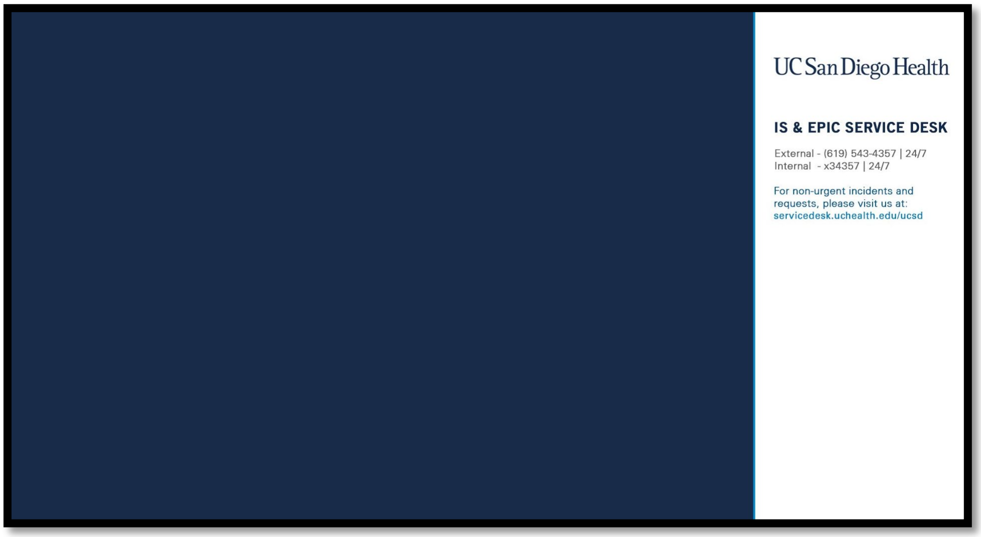
Before deciding on which device to purchase, it is recommended that you read this section carefully to ensure you pick the best computing device type for your circumstance.

Managed Device

A managed device is a computing device that is fully administered by Information Services (IS). This means that IS is responsible for:

- OS Updates
- Security Patches
- Zero Day Patches
- Collaboration Patches and Updates
- Full-Support*
- Preinstallation of various HS software

You can readily identify a managed **Windows** device by the desktop screen because it prominently displays our logo along with our Service Desk information on the right-hand side of the screen.



UC San Diego Health

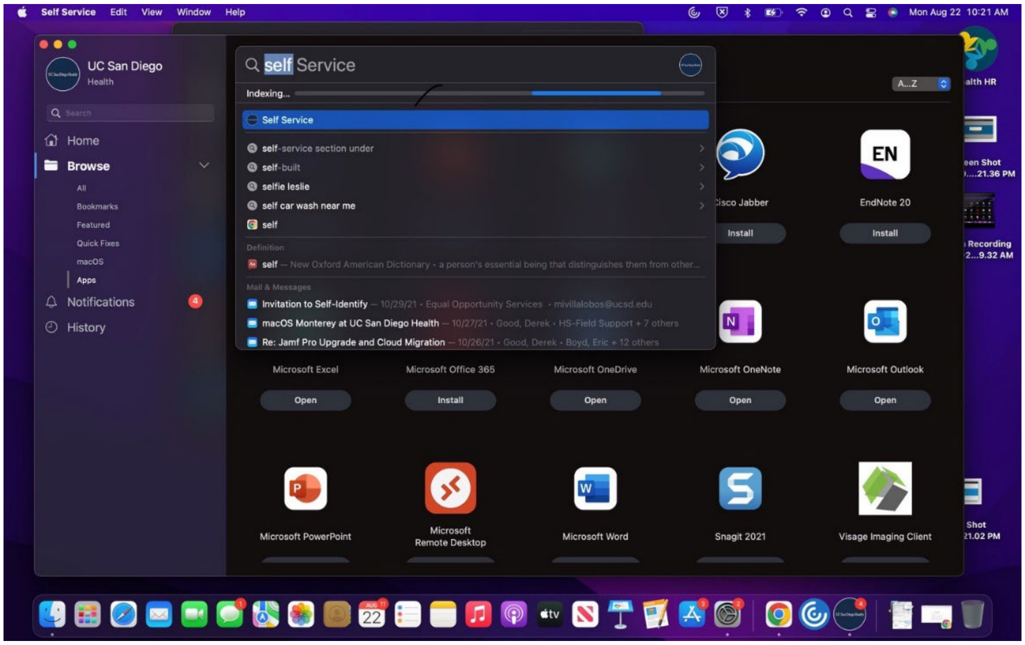
IS & EPIC SERVICE DESK

External - (619) 543-4357 | 24/7
Internal - x34357 | 24/7

For non-urgent incidents and requests, please visit us at: servicedesk.uchealth.edu/ucsd

*Please note that, while we will support your device, you are responsible for refreshing the device itself. This means that if the device ever becomes unsupportable due to age, lack of support from the manufacturer (e.g. Dell, HP, Microsoft, Apple), you will be responsible for purchasing a new one if you wish to continue full-IS support.

On **Apple** devices, you can identify a managed device by going to Spotlight (Finder) → Type in "Self Service" and if you see a UCSD icon, it is an IS managed device.



self — New Oxford American Dictionary · a person's essential being that distinguishes them from other...

Invitation to Self-Identify — 10/29/21 · Equal Opportunity Services · mivillalobos@ucsd.edu

macOS Monterey at UC San Diego Health — 10/27/21 · Good, Derek · HS-Field Support + 7 others

Re: Jamf Pro Upgrade and Cloud Migration — 10/26/21 · Good, Derek · Boyd, Eric + 12 others

Unmanaged Devices

Unmanaged devices are the opposite of managed devices. This means that the user is responsible for all updates on their machine including:

- OS Updates
- Security Updates
- Zero Day Updates
- 3rd Party Software updates
- Confirmation that 3rd party software is UC approved
- Ensure their device is registered with UCSD

Users with unmanaged devices receive "best effort" support. This means that, while we will do the best we can to support your device, a solution is not guaranteed. If it is determined that significant and device impactful actions need to be made, it's highly probable that you will be directed to seek a 3rd party solution (e.g. changes to the registry need to be made, adding/removing security updates for the sake of making an application function etc).

With regards to applications that are work related, e.g. Outlook, End Note, we may offer recommendations as to what solutions may be available. Additionally, we will send you either a knowledge article directly or offer links that are known fixes.

IT Procurement

Device Procurement

There are two methods of procurement that we recommend:

1. **Purchase Directly From IS**
   Purchasing directly from IS offers the added security of knowing your device will be supported. Additionally, our devices come priced with a manufactures warranty. To view the IS device catalog please click here (login required).

   Purchasing a device directly from IS will ***automatically*** enroll you for IS management.

2. **UCSD Bookstore**
   IS has a strong business relationship* with the UCSD Bookstore. They can guide you on devices that are best suited for our environment.

   Purchasing a device directly from the UCSD Bookstore ***will not*** automatically enroll you in IS management. This must be specifically requested. TechConnect* is capable of enrolling your device onsite if desired.

   *Please note that we now offer walk up services at the Bookstore known as TechConnect. Our TechConnect is an on-demand, face-to-face walk up service desk.

In addition to the standard devices found in out IS Catalog, ITSS offers the Preferred Purchasing Program aimed at providing more options to our Professional Schools colleagues. We offer expanded lines and models. You can find more information on the Preferred Purchasing Program here.

Windows or Mac?

There are many factors to consider if you are deciding on a Windows or Mac device including how comfortable you are with the OS, what it’s being used for and budget constraints.

From a user experience level, Macs offer a more autonomous experience. Our Mac management system is less intrusive on the user, though you’ll receive some messages about updates etc.

Windows computers may be more familiar to you. We do have a robust management system which may offer less autonomy to the general user. But if you prefer to always stay on the safe side, managed windows devices is your best option.

Who replaces my device when it breaks or no longer has a warranty?

As previously mentioned, when a device is no longer under warranty and you wish to replace it, it is the individual's department that must refresh the device. It is recommended that devices be refreshed every 3-5 years. Macs have been known to last well beyond that but Apple officially only supports the latest 3 operating systems, which may impact your support by IS (because we will no longer receive support updates from Apple once your OS is not in the latest 3 versions).

We recommend your department take an inventory of your devices to ensure you have a planned strategy to replace devices that can no longer be supported by IS or the manufacturer. You may engage the Business Relationship Managers to assist with this difficult task.

Printers

There are a few options you have to satisfy your printing needs.

1. **Purchase directly from IS**
   We offer limited models with limited capabilities. Please see our offerings on our Equipment Catalog.

2. **IMPRINTS**
   IMPRINTS is a Campus ITS printing solution offering not only devices, but offers bulk printing as well as production printing solutions including banners, posters, handouts, digital publishing etc. Please review their website and request pricing at imprints_quotes@mail.ucsd.edu. They can be contacted at: (858) 534-3020.

3. **Outside Vendors**
   Pro Schools departments can choose to select a printer of their choice at any vendor that will satisfy their needs. Once you have the printer, IS would be happy to help you set-up and connect your devices. Please submit a Workstation Enhancement Request.

4. **Toner**
   Any consumable, including paper & toner, is the department's responsibility.

Software Procurement

Our managed devices come preloaded with software packages that include:

- Acrobat Pro
- Notepad++
- MS Visio 2019
- MS Project 2019
- Office
- Snagit 2021

- EndNote
- FireEye
- Citrix
- MS Teams
- Zoom
- Epic
- And more

We also offer a Professional Schools* Citrix-based virtual desktop which has the following software pre-installed:

- Sectra IDS7
- FileZilla
- MRO ROI
- Tableau
- E-Mouselab
- Notepad++
- Epic
- VLC Player
- MS Teams
- Visage

*Please note that the virtual desktop is specific to Professional Schools users and as such, it must be requested. You can request it by calling the IS Service Desk at (619) 543-4357 or by submitting a self-service ticket here (login required) and ensure you request the "Professional Schools published desktop on Citrix." Ensure your device has Citrix Workspace installed before attempting to launch the virtual desktop (again, IS managed devices already has Citrix installed). Be advised that the Professional Schools virtual desktop is not "persistent," meaning, it will not save personalized settings. However, it is capable of reaching the desktop/laptop files by permitting the settings prompted to you when attempting to view your folders locally as well as your network folders.

Additional scientific software is available at the UCSD Enterprise Software Licensing Site. Software available but not limited to:

- Minitab
- NI LabVIEW
- SAS
- SOLIDWORKS
- SPSS
- Stata SE
- Tableau for Teaching
- Altium
- ANSYS
- Autodesk
- ChemOffice
- Esri ArcGIS
- Graphpad Prism
- JMP statistical software
- Maple
- Mathematica
- MATLAB

If you require software not listed above or in the links offered, please ensure to submit a Security Review (login required) for your proposed software. This ensures security continuity in our computing environment.

How do I install purchased software?

Once you have acquired your software license, please submit a *Workstation Enhancement* (login required) form. Under the "Additional Information" section, please confirm that you have purchased and currently have your license on hand. Ensure you have your chart string information because the form requires it. Most department admins will know or know how to get a chart string.

Please DO NOT use another request type for this action.

Important Notice Regarding Software Installations
All software is reviewed using established guidelines to determine whether Information Security needs to further evaluate. If it is determined that it does need further review, you will be advised. For this reason, we highly recommend you check with us prior to purchase.

Can't find what you need?

Information Services is confident that our wide range of offerings will cover most of the basic needs of standard and advanced computer users. For individuals that have specific requirements not met by our current offerings, we are pleased to inform you that the IS Equipment Catalog has a section for non-standard device orders. Simply let us know what you are looking for and we will furnish you a quote.

Identity & Access Management

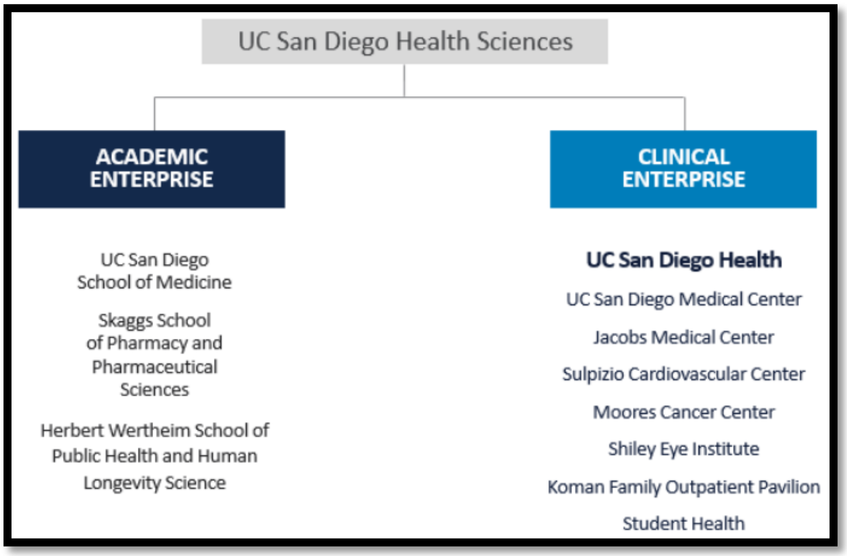
The Identity & Access Management (IAM, aka User Access & Security) team is led by Monica Hansen. The Identity and Access Management team provides access controls and creates, updates and validates accounts and account information.

The IAM team manages access to key services including:

- Email (@**health.ucsd.edu**)
- Shared Mailboxes
- Network folder changes & requests
- Tableau licenses
- Zoom Pro licenses
- **New Employee Access**
- **Remove Employee Access**

*Please note that IS and Campus ITS have separate IAM teams. IS manages user all under the Health Sciences umbrella. Campus ITS manages all users under the UCSD Campus umbrella.

****Health Sciences Umbrella****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Sulpizio Cardiovascular Center
Moores Cancer Center
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Student Health

Please login (***login using this format: username@ucsd.edu, use your standard UCSD password; if you're not using VPN, ensure you have DUO 2-Factor Authentication installed on your mobile device***) to the online portal to review the list of IAM forms.

Basic information regarding Campus IAM can be found here.

New Hire / Internal Action Access Request

For any net new, internal, or rehire, please use the *"New Employee / Internal Action Access"* form. Pay special attention to General Systems Access section to ensure the incumbent receives the proper access. If the incumbent wishes to be known by a specific name instead of the legal name, this is the section where you will want to request this.

Hint: If your new hire/transfer has a coworker that currently has the EXACT same access that you want the new person to have you can state, **"Please mirror access from John Smith (jsmith),"** in the notes section (notice I've added the existing colleague's username – important detail).

> *Warning: The above applies to general IS managed systems. Campus managed systems, such as **Oracle,** requires separate forms.*

Access Removal / Terminations

Not to be overlooked is the need to ensure proper offboarding. This includes submitting the "*Remove user Access*" for colleagues leaving the organization. It is the manager's responsibility to ensure this takes place, though submitting the form could be done by another responsible agent.

Use this form to remove access to any type of employee: FTE, Affiliate or Temporary workers.

Hint: If the matter is urgent and you must remove a departing user's access *immediately,* call 619-543-4357 and ask to speak to the User Security & Access Manager.

Affiliate User Access

Please use the "Affiliate or TES Temp User Access" form for:

- Visiting scholars
- Temporary paid workers
- Volunteers

Why isn't there just one access request for everything?

Ideally that would be fantastic. However, systems between Health Sciences and Campus don't necessarily talk to each other. Despite them working closely shoulder to shoulder, think of Campus and Health Sciences as two separate companies. While it's true that we collaborate on many infrastructure initiatives, there are markedly different core strategies in technology perspectives. This is due, in part, to the varying nature of the business types that the two organizations are involved in.

General IT Support

For information regarding IT support for **Health Sciences**, click here.

For information regarding IT support for **Campus**, click here.

UC San Diego Health Sciences
Information Services
9560 Towne Centre Drive
San Diego, Ca 92121
(619) 543-4357
ITSS
Pulse (login required)

UC San Diego
Information Technology Services
9500 Gilman Drive
La Jolla, Ca 92093
(858) 246-4357