

Fredonia ITS Support and Minimum Security Matrix

Support Level	Support Level 0	Support Level 1	Support Level 2	Support Level 3	Support Level 4
Description	Non-NYS Owned Computer	NYS Owned ITS provides "Basic" Support Services	NYS Owned ITS Provides "Advanced" Support Services	NYS Owned and ITS "Fully" Supported	NYS Owned and ITS "Enhanced" Supported
Purpose	Used for providing services to non-NYS employees and non-students (e.g. Community Members).	Used for providing services to NYS employees and students.	Used for providing services to NYS employees and students.	Used for providing services to NYS employees and students.	Used for providing services to NYS employees and students.
Examples Include	Student computers, CoachUSA, non-Fredonia / non-state owned hardware, etc	Computers used with Scientific equipment. Single purpose computers, "appliance" type computers, Faculty start-up funded computers (depending on purpose), etc.	Multi-station / Multi-location use systems such as Carrier, Siemens, FSA, Physical Plant, Health Center Systems, Faculty start-up funded computers (depending on purpose), etc.	Standard Windows/Mac desktops & Macs, Faculty Mac's, Smart Classroom, Computer Labs, etc.	HIPAA, PCI, or similar type restricted access computer or system required to exceed normally recognized IT security best practice. Falls within level 2 data risk classification
Data Risk Classification Category	<i>Category 1 - Public</i>	<i>Category 1 - Public</i>	<i>Category 2 - Private</i>	<i>Category 2 - Restricted</i>	<i>Category 3 - Restricted</i>
OS Patch Management	Vendor or Service Provider installs critical and security OS patches no less than monthly. Current AV solution installed and updated automatically, no less than daily	ITS enables OS 'auto-updates'. Anti-virus required (Win/MAC) and updated automatically at a frequency of no less than daily. (OS must have current security and critical patches available from OS vendor)	ITS enables OS 'auto-updates'. Anti-virus required (Win/MAC) and updated automatically at a frequency of no less than daily. (OS must have current security and critical patches available from OS vendor)	ITS installs OS updates. ITS installs and configures SEP updates. (OS must have current security and critical patches available from OS vendor)	ITS installs OS updates. ITS installs and configures SEP updates. (OS must have current security and critical patches available from OS vendor)
Application Support and Management	Vendor or service provider	Local Fredonia non-ITS faculty / staff or under manufacturer software support agreement	Local Fredonia non-ITS faculty / staff or under manufacturer software support agreement	ITS provides all application support and management or service provided by manufacturer or vendor. Software under manufacturer's support agreement. Funding sources may vary	ITS provides all application support and management or service provided by manufacturer or vendor. Software under manufacturer's support agreement. Funding sources may vary
Hardware Support	Vendor or service provider	Physical Hardware should be kept under vendor or manufacturer's warranty. No ITS hardware support available. ITS reviews hardware spec and will (if requested) assist in acquiring hardware quotes from NYS OGS approved sources	Physical Hardware should be kept under vendor or manufacturer's warranty. No ITS hardware support available. ITS reviews hardware spec and will (if requested) assist in acquiring hardware quotes from NYS OGS approved sources	ITS fully responsible for all hardware, maintenance, and support	ITS fully responsible for all hardware, maintenance, and support
Local and/or Network Printers	Local Only	Local via USB or similar and/or printer has statically assigned NATTED IP with port 9100 allowed in but not allowed out	Local via USB or similar and/or printer has statically assigned NATTED IP with port 9100 allowed in but not allowed out	Local via USB or printer defined on non-internet directly accessible 141.238.x.y	Local via USB or printer defined on non-internet directly accessible 141.238.x.y
May connect to Fredonia Wired Network	"Direct to Internet" access only via NAT.	"Direct to Internet" access only via NAT. No 141.238.x.y IP address available	"Direct to Internet" access available. Firewallled and ACL'd 141.238.x.y range available based on need and scope	Yes, full Fredonia 141.238.x.y IP provided via statically assigned IP address reserved in IPAM or MAC address reservation with DHCP assignment via DHCP	Yes, full Fredonia 141.238.x.y IP provided via statically assigned IP address reserved in IPAM or MAC address reservation with DHCP assignment via DHCP
May connect to Fredonia Wireless Network	No	Yes, via FredSecure or similar 802.1X Solution	Yes, via FredSecure or similar 802.1X Solution	Yes, via FredSecure or similar 802.1X Solution	Yes, via FredSecure or similar 802.1X Solution
Port allowed Outbound (going outside Fredonia campus)	HTTPS, SSH	HTTPS, SSH	HTTPS, SSH	All required but host sits behind hardware firewall	All required but host sits behind hardware firewall
May be connected to Fredonia's Active Directory ("AD. FREDONIA.EDU")	No	No	No	Yes	Yes
New York State Asset Tag Required	No	Yes	Yes	Yes	Yes

May initiate a connection to another Fredonia Computer	No	No	No	Yes, but network ACL's may be in effect	Yes, but network ACL's may be in effect
May be connected from a Fredonia computer initiating the connection	No	RDP, SSH, IP Printing (9100) only	RDP, SSH, SMB (file print sharing). Can not use same eServices account / password	Yes, but network ACL's may be in effect	Yes, but network ACL's may be in effect
Scanned by NESSUS	Yes, non-credentialed only	Yes, non-credentialed only	Yes, non-credentialed only	Yes, credentialed and uncredentialed	Yes, credentialed and uncredentialed
Hardware Replacement Costs	Vendor or service provider	Department responsible. No ongoing ITS replacement funding available	Department responsible. No ongoing ITS replacement funding available	Yes, funding sources may vary	Yes, funding sources may vary
Disaster Recovery / Business Continuity Disk Imaging Services	None, vendor or service provider responsible	ITS can provide imaging service for Win /Mac Only via optional SLA	ITS can provide imaging service for Win /Mac Only via optional SLA	Full DR/BC Services available with optional / additional SLA	Full DR/BC Services available with optional / additional SLA
Host (OS) Firewall required	Yes	Yes	Yes	Yes	Yes
May be used to store Fredonia information / data	No	Limited but not HIPAA / FERPA data. See "Normal Backups" below	Limited but not HIPAA / FERPA data without ISO review and approval. See "Normal Backups" below	Yes	Yes
Inventoried by LanSweeper	No	Yes via SSL off-site method currently used on laptops	Yes via SSL off-site method currently used on laptops	Yes, via full AD credentials	Yes, via full AD credentials
WhatsUpGold Alerts and SNMP alarms	No	No. Available with optional SLA	No. Available with optional SLA	Yes, full and enforced use of WUG	Yes, full and enforced use of WUG
Whole Disk encryption required	No	Depends on type of information stored	Depends on type of information stored	Depends on type of information stored. All Fredonia owned laptops = yes	Depends on type of information stored. All Fredonia owned laptops = yes
Regulated Data Security Controls (FERPA, HIPAA, etc.)	No	Depends on ownership. Configuration must be reviewed and approved by ISO if used to store Fredonia data	Depends on ownership. Configuration must be reviewed and approved by ISO if used to store Fredonia data	Full controls in place pending review and approval from ISO	Full controls in place pending review and approval from ISO
Who has local admin privileges	Vendor only	Local Fredonia non-ITS faculty / staff. 1Password use available with optional SLA	Local Fredonia non-ITS faculty / staff. 1Password use available with optional SLA	ITS OS admin, ITS application admin, 1Password use required	ITS OS admin, ITS application admin, 1Password use required
If running web service, is SSL cert required and who procures cert	Yes, vendor or service provider procures	Yes, vendor or service provider procures	Yes, vendor or service provider procures	ITS, funding sources vary	ITS, funding sources vary
Disable IPv6	Yes	Yes	Yes	Yes	Yes
Who provides normal daily backups	None, vendor or service provider	Vendor or service provider. ITS may upon optional SLA	Vendor or service provider. ITS may upon optional SLA	ITS provides all OS, application, and image backups	ITS provides all OS, application, and image backups
Authentication	Local accounts only	Local accounts only	Local accounts only or self supported authentication system	AD bound, Federated allowed. Only local service accounts allowed	AD bound, Federated allowed. Only local service accounts allowed
ACL VLAN changes	Reviewed by ISO, executed by Network System and Services	Reviewed by ISO, executed by Network System and Services	Reviewed by ISO, executed by Network System and Services	Reviewed by ISO, executed by Network System and Services	Reviewed by ISO, executed by Network System and Services
Examples	Student computers, CoachUSA,	Computers used with Scientific equipment. GasBoy, Health Center, etc.	Carrier, Siemens, FSA, etc.	Prowatch, DVTEL, Wilmac, Banner, AD, etc.	Prowatch, DVTEL, Wilmac, Banner, AD, etc.

Computer Naming Convention	None	Should follow documented ITS Naming Convention	Should follow documented ITS Naming Convention	Must follow documented ITS Naming Convention	Must follow documented ITS Naming Convention
ITS DataCenter Available to Host System(s)	No	Yes, with additional SLA	Yes, with additional SLA	All ITS Servers must be stored in approved ITS controlled DataCenters	All ITS Servers must be stored in approved ITS controlled DataCenters

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