



Protection of the Institution's Technical Infrastructure Plan-New (2021)

Maintenance of the school's technical infrastructure is provided by our on-site IT Administrator and a number of outside contractors.

- CWPS is an IT support company we use to monitor our system 24/7.
- CENTRIC maintains all of the school's printers and copiers.
- Robinson Software Corporation is responsible for GradPro, database site we use to store students information.
- Career Tech Services provides our student courseware and administers technical support for delivery of their product at the campus level as well as the on-line platform

CTI has developed and implemented a comprehensive process to ensure that our records remain private and secure. This process is documented in our Plan for Privacy, Safety and Security of Data. We utilize hardware, software and backup procedures as described below:

- Career Technical Institute's network is comprised of five servers protected by Cisco Meraki Firewall.

The servers are as follows:

- **Trailblazer:** Domain controller, active directory, dns, dhcp
- **Virginia:** Domain controller – this is a redundant controller to Trailblazer
- **Student:** Internet information system and NetG, which is our program applications software
- **Symantec:** antivirus software
 - All of the data contained on the hard drives of our servers is backed up to a tape drive daily by our on-site IT Support Administrator.
 - Copies of daily backups are also stored on tape cartridges that are kept off site. Two copies of the tape are secured off-site in two separate locations.

- CWPS is an outside contractor we use to monitor our system and assist with solutions as needed. On a monthly basis, CWPS performs a backup of our network configuration – switches, routers, firewalls and servers.
- Our student database system is called GradPro (GP). GP is accessed through the IDS hosting system, which is managed by a hosting company in Florence, Alabama. Their hosting site has backup generators, redundant internet connections and backup equipment that takes over automatically if the primary equipment fails. Our school's data is backed up every day, and those daily copies are saved for 30 days.
- Data that travels over the internet to the IDS system is encrypted as well as data at rest. They also protect their systems using security tools like state of the art Next Generation Firewall with real time intrusion detection system and endpoint Antivirus protection.
- At the campus level, the school also runs a daily tape backup of GradPro.

The on-site IT Support Administrator oversees our network during working hours. Additionally, the school's data system is monitored 24/7 by CWPS, an IT support company whose services are provided under contract. Any irregular activity or outages identified by CWPS are reported to the school and addressed as needed.

Trailblazer and Student file servers are protected from unexpected power outages through an uninterrupted power source (UPS.)

As previously described, our student database runs on our vendor's server (Robins software Corp.) Their hosting site has backup generators, redundant internet connections and backup equipment that takes over automatically if the primary equipment fails.

Maintenance of classroom equipment is managed through our IT help Ticket System. Problems are reported to the IT Support Administrator, who triages the requests and solves problems in order of their urgency. The IT Support Administrator also identifies problems that need to be elevated to CWPS or passed on to other vendors who are responsible for maintenance of their equipment (e.g., Centric for copier and printer problems.)

The plan is reviewed annually by the systems administrator, CWPS and the CEO.

The plan is shared with students at orientation and shared with staff and faculty annually at the all staff meeting and is available to all upon request from the COO.