



## Alaska Commission on Postsecondary Education

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### MEMORANDUM

**TO:** Members, Alaska Commission on Postsecondary Education  
**THROUGH:** Diane Barrans, Executive Director  
**FROM:** Kenneth Dodson, Director of Information Support Services (ISS)  
**DATE:** December 21, 2015  
**SUBJECT:** ISS activities

#### ANSWERS

ACPE's ISS team has been deeply involved with the testing of the ANSWERS software prior to final acceptance. Testing has progressed smoothly and historical data is currently being loaded. At our request the State of Alaska Security Office (SSO) is performing a third-party security review. There are also regularly scheduled McAfee system vulnerability scans being performed on a monthly basis. And last but not least in regards to security is a pilot project with the SSO for the installation of McAfee Security Event and Incident Management (SEIM) software which provides an automated review of system logs to look for any activity out of the ordinary with an automated text and email to ACPE staff if anything is detected. The ACPE Web Master has been working on implementing the State of Alaska look and feel standards into the website which is scheduled for implementation next week.

#### HELMS

ISS is currently starting an integrated test of new enhancements to our Higher Education Loan Servicing System (HELMS). These enhancements come from both our software provider 5280 Solutions and our in house programming staff. All enhancements to the system first go through a comprehensive full system test we refer to as Model Office. This gives ACPE an opportunity to ensure the changes not only work as designed but do not result in any unexpected impacts on other areas of the system. This type of system testing helps to ensure that we do not introduce software changes to the production environment that create unanticipated data issues in the future. In terms of large-scale enhancements, we also have an active project to improve the application process for our borrowers that is tentatively slated for implementation in the March timeframe.

#### Network Services

Our network services team continues working on server security updates and has been working with the SSO on identifying security enhancements to ACPE-managed servers and firewalls. This is an ongoing task as security is always on the forefront of our network activity.