LAKE SUPERIOR STATE UNIVERSITY

Information Technology Report
February 13, 2026

Agenda Item #1: Information Technology Update Report

☒ Information   ☐ Action   ☐ Discussion

Purpose:

To provide an update on recent Information Technology projects and operational improvements. These efforts enhance campus infrastructure, strengthen systems reliability, and support the academic and administrative needs of students, faculty, and staff.

Background:

Information Technology continues to support academic instruction, safeguard campus systems, and maintain operational continuity during high-demand periods. Over the past several months, IT has focused on restoring and stabilizing campus systems due to the impacts of the campus power outage and cyber-attack (see below), modernizing infrastructure, and supporting ongoing academic and administrative operations.

Recent Highlights:

In mid-September, a significant utility brownout caused power instability across campus and resulted in multiple days of campus closure. Power fluctuations created a risk of equipment damage and interrupted access to campus buildings.

Despite the outage, all enterprise systems remained operational because the server room is protected by a dedicated generator and separate electrical infrastructure. This allowed faculty, staff, and students to continue accessing online systems, email, Moodle, and administrative tools remotely, even while campus buildings were without power.

Following a cyber incident that occurred in early November, IT undertook a large-scale restoration and modernization effort across core infrastructure. Virtual hosts were rebuilt and more than 100 virtual servers were restored to production. Each system required individual validation and configuration adjustments due to restoration timing and system changes. Backup infrastructure was rebuilt and stabilized, and file server backup processes were corrected to ensure ongoing reliability.

More than 870 University-owned computers were reimaged or rebuilt and transitioned to the updated network environment. The campus network environment was also rebuilt to improve reliability and system health monitoring. Updates were applied to the computer imaging system

to ensure consistent and current software deployments across academic labs and administrative systems. Faculty laptop deployments are currently underway as part of ongoing modernization efforts.

IT restored multiple specialized systems and environments, including the student project server, Crawford laboratory equipment, and DTE project network access.

In addition to system restoration, IT provided direct operational support to campus partners. This included assistance with the Taffy Abel Arena scoreboard system, a network relocation project for Barnes & Noble, and implementation of specialized alerting for the CFRE Discovery Center.

To prepare for end-of-semester projects and finals, IT deployed multiple software updates, imaging changes, and tool installations requested by faculty. These updates ensure instructional continuity and access to current academic programs in teaching labs and classrooms.

Institutional Research has been working with HR, Financial Aid, the Registrar, and the Business Office to complete state and federal reporting requirements tied to accreditation and funding. Data validation and system adjustments were completed under tight timelines to ensure full compliance.

As Google implements new storage limits in higher education, IT continues migrating legacy data, adjusting quotas, and improving retention rules. These changes ensure uninterrupted access to academic and business resources while reducing long-term storage risk and costs.

IT completed targeted infrastructure upgrades, including the installation of five new wireless access points in Taffy Abel Arena. The added coverage improves connectivity for academic events, athletics, commencement, and large community gatherings, ensuring more reliable access for students, guests, and campus partners.

These updates reflect IT's ongoing commitment to providing a secure, reliable, and user-focused technology environment. By addressing immediate needs while advancing strategic projects, we are positioning campus systems to better support teaching, learning, and operations.

Suggested Action/Motion:

N/A

President's Recommendation:

N/A

LAKE SUPERIOR STATE UNIVERSITY

Information Technology Report
February 13, 2026

Agenda Item #2: **Information Technology Security**

☒ Information   ☐ Action   ☐ Discussion

Purpose:
To provide an update on cybersecurity improvements implemented following the recent cyber incident and to outline ongoing efforts to strengthen institutional security, system resilience, and risk management.

Background:
Over the past several months, Information Technology has focused on stabilizing systems, strengthening security controls, and rebuilding key technology environments using more secure and sustainable architectures. These efforts were designed not only to restore operations, but also to reduce institutional risk and improve the University's ability to prevent, detect, and respond to future cyber threats.

The work completed during this period represents a shift from reactive security measures to a more proactive and structured cybersecurity framework.

Key actions taken include:

LSSU is fully onboarded with Merit's Security Operations Center (SOC). The SOC actively monitors the University's network 24 hours a day, seven days a week, providing real-time visibility into suspicious activity and attempted intrusions. This partnership has significantly improved LSSU's ability to detect and respond to potential threats.

As part of this collaboration, advanced endpoint protection tools have been deployed across campus systems. These tools have already identified and contained potentially harmful activity on individual machines before it could impact the broader network, allowing IT to isolate affected systems quickly and prevent disruptions to campus operations.

Enhanced monitoring and intrusion prevention controls are actively blocking malicious and unauthorized activity at scale. Over the past 30 days, LSSU systems blocked more than 15,226 unauthorized network traffic attempts and 12,057 attempted VPN connection attempts. These automated protections demonstrate the effectiveness of strengthened security controls and continuous monitoring, preventing suspicious activity from reaching internal systems.

In addition to continuous monitoring, IT reviewed and strengthened network security controls, including system access, permissions, and configurations. Intrusion prevention rules were updated to block automated attacks attempting to probe or access campus systems, helping stop threats before they reach internal resources.

IT also rebuilt and modernized key technology environments as part of the recovery process. Hundreds of systems and devices were rebuilt or reconfigured to align with updated security standards, and authentication practices were strengthened across core systems.

LSSU continues to participate in regional cybersecurity collaboration through the Eastern Upper Peninsula Information Security Advisory Council (EUPISAC). This group includes IT and security representatives from Cloverland Electric, the Eastern Upper Peninsula Intermediate School District, Chippewa County, and LSSU, and provides shared situational awareness and coordinated response capabilities across the region.

Next Steps:

- IT will continue refining incident response procedures, expanding secure remote access capabilities, and strengthening monitoring and awareness efforts across campus.
- IT will continue modernizing core infrastructure and formalizing cybersecurity governance to ensure that recent improvements are sustainable and aligned with long-term institutional and operational priorities.

These improvements have significantly strengthened LSSU's cybersecurity environment. We now have better visibility into what's happening across our systems, stronger controls around access, and improved ability to detect and contain issues before they impact campus operations. Instead of simply restoring systems, IT used the recovery process as an opportunity to modernize our security approach and address long-standing technical and operational gaps.

Suggested Action/Motion:

N/A

President's Recommendation:

N/A

LAKE SUPERIOR STATE UNIVERSITY

Information Technology Report
February 13, 2026

Agenda Item #3: Website Improvements Updates

☒ Information   ☐ Action   ☐ Discussion

Purpose:
To provide an update on recent website improvements completed over the summer and outline ongoing and upcoming enhancements. These efforts continue to support recruitment, accessibility, and operational goals across the university while improving user experience.

Background:
Website enhancements support student recruitment, accessibility, community visibility, and the overall digital reputation of the university. Over the past month, work continued across security, content accuracy, design modernization, and analytics tracking.

Major Improvements:

- Security Enhancements: WordPress has been upgraded to version 6.9, and the network database has been upgraded.

- Webp image converter implemented on WordPress. This image converter converts all newly uploaded images (jpg, png, gif) to webp. Webp is the new web standard image for its substantially smaller storage size without compromising the image quality. This should increase site load times and reduce our site storage footprint.

- A new site header along with a smaller condensed video banner on the homepage. Creating a better experience for end users getting to information above the fold.

Ongoing Improvements:

- **Content Updates:** Content restructuring and accuracy checks remain ongoing, with recent updates completed in the School of Chemistry, Environmental and Geosciences. Campus life verbiage and structure was switched over to Student Life.
- **Navigation Restructure:** Departments continue to be reorganized to simplify page layout, reduce clutter, and improve user flow as users search for academic or administrative resources.
- **SEO Initiatives**: Search visibility work has returned to the forefront, paired with content restructuring to improve how pages rank and are discovered through Google search.

Coming Soon:

- The Homepage Icon section underneath the main banner will have 6 links including Majors, Financial Aid, Admissions, Visit, About LSSU, and Apply. This is a tag team effort with Marketing to make it easy for new students to find what they are looking for right from the homepage.

Recent Site Performance (Last 60 Days):

- 102.6% increase in active users compared to previous 60 days.
- 111.9% increase in new users compared to previous 60 days.

- 14.5% increase in total page views (Traffic came from 178 countries, with the highest activity in: United States, China, Canada, Singapore, and United Kingdom) in that order.

- **Top Visited Pages:**
    - Banished Words (40,000 views)
    - Homepage (31,000 views)
    - Search Page (4,100 views)
    - Semester Important Dates (4,100 views)
    - Library (2,600 views)

- **Traffic Sources:**
    - 58,000 sessions from organic Google search
    - 46,000 direct URL entries
    - 6,200 referrals from other sites
    - 3,100 from social media

The website continues to move toward a modernized, efficient, recruitment-focused design. Security has improved, content accuracy is increasing, user traffic is rising significantly, and high-impact features like a new header, Community Resource Page, and upcoming Dark Mode will strengthen user experience and help meet enrollment goals.

Suggested Action/Motion:

N/A

President's Recommendation:

N/A