



# SWAN Technology Users Group

September 26, 2024

# Agenda

SWANTech – September 2024

- Future of SWANTech
- Security Initiatives
- Project Updates
- System Support
- Announcements
- Open Discussion

**It's the final SWANTech!**



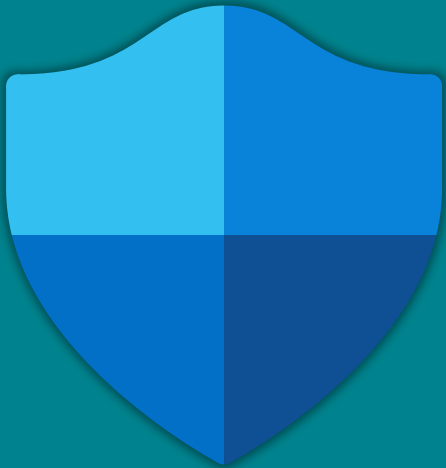
## Retiring Groups



- Fireside Chats have supplanted SWANTech
  - More frequent/timely updates
- SWAN Community Forums
  - Receive feedback from your SWAN Library colleagues!
- SWANTech began as an in-person networking group
  - Participation low over Zoom
- Other groups ending in 2024 include:
  - Book Club Users
  - ILL Users
  - RFID Users
- Looking at more in-person opportunities for 2025

# Security Initiatives

## Staff Antivirus



- Microsoft Defender for Endpoint
  - Deployed to SWAN staff
- Microsoft Entra
  - Identity and Access Mgmt
  - Formerly Azure Active Directory
- Microsoft Intune
  - Device and Policy Mgmt
  - Successor to SCCM

## Arctic Wolf

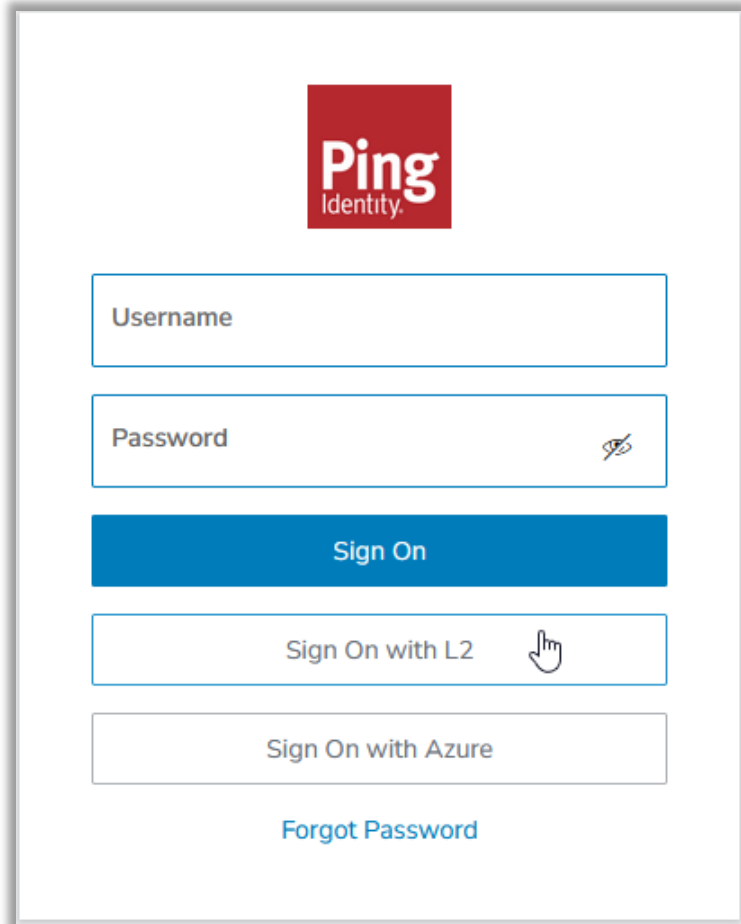


- Incident Response Plan has been created and filed with Arctic Wolf
- Restructuring Disaster Recovery plan to fit modern template
- Cyber Resilience Assessment
  - CIS v.8 framework for compliance
- Security Team continues to be responsive in relaying alerts

# Project Updates



# Single Sign-On



The image shows a screenshot of the Ping Identity login interface. At the top center is the Ping Identity logo, which consists of a red square with the word "Ping" in white and "Identity." in smaller white text below it. Below the logo are two input fields: "Username" and "Password". The "Password" field has a small icon of an eye with a slash through it, indicating a toggle for password visibility. Below these fields is a blue button labeled "Sign On". Underneath the "Sign On" button are two more buttons: "Sign On with L2" and "Sign On with Azure". The "Sign On with L2" button has a small hand cursor icon over it. At the bottom of the form is a link labeled "Forgot Password".

- PingOne successfully using L2 as external identity provider (IdP)
  - Working on filtering users and implementing access restrictions
- Integration with Halo ticketing system and SWAN Forums tested
- Working with SirsiDynix on BLUEcloud authentication
- Inquisiq LMS has limited SSO support – currently unable to integrate service
- SWAN Support Site will continue to operate as authentication portal

# Symphony 4.1 Upgrade Successful!

## Production Server running Symphony 4.1 as of Thursday, July 18<sup>th</sup>

- Upgrade originally scheduled for June 17<sup>th</sup>
  - Test server had been upgraded in February
  - Significant delays occurred when scheduling Production upgrade
- June's installation attempt failed when scripted process became unresponsive
  - System was restored from pre-install backup and was back online prior to 6AM
- SirsiDynix investigated their installation script
  - Refinements were made to improve reliability and efficiency
- Refreshed Test Server successfully upgraded on Thursday, July 11
  - Production upgrade take two was then scheduled for evening of 7/17
- Client version had been updated between initial Test server and Production upgrade
  - Rapid client re-versioning required to avoid client/server mismatch

## Ticketing System migration

The logo for HALO ITSM, with 'HALO' in teal and 'ITSM' in dark grey, is displayed within a white square box.

**HALO**  
**ITSM**

- We are building out our new ticketing system
- Look out for a call for volunteers to help user test our service portal
- Estimated rollout early 2025
  - Live on SSO platform

# System Support

## SWAN Managed Firewall Updates

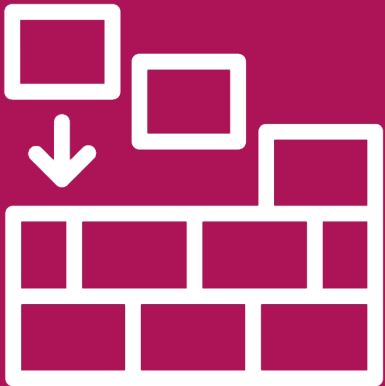
SONICWALL™

- SonicWall OS upgrade
- Go Self-Maintainer! SWAN still manages 35 firewalls
- Patching firmware to latest General release
- Involve brief service disruption
- We will communicate with IT staff or library director
- For SonicWalls we maintain, we can offer guidance on replacing or upgrading



- Alerted of excessive load average on Production
- SIP2 calls were overloading server
  - Consistently reached max SIP almost immediately upon restarting service
  - Overrode scripted remediation
- Hoopla's SIP port identified as source
  - System normalized when Hoopla's port was blocked
- Hoopla's investigation led them to a configuration problem with Addison's account
  - Addison was restricted on their side
  - Access restored to 98% of libraries same day
  - Addison restored following afternoon

## Labor Day Rebuild



# Symphony item indexes rebuilt during Labor Day holiday

- Rebuild Headings / Rebuild Text DB reports took approx. 29 hours to run
- Builds new search indexes from scratch
- 1.4 Million catalog records reindexed
- **Bonus!** Allowed us to turn off the Display of URIs in search results and on your reports!

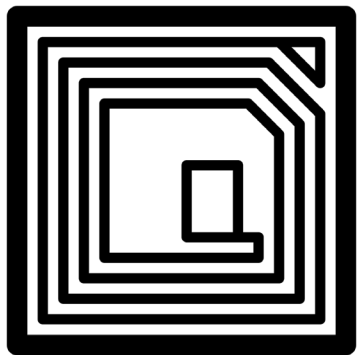
# Announcements



**Join SWAN ITSS!**

## **Network Security Administrator**

- Posting soon – watch L2
- Primary responsibilities:
  - Network infrastructure
  - Firewall management
    - IPsec VPN
  - Operational security
    - Encryption/Certificates
    - Endpoint Management
- Eligible for PSLF!



## **SWAN RFID User Group**

✓ *Thursday, October 24 @10AM*

Join us to discuss all things RFID!

[Register on Zoom](#)



## **SWAN Monthly Fireside Chats**

✓ *3rd Tuesday each Month @ 11AM*

Updates on all things SWAN!

[Register on Zoom](#)

# Open Discussion