



# Information Technology

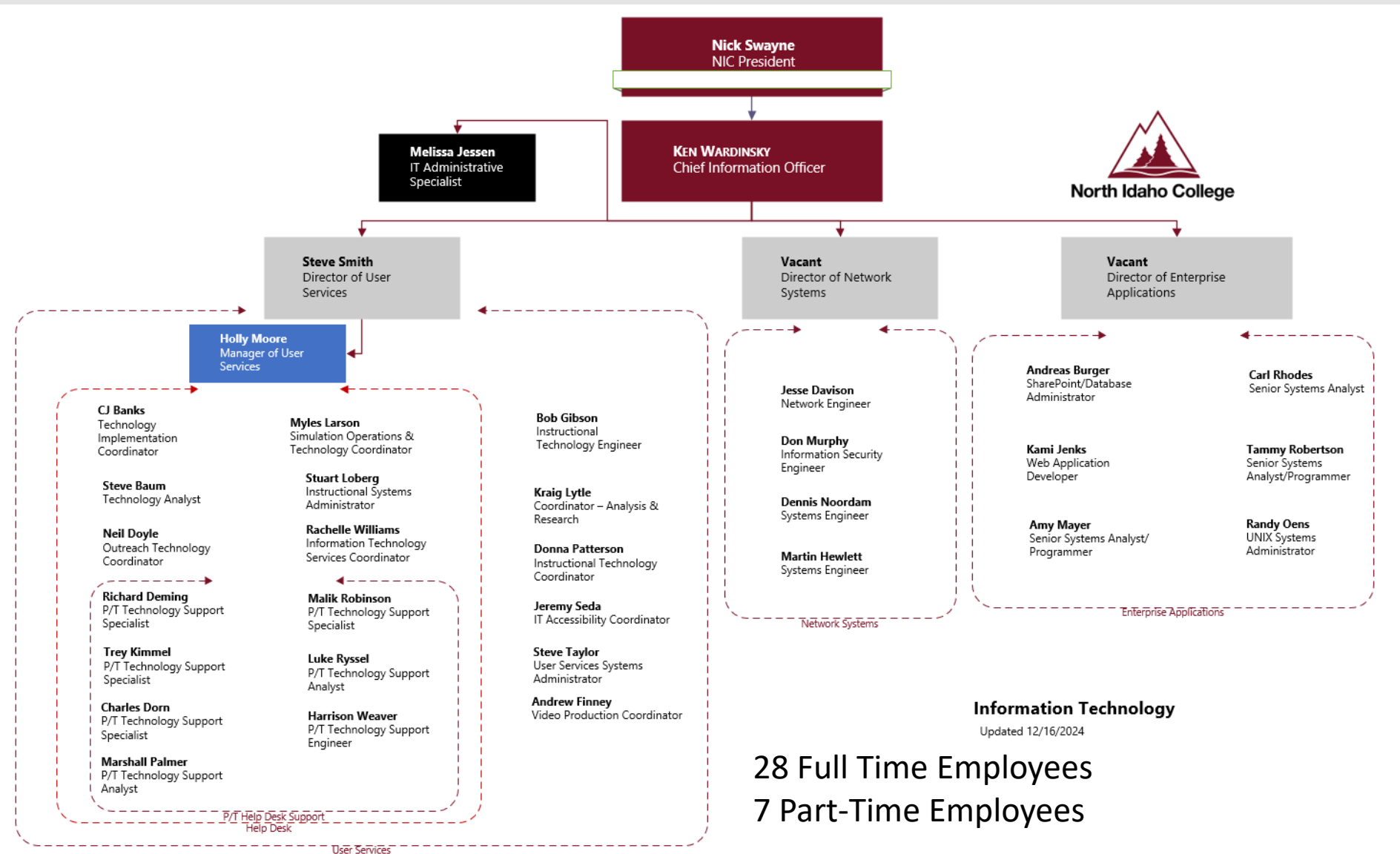
Ken Wardinsky  
Chief Information Officer

Supporting Strategic Goals:  
1, 2, 4, 5

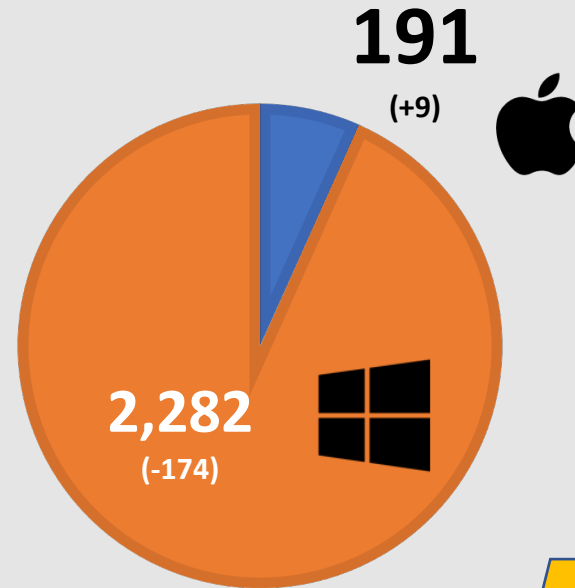
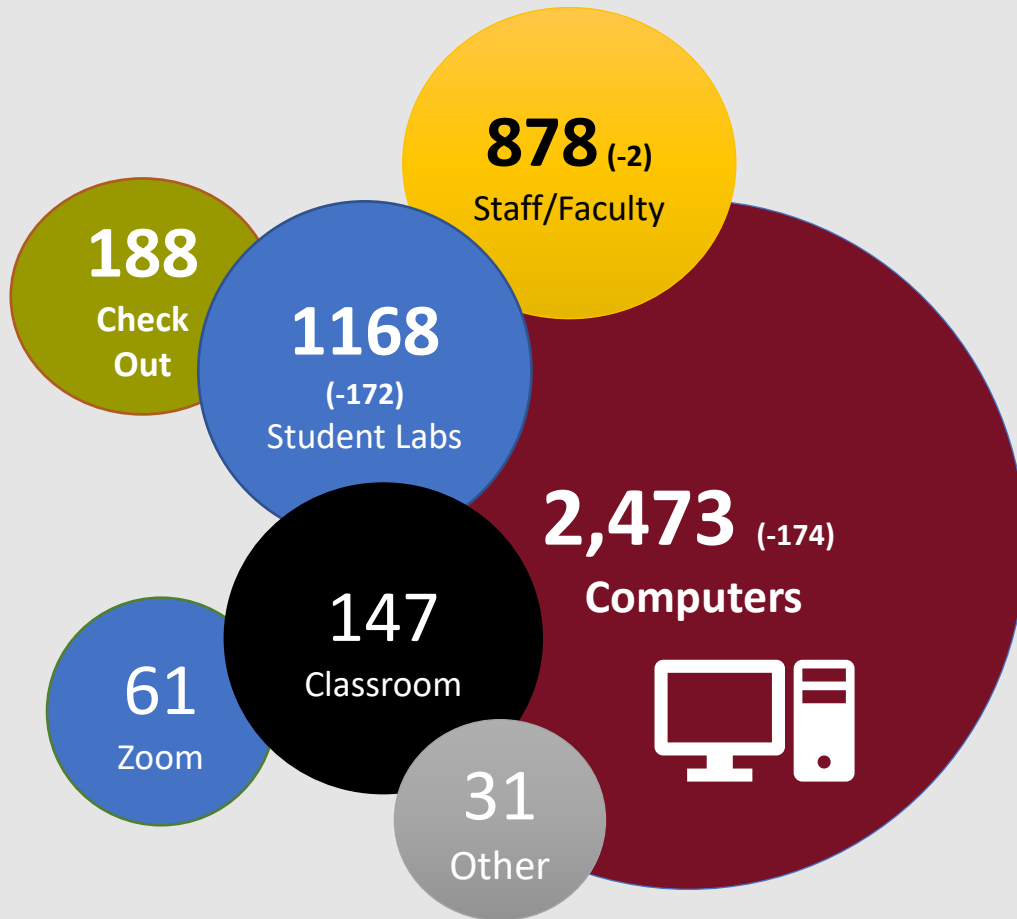
**North  
Idaho  
College**

► *[nic.edu](http://nic.edu)*

# Organizational Chart



# User Services



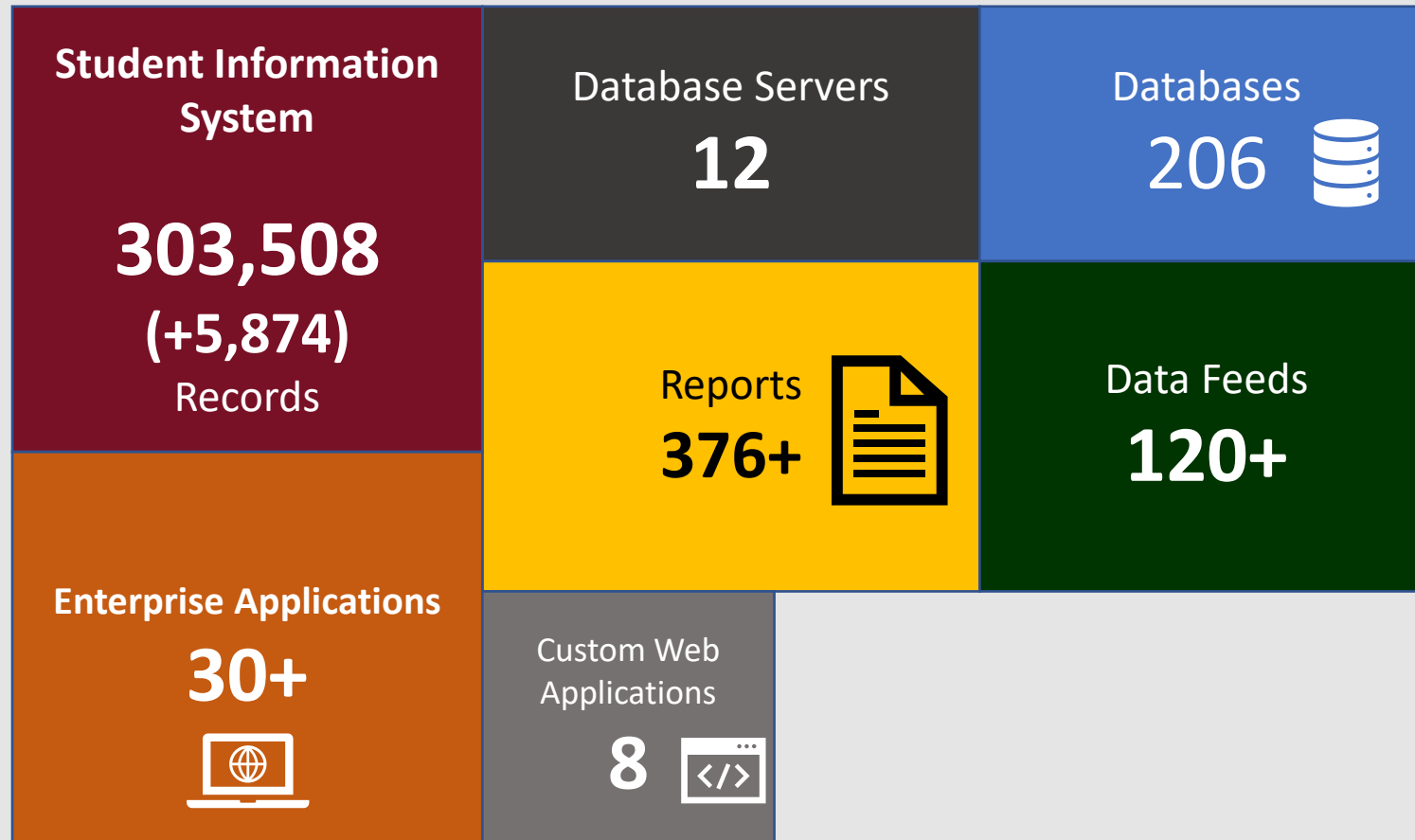
Average Tickets  
per academic year  
8,266

79,250 Support Tickets  
since 2016 (+12,665)

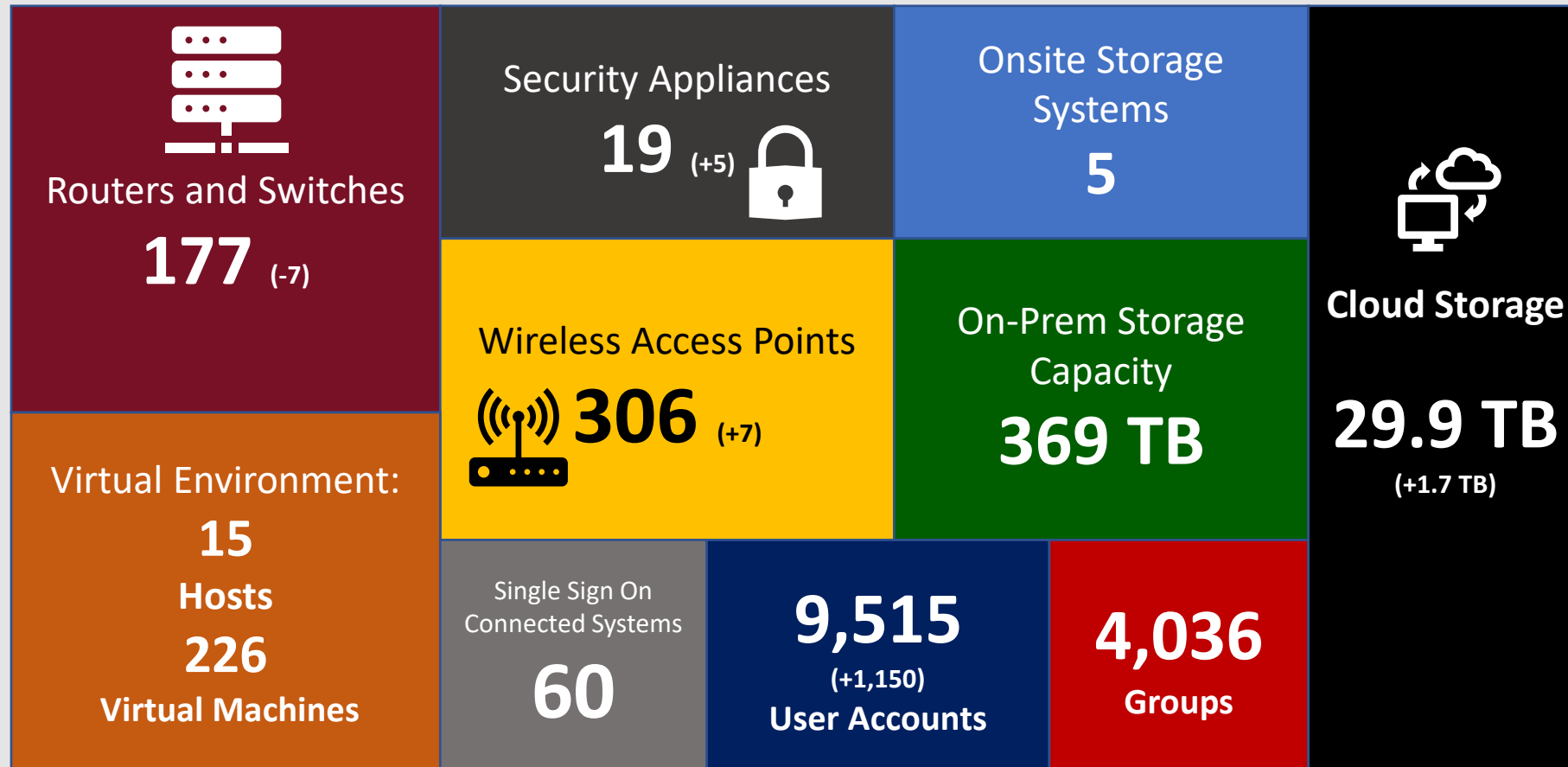
5,287  
Fall 2023

4,391  
Fall 2024

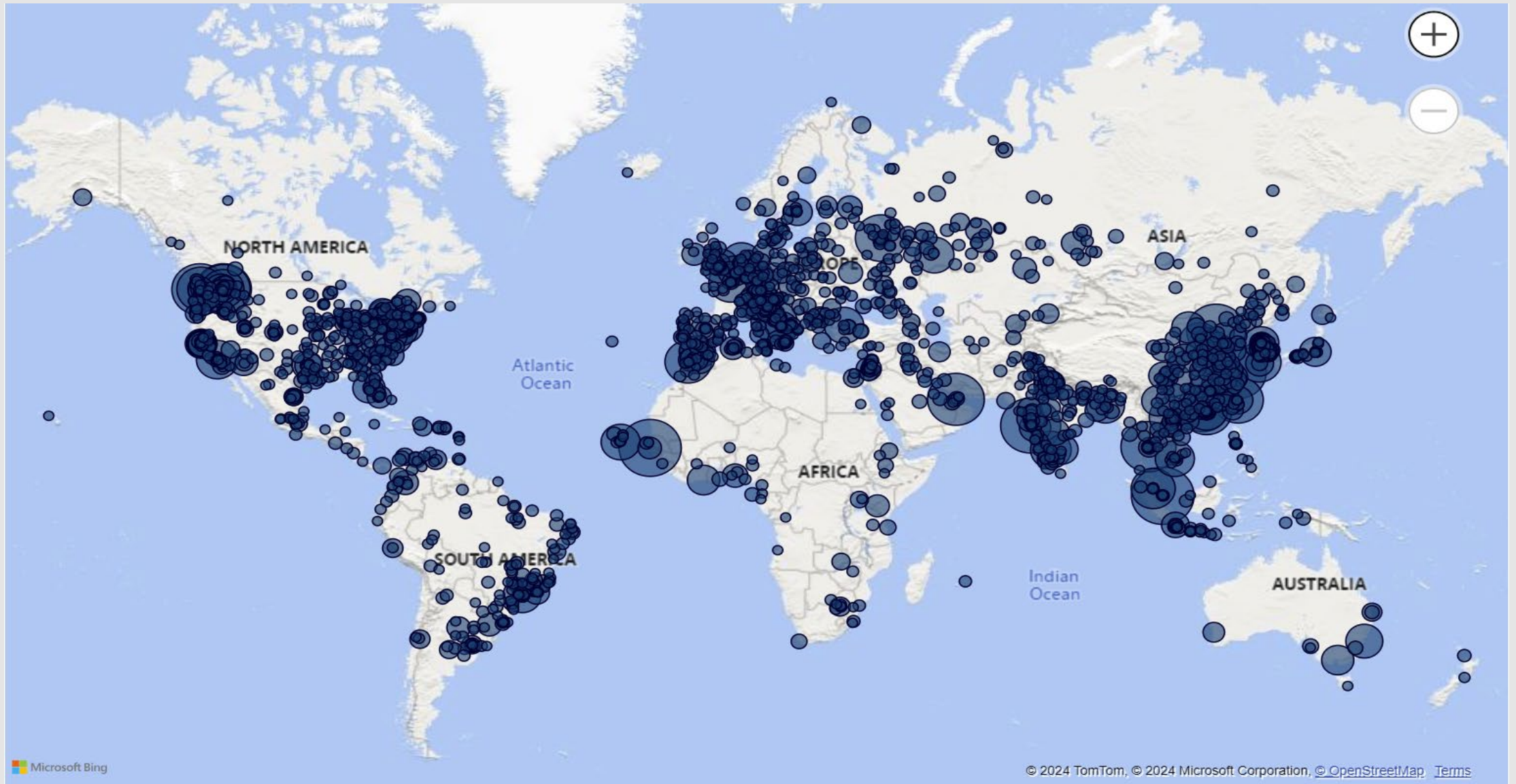
# Enterprise Applications



# Network



# Security Threats



# Malicious Activity (Login)



December 1, 2023 Through November 30, 2024

**123,241,947 Bad Login Attempts**

**63,722 Usernames Tried**

**78,307 IP Addresses Used**

**628 : 1**

**11 : 1**

**3 : 1**

**800,780 Valid Logins**

**9,812 Usernames**

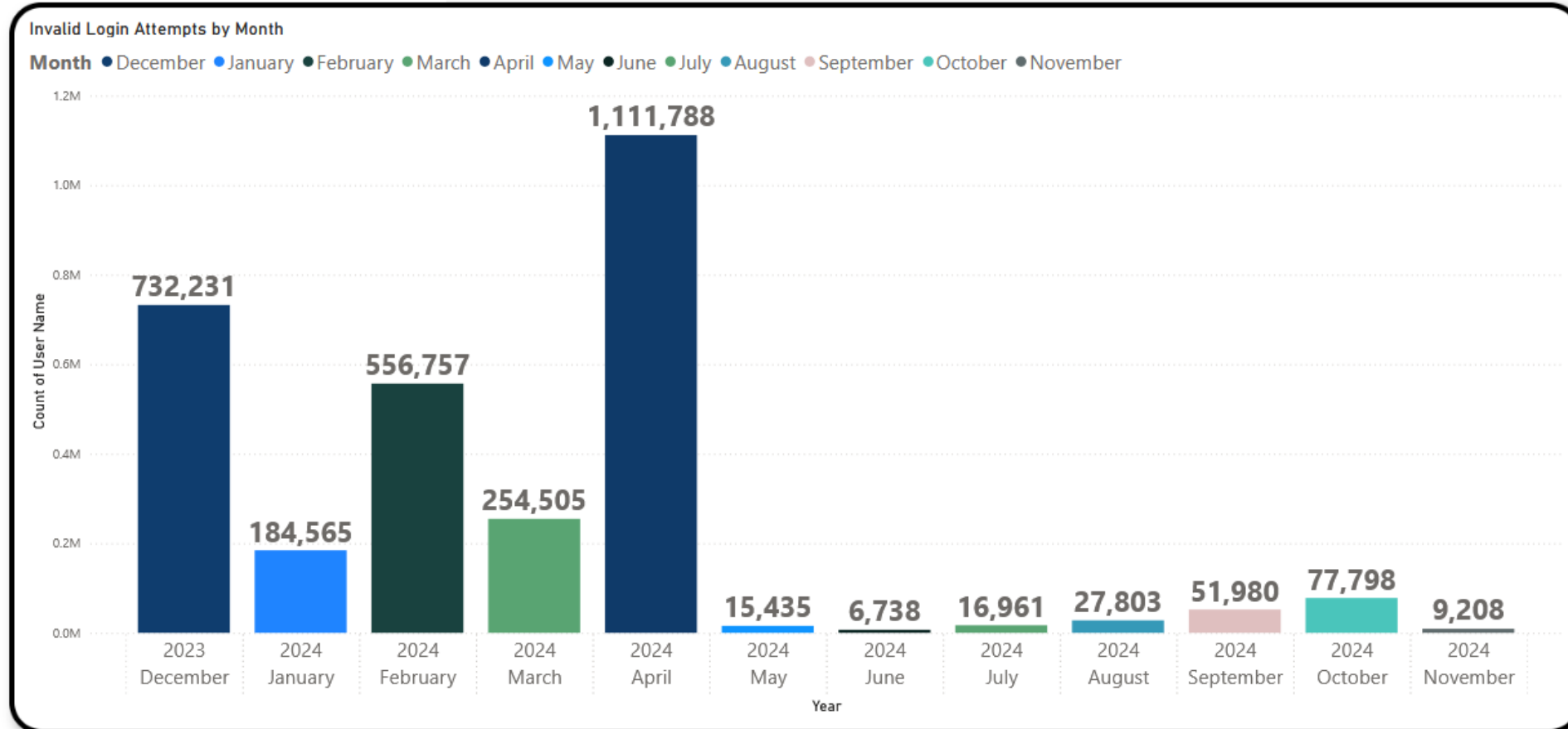
**23,135 IP Addresses Used**

# Whack – a - Mole



This table indicates the number of invalid remote access requests (VPN and Remote Desktop), per month.

## NIC Security Login Analysis Report December 1, 2023 - November 30, 2024





# Protection

**DNS Protection (600 Machines)**  
47,092 Sites blocked  
4,664 Phishing Blocks

**Email Protection (30 Days)**  
660,000 Emails | 11,846 Phishing  
56,776 Spam | 37,014 Blocked Sender

**MFA Protection (180 Days)**  
413,600 Authentications (duplicated)  
94.9 % Success Rate | ~15,400 Invalid

**Computer Protection (All Computers)**  
161 Threats  
54 True Threats Mitigated

**Data Protection**  
742 Alerts | 511 Remote login alerts