



RALPH J. HEXTER
Provost and Executive Vice Chancellor

OFFICE OF THE PROVOST AND EXECUTIVE VICE CHANCELLOR
ONE SHIELDS AVENUE
DAVIS, CA 95616
TEL: (530) 752-4964
FAX: (530) 752-2400
INTERNET: <http://provost.ucdavis.edu>

November 9, 2018

COUNCIL OF DEANS AND VICE CHANCELLORS
DEPARTMENT CHAIRS

Dear Colleagues,

The University of California is responsible for protecting vast amounts of electronic information, ranging from personal data to highly valuable original research. Our ability to protect this information faces significant existing risk from password/passphrase theft and compromised accounts. Breaches have already occurred within the UC. It is no longer enough for an account to be protected only by a password/passphrase, because they can be guessed or stolen.

To address this risk and improve the security of university information assets, UC Davis has invested in a campuswide license for a multi-factor authentication (MFA) service called Duo. Duo adds a new layer of security to your online accounts by requiring a second piece of information, typically an electronic code generated by Duo and delivered to you, after you enter your password/passphrase. Once individuals authenticate with Duo, their Duo sessions can last up to 14 days. A fuller description of Duo is available at movetoduo.ucdavis.edu.

The use of MFA is a standard best practice. Many banks and credit card providers use it. Other UC campuses already use Duo, as do areas of UC Davis, and UC Davis Health. I have myself been using MFA with Duo for some time. Not only have I found it to be easy, I also appreciate the extra level of protection it affords.

The campus has completed the necessary preparations for Duo to work with the standard UC Davis CAS (Central Authentication Service) login. This means Duo can now protect such essential CAS-protected campus services as myucdavis, the Time Reporting System, and DavisMail.

To fully enable the use of Duo to protect UC Davis services, all staff must enroll in Duo by Dec. 5, 2018, and all faculty must enroll in Duo by Feb. 13, 2019. We plan to enroll students by June 2019. The staff enrollment includes UC ANR, contractors, and affiliates using UC Davis accounts to access campus services. Once enrolled in Duo, you will need to use it to access services protected by CAS.

Faculty who have obtained Duo for Office 365 and CAS applications through UC Davis Health will not need to enroll again; their current enrollment is sufficient.

Duo works by delivering the code it generates to you, typically and most conveniently by using your smartphone. Duo can be set up so that you only need to touch a button to verify that you intend to log in. Individuals who do not have a university smartphone, or who do not wish to use their personal smartphone, can use a landline or a hard token. Only tokens approved by the campus Information Security Office should be used. Tokens are currently sold at the campus Stores. The cost of a token is modest, but the landline option is without any cost.

To support this campuswide adoption of Duo, UC Davis has begun a Duo enrollment initiative. IET is working with departments that have already chosen to enroll their staff and faculty. IET has simplified the Duo enrollment process, is adding support resources and developing further communications to the campus, has created the movetoduo.ucdavis.edu website with how-to videos and instructions, and is working on any potential accessibility issues or concerns. You will hear more about Duo enrollment as the initiative moves ahead.

Please ensure that your IT professionals are aware of the Duo initiative and are thinking about how to help their colleagues enroll, beginning with staff. To achieve full enrollment, we need broad campus engagement. If you or your IT staff have questions about how to proceed with Duo, please contact the project team through IT Express (ithelp@ucdavis.edu; 530-754-HELP), which will direct inquiries to the appropriate resource.

Your participation in this initiative will help protect UC Davis information assets, and help our campus comply with laws and regulations pertaining to the protection of personal and health information. Thank you for your support as UC Davis implements this additional security safeguard.

Sincerely,



Ralph J. Hexter
Provost and Executive Vice Chancellor