

FY16 Accomplishments

Here are just some of the accomplishments of UIT departments of the past fiscal year, and how they tie into the University’s overall goals:

Promote student success to transform lives				Promote student success to transform lives				
Develop and transfer new knowledge				Develop and transfer new knowledge				
Improve health and quality of life				Improve health and quality of life				
Ensure long-term viability of the University				Ensure long-term viability of the University				
<b>INFORMATION SECURITY OFFICE</b>								
✓		✓	✓	Deployed network-based malware defense solution to detect compromised devices	✓	✓	✓	Received full approval of new information security policy 4-004 and associated rules
✓		✓	✓	Secured institution-wide backing for 3-year identity and access management program	✓	✓	✓	Completed and passed second payment card industry report on compliance
✓	✓	✓	✓	Deployed email-based data loss prevention tool to block sharing of sensitive data	✓	✓	✓	Uplifted inbound email security features, and identified others to be deployed in FY17
✓	✓	✓	✓	Incorporated several new cyber threat intelligence feeds into security management	✓	✓	✓	Started formal living draft of organizational risk analysis
✓	✓	✓	✓	Completed in-depth risk assessments of seven high-risk information systems	✓	✓	✓	Created plan for advanced endpoint security agents based on urgent malware threats
<b>ENTERPRISE PROCESS AND PROJECT MANAGEMENT</b>								
			✓	Facilitated the RFP, selection and contract for the IT Assessment with Deloitte			✓	Incorporated Deloitte recommendations into strategic plan; developed associated graphics
			✓	Managed Deloitte data request/assessment projects, ensuring accurate data available			✓	Reviewed and vetted Deloitte findings with senior administration and other stakeholders
			✓	Cut “place and fulfill an order < \$5K” to 24 steps (from 122) and 65 mins (from 122)			✓	Cut “place and fulfill an order > \$5K” to 22 steps (from 114) and 90 mins (from 267)
✓			✓	Improved admin processes for print & mail, stadium & event mgmt, student apartments	✓		✓	Facilitated process improvement efforts for scholarships, financial aid, changing majors
			✓	Provided program management for Procure-to-Pay program			✓	Facilitated process improvement for IT incident, problem and change management
✓			✓	Performed process work for Strategic Scheduling and Student Success	✓		✓	Recommended process improvements for int’l student recruitment, admissions/residency
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<b>COMMON INFRASTRUCTURE SERVICES</b>								
✓			✓	Connected West Institute to fiber backbone for wi-fi, cameras, and security			✓	Finalized UTA colocation in Downtown Data Center, connectivity to Utopia
✓			✓	Stood up central logging for Active Directory, Windows Event, Glassfish logs	✓	✓	✓	Increased scope of monitoring by 14 departments and 47,000 elements (78%)
✓	✓	✓	✓	Installed 185 network switches across campus for improved service	✓		✓	Assigned student staff to 48 projects (AP replacing, server upgrading, doc mgmt.)
✓		✓	✓	Answered 123,000 phone calls to the campus operator (Dial “0”) line	✓		✓	Helped over 46,000 campus help desk callers, with first-call response rate of 85%
✓	✓	✓	✓	Made major upgrades to PeopleSoft, including 9.2, Exadata, character set, etc.	✓	✓	✓	Overhauled PeopleSoft technical environment for stability, performance
✓			✓	Created new Glassfish 4 virtualized environment, moved student domain over	✓	✓	✓	Applied security patches to various server environments and virtual environments
✓	✓	✓	✓	Added self-start services on all servers to reboot infrastructure after failure	✓	✓	✓	Educated staff to improve customer service and reduced past-due requests by 96%
✓	✓	✓	✓	Deployed custom dashboards to increase			✓	Decommissioned Hitachi VSP to save

				operational visibility across UIT divisions					\$100,000 in maintenance costs
			✓	Moved legacy hardware from Park data center to Downtown Data Center			✓	✓	Transitioned ITS and Facilities virtual machines to UIT VMWare environment
			✓	Passed second Payment Card Industry report on compliance, including Athletics	✓	✓	✓	✓	Implemented updated fiber standards to allow network speeds of 100GB
			✓	Deployed new inventory management server for UIT Finance team				✓	Created GIS solution for tracking fiber conduit utilization
✓	✓	✓	✓	Completed 15 major fiber upgrades, including sports complexes and hospitals	✓	✓	✓	✓	Added UTA, CSBS, Radiology, Genetics to Downtown Data Center tenant list
			✓	Installed tracking software for Data Center energy use, effectiveness, power tracking	✓				Upgraded network connectivity to 1,094 student apartments for 10X faster downloads
✓	✓	✓	✓	Installed 33,071 feet of fiber optic cabling throughout campus				✓	Reduced missed customer commitments by more than 92% (both incidents and requests)
✓	✓	✓	✓	Used dashboards to achieve dramatic, data-driven service delivery improvements	✓	✓		✓	Installed 849 small APs and replaced 311 large APs on time and within budget
<b>UNIVERSITY SUPPORT SERVICES</b>									
✓	✓	✓	✓	Implemented 91 major enhancements or new systems/applications for campus users	✓	✓		✓	Supported 33 student and 6 faculty/research application or maintenance projects
✓			✓	Rewrote Enrollment Deposit application to provide enrollment confirmation support	✓		✓	✓	Automated Human Resources benefit processing with PeopleSoft application
			✓	Created data warehouse for financial ledger data and student graduation data	✓			✓	Added College Scheduler to PeopleSoft so students can more easily build class schedules
			✓	Enhanced PAR Compliance Reporting to eliminate paper report distribution, routing				✓	Added a package of new features for the Faculty Activity Report application
✓				Added styles to OmniUpdate templates for responsive design & mobile device support				✓	Integrated eProposal Contract Negotiator and Tracker for OSP
			✓	Integrated SciQuest Contract Director for Procure-to-Pay Phase 1	✓			✓	Split PeopleSoft HR and PeopleSoft Student information databases
			✓	Integrated T2 Parking System with PeopleSoft for Parking Services		✓			Created new websites for the Vice President of Research
			✓	Standardized ticketing and task management for tracking through JIRA				✓	Established QA automation and automated 24 USS applications using the tool
✓	✓	✓	✓	Set up monitoring and notifications for core ERP and custom web applications	✓	✓	✓	✓	Performed 61 planned maintenance and support activities for existing systems/apps
			✓	Coordinated hospital/campus efforts for new data warehouse and Kronos Analytics				✓	Upgraded PeopleSoft HR to Version 9.2 to allow for significant feature enhancement

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<b>UNIFIED COMMUNICATIONS</b>								
✓	✓	✓	✓	Upgraded UBox storage quota to 1TB/Unlimited per user/department	✓	✓	✓	Reduced Umail ticket loads by 80% via automation and self-service tools
				Upgraded UTVStream central equipment to increase capacity/storage via 10GB switch			✓	Completed Skype for Business 2015 deployment; onboarding 5K phones in 2016
				Provided UTV service to Student Life Center	✓		✓	Connected Office 365 in hybrid mode to on-premise services for transparent moves
				Provided access to 3 <sup>rd</sup> party (HBOGo) TV programming online access/authentication	✓	✓	✓	Upgraded Avaya Contact Center from just voice, to voice, email, chat and texting
	✓		✓	Piloted and proofed KUMO cloud storage integration service			✓	Changed 7 community clinics from Coral to Avaya; saved on implementation using staff
		✓	✓	Implementing Avaya At Home Contact Center Agent for work-from-home use			✓	Moved users to Skype for Business Conference Calling
		✓	✓	Added Avaya Contact Center Reporting tool web access			✓	Added call-back assist, appt. reminders, and post-call survey to Avaya Contact Center
<b>TEACHING &amp; LEARNING TECHNOLOGIES</b>								
✓			✓	Completed 4,300 course equipment checkouts; 3,100 were deliveries	✓		✓	Performed 659 scheduled classroom equipment maintenance visits
✓			✓	Relocated MBH service desk to provide better service to students and faculty			✓	Provided A/V for high-profile campus events, such as dedications, NAC meetings
✓			✓	Installed audiovisual equipment in 104 different projects across campus	✓	✓	✓	Installed Teaching & Learning Technologies experimental collaboration classroom
			✓	Implemented Roadmap Project Management System to track projects	✓	✓	✓	Configured and deployed high-performance storage array for video editing and storage
✓			✓	Reconfigured UOnline lab to allow for department-specific exams	✓		✓	Created administration tool suite to improve experience for those taking UOnline exam
✓			✓	Integrated front-end/back-end to improve functionality of eight major applications	✓		✓	Updated and maintained Canvas custom JavaScript and CSS to improve usability
✓			✓	Overhauled report gathering for UOnline, Equella, and Kaltura systems	✓		✓	Revamped TLT website and knowledge base to improve user experience
<b>FINANCE, SOFTWARE LICENSING AND VENDOR MANAGEMENT</b>								
			✓	Helping Purchasing and others refine UShop system as early adopters			✓	Adapted UIT/UEN processes and workflow to align to new procurement system
			✓	Worked closely with Deloitte to gather and validate university and UIT financial data			✓	Performed comprehensive analysis of four phone systems to identify path to savings
			✓	Improved tracking of complex projects to provide greater transparency and support	✓		✓	Implemented sales inventory tracking app for Teaching & Learning Technologies
			✓	Deployed inventory management software for consumable inventory lifecycle			✓	Developed and deployed increased security at Komas warehouse
✓	✓	✓	✓	Launched free Microsoft Online Learning classes for entire campus use	✓		✓	Rewrote Office of Software Licensing knowledge base to improve user experience
✓	✓	✓	✓	Renewed 11 software licenses, including SPSS, VMWare, SAS, and Symantec			✓	Developed Adobe and Microsoft campus agreement usage reports for management
			✓	Created vendor software usage report for all vendor licenses managed by OSL			✓	Utilized OSL budget analysis report to monitor, control and forecast costs
<b>OFFICE OF THE CIO</b>								
			✓	Developed metrics framework to report on major UIT metrics to CAFO			✓	Initiated shared service transitions with five organizations; one complete, four in progress
			✓	Worked with Deloitte to assess campus IT landscape and make recommendations	✓	✓	✓	Restructured organization to provide better oversight of strategically critical areas

✓	✓	✓	✓	Reviewed and reformed the IT governance process to make it more representative			✓	Gathered support for consolidating major IT units in a downtown location
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CENTER FOR HIGH PERFORMANCE COMPUTING							
✓	✓	✓	Reduced increasing software costs by deploying open-source solutions	✓	✓	✓	Provided computing/consulting to over 200 new users and research groups per quarter
✓	✓	✓	Increased HPC core usage to deliver about 9 million core hours per month	✓	✓	✓	Doubled research data capability to effectively more than 11 petabytes
✓	✓	✓	Moved to flatter organizational structure based on project management	✓	✓	✓	Deployed innovations such as science DMZs, data transfer nodes, and cloud object storage
✓	✓	✓	Expanded research facilitation, consulting and technology exchange with other groups	✓	✓	✓	Helped USTAR Center for Genetic Discovery to significantly increase workflow
✓	✓	✓	Continued to harden protected environment that is base infrastructure for REDCAP	✓	✓	✓	Continued to educate users about protocols for managing and handling restricted data
✓	✓	✓	Deployed the open source XDMoD and XALT to monitor cluster usage/efficiency	✓	✓	✓	Deployed modules to manage software to better match peers' best practices
STRATEGIC COMMUNICATION							
✓	✓	✓	Launched new employee and public HTML email service	✓	✓	✓	Completed campaign for Cyber Security Awareness Month; launched ISO website
			Planned/managed UIT All-Hands meetings, town halls, parties, ITS-UIT picnic, etc.	✓	✓	✓	Maintained and expanded public-facing UIT knowledge base for users to find information
		✓	Published Node 4 newsletter and 50+ stand-alone articles; redesigned Node 4 page			✓	Began creating UIT Guide for Facilities Management project managers
		✓	Finalized and launched website for Chief Administrative and Financial Officer			✓	Collaborated on Service Management (Service Now) communications strategy
✓	✓	✓	Broadened scope of UIT Twitter account to cover news, outages and upgrades			✓	Instituted UIT job posting review/posting process to ensure best practices followed
		✓	Assisted with communications across UIT (backbone upgrade, AP replacement, Skype)			✓	Directed communications for change events (new CIO, leadership changes; Deloitte, etc.)
✓	✓	✓	Maintained UIT website & launched new features such as online services, IT guides			✓	Acted as liaison between UIT and IT Professionals board and membership
		✓	Served as cross-departmental contact point to improve customer service processes			✓	Led or assisted marketing efforts to increase awareness of UIT products/services
✓	✓	✓	Led campus-wide MATLAB site license task force and proposal process			✓	Produced 11 articles about UIT for campus-wide <i>This Week @TheU</i> newsletter and site
		✓	Led UIT employee engagement initiatives (branded gifts, surveys, Kudos & Congrats)				Led UIT Kevin Taylor Service Award process, communications