

July – December 2020

Accomplishments Report Information Services



Contents

- Introduction 4
 - MISSION 4
 - VISION 4
 - VALUES..... 4
- Executive Summary..... 6
 - Covid Updates 8
 - Support Services 10
 - Support Services – Customer Requests 12
 - Remote Support Metrics from July 2020 through December 2020 14
 - Remote Support Projects 15
- Specialized IT support for UMKC Academic & Business Units 31
 - College of Arts and Sciences 31
 - School of Biological and Chemical Sciences..... 31
 - Henry W. Bloch School of Management..... 32
- Technology Management Services 33
- IS Projects Update – July-December 2020 34
 - Academic Support..... 44
 - Bloch School of Management - Thom..... 44
 - School of Nursing and Health Sciences (SoNHS) – Thom & Ben 45
 - School of Pharmacy – Thom & Ben..... 46
- Network Architecture 47
- Information Access 48

Database Server Design, Implementation & Administration.....	48
Software Design and Development	48
UM System IT Consolidation	50
Software Administration.....	50
Scanning Services	50
Security	51
Foundation Services.....	52
Data Center/Server Virtualization.....	52
Storage/SAN/Backup	52
Research/HPC/Cloud.....	52
Miscellaneous	53
Appendix A.....	54
Individual Project Updates – Completed Projects	54
Individual Project Updates – Implementation Phase	55
Individual Project Updates – Development Phase.....	59
Individual Project Updates – On Hold.....	60
Project Management - Other/Programs.....	61
Appendix B	63
Building Cable Plant Infrastructure Upgrades	63

Introduction

MISSION

Information Technology is a transformative tool to propel UMKC's mission and support our foundational pillars of providing exceptional student learning; a thriving discovery enterprise; dynamic engagement with our community and region; a diverse and inclusive workforce and community; a strong and resilient staff, process and physical infrastructure. IT core values include a commitment to innovation; cultivating a team environment within Information Services; a collaborative environment of respect, sharing and participation; an expectation of excellence with high standards balanced with limited resources

VISION

Information Services will empower the UMKC community through technology that enables IT infrastructure, services, and solutions that are innovative, readily available, and utilized to provide exceptional support to students, faculty, and staff in their endeavors to uphold the UMKC mission.

VALUES

In addition to the UMKC Campus values of Accountability, Learning, Respect, Diversity, Collaboration, and Integrity; Information services also lives by the following IT-specific values:

- User-Focused – We seek out, listen to, and respond to our users' needs
 - Offering quality solutions and being accountable for follow-through
 - Being pro-active, responsive, and empathetic trusted advisors o Focusing on services that are most valued by our customers
- Open – We act with integrity and practice honest, and respectful two-way communication
 - Balancing speaking with active listening
 - Feeling free to speak up and contribute to discussions as a way to build mutual trust
 - Proactively giving and receiving positive and constructive feedback
- Collaborative – We work together with our colleagues in a way that leverages and values each other's expertise and insights.
 - Valuing, building, and maintaining cross-functional relationships
 - Being inclusive equal contributors who foster and respect new and diverse perspectives
 - Sharing each other's successes while owning and learning from mistakes
- Innovative – We encourage and experiment with new ideas, both basic and cutting-edge.
 - Continuously striving to improve how we work and deliver services
 - Recognizing, embracing, and celebrating ideas and new technologies

- Showing curiosity and a willingness to invest in calculated risks in order to learn and evolve

Executive Summary

Information Services is a strategic asset for UMKC's missions of teaching and learning, research, service and economic development. We continued to make progress toward our defined goals and this document details the progress we have made during the second half of 2020.

The entire division and UMKC Community have been significantly impacted by the Covid-19 virus. Information Services has played a transformative role in allowing the campus to continue operating remotely and dealing with unique challenges faced by Students, Faculty, Staff, Alumni and the greater Kansas City community. The IS staff performed extraordinarily well assisting staff and faculty in the transition to working from home. IS had many divisions who were already working from home part of the time and those departments continued to thrive. The departments new to work from home options performed admirably supporting both UMKC community and UMKC IS worker needs. UMKC IS had staff on campus during the entire time campus was shut down and operating in a reduced capacity to maintain core, critical aspects of the university. TMS, Networking and Phone staff were also able to complete a number of projects with the campus in a reduced population state.

During the second six months of 2020, IS Support Services saw record high requests for assistance due to the changes brought on by COVID-19. Over 50,000 requests for the entire year including a 52% increase over the previous year. Almost 25,000 remote requests were handled in the second half of the calendar year.

IS coordinated the purchase of over \$3.37M of IT hardware and software. The effect of Covid-19 on the university budget is the reason these numbers dropped from a projected increase to an overall decrease during this timeframe.

Technology Management Services (TMS) continued to deal with the unplanned challenges from the Covid-19 virus changing every plan the department had for 2020 and beyond. The team supports over 350 ILE/AV systems including classrooms, conference rooms, performance spaces, collaboration spaces, teaching labs, and signage systems. TMS partnered with Faculty Affairs, Registrar's office, and CFM to identify classroom spaces for fall, and which non-classrooms spaces need to be renovated to support classes. The campus received CARES funding which resulted in double digit spaces being affected before the start of the next academic year.

The Project Management and Infrastructure Services departments worked a number of high-profile projects including the following:

- SCE Educational and Research Center
- OneCard Mag Stripe Transition
- Office 365
- ILE Classroom Upgrades

Information Access worked on tens unique custom web application for the campus in the current timeframe of this report. The team is full of projects with a projected backlog of six months for new programming projects at this time. The team was part of the collaborative work effort on multiple UM System IT projects. The group has started work in GCP and using serverless containers to provider better applications in the future.

Foundation Services hosted over 400+ servers in our local data centers or cloud providers (AWS, GCP, Azure). The same group completed an upgrade of the Administrative Center Data Center. New technology will provide an advanced SmartRow solution with new cooling, fire suppression and backup UPS. This solution will save the university money compared with outdated processes for power, cooling, and space management.

The team has added resource to support Research/HPC/Cloud for individual researchers, centers, and institutes.

Looking forward, Information Services is establishing new long-range staffing and budget planning processes. IS is exploring new services and offerings to streamline the service and offerings for students, faculty, staff and the entire UMKC community.

Networking and Security were involved in several behind-the-scenes projects both before and during the Covid change. Networking installed hundreds of replacement Wi-Fi access points and made numerous changes to the VOIP phone system. Security improved, expanded and offered new options for remote access to resources on campus for faculty, staff, and students.

Covid Updates

TMS Administration

- Continued repopulation in a phased approach with additional staff to support Fall classes and projects
- Tracked all COVID-related purchases and costs and submitted them to Admin and Finance for reimbursement

Fall Semester Preparation

- Partnered with Faculty Affairs, the Registrar's office, and CFM to identify which classroom spaces would be used for Fall and which non-classrooms spaces needed to be renovated to support fall classes
 - Facilitated network infrastructure additions and improvements
 - Designed technology updates for all requested rooms, and ordered and installed equipment before Summer classes
 - Used remaining FY20 M & R budget to procure needed equipment
 - Updated technology and prepared spaces for mixed-modality delivery
 - MNLC – Camera, projector, and audio upgrades
 - Royall Hall - Lecture Hall ILE overhaul to new High/Flex enabled system
 - Law - Lounge/Classroom conversion
 - Bloch - Tiered Classroom ILE overhaul to new High/Flex enabled system
 - Pharmacy - 3 EOL ILE Classroom updates to new High/Flex enabled systems
 - Student Union - Converted event hall into a classroom
 - ASSC - Converted Pierson Auditorium into a classroom
 - Performing Arts - Connected two dance studios together virtually
- Partnered with Student Affairs to provide support for non-classroom spaces in the Student Union and ASSC during Fall
 - Provided dedicated training and support processes for the same

Academic Enhancement

- Significantly increased the amount of free Academic Enhancement services provided to Faculty (to support the explosive growth in the need for academic content/videos for Faculty to effectively teach from home), and marketing efforts for these services
 - Conservatory - Living Room Performances II - Donor event production
 - Dental - White Coat Livestream
 - Pharmacy - White Coat, Achievers events
 - Education - Donor Scholar Event
 - Arts and Sciences - High School/College Partnerships Online Application Video
 - SCE - SCE Scholarship Luncheon
 - Chancellor's Office - Personal Responsibility spots
- Partnered with campus leadership, MCOMM, and Special Events to shoot and produce 100% virtual Convocation and Commencement ceremonies for the campus
 - Provided over 100 hours of logistics, content creation, and editing for this effort

Campus COVID Planning Team

- Developed and deployed two Campus Event Request Surveys for all UMKC Faculty and Staff
- Continued evaluation of various COVID symptom tracking apps for possible Campus adoption, ultimately landing on Campus Screen
- Worked with team to develop, package, and distribute UMKC Welcome Kits to all IT staff

Support Services

Exchange Online Migration

During this period, the planning of migrating over 40,000 mailboxes from on-premises Exchange to Microsoft 365 started. This is a very large project that impacts every Student, Faculty, and Staff across the entire UM System. The following items were completed during this timeframe:

- Developed and executed campus-wide communication plan
- Technical work to determine the best process/order to migrate mailboxes
- 40+ test mailbox migrations
- Development of new support webpages for Exchange Online and a Migration FAQ

Migrations are scheduled to start in early January and complete within a couple months.

Technology Accommodations

Faculty, Staff, and Students continued making requests for technology accommodations due to COVID-19 related considerations. IS Support Services switched to prioritizing equipment for student use while steering UMKC faculty and staff towards purchasing laptops for long term remote work use.

This equipment included 1 monitor, 45 laptops, 1 docking station, 1 headset, 7 mobile hotspots, and 4 webcams deployed by TSC staff from 4825 Troost.

UM-AD Migration / Project

- Migrated all distribution lists (groups) to UM-AD
- Migrated over 1,000 lab and ILE workstations to new domain
- Migrated all Support Services workstations to new domain
- Renamed 2,227 groups that did not meet the current naming convention
- Created additional group policy for upcoming workstation migration including root workstation and Faculty/staff policies.
- Created PowerShell script to be used by all campuses to disable stale computer accounts and ensure the System was only using the licenses needed.

Office 365 / Project

- Assisted with the migration of Microsoft A3 -> A5 licensing for campus and UM System
- Exchange Public Folders were deleted in preparation for migrations to M365. This removed shared department and room calendars. Alternative procedures were put in place to accommodate these areas of need.
- PIN policy requiring users to enable PIN security features on mobile devices was enabled



Re-aligning IT Services Agreements / Project

During the end of CY20 IS reviewed all custom services for Academic Units across campus. Individual meetings with each unit are scheduled for early CY21.



This ensures that IS can provide the services needed for each unit and that expectations on service levels are being met or exceeded.

IS continues to work with Administrative units to implement RIM and have a consistent process across campus units.

Cherwell

Currently the Technology Support Center has distinct processes for handling support requests that come in via phone/self-service and email. To increase overall efficiency and align these processes IS will turn on email ingestion within Cherwell.



When enabled any email that is sent to techsupportcenter@umkc.edu will automatically get a new ticket created and the customer notified of the request. This will save technician time to create the new tickets and give technicians a single place to manage incident and service requests.

A new process and reporting instance was created to improve our reporting abilities within Cherwell.

Workstation Replacement Program

Completing WRP during COVID-19 remote work protocols proved challenging. The TSC was able to deploy nearly all WRP computers in 2020, with 19 of the 307 WRP computers not being completed until 2021.

The 2021 WRP ordering phase saw strong support despite the university budget problems in 2020, with a total of 326 computers ordered through WRP. Laptop requests continue to be the preferred device as departments embrace the Work from Home culture, with 170 of this year's WRP orders being laptops.

Windows 10

With the shift to remote work, we have had to implement new strategies to deploy Windows 10 upgrades to Faculty and Staff workstations. Our normal process of upgrading workstations over the network would not work with the limited bandwidth that most Faculty and Staff have at home.



To align with these changes, we have implemented a fully self-service option for Faculty and Staff to upgrade Windows both at home and on their own timeframe. This is now live and will be promoted via multiple channels over the next few months.

Mac OS

The Mac Admin Team updated the standard lab image to 10.14 Mojave over the summer and standardized the Faculty/Staff image to 10.15 Catalina for the Fall. A policy was deployed to identify all UMKC managed Macs running a version of Mac OS 10.13 or older and update them to the latest 10.15 standard image. This was ~200 devices.



Updating to 10.14 or newer is crucial as Microsoft O365 is only supported on 10.14 and newer computers. All computers that received the Mac OS upgrade subsequently received the O365 Office Upgrade automatically to be prepared for the Exchange Online Migration.

The JAMF Pro server was successfully updated to the latest version and is running on the new MySQL server.

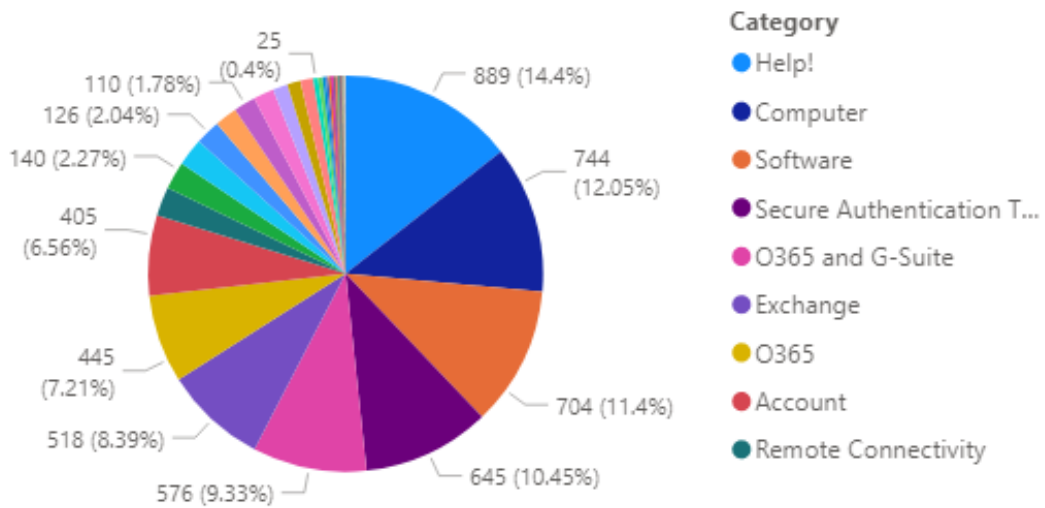
ESET Antivirus was replaced on all UMKC managed Macs by the newest version of Microsoft's Advanced Threat Protection (ATP) as part of our A5 licensing with Microsoft.

Global Protect VPN settings were deployed to all UMKC managed Macs to provide faster, more reliable VPN access to UMKC on premise servers.

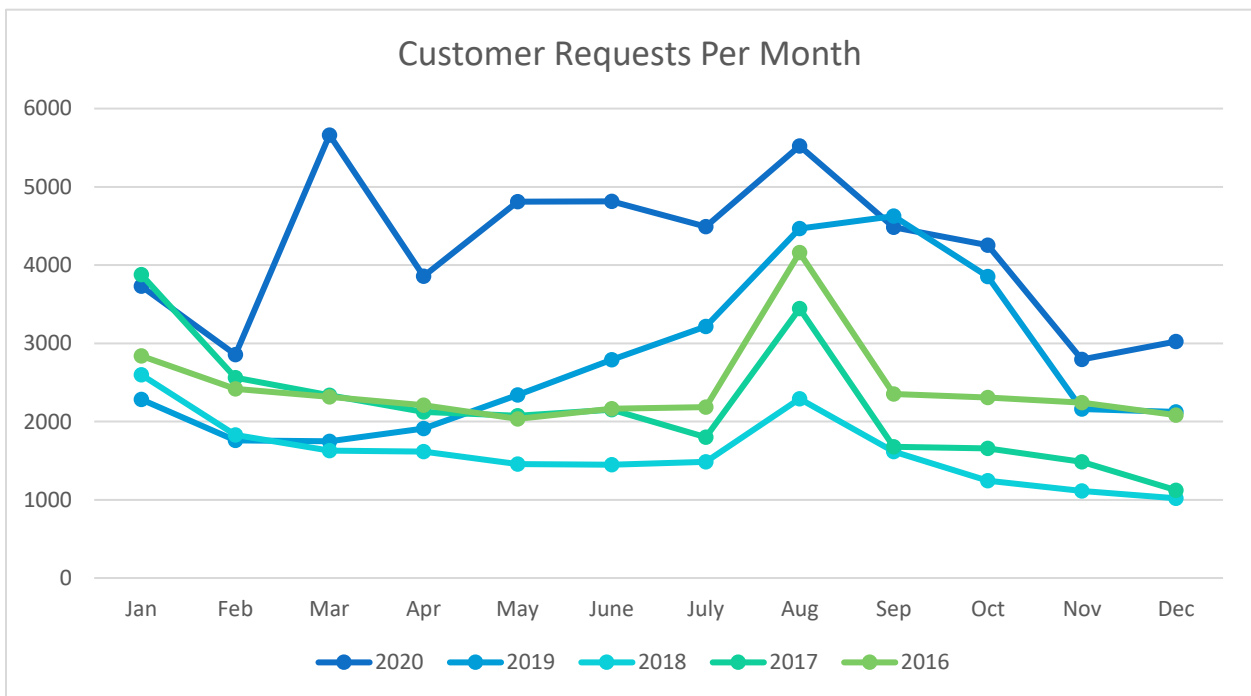
Support Services – Customer Requests

During the last 6 months of 2020, IS Support Services continued to see record high requests for assistance due to the changes brought on by COVID-19 and the challenges of working and teaching remotely. The TSC ended the calendar year with over 50,000 requests, a 52% increase from 2019. The most requested areas for help were general Computer and Software issues, independent of any specific UMKC or UM System initiative.

Tickets by Category



Customer Requests Per Month



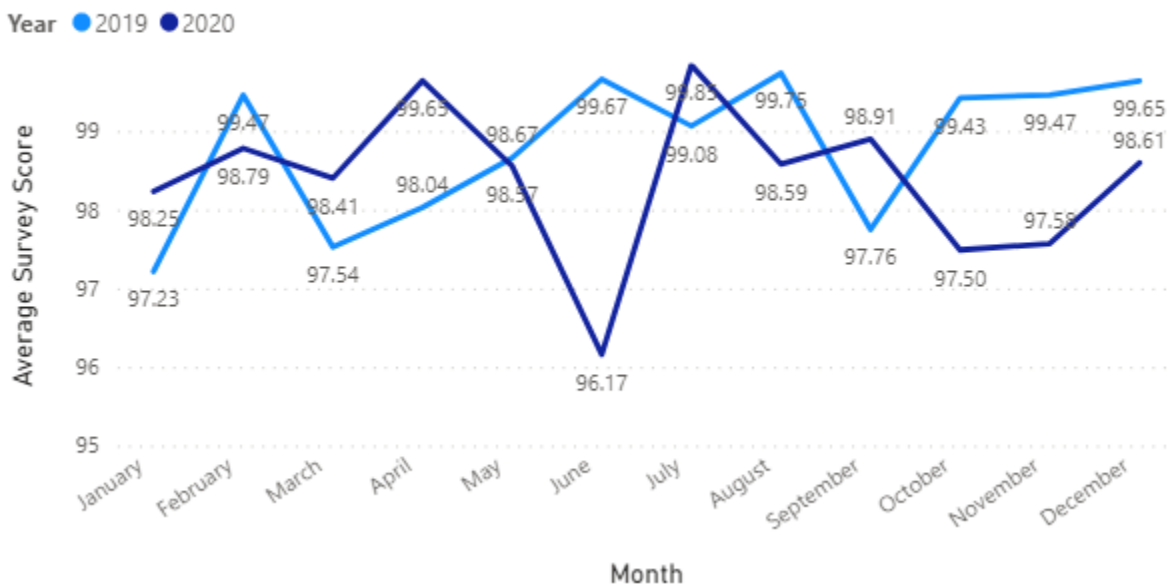
Customer Requests for Five Years

Year	Jan	Feb	Mar	Apr	May	June	July	Aug	Sep	Oct	Nov	Dec	Total
2020	3730	2855	5663	3859	4812	4814	4490	5521	4484	4255	2794	3021	50,298
2019	2284	1760	1748	1909	2340	2788	3216	4466	4625	3855	2158	2123	33,272
2018	2598	1827	1629	1616	1458	1449	1485	2291	1616	1244	1111	1019	19,343

2017	3879	2562	2335	2125	2072	2152	1799	3444	1676	1658	1487	1123	26,312
2016	2837	2419	2314	2209	2034	2165	2183	4158	2354	2307	2241	2083	29,304
Total	11598	8568	8026	7859	7904	8554	8683	14359	10271	9064	6997	6348	108,231

- Customer satisfaction continues to remain extremely high. Over the last six months, Support Services has a **98.66% Very Satisfied** rating. The following chart represents customer satisfaction data collected from **508** surveys closed by Support Services for the period of July 2020 through December 2020.

Average Survey Score by Month and Year



Remote Support Metrics from July 2020 through December 2020

- Remote Support fielded **24,565** requests for help via phone, emails, and online web submissions.

2020	Phone Requests	Online Requests	Email Requests	Totals
July	2200	90	2200	4490
Aug	2879	107	2535	5521
Sept	2275	90	2119	4484
Oct	1980	73	2202	4255
Nov	1506	70	1218	2794
Dec	1738	70	1213	3021
Totals	12578	500	11487	24565

Remote Support Projects

In addition to provide remote support to Faculty, Staff, and Students this team provides significant work on accounts and other key systems. Below are a few of those key accomplishments.

Account Management

- Dual mailboxes were eliminated on active accounts in AIMS by 9/30
- UMKC worked through its remaining legacy Domain groups.
 - i. This included determining which accounts needed to be either migrated or deleted.
 - ii. We assigned owners to lists that previously had no known sponsors.
 - iii. We renamed 2,227 groups that did not meet the current naming convention
- Worked with Admissions, Registration and Records and various UM IT groups to address SSO account creation and maintenance issues
- Created guest and resource accounts as requested

AIMS – Account Management tool, which is used by UMKC, MST, MU, and UMSL

- AIMS updates that enhanced performance and efficiency were tested and approved for production only a monthly basis
- Collaborated with UM-System IDM and UMKC IS AD Consolidation committees to revise account management policy and procedures for the AIMS system
- The TSC tested and offered suggestions to help refine the account management tool throughout the second half of the year

Box – Cloud storage option for faculty and staff

- Helped manage the provisioning and de-provisioning of accounts in conjunction with Foundation Services and Internal Applications
- The Tech Support Center runs a provisioning process once every day

Bomgar – UMKC-hosted remote support solution used by UMKC, MST, MU, and UMSL

- Purchased 5 additional licenses in March to help support users remotely due to COVID-19
- Performed appliance and instance upgrades as necessary

Academic Support

School of Computing and Engineering (SCE)

Information Services worked with the School of Computing and Engineering's IT Ops Committee Chair throughout the semester to ensure we were effectively communicating IT changes and address the needs of faculty, staff and students. These meetings also give us an opportunity to discuss new projects and IT changes. These committee meetings are vital, particularly with SCE's continually changing lab environments and their expanding curriculum. Some of the recent projects we've worked on include.



- Installed 17 new desktop systems in the new Robert Plaster Free Enterprise building for the Unmanned Drone Lab.
- Provided critical on-site support during COVID lockdown of campus, including deployment of hardware and software for use by WFH faculty/staff (loaner laptops, Wi-Fi hotspots, webcams, etc.) Zoom, Teams, RDP, and other remote technology support as needed.

College of Arts and Sciences (CAS)

Over the last 6-month period Information Services worked with the College of Arts and Sciences to support their technology needs and assist with many projects. A couple of these projects include:

- Worked with the College of Arts and Sciences Student Services loaning them 5 All in One computers for Scofield room 109 allowing students to meet with advisors remotely using Zoom.
- Installed new monitors and kiosk computers in the Admissions department. We removed some monitors from the wall to allow for social distancing.
- Moved multiple Records and Registration Staff members computers and multi – function printers for social distancing in the Administration Building.

University Libraries (UL)

Information services worked with the Library IT Ops Committee throughout the semester to discuss ongoing and new projects. Over the last 6 months a couple of the larger projects that were completed included:

- Provide quotes and support estimates for 3rd floor renovation project, including mobile laptop cart.
- Provide information to help with planning phase of Robot Shelving project to add 590 new shelves to the Robot storage unit.

School of Education (SoE)

- Supported users moving to from on-campus to remote work during COVID-19 by preparing equipment for home use and offering increased remote software support.
- Provided additional training to SOE faculty and staff on how to use WebEx and Zoom video conferencing software.
- Collaborated with SoE Faculty to maintain 40 user accounts for their Community Counseling and Assessment Services (CCAS) program.
- Worked with SOE Faculty and Staff to identify, procure, and configure many software applications.
- Supported the SOE loaner laptop program in conjunction with their IT Ops Chair.
- Worked with Foundation Services to configure Titanium access for remote workers off-campus.

School of Biological and Chemical Sciences (SBC)

Over the last 6 months IS worked with the School of Biological Sciences and Chemistry to support their merger. As part of this change IS started providing first and second tier technical support for Chemistry. IS absorbed this additional support without any additional staff.

- Added select SBC computers to Roo Labs Online to use Proctorio
- Provide limited on-site support during campus shutdown to ensure researchers have remote access to on campus systems

Bloch School of Management

While our partnership with the School of Management has been in place for several years we still meet with their IT Ops Committee on monthly basis. This allows IS to stay updated on the IT needs for Bloch and assist on new projects. Below are a couple of the projects IS has successfully completed over the last 6 months.

- Assisted instructors who came back to campus in the Fall with learning ILE Classrooms features and provided additional Zoom, Panopto, and Canvas training for these users.
- Continued to supported users via remote work during COVID-19 by preparing and deploying remote equipment to include loaner laptops, webcams, microphones/speakers, tablets, hotspots, document cameras, and monitors.
- Assisted with installation of Adobe products, Box, Jabber, Teams, RDP client, Respondus Lockdown Browser, VPN, MS O365 and Zoom on faculty/staff personal mobile devices and personal computers.
- Provided Zoom, Canvas, and Panopto training and troubleshooting with Bloch remote users.
- Replaced 14 ILE machines in Bloch Executive Hall classrooms.
- Completed digital signage transition from Four Winds to RiseVison
- Worked with Bloch Faculty and Staff to identify, procure, and configure many software applications.

- Assisted with the technology requirements to support Bloch's Professional MBA program, which consists of multiple methods of teaching, both in person and online.
- Supported Zoom interviews for faculty and staff.

The School of Law

Support Services regularly meets with the Law School to ensure service needs are being met and to stay updated on current technology needs within the Law School. There were several key projects that IS and Law collaborated on, including:



- Installed a new Print Release Station that consists of two Enterprise class printers for students to use for web printing. This creates another location for students to print and pick up their jobs while social distancing. The release station has a swipe feature that allows them to be used without touching a keyboard to login.
- Worked with multiple users to scan computers making sure they compliant with PCI.
- Supported Online Exams using ILG360 and other technologies.

School of Nursing and Health Sciences and School of Pharmacy



IS continues to work with both Nursing and Pharmacy to support their IT needs, including regular meetings with the IT Ops Committees at each school. As new projects come up this allows us to provide guidance and technical resources to ensure their goals are met. Below are some of the projects IS was involved in.

- The Dean of Nursing received a grant to purchase 50 new computers for the Health Sciences Building 3309 testing Center. They were installed the week of November 9th.
- Provided assistance with multiple computer moves to allow for social distancing.
- Managed School of Pharmacy and School of Nursing laptop loaner pools to ensure there were systems available for remote needs.
- Setup 400 email addresses/aliases for use in School of Nursing Research Project.

Conservatory

- Supported users moving to from on-campus to remote work during COVID-19 by preparing equipment for home use and offering increased remote software support.
- Assisted with office and computer moves in July and again in December.
- Helped the Conservatory move away from Public Folders/ Shared Calendars to other appropriate processes to schedule rooms.

Toy and Miniature Museum

- Worked with Executives and Staff to identify, procure, and configure many software applications.
- Provided additional training to TMM faculty and staff on how to use Box, cloud storage, and remote connection applications.
- Changed digital signage software from Four Winds to RiseVision.
- Helped the TMM move away from Public Folders/ Shared Calendars to other appropriate processes to schedule rooms.

KCUR

IS continues to support KCUR and their growing staff. Over the last 6 months we have supported multiple membership drives ensuring these critical events are running smoothly.

- Assist in getting 91.1 classical station on the air
- Coordinate technology for Fall and Winter Pledge Drives while staff taking calls remotely
- Switch redundant internet feed at transmitter to ATT Cellular SIM cards for more reliable backup connection
- Continue providing support for America Amplified talk show covering the 2020 election
- Setup new DAD computer to automate on air programming for the Classical station
- Expanded wireless access points and added new 48 port switch to media closet for better network coverage in KCUR offices



Administrative Affairs & Student Affairs

- Worked with Athletics on multiple COVID-19 testing solutions
- Assisted Residential Life on a migration from Slack -> Teams
- Complete upgrade of Point and Click System, which are used for scheduling and printing appointments in the clinic
- Provided on-campus support for executives and staff who came back to campus in preparation for the Fall semester
- Continued supporting users who work off-campus during COVID-19 by preparing equipment for home use and offering increased remote software support
- Worked with Executives and Staff to identify, procure, and configure many hardware upgrades and software applications
- Supported multiple personnel moves for External Relations, Admissions, Human Resources, and the Chancellor's office by moving technology to new locales within the Admin Center

- Provided direct support for UMKC Chancellor's Zoom Webinars

Campus Wide - Enterprise Support

AirWatch

Leveraged our Mobile Device Management solution, AirWatch to manage numerous mobile devices across the campus. This tool is valuable for increasing efficiencies when managing mobile devices as well as protecting University data. As part of these efforts, we upgraded AirWatch to version 20.8.03 to take advantage of the new version of iOS and expanded functionality.



SCCM

Continue to use Microsoft's SCCM as our primary asset management tool and our preferred method of software installation. Specifically, over the last 6 months we have used SCCM to install **26,688** pieces of software across campus, this is nearly **25%** more than a typical 6-month period, which is due to more staff working remotely.



489 of these were initiated via our Software Deployment webpage by IS technicians and IT liaisons. We also imaged **366** lab computers using the Operating System Deployment functionality of SCCM.

During this period, a new SCCM distribution point was procured, installed, and configured. This enables us to effectively deploy software to campus workstations.

An upgrade was also performed to SCCM version 2010 to align with the updated versions of Windows 10.

RooLabs

RooLabs Online provides real time information regarding capacities of student computing labs located on campus, how many machines are currently in use in each lab and provides free remote access to lab software. This allows Students to access standard and specialized software that is normally available only on campus from anywhere and on most computing devices.

Over the last 6 months this solution has been upgraded and further tweaked based on feedback from Faculty and Students to provide the best experience for students off campus.

Remote Labs Expansion

To ensure continued access to required software IS added many specialized software packages to RemoteLabs. A new physical server, dedicated to high GPU applications, was purchased, and installed.

This allowed students to access much needed software from off campus on their personal computing devices.

Universal Image

To provide a more reliable and consistent computing environment for Faculty and Staff a new imaging process was developed for Windows 10. This leverages SCCM and will reduce development time to maintain and update. This new image is based on Windows 10 20H2 and includes updated drivers for current and previously supported desktop and laptop standards.

License Servers

Updated over 25 individual license servers with updated daemons and/or license files. This is required to keep software, both for computer labs and researchers, able to run the latest version of their software. This includes MatchCad, National Instruments, Altair, FEKO, AutoCad, and many others.

Migrated to a network-based USB solution to better manage license managers that require the use of a USB dongle.

Website/Reports

Performed regular website updates and maintenance, including the creation of new email documentation, both mobile and desktop, as well as an Email Migration FAQ.



Many reports were updated and created during this period, including software licensing, RemoteLabs, and Budget/lifecycle planning.

Lab Packaging / Imaging

Over the last 6 months considerable time was spent updating all the software applications used in the computer labs. Over 125 applications were updated, packaged with SCCM, and tested to ensure compatibility. This ensures that Faculty and Students have the latest versions of software, both in classrooms and in computer labs. While this is a significant amount of work to complete it greatly reduces the amount of time to update such many computers.

During August, all computer labs and ILE classrooms, over 1,000 workstations in total, were upgraded with an updated version of Windows 10 and applications.

Software

Adobe Creative Cloud

Due to COVID and many classes being taught remote there was a need to extend Adobe Creative Cloud to students not on campus. IS took a multi-pronged approach to ensure students had the resources needed.



1. Extended access to the computer labs via RooLabs Online. This gives students the ability to connect to a lab computer and access the full Adobe Creative Suite.
2. Negotiate student pricing with Adobe for the College of Arts and Sciences as their students had a great need and this allows them to access Adobe Creative Cloud on their personal computers. This required setting up new processes for assigning student licenses and creation of documentation for students on how to use this on their personal computer.

Over the last 6 months we have completed the annual renewals for over 1,000 Adobe installations across campus. Included in this project was upgrading the Adobe CC software across campus to ensure students, faculty, and staff had the latest version.

Software Updates

Planned, tested, and deployed several updates to all Windows campus computers to ensure software is up to date. This is done to both give our customers the latest products and tools but also to limit vulnerabilities as older software is often less secure.



Software Renewals

Expanded the use of our software renewal portal based on feedback from fiscal officers across campus. These improvements will lead to greater efficiency, not only for IS but for fiscal officers.

IS processed annual renewals for Adobe Creative Cloud and Bomgar during this period.

IS also worked with UM System to renew Microsoft EES agreement.

Zoom Migration

IS continued to shift to Zoom as our preferred and standard video conferencing tool. During this period multiple campus-wide deployments of Zoom were performed to ensure Faculty had the most secure and latest version of Zoom for their classes.

Office 365 ProPlus

To ensure Faculty, Staff, and Students had the latest version of Office IS performed a campus-wide deployment of Office 365. This deployment impacted over 5,000 computers across campus and was completed in time for the Exchange Online Migration.

Student Computing Facilities

COVID-19 had a huge impact on lab usage and operations during this time. IS worked with CFM and other campus stakeholders on developing a repopulation plan for bringing students safely back onto campus and into IS-labs, including:

- Spacing out workstations to allow for social distancing
- Placing signage on the floor to assist with social distancing
- Supporting classes conducted in departmental lab sites
- Determining locations for partitions to assist with safety measures for Student Assistants working in IS-labs
- Creating and disseminating COVID-19-related training to staff
- Distributing safety equipment to staff
- Supporting staff to ensure they had what they needed for remote work
- Developing training and assisting with setup for touchless printing systems for students using lab printers
- Assisting with communication plan for informing students of online resources and available workstations on campus
- Increased level and frequency of cleaning in IS-labs and ensured ample supplies were kept on hand in support of this.



We had **4,412** distinct individuals use computing sites between 7/1/2020 and 12/31/2020. This represents a significant reduction in lab usage due to switching to an online modality. The fact that so many students still chose to use on-campus labs exemplifies the usefulness and importance of these student computing facilities.

Printing remained an important aspect of the services provided in these facilities. IS supported student printing needs in many computer labs with network printers by keeping supplies on hand and printers ready for use. Over 53,000 print jobs were printed in these sites, totaling over 465,000 pages.

In addition to the physical computer sites, we had **1,155** distinct individuals who logged into RemoteLabs **11,878** times. This is an increase of over 25% over the last period.

The Lab Management Office maintained operations in five IS-managed general use student computer labs, six restricted access labs, and supplied one associated computer classroom. Specific accomplishments include:

- Shifted primary communications tool for managing Student Assistants to Microsoft Teams.
- Worked with CFM and multiple other Departments and Schools to ensure lab environments were maintained at an optimal level, including deep-cleaning carpets and floors in several facilities over Winter Break.
- Worked with CFM and other groups to ensure lab security and make sure that labs were accessible during regular hours and secured when not in use.
- Continued work on budget projections for staffing costs over the next five years to plan for the increase in Missouri's minimum wage.
- Completed moving internal training materials to Canvas.
- Decommissioned the BHH 110 computer lab and the BHH 005 classroom.
- Provided multiple detailed reports on equipment and operation costs for general use labs.
- Ensured that all Student Assistants completed Title IX and other required training.
- Worked with HR on special online live class required for all employees.
- Adjusted hiring process to align with new HR requirements and increase efficiency.
- Processed over 2,420 shifts and supervised over 7,640 Student Assistant man-hours.
- Maintained sufficient student employees to staff labs by processing 18 applications for Student Assistant positions, conducting 7 computer skills tests for 21 individuals, interviewing 26 prospective new hires, and conducting 7 new hire orientations for 18 new Student Assistants in IS-managed labs.
- Worked with HR on hiring freeze matters to make sure hiring could proceed when necessary.
- Completed reviews for 27 Student Assistants to keep employee performance at optimal levels.
- Worked with Miller Nichols Library staff on procedures, budget, and staffing necessary to match operations in the second-floor computer lab to the library's new hours.
- Provided shift data for MNL fiscal officer's budget planning.
- Provided shift data for SCE fiscal officer's budget planning.

Lab Printing

Performed application upgrades on PaperCut across the student computer labs. This adds additional functionality to students and ensures we are up to date from a security perspective.



Implemented Mobile Print Release at all campus release stations. This allows students to release their print jobs without ever touching a public computer using their mobile phone. This reduces traffic at the print release stations and gives students a safer option to get their printouts.

Totals and Trends in IT Procurement

- Purchased roughly \$3,370,000 worth of IT hardware and software, including computers, tablets, printers, peripherals, specialty systems, software, web services, subscriptions, service warranties, and maintenance agreements
 - This represents a 5% decrease in total spend over the same period one year ago when \$3,545,000 worth of products and services were purchased

- Software purchases mirrored this 5% decrease as measured by spend, totaling a little more than \$2,349,000
- Hardware purchases of roughly \$1,020,000 reflect a similar 4% reduction in total spend over the previous period
- This may be largely attributed to two factors
 - Reduced budgets and staffing due to operation suspension were somewhat offset by a flurry of spending related to setting up remote work environments for many employees during the Covid-19 pandemic
 - The plateau in spending also denotes the great degree of consolidation of the purchasing process with most all software and hardware elements being routed through IS Support Services

IT Procurement: Distribution by Vendor

- The distribution of IT Hardware spending over primary vendors continues to demonstrate support for standards at UMKC
 - Dell and Apple computers are the preferred standard for use at UMKC.
 - The total spend for these two computer brands accounts for 73% of the total IT hardware spend
 - This represents a 11% decrease from the previous year
 - This is partially due to a decrease in Workstation Replacement Program spending and increase in the requirement for certain remote work peripherals, like webcams, docking stations and headsets
 - The following table lists the Top 10 IT Hardware Vendors by total spend for the period and demonstrates the current mix of standard versus specialty vendors

IT Hardware Vendor	Spend
Dell	\$633,168.85
CAE Healthcare	\$155,444.69
MU Bookstore	\$58,244.00
Apple	\$53,770.09
Amazon	\$24,862.16
Connection	\$21,990.80
SKC	\$19,783.82
Cxtec	\$19,745.00
CDW	\$16,240.79
B&H	\$5,227.83

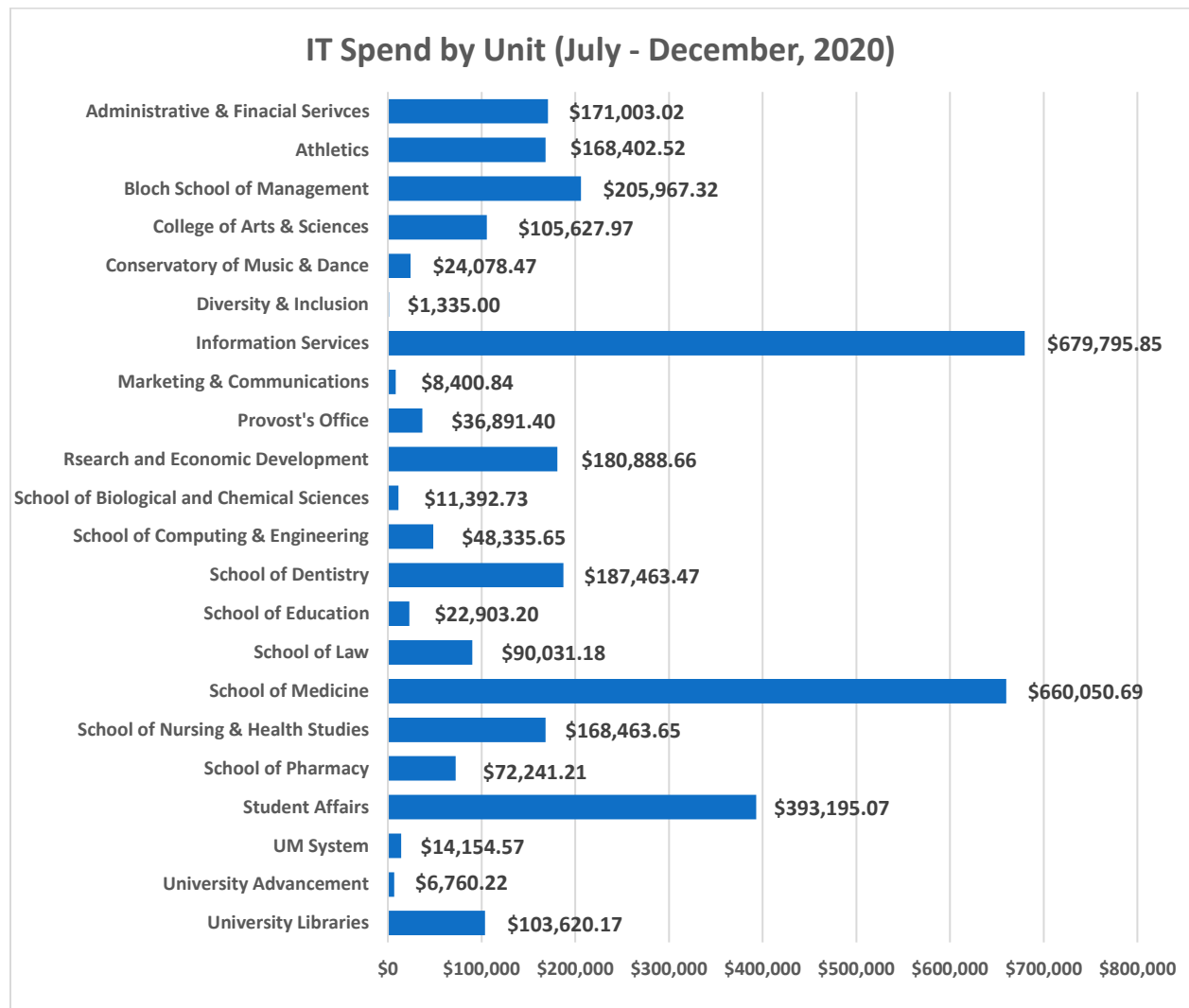
- The distribution of IT Software spending over primary vendors continues to demonstrate the diversity of the market reveals many more different types of manufacturers and re-sellers with significant expenditures
 - This six-month period introduced total of 53 new product titles to our software environment
 - The following table lists the Top 10 IT Software Vendors by total spend

IT Software Vendor	Spend
Civitas	\$199,984.00
Honeywell	\$129,873.00
Online Med Education	\$116,125.00
Zap Solutions	\$97,250.00
CBORD	\$81,207.82
Exan	\$69,828.75
Adaptibar	\$55,546.52
NRCCUA	\$54,150.00
SonoSim	\$51,690.00
Teamworks	\$49,644.38

- To manage the diversity and ever-increasing number of product and services acquired, IT Procurement continues to manage, update, and improve the Software Database to include the following records
 - Vendors – 868, an increase of 5.1%
 - Product Titles – 1593, an increase of 3.4%
 - Licenses – 15,376, an increase of 4.1%

IT Procurement: Distribution by Unit

- IT spending by division and academic unit provides a glimpse into the scope of the value IT equipment offers these units and the investment committed to lifecycle replacement and sustainability
- These totals represent unit spending on Workstation Replacement 2021 as well as *ad hoc* hardware and software acquisition throughout the period, including UMKC’s contribution toward campus and multi-campus agreements for hardware infrastructure and software site licenses



Workstation Replacement 2021

- The first half of each fiscal year culminates with the Workstation Replacement Program
- Its primary goal is to replace faculty/staff workstations on a four- or five-year lifecycle to benefit productivity and mitigate the security concerns endemic to older operating systems
- Adherence to a small number of standard systems and ordering in large quantities allows IT Procurement to negotiate favorable pricing
- The Provost’s Office no longer offers a \$1000 subsidy to incentivize replacement; instead, Information Services is funding the subsidy, but only to the total of \$250
 - This had a staggering effect on the total number of systems replaced in FY2019
 - While FY2020 and FY2021 did recover somewhat, the scale of spending is significantly depressed compared to the previous decade
 - In FY2021, there were 326 systems purchased at a cost of nearly \$349,000
 - This represents a decrease of about 13% from the previous FY2020 totals
- Below is a summary of WRP spend patterns over recent years

Fiscal Year	Subsidy Spend	Unit Spend	Systems	Total Spend
FY2011	\$285,058.00	\$252,418.00	634	\$537,476.00
FY2012	\$329,064.00	\$260,289.00	676	\$589,353.00
FY2013	\$339,673.45	\$240,580.00	666	\$580,253.45
FY2014	\$306,443.40	\$218,663.07	561	\$525,106.47
FY2015	\$256,837.10	\$238,721.40	571	\$495,558.50
FY2016	\$320,519.57	\$319,601.59	659	\$640,121.16
FY2017	\$295,884.13	\$395,453.20	664	\$691,337.33
FY2018	\$316,950.06	\$239,224.59	530	\$556,174.65
FY2019	\$26,500.00	\$163,928.00	181	\$190,428.00
FY2020	\$65,678.88	\$333,560.74	408	\$399,239.62
FY2021	\$72,755.73	\$276,439.30	326	\$349,195.03

Other Notable Activities

- Provided IT hardware and software product selection and configuration consultation in response to a myriad of different request scenarios in accordance with UMKC and UM standards, contracts, and approved processes
- Worked with vendors to create customized price quotes for multiple products and configurations
- Reviewed and provided IT approval for eProcurement orders input by other departments
- Worked with UM Supply Chain and fiscal officers to ensure IT and Procurement approval policies are followed, resolve budget errors and direct expense transfers as necessary
- Reconciled OneCard orders providing written IT and fiscal approval statements from authorized personnel, invoice/receipt documentation, MOCode and PeopleSoft account code assignments for all transactions
- Served as primary point of contact for cellular service and mobile device consultation and acquisition for all UMKC corporate accounts and lines of service
- Communicated with IT and client constituents to provide information on software product updates, license expirations, device models, configurations, and pricing for a range of UMKC standards on numerous site-licensed pieces of software, computers, tablets, printers, and other IT-related items

Specialized IT support for UMKC Academic & Business Units

College of Arts and Sciences

- Departmental Computer Lab Support
 - Provided specialized hardware and software support for 317 lab computers. This included systems for the MNL ILC, AUPD, Geosciences, Fine Arts, Astrophysics, Communications, and Psychology groups
- Research Computing Support
 - Provided Support Services Support for 45 research computers. Support included account support non-affiliated UMKC guest accounts.
- Research Grant Support
 - Provide Database Administration services for all databases housed on the CEI SQL server. This includes server upgrades and patch applications, backup and restores of data, indexing and tuning as needed, and any upgrades to the databases housed on this server.
 - Assisting CEI staff in developing/troubleshooting/tuning SQL queries.

School of Biological and Chemical Sciences

- Research Computing Support - SBS
 - Provided Support Services Support for 11 Research Labs with specified equipment. Support included 88 total research computers.
 - Provided Support Services Support for 100 MNL ILC computing systems
- Departmental Computer Lab Support - SBS
 - Provided specialized hardware and software support for 31 lab computers. This included systems located in the SBS 082, 085, and 433 computer lab spaces.
- Specialized Software Applications - SBS
 - Provided specialized application and mobile support for 7 unique software applications purchased for SBS. These software packages are very complex packages with multiple components. As a result, procurement/installation take longer due to the complexity
- Research Computing Support - CHEM
 - Provided Support Services Support for Chem Research Labs with specified equipment. Support included 57 total research computers.
 - Provided specialized NMR Linus Controller Support
- Departmental Computer Lab Support - CHEM
 - Provided specialized hardware and software support for 27 lab computers. This included systems located in the SCB 223 and FH520 computer lab spaces.
- Specialized Software Applications - CHEM
 - Provided specialized application and mobile support for 2 unique software applications and related devices.

Henry W. Bloch School of Management

- Custom Website Services
 - Provided dedicated staff time to support Bloch website updates, content development, and issue support for the same.
- AV/Classroom/Event Support
 - Provided dedicated staff to provide daily onsite support for all standard AV/Classroom and Event spaces within the Bloch buildings.
- Custom Desktop Support
 - Provide dedicated support for Bloch Mobile LCD/computing carts, Huddle Spaces, and Hall of Fame computer systems.
- Custom AV/Classroom/Event Support
 - Provided dedicated staff to provide daily onsite support for all non-standard AV/Classroom and Event spaces within the Bloch buildings. This included the building-wide video distribution system, Mobile LCD carts, Telepresence conference room, Atrium video wall, and the Finance ticker.
- Departmental Computer Lab Support
 - Provided specialized hardware and software support for 64 lab computers. This included systems located in the Finance Lab and the Bloch 005 computer lab spaces.
- Digital Signage
 - Provided campus digital signage support services for 8 signage PCs and 8 signage displays throughout the Bloch buildings.
 - Provided specialized support for digital signage content modification/deployment & with wayfinding.
- Dedicated Desktop & Application Support
 - Provided desktop and application support for the Midwest Center and Cookingham Institute staff and related machines.
- Specialized Software Applications
 - Provided specialized application support for unique software applications and related devices. This included software for the Finance Lab and manual updates for the Bloomberg software as needed.

Technology Management Services

TMS Administrative

- Developed 90 & 180 Base Operations Plans to meet unique needs/challenges of COVID and the shift to telework
- Successfully transitioned to 100% Telework for all TMS with no impact to base services offered
 - New equipment procured to support staff working remotely (laptops, web cameras, etc.)
- Modified campus IT shipping and receiving processes to accommodate skeleton crew on campus
- Developed a plan for continued TMS operations with reduced staff and anticipated FY21 COVID related budget cuts
 - The plan included shifting roles and responsibilities around where possible, mandatory campus pay cuts, TMS FTE reductions
- Repopulated campus in a phased approach with a limited staff to support Summer classes, Fall class prep, and projects during COVID
- Tracked all COVID related purchases and costs and submitted to Admin and Finance for reimbursement

Summer Classes Preparation

- Partnered with Faculty Affairs, Registrar's office, and CFM to identify classroom spaces for fall, and which non-classrooms spaces need to be renovated to support classes.
 - Designed technology updates for all rooms to be used, ordered, and installed equipment before Summer classes
 - Used FY20 M & R budget to procure needed equipment.
 - Updated technology and prepared spaces for mixed modality delivery.

Academic Enhancement – COVID Related

- Ramped up free Academic Enhancement services for Faculty (to support the explosive growth in the need for academic content/videos for faculty to effectively teach from home) and marketing. Examples include:
 - Bloch - Idea Bar Marketing, Salon, and Leadership Today Events
 - Conservatory - Living Room Performances - Donor event production
 - Continuing Education - Hamilton Cockefair Lecture Event (Virtual)
 - Education - SOE Dean Farewell Event Production (Virtual)
 - Arts and Sciences - Ripping Services provided DVD ripping for non-copyrighted content to be used online
 - Provost's Office - Video production for a virtual orientation
- Partnered with campus leadership, special events, and Show Me Productions to shoot and produce a 100% virtual Spring Commencement for the campus – The overall production effort was led by senior TMS leadership
 - Over 200 hours of logistics, content creation, and editing were provided

Campus COVID Planning Team

- Represented IT and related support, logistics, and involvement on the Campus COVID Planning Team efforts
- Provided Expert IT project management services to coordinate and manage efforts of the Campus COVID Planning Team
- Partnered with the UM Logistics team and UMKC CFM to identify, order, and distribute COVID cleaning & face-covering supplies for all of IT
- Developed, deployed, and managed the Campus Repopulation Survey for all UMKC Faculty and Staff
- Updated campus phone greetings in support of the changing levels of campus population and service availability
- Developed and deployed a Campus COVID Hotline (816-235-COVI) in preparation for campus repopulation
- Evaluated various COVID symptom tracking apps for possible Campus adoption

IS Projects Update – July-December 2020

As a division, we have worked with several academic and business units to renovate, design, install, and provide ongoing support for multi-faceted information technology (IT) and audiovisual (AV) systems. The following sections discuss the key IT/AV projects, by phase, that consumed a significant amount of IS resources' time during this last review period (July - December 2020).

Completed Projects



IS completed (11) IT/AV projects. The following projects were the most significant and time-consuming. *See Appendix "A" for individual project detail.*

- **P300 – Oak Place Demolition**
This is a project to remove IT Networking & Telecommunications equipment and pull cable plant back to the outside box so the buildings can be demolished. The scope includes removing all in-room access points from students' rooms, removing all equipment in IT closets, pulling fiber and copper outside plant back to external pull box. During this review period, the work was completed, and we closed the project.
- **P348 – Building Switch Refresh**
This project involves replacing old network switches in IT rooms around campus. Five buildings will be upgraded on this project. This keeps the network up to current standards, provides greater bandwidth and more reliable end-user network connections. During this review period, we completed installing switches in IT rooms in the following buildings: Katz Hall, Student Union, Johnson Hall, Miller Nichols Library, and Health Sciences Building, and the project was closed.
- **P355 – InnoSoft Fusion**
[UMKC's Swinney Recreation Center is replacing their current recreation management system \(RecTrac\) with a new product, InnoSoft. As the product contains student data, the project works with teams from IT, Registration & Records, Security, and others as they are identified to](#)

implement the software for a July 2020 launch. During this review period, we converted to the new software and the project was closed.

- **P381 – Digital Signage Solution**

This project replaced the campus's Four Winds Signage solution with Rise Soft Signage software to reduce the cost to the budget due to Covid-19. During this period, signage machines were updated with the new Rise Software and Imaged before the start of the school semester (4825 Troost, ASSC, Dental School, Student Union, Bloch, Law, and SCE). "How To" instructions and information how to obtain technical support were sent out to stakeholders. The old Four Winds box file was updated to reflect the changes in campus signage and included signage costs and savings for all units.

- **P385 – UMKC Forward**

In response to the budget challenges posed by the Coronavirus pandemic, UMKC Chancellor Agrawal asked the UMKC community to think about how to best address these challenges going forward: "In this time of crisis, UMKC has an opportunity to fundamentally reimagine its mission as a public research university serving Greater Kansas City and beyond." A PM was requested to support this initiative by providing organizational guidance, technology support, meeting scheduling and attendance tracking, meeting minutes, tracking action items, and other PM functions. During this period, we provided technical support for the Teams space and Zoom and attended and took minutes for several meetings. Committees delivered recommendations to the Chancellor, thereby completing this portion of UMKC Forward work. The project was then closed.

- **P389 – New Classroom Spaces**

This project to retrofit classroom spaces around campus with AV and Infrastructure in preparation for online classes was completed during this review period. Podiums were added to several classrooms, rooms made Zoom capable, microphones added, TVs, ILE gear, etc. Rooms were completed in AC, ASSC, BEH, Conservatory, FH, HSB, Law, MNL, Student Union, and Royal Hall.

- **P391 – COVID-19 Symptom Tracker App**

As UMKC welcomes students back to campus during the ongoing coronavirus pandemic, campus leadership needs to find ways to mitigate potential outbreak events in our campus community. The UMKC Chancellor and Provost, therefore, requested that Information Services work with the Coronavirus Leadership Team to review, select, and implement a COVID-19 symptom tracker mobile application for use by students and employees. Campus Screen was selected and made available during this review period.

Current Projects – Implementation Phase



IS progressed in implementing (23) IT/AV projects during this review period. The following projects were the most significant and time-consuming. *See Appendix “A” for individual project detail.*

- **P174 – SCE Educational and Research Center**

This is a project to build a new multi-story building in addition to our existing Computer Science & Engineering building, Flarsheim Hall. The IT/AV scope includes building-wide network infrastructure, IT closets, a VR showroom and computer lab, a high-performance computing teaching data center and computer lab, a motion capture lab, an unmanned systems lab, and renewable energy lab, and several smart classrooms and collaboration spaces, building-wide digital signage, and a new CBORD access and surveillance system along with the conversion of existing Lenel systems to CBORD in Flarsheim Hall before construction. During this review period, we finalized the IS budget for AV equipment and labor, coordinated with distribution vendors for equipment prices, and submitted POs for all equipment. During the next review period, IS expects to complete the equipment installation and complete the project.

- **P273 – AD/365/GSuite**

This project tracks activities related to Office 365 implementation, Active Directory consolidation, and GSuite implementation activities. During this review period, we prepared for migration of university email accounts into Exchange Online, performing separate preparation tasks for Person accounts, Service/Resource/Guest accounts, and Distribution Lists. GSuite was also deployed for use by the campus community.

- **P318 – School of Pharmacy Video Distance Classrooms Upgrade**

This project is the redesign and update of current video classrooms to reduce overall operating costs while maintaining current functionality and support levels. This project is being executed in 3 phases: Phase 1 involves upgrading conference rooms (HSB2300, BC400, BC416) with the ability to run a software-based conferencing system. (Zoom, WebEx, etc.). Phase 2 involves updating the microphones in the larger spaces (HSB3301, HSB5301, HSB5309). This will require significant software changes and a possible 3rd party vendor partnership. Phase 3 is the final phase to tie in all the spaces and complete the upgrade. During this review period, we coordinated with key stakeholders to develop an installation schedule for phase 3 and agreed upon a rolling install for the spaces. We began uninstalling old A/V equipment and began tracking and mounting new equipment in HSB 3301 and installed and programmed new A/V equipment in HSB 4301. During the next period, we plan to complete HSB 3301 and coordinate with the stakeholder to determine the next HSB space that will be upgraded, we will visit Springfield to complete the Brick City spaces.

- **P337 – OCR Brainware**
 UM System has purchased a new product, Brainware OCR, for all four campuses. It will initially be used for transcript processing. This product will be supported centrally by the Perceptive Content (Image Now) Team. During this review period, we had onsite training sessions, began testing the software, troubleshooting issues, and preparing for deployment. We also reviewed internal workflow and processes to take advantage of the new software features.
- **P346 – AC Data Center Cooling System**
 This project is to alleviate temperature control issues in the Administrative Center data center on the UMKC campus. The scope of this project includes developing and implementing both long- and short-term solutions for cooling the data center. Additional scope was added this review period to include networking work to connect a new room to the existing data center and to plan and track server moves from one data center space to another. During this review period, we developed a plan to implement a permanent cooling solution. After reviewing several options, we decided to implement a SmartRow cooling system in a space separate from the existing data center. The SmartRow equipment was installed and most construction work was completed.
- **P366 – Building Security Enhancements**
 As a follow-up to the security work performed at 4747 Troost, a project was set up to perform similar enhancements to the 4825 Troost building that would restrict building access to only those with legitimate business at the facility. During this review period, the project was expanded to include the installation of card access units at several campus locations. Hardware was installed at all locations, and various units received new ID cards. Discussions began regarding the establishment of a timeline for enabling 24/7 lockdown of the 4825 Troost building.
- **P374 – Starfish Analytics**
 The University of Missouri-System purchased Starfish Analytics for use by all system campuses. As described on the Starfish website: "Starfish Analytics is a cohesive suite of tools and services designed to transform campus-wide Student Success using data, analytics and intervention management. Starfish Analytics is fully integrated into the Starfish application, driving tactical action and enabling strategic planning views of student success." This project will work with cross-functional teams to implement Starfish Analytics at the UMKC campus. During this review period, the Information Access team worked with Starfish to develop a sustainable architecture plan. UMKC leadership identified a Starfish Governance team and started work towards developing a campus Starfish functional team.
- **P376 – Igate Upgrade**
 UMKC Networking technicians will replace the UMKC Edge router due to outdated gear that is failing and unreliable. The UMKC Edge router provides connectivity to the Internet, and services like Peoplesoft, Canvas, Pathway & Email. Outages will be temporary and communicated to campus as needed and will take place over the winter break before classes resume for the semester. Post-cutover planning includes adding redundancy with a second ASR and adding a redundant route between 1102 Grand and the Med School. During this review period, we

worked with the vendor to determine the cost for a fiber route from Med School to 1102 Grand Route. During the next period, we will work to obtain final pricing from the vendor and decide on how the campus wants to proceed.

- **P383 – 3rd Floor MNL Addition**

MNL has received a grant to create a new Digital and Public Humanities Center and update SHSMO space on the 3rd floor. The IT/AV scope has not been finalized but plans call for new signage locations and A/V technology upgrades. During this review period, IS participated in drawing reviews, met with clients to review A/V needs and expectations, provided a high-level estimate for IT scope and received approval, and began coordinating with vendors to procure network infrastructure equipment. During the next review period, IS will finalize A/V needs with clients, begin network infrastructure installation, and procure and install A/V equipment.

- **P384 – Inter-Campus Network Upgrade**

UM system-wide Information Technology – Infrastructure and Architecture Committee has recommended evolving the network that is connecting UM System universities and the MOREnet consortium to eliminate the existing custom UM network infrastructure in favor of a standard topology, lowering costs, simplifying management, and reducing the current barrier to performance. During this review period, UM system universities ordered and received equipment, began coordinating and scheduling for equipment conversions, built configs for new equipment configs.

Current Projects – Development Phase



IS has made good progress working with units to plan (10) IT/AV projects during this review period. The following projects were the most significant and time-consuming. See Appendix “A” for individual project detail.

- **P370 – NextGen Data Analytics**

A grant proposal was submitted to implement a “Hyperconverged Infrastructure with GPU Acceleration for Establishing the Kansas City Data Science Hub.” Per the grant, “this project will support a “community-scale” research computing approach that will advance systemwide research and education collaborations and seamlessly integrate local and remote resources, directly supporting the NextGen Precision Health Initiative in addition to many other research collaborations across the UM System.” A project manager was assigned to track UMKC’s IT portion of this project. During this review period, there was little movement on this project.

- **P380 – Bloch Heritage Hall Renovation**

This is a grant-funded project to completely renovate Bloch Heritage Hall. The IT/AV scope includes an upgrade of the network infrastructure of the building, IT closet builds, and ILE technology updates to the classroom and spaces in the building. During this review period, IS participated in schematic design meetings and drawing reviews and provided a high-level estimate for the IT scope of the project. During the next review period, IS will work to define and clarify the A/V scope with Bloch and CFM, and IS will continue to participate in drawing reviews.

- **P383 – 3rd Floor MNL Addition**

MNL has received a grant to create a new Digital and Public Humanities Center and update SHSMO space on the 3rd floor. The IT/AV scope has not been finalized but plans call for new signage locations and A/V technology upgrades. During this review period, IS participated in drawing reviews, met with clients to review A/V needs and expectations, provided a high-level estimate for IT scope and received approval, and began coordinating with vendors to procure network infrastructure equipment. During the next review period, IS will finalize A/V needs with clients, begin network infrastructure installation, and procure and install A/V equipment.

- **P399 – MED Media Center Remodel**

The Medical School is planning on remodeling the Media Center along with some audio-visual equipment upgrades. We are currently waiting on plans to be developed before we can provide an estimate of the IS cost for the project.

UMKC Building Security Committee



The UMKC Building Security Committee is comprised of representatives from IT, Student Affairs, Police and CFM focused on developing campus security standards, ensuring campus-wide involvement on security issues/requests, and developing recommendations to UMKC senior leadership on the same. See the following projects/initiatives for this period.

Qognify/VisionHub Upgrade

- **Scope:** Determine the cost for Qognify to move UMKC's cameras (422 as of 11/14/19), including a phased-approach recommendation, migration, and training to migrate to the latest version (from Qognify to VisionHub). Additionally, convert all remaining cameras to this system, including the dorms, Animal Lab, and Bookstore.
- **Summary of Accomplishments:** Developed a camera storage model that would require camera owners to pay IS monthly or annual fees to have their camera recordings stored on IT-managed Network Attached Storage, which IT would be responsible for supporting, maintaining, and life-cycling as part of the overall IT infrastructure. Submitted cost model to Admin and Finance for review and approval.
- **Completion:** Unknown – waiting on funding approval; IS will outline a list of steps for the upgrade.

SCE Educational and Research Center

- **Scope:** General contractor to install card readers and 22 cameras in the new FERC building.
- **Summary of Accomplishments:** IS coordinated with the general contractor and OneCard office to install card readers and cameras, set lock/unlock scheduling for doors, adjust camera viewing angles based on client preferences, and coordinated with the client to distribute new OneCard to building faculty, staff, and students.
- **Completion:** Expected in FY21 – Q4 – Project will need to present a camera storage solution to the client for the 22 cameras that were installed as part of the project.

Building Security Upgrades

- **Scope:** Track IS activities related to adding card access to 11 campus buildings, installing a video doorbell at 4825 Troost, and upgrading existing card swipe units on buildings to contactless models
- **Summary of Accomplishments:** Hardware was installed at all locations, and various units received new ID cards. Discussions began regarding the establishment of a timeline for enabling 24/7 lockdown of the 4825 Troost building.
- **Completion:** Expected in FY21 – Q4.

ResLife Camera Upgrade

- **Scope:** IS to replace all cameras in Johnson Hall and Oak Street Hall, and bring replacement cameras up on the NICE system
- **Summary of Accomplishments:** IS provided a complete project cost estimate and received project approval to replace cameras in both halls/bring cameras up on the NICE network. Completed pulling new data cables to all camera locations. Installed cameras in Johnson Hall. Coordinated with OneCard office to bring cameras up on the NICE system.
- **Completion:** Expected in FY21 – Q4 – IS will complete the data pulls and camera installs in Oak Street Hall in Q3; the project will need to present a camera storage solution to the client for the cameras that were installed as part of the project.

CBORD/Mobile Pay Upgrades

- **Scope:** Work with various UMKC units to determine card reader inventory, work with vendor to determine the cost to replace all mag stripe card readers across campus with proximity cards/Mobile ID, and plan/coordinate a phased migration.
- **Summary of Accomplishments:** IS and the UMKC Building Security Committee worked with the OneCard Office and the vendor to get a final quote for conversion. We compiled total costs and sent our recommendation to senior leadership to request funding.
- **Completion:** Unknown – waiting on funding approval.

Panic Buttons Conversion

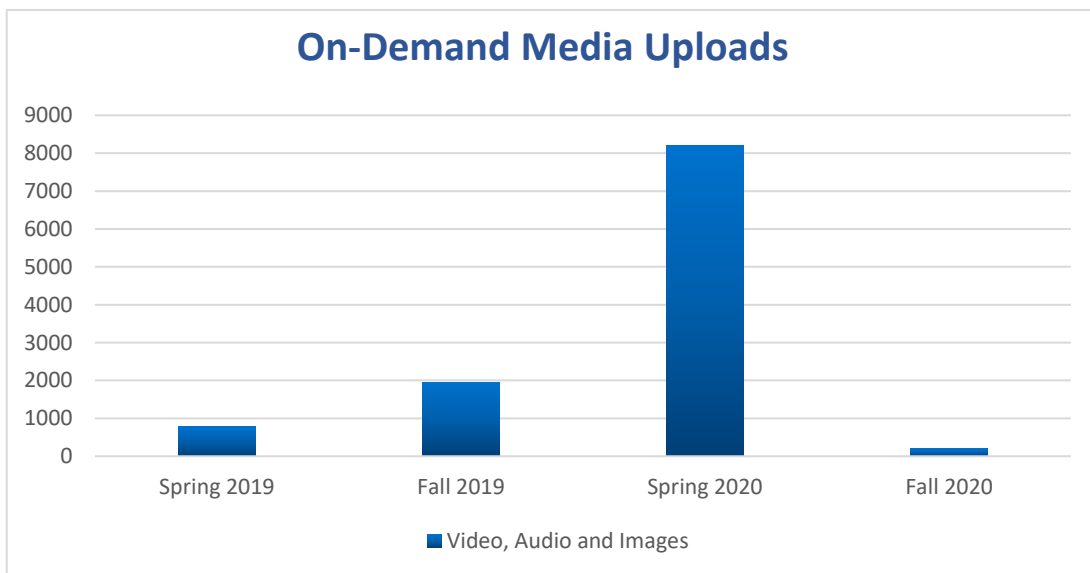
- **Scope:** Compile inventory of all existing panic buttons on campus, verify they are still needed, and develop a campus-wide cost to convert them from non-standard systems to the CBORD Platform.
- **Summary of Accomplishments:** IS, CFM, and the OneCard Office completed the inventory process and compiled costs to convert all needed panic buttons. The UMKC Building Security Committee send our recommendation to senior leadership to request funding.
- **Completion:** Unknown – waiting on funding approval.

ILE Classrooms, Conferencing, Distance Ed, and On-Demand Video

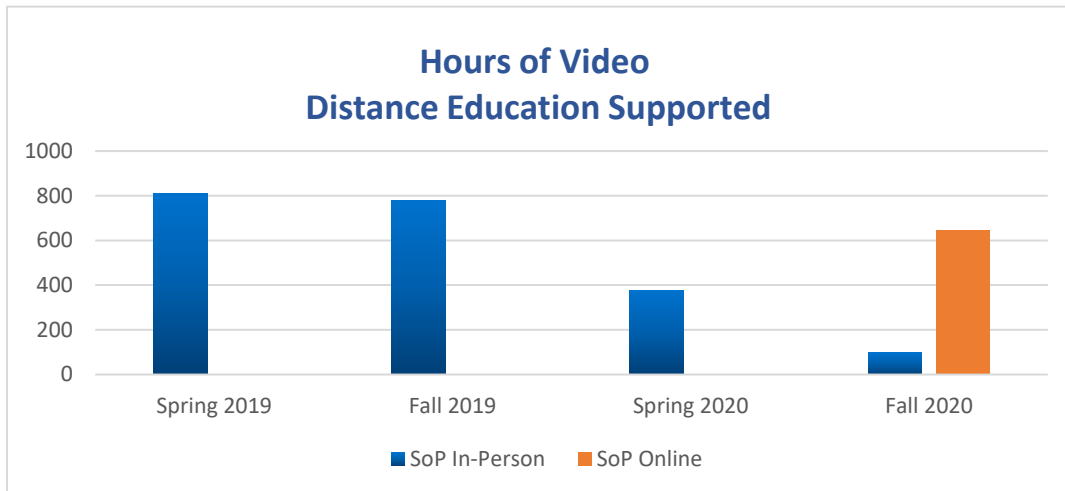


Information Services shifted focus in this period to support the hardware and software necessary to facilitate the pivot towards hybrid and online learning. We continued to focus on maintaining efficient issue resolution times and minimizing downtime created by issues that would not normally impact in-person classes. Highlights are outlined below.

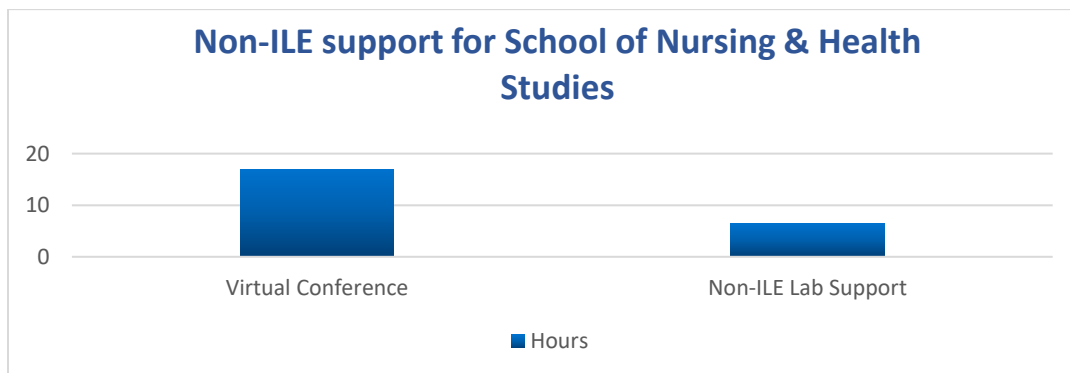
- TMS partnered with the Registrar’s office to identify and successfully support/maintain over 100 ILE/AV systems that allowed for some form of hybrid learning to be facilitated. These systems included classrooms, conference rooms, performance spaces, collaboration spaces, and teaching labs.
- TMS resolved 106 classroom-related service tickets. Client experience was rated >95% by the submitter.
- 209 new streaming media entries (videos, images, and audio clips) were added to Kaltura by faculty and/or students.



- 98 hours of in-person and 647 hours of online video distance learning were supported during this review period. In-person classes were held in a hi-flex format, to protect students and teachers who needed to quarantine at home while learning.



- An additional 16.17 hours of video-conferenced meetings were supported by IS in a technician-assisted manner, for the School of Pharmacy.
- IS assisted the Collaborative to Advance Health Services with the Virtual National Reproductive Health Conference for a total of 17 hours.
- IS assisted SoNHS with break/fix support in non-ILE spaces, including 6.5 hours in HSB 4th floor Simulation/Dispensing lab.
- Due to depopulation, no support was provided this period to the HSB Simulation Center events.



Building Network Infrastructure



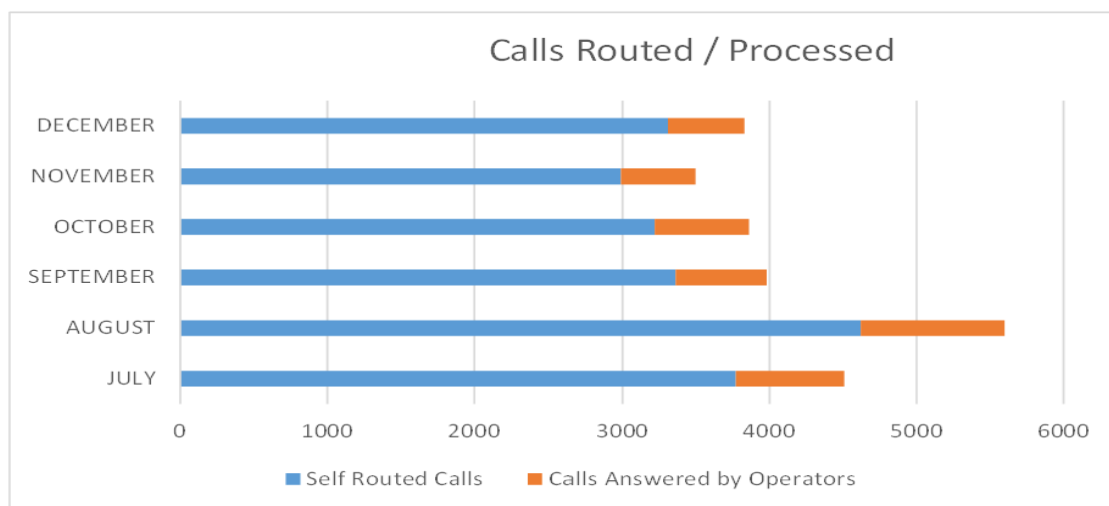
IS continued to support phone and data-related add, move, and change requests, many buried cable marking requests, and support tickets. The highlights are summarized below.

- Completed 395 service tickets, including diagnostics, moves, and changes in voice jacks, data jacks, and phones.
- Marked University buried cable plant locations as required by Missouri Law for One Call services 215 times.

UMKC Operators



The UMKC Operator number (ext. 1000) handled 21,262 phone calls during this review period. Of those calls, users were able to self-route approximately 81% of the time using our automated call routing tree. Nineteen percent of the calls required human interaction from campus operators.



Academic Enhancement



pieces.

The UMKC Academic Enhancement Department provided video production and streaming services for over 20 different academic and administrative projects during this reporting period, ranging from individual course materials to producing Convocation, Commencement, Donor Gift Announcements, Enrollment Events, and many other UMKC

SCHOOL OF PHARMACY

- Whitecoat Ceremony
- Donor Event

SCHOOL OF EDUCATION

- Donor Event Video
- Graduation Celebration Video

SCHOOL OF DENTISTRY

- Whitecoat Ceremony
- Recruitment Livestream 1
- Recruitment Livestream 2
- Recruitment Livestream 3
- Marketing Headshot

PROVOST'S OFFICE

- 20 First Semester Experience Lectures

CHANCELLOR'S OFFICE

- Fall Commencement

MCOMM

- Gary Forsee Donation Announcement

CONSERVATORY

- Crescendo
- Opening Remarks

ARTS AND SCIENCES

- Graduation Celebration
- Graduates with Distinction

NURSING

- Graduation Celebration

SCHOOL OF COMPUTING AND ENGINEERING

- Luncheon Video
- Graduation Celebration

BLOCH SCHOOL

- Premiere Training

Continuing Education

- A Weird, Wonderful, And Obscure Conversation with Anne Kniggendorf

DIVERSITY AND INCLUSION

- Social Justice Lectures

Academic Support

Bloch School of Management - Thom

Information Services (IS) provides IT support and specialized services for the Bloch School of Management. Below is an overview of the services provided to Bloch over the last 6 months.

- Information Services worked closely with Bloch and SKC communications to design and deploy three Roo-Flex classrooms.
 - These rooms allow classes to be held in person and online simultaneously, fostering interaction between students onsite and at home.
- Information Services worked closely with Bloch to ensure they were equipped for a continuation of reduced classroom capacity. This included:
 - Installation of microphones, document cameras, and pen tablets to facilitate online synchronous instruction in classrooms and spaces not intended for it.
 - Continued calibration and monitoring of all audio systems to allow for Zoom use in the classroom.
- Information Services worked closely with Bloch on the PMBA program.
 - IS provided both on-premises and remote support for Bloch instructors facilitating synchronous and asynchronous online sessions in dedicated classroom spaces, faculty offices, and remotely.
 - IS provided individual training sessions for faculty and staff to ensure comfort with the tools associated with synchronous and asynchronous online education.

- IS continued to maintain two “ZOOM” rooms with equipment and software to facilitate synchronous online sessions and asynchronous recordings.
- Information Services continues to facilitate a projector lamp cost reduction plan on behalf of Bloch.
 - 100% of lamp assemblies in Executive Hall classrooms are replaced with rebuilt assemblies upon failure.
 - OEM raw lamps were ordered, and failed lamp assemblies are rebuilt.
 - Rebuilt assemblies are currently yielding longer lamp lives than OEM assemblies.
 - Lamp cost has been reduced by \$700 per replaced pair, per projector.
 - Information Services worked closely with Bloch and related groups for all of Bloch’s signage displays.
 - IS dedicated >60 hours of labor to these efforts from July to January.
 - Information Services was responsible for the following:
 - Daily preventive maintenance checks in all Bloch classroom spaces prior to the start of morning classes to minimize disruptions.
 - Scheduling of technicians in both Bloch buildings based on the class schedule, ensuring client support expectations were met.
 - Weekend and evening class/event support as needed.

School of Nursing and Health Sciences (SoNHS) – Thom & Ben

Information Services continues to work with the School of Nursing and Health Sciences (SoNHS) to support their IT needs, including regular meetings with the IT Ops Committee. As new projects come up, we provide guidance and technical resources to ensure their goals are met Below is an overview of the services provided to SoNHS over the last 6 months.



IS met with SoNHS administration to review services portfolio and consider adjustments for the following fiscal year.

- IS coordinated with SoNHS on support needs under new pandemic conditions.
- IS communicated School of Medicine’s move forward with transition from Laerdal to CAE Assessment/Simulation recording equipment.
- IS assisted the Collaborative with a National Virtual conference in a technical support capacity.
- IS has provided weekly room checks and as-needed technical assistance via ITSM, phone and direct reports in ILE spaces.
- IS provided on call technical support for the 4th Floor “Dispensing & Simulation Lab”, a non-ILE standard space, including first-tier troubleshooting, network support, and liaison with vendor support when required.
- IS assisted with the distribution of batteries for wireless microphones and input devices, and dry erase supplies.
- IS assisted with reporting facilities issues within the building.

School of Pharmacy – Thom & Ben

Information Services continues to work with the School of Pharmacy (SoP) to support their IT needs, including regular meetings with the IT Ops Committee. As new projects come up, we provide guidance and technical resources to ensure their goals are met. Below is an overview of the services provided to SoP over the last 6 months.

- IS met with SoP administration to review services portfolio and consider adjustments for the following fiscal year.
- IS developed methods for conducting technician coordinated HiFlex Zoom courses.
- IS worked through design phase stages of Project 318 – SOP Video Distance Classroom Upgrade.
- IS continued development of an online wiki project for both faculty and staff on the operation of program-specific classroom hardware.
- IS liaised with UMKC Online to provide support to faculty for issues with online teaching tools.
- IS has provided weekly room checks and as-needed technical assistance via ITSM, phone and direct reports in ILE spaces.
- IS assisted with the distribution of batteries for wireless microphones and input devices, and dry erase supplies.
- IS assisted with reporting facilities issues within the building.
- IS coordinated technical support of the SoP's video distance learning program with teams at the MU and MSU locations.

Network Architecture

Networking and Security were involved in a few behind-the-scenes projects both before and during the Covid change. Networking installed hundreds of replacement Wi-Fi access points and made numerous changes to the VOIP phone system. Security improved, expanded and offered new options for remote access to resources on campus for faculty, staff and students.

Information Access

Database Server Design, Implementation & Administration

- Administration and support of all central campus Oracle servers
 - Oracle Enterprise Manager Cloud Control monitoring text and email alert notifications for server outages to DBA staff.
- Administration and support of all central campus MySQL servers
 - Completed installation and configuration of new MySQL 8.0 server
- Administration and support of all central campus MS SQL servers
 - Migrated several applications from Oracle to SQL Server
- Administration and support of all central campus FileMaker server
 - Continual support and maintenance of the Office of Research Services lab application
 - Continual support for School of Pharmacy, Drug Information database
- Administration and support of the central campus secured external facing Oracle server for third party vendor data collaboration
 - Continual support for third party vendor, Civitas to enable required access to campus resources
- Administration and support of all CHI, Health Facts and RedCap database servers
 - Continual performance tweaks and SQL query tuning tasks for the Health Facts research database
- Administration and support of all School of Dentistry Axium and auxiliary database servers.
 - Worked with dental staff and researchers on developing Student COVID Reports
 - Worked with dental researchers on developing PowerBI Reports
- Administration and support of all UMKC Data Warehouse Oracle servers
 - Continual work with Data Warehouse staff on enhancements to DW data availability and reliability
- Administration and support of all UMKC OneCard Office's CBORD Gold Application Oracle server instances
- Administration and support of all UMKC Police Department database server instances
- Administration and support of the UMKC Counseling, Health, Testing & Disability Services SQL Server
- Administration and support of the School of Computing and Engineering MySQL Server
 - Created student MySQL user accounts for Fall semester SCE classes

Software Design and Development

Maintenance & Support provided for the following software applications, websites, and services during this period:

1. Canvas Gradebook Export
2. Exam Scheduler
3. Kasey-Kudos
4. UMKC Lookup
5. Bloch Appointment Scheduler

6. TerraDotta Billing Administration
7. IAP Terms of Use
8. IS LabTime
9. UMKC Box Provisioning
10. Commencement CMS
11. Commencement RSVP
12. Bloch Regnier Hatchery
13. Writing Studio Appointment Request Form
14. IS Change Management & Outages
15. Diversity Event Registration
16. UR-Links
17. ALEKS Exam Site
18. Bloch Event Request
19. Cashiers Service Request
20. Civics Exam Data Feed into UMDW - Multi-Campus Feed
21. dbTracker
22. DL Metadata
23. Exit Exams
24. Foundation Service Request
25. HLC Directory
26. IA Schedule
27. IS Retiree Email
28. IS Service Orders
29. LMS Access Checker (LACH)
30. Property Registration
31. QR Scanner Kiosk
32. RooRequest
33. Scantron Orders
34. SEARCH & SUROP
35. Special Accounts
36. Studio Logs
37. Business Travel Request
38. Zabbix
39. UMKC QR
40. Canvas Data Feed
41. Starfish Data Feed
42. Digital ID Feed to CBORD & AWS
43. Civitas Illume PS Views
44. CourseLeaf Catalog Data Feed
45. ALEKS Data Feed
46. TerraDotta Data Feed
47. TerraDotta Billing Feed
48. RooEval
49. Canvas Request System
50. UM System eLearning Event Scheduler
51. RooCredential - Faculty Credentialing Database
52. IS Shift Tracking System
53. UMKC Attendance App

54. UM System IT Inventory Database
55. CBORD data feed for Library and Swinney Rec Center
56. Grade Pass Back Tool Data Feed
57. Chatbot Q&A Administration and Reporting
58. RadioGoldin
59. Automated Syllabus Generator
60. SDS AIM (Roo Access) Data Feed
61. SRC Fusion Data Feed
62. CBORD Expiration Date Data Feed

UM System IT Consolidation

- A UMKC Information Access representative serves on the Applications & Development Committee.
- Provided software engineering and project management resources for the following projects:
 - eLearning Event Scheduler
 - Grade Pass Back Tool
 - Civics Exam
- Provided campus representation on the following working groups:
 - UMS IT Custom Applications working group
 - UMS IT Enterprise Applications working group

Software Administration

- WordPress website setup, administration, and maintenance for UMKC departments
- Weekly termination reports processing

Scanning Services

Generated detailed reports for departments based on their evaluation scan data.

Given the lack of in-person instruction, scans were exceptionally lower in the 2nd half of 2020.

Exams Scanned

College of Arts and Sciences – 2

Total Exams Scanned: 2

Security

- Worked with UM-System to tag email originating from outside UM-System. This is to help ensure individuals pretending to be an on-campus person, has their email marked as having come from off-campus.
- Worked with UM-System to enable Office 365 per-device licensing for desktop apps. This allows all campus owned Windows machines to have Office 365 Apps installed, without consuming a per-user license.
- Worked with UM-system campuses on computer object cleanup, to ensure that old computers no longer show up in Active Directory and AzureAD.
- Started the transition off of SecureAuth and Shibboleth to use AzureAD authentication, including allowing enforcement of multi-factor authentication on more web applications.
- Project started to allow in-University email encryption, and to use Office 365 encryption for sending encrypted emails outside of the University. Users can click on the 'Options' tab when creating a new email and can select from some of the initial internal encryption options.
- Initial groundwork for email and OneDrive DLP. This will eventually allow us to ensure sensitive emails and documents are encrypted automatically, to limit data theft risk.
- Worked with UM-System to enable Yubikey authentication to Office365/AzureAD.
- Work on testing AWS and Google cloud hosted firewall services.
- Implemented new PaloAlto VPN for UMKC users.
- Assisted MU with enabling Amazon AppStream.
- Worked with multiple campuses on initial test mailbox migrations to Office 365.
- Finalized cleanup of dual-mailbox users, so that mailbox migrations could be done to a single combined system.
- Setup Office 365 GCC for a department on campus.
- Rolled out Windows Defender ATP to all campus workstations, significantly increasing the ability to detect coordinated threats, and detect malicious behavior.
- Deployed Cloud App Security in Office 365, significantly increasing incident response in Office 365.

Foundation Services

IS Foundation Services (ISFS) provides secure, professionally managed data centers to meet the growing information technology (IT) needs of academic and administrative units at UMKC. ISFS serves as the primary system administrators for 400+ servers, provides assistance and technical support for campus IT Liaisons, supports the Google Cloud Platform (GCP) for UMSystem, and provides research computing training and support.

Data Center/Server Virtualization

- Migrated production hardware, including host servers and storage, to the new SmartRow data center
- Setup central monitoring of AC, UPS, and power distribution within the SmartRow
- Added a new VMware host server to our virtualization platform increasing core count by 72 and memory by 768GB
- Installed network USB license hub and migrated USB license dongles off direct ESX host connection increasing license server reliability

Storage/SAN/Backup

- Added 48TB of additional capacity to our CommVault backup system

Research/HPC/Cloud

- Worked with Burwood Group to complete GCP onboarding including SSO integration, organization structure, and centralized billing
- Deployed and supported a new high-end research workstation for Dr. Cox and Soumya Rao related to a genomics research project
- Developed UMKC HPC Resources training class and held monthly training sessions
- Deployed and supported 3 high-end research Silvano TCAD workstations for Dr. Caruso's MIDE
- Deployed JupyterHub on the Sirius research server
- Ongoing NEXTGen/dSAIC projects consultation and support for cloud, on-prem, and existing resource cost and availability

- Deployed and tested VPN tunnel between UMKC campus networks and Google Cloud shared VPC

Miscellaneous

- Remedied and closed 400+ support tickets. Ticket completion times continue to be held low, and customer surveys results show very high satisfaction rates
- ColdFusion was removed from all UMKC servers
- Multiple application upgrades
 - JIRA
 - Confluence
 - L-Soft Listserv
 - REDCap
 - Omeka-S
 - PHP
 - Synopsys
 - REDCap
 - Bitbucket
- Shibbolized multiple websites and new services allowing single sign-on
- Migrated all Atlassian instances to LTS code branch in preparation for licensing changes
- Released SLEDS 2.6.3 deployment system adding a Tux node deployment, a MySQL server deployment, and Ubuntu 20.04 support
- Completed SCE Tux Cluster Synopsys upgrade greatly increasing the reliability of performance of the software
- Took over support of Qualtrics and the central REDCap instance from UMKC Online
- Continued cleanup of Active Directory legacy domain for UMAD migration
- Jared Wight earned Linux LFCS certification
- The entire ISFS team participated in the IS disaster recovery scenario and performed well
- Deployed two new CentOS servers for ISIA to migrate DS's Axiom system from virtual to physical

Appendix A

Individual Project Updates – Completed Projects

P300 – Oak Place Demolition

This is a project to remove IT Networking & Telecommunications equipment and pull cable plant back to the outside box so the buildings can be demolished. The scope includes removing all in-room access points from students' rooms, removing all equipment in IT closets, pulling fiber and copper outside plant back to external pull box. During this review period, the work was completed, and we closed the project.

P348 – Building Switch Refresh

This project involves replacing old network switches in IT rooms around campus. Five buildings will be upgraded on this project. This keeps the network up to current standards, provides greater bandwidth and more reliable end-user network connections. During this review period, we completed installing switches in IT rooms in the following buildings Katz Hall, Student Union, Johnson Hall, Miller Nichols Library, Health Sciences Bldg. and the project was closed.

P354 – School of Med 3rd Floor Addition

This project is adding ILE classroom-type technology to a newly renovated space on the 3rd floor of the School of Medicine. During this review period, we started the equipment installation of microphones, speakers, and displays. During this review period, we completed the installation of all equipment, programmed equipment, train the client to use the new equipment, and completed the project.

P355 – InnoSoft Fusion

UMKC's Swinney Recreation Center is replacing their current recreation management system (RecTrac) with a new product, InnoSoft. As the product contains student data, the project works with teams from IT, Registration & Records, Security, and others as they are identified to implement the software for a July 2020 launch. During this review period, we converted to the new software and the project was closed.

P372 – Bloch School of Business Rm 8 AV Upgrade

This project is to upgrade the audio-visual gear in this room for distance educations. This includes new large screen displays, sound, and video systems. During this review period, the install was completed, and the project was closed.

P381 – Digital Signage Solution

To reduce the overall cost to IT for providing a digital signage solution, this project developed is to identify and implement a permanent solution to replace the current Four Winds Signage Software that the UMKC campus is using. During this review period, we weighed the pros and cons of the 5 potential replacement products that were identified, made a final decision on new signage software (Rise Soft), communicated with end-users of the upcoming change to signage systems, created a new costing model for the replacement solution, provided a narrative on "Getting started" to use the new solution and began imaging and updating display content on the 23 existing signage locations. During this review period, we completed the imaging of machines and content updates to the remaining signage locations to complete the project.

[P385 – UMKC Forward](#)

In response to the budget challenges posed by the Coronavirus pandemic, UMKC Chancellor Agrawal asked the UMKC community to think about how to best address these challenges going forward: "In this time of crisis, UMKC has an opportunity to fundamentally reimagine its mission as a public research university serving Greater Kansas City and beyond." A PM was requested to support this initiative by providing organizational guidance, technology support, meeting scheduling and attendance, meeting minutes, tracking action items, and other PM functions. During this period, we provided technical support for the Teams space and Zoom and attended and took minutes for several meetings. Committees delivered recommendations to the Chancellor, thereby completing this portion of UMKC Forward work. The project was then closed.

[P386 – SRC Video Replay](#)

UMKC Athletics will be rejoining the Summit League effective July 1, 2020. The Summit League has a partnership with DVSPORT Replay provider for basketball and volleyball. This project is to install 2 new cameras in Swinney Recreation Center that are provided by DVSPORT and run cabling (CAT and Coax) from closets to cameras. During this review period, we met with Athletic Department to discuss expectations and timelines and prepared the final IS estimate. We obtained project approval, completed cable installation, and installed cameras to complete and close the project.

[P387 – CBORD Website Update](#)

Online photo submission was put in place and CBORD was upgraded with the card system for photos. Card distribution was set up in 3 different points across campus. The project was completed and closed.

[P389 – New Classroom Spaces](#)

This project to retrofit classroom spaces around campus with AV and Infrastructure in preparation for online classes was completed during this review period. Podiums were added to several classrooms, rooms made Zoom capable, microphones added, TVs, ILE gear, etc. Rooms were completed in AC, ASSC, BEH, Conservatory, FH, HSB, Law, MNL, Student Union, and Royal Hall.

[P391 – COVID-19 Symptom Tracker App](#)

As UMKC welcomes students back to campus during the ongoing coronavirus pandemic, campus leadership needs to find ways to mitigate potential outbreak events in our campus community. The UMKC Chancellor and Provost, therefore, requested that Information Services work with the Coronavirus Leadership Team to review, select, and implement a COVID-19 symptom tracker mobile application for use by students and employees. Campus Screen was selected and made available during this review period.

[Individual Project Updates – Implementation Phase](#)

[P174 – SCE Educational and Research Center](#)

This is a project to build a new multi-story building in addition to our existing Computer Science & Engineering building, Flarsheim Hall. The IT/AV scope includes building-wide network infrastructure, IT closets, a VR showroom and computer lab, a high-performance computing teaching data center and computer lab, a motion capture lab, an unmanned systems lab, and renewable energy lab, and several

smart classrooms and collaboration spaces, building-wide digital signage, and a new CBORD access and surveillance system along with the conversion of existing Lenel systems to CBORD in Flarsheim Hall before construction. During this review period, we coordinated with the vendor to order, ship, and receive A/V and network infrastructure hardware, completed the installation of networking equipment in telecom closets, installed access points, worked with GC and OneCard to adjust camera viewing angles, began A/V installation in classroom spaces. During the next review period, IS expects to complete the A/V equipment installation and programming to complete the project.

[P273 – AD/365/GSuite](#)

This project tracks activities related to Office 365 implementation, Active Directory consolidation, and GSuite implementation activities. During this review period, we prepared for migration of university email accounts into Exchange Online, performing separate preparation tasks for Person accounts, Service/Resource/Guest accounts, and Distribution Lists. GSuite was also deployed for use by the campus community.

[P-318 – School of Pharmacy Video Distance Classrooms Upgrade](#)

This project is the redesign and update of current video classrooms to reduce overall operating costs while maintaining current functionality and support levels. This project is being executed in 3 phases: Phase 1 involves upgrading conference rooms (HSB2300, BC400, BC416) with the ability to run a software-based conferencing system. (Zoom, WebEx, etc.). Phase 2 involves updating the microphones in the larger spaces (HSB3301, HSB5301, HSB5309). This will require significant software changes and a possible 3rd party vendor partnership. Phase 3 is the final phase to tie in all the spaces and complete the upgrade. Will be able to eliminate Codecs, improved audio/video quality, improve control of the system and reduce dependency on products that require ongoing maintenance. IS plans to retain as much existing as possible to keep current functionality the same. IS will upgrade the needed equipment to add the functionality of software-based conferencing systems. This will include HSB3301, HSB5301, HSB5309, BC401, and BC411/412). Plans include strategic investments in spare equipment. As well as equipment guidance for Columbia's campus. This also will require 3rd party programming (SKC). During this review period, we coordinated with key stakeholders to develop an installation schedule for phase 3 and agreed upon a rolling install for the spaces. We began uninstalling old A/V equipment and began tracking and mounting new equipment in HSB 3301 and installed and programmed new A/V equipment in HSB 4301. During the next period, we plan to complete HSB 3301 and coordinate with the stakeholder to determine the next HSB space that will be upgraded, we will visit Springfield to compete the Brick City spaces.

[P336 – AchieveIt](#)

UM System has mandated that all campus partners author strategic plans for 2018-2028. The PM is the point of contact between UMKC and System regarding AchieveIt, the system that tracks progress related to strategic plan goals and metrics. The PM also updates the metrics as indicated and ensures all other data input occurs promptly. During this review period, we shared information across Pillar groups and facilitated timely updates into the AchieveIt system.

[P337 – OCR Brainware](#)

UM System has purchased a new product, Brainware OCR, for all four campuses. It will initially be used for transcript processing. This product will be supported centrally by the Perceptive Content (Image Now) Team. During this review period, we had onsite training sessions, began testing the software, troubleshooting issues, and preparing for deployment. We also reviewed internal workflow and processes to take advantage of the new software features.

P346 – AC Data Center Cooling System

This project is to alleviate temperature control issues in the Administrative Center data center on the UMKC campus. The scope of this project includes developing and implementing both long- and short-term solutions for cooling the data center. Additional scope was added this review period to include networking work to connect a new room to the existing data center and to plan and track server moves from one data center space to another. During this review period, we developed a plan to implement a permanent cooling solution. After reviewing several options, we decided to implement a SmartRow cooling system in a space separate from the existing data center. The SmartRow equipment was installed and most construction work was completed.

P363 – Union Station AV Upgrade

This project is to upgrade and add new audio-visual gear to 5 rooms at Union Station for training and distance learning. This included 5 large displays, including sound and video systems for each of these spaces. During this review period, equipment was ordered and received, and 90% of the install was completed.

P366 – Building Security Enhancements

As a follow-up to the security work performed at 4747 Troost, a project was set up to perform similar enhancements to the 4825 Troost building that would restrict building access to only those with legitimate business at the facility. During this review period, the project was expanded to include the installation of card access units at several campus locations. Hardware was installed at all locations, and various units received new ID cards. Discussions began regarding the establishment of a timeline for enabling 24/7 lockdown of the 4825 Troost building.

P369 – Cliff Benefit Tool

A prototype online calculation tool for low-income families to understand the effects of wages on their government benefits has been developed as part of a hackathon sponsored by Commerce Bank. IS will assist in the deployment of this tool in two phases. Phase I will be to get the tool up and running with current data. Phase II will involve expanding data and rolling it out to a larger audience. During this review period, the Information Access team began planning for the development of a Phase I web application.

P374 – Starfish Analytics

The University of Missouri-System purchased Starfish Analytics for use by all system campuses. As described on the Starfish website: "Starfish Analytics is a cohesive suite of tools and services designed to transform campus-wide Student Success using data, analytics and intervention management. Starfish Analytics is fully integrated into the Starfish application, driving tactical action, and enabling strategic planning views of student success." This project will work with cross-functional teams to implement Starfish Analytics at the UMKC campus. During this review period, the Information Access team worked with Starfish to develop a sustainable architecture plan. UMKC leadership identified a Starfish Governance team and started work towards developing a campus Starfish functional team.

[P376 – Igate Upgrade](#)

UMKCnet technicians will replace the UMKC Edge router due to outdated gear that is failing and unreliable. The UMKC Edge router provides connectivity to the Internet, and services like Peoplesoft, Canvas, Pathway & Email. Outages will be temporary and communicated to campus as needed and will take place over the winter break before classes resume for the semester. Post-cutover planning includes adding redundancy with a second ASR and adding a redundant route between 1102 Grand and the Med School. During this review period, we worked with the vendor to determine the cost for a fiber route from Med School to 1102 Grand Route. During the next period, we will work to obtain final pricing from the vendor and decide on how the campus wants to proceed.

[P377 – Law School 02 & 05 Renovations](#)

This project's primary goal is to make rooms 02 & 05 ADA compliant by leveling floors, installing handrails and ramps. The IT scope of the project will be to upgrade the audio-visual gear and provide distance education/learning options in these spaces. During this review period, we provided some designs for cost estimates, ordered equipment, and removed the old AV gear from the rooms.

[P382 – DSMS Implementation](#)

The Office of Disability Services has purchased a software product, DSMS AIM, to help track student accommodation requests. This project will coordinate IT and other campus efforts to deploy the software. During this review period, the product was deployed, and IS began integration testing to verify expected functionality.

[P384 – Inter-Campus Network Upgrade](#)

UM system-wide Information Technology – Infrastructure and Architecture Committee has recommended evolving the network that is connecting UM System universities and the MOREnet consortium to eliminate the existing custom UM network infrastructure in favor of a standard topology, lowering costs, simplifying management, and reducing the current barrier to performance. During this review period, UM system universities ordered and received equipment, began coordinating and scheduling for equipment conversions, built configs for new equipment configs.

[P390 – ISPM Documentation Reorganization](#)

Phase 1 of this project is to move all the project documentation off Confluence and into OneNote before the license expires in February 2021. Phase 2 is to then move all the OneNote project documentation from the old format into the new format in OneNote. During this review period phase, 1 was completed moving 166 projects off Confluence into OneNote. Work on phase 2 has now started.

[P392 – Software Procurement Investigation](#)

This project is to define processes, people, and tools needed to manage the requisition, procurement, renewal, and compliance of software and software services in a common system-wide approach. During this review period, project team members from each campus identified and documented software procurement processes.

[P394 – CRM Advance](#)

This is a UM System project to move all four campuses from the on-premises server-based software to CRM Advance cloud-based software. During this review period campus project teams were formed, and we started preparing data to be moved.

[P396 – Workstation Replacement Project](#)

This is an IS internal project to manage the yearly Workstation Replacement program by Support Services. During this review period, IS worked with vendors to get updated quotes on computer hardware equipment, Update WRP ordering site, test readiness of ordering site, communicate schedule and timelines for WRP ordering period, and successfully completed ordering period. During the next period, we will place equipment orders with vendors and begin the distribution of equipment.

[P397 – Laerdal Simview to CAE Upgrade](#)

This project is to upgrade the Medical School Laerdal Simview lab to CAE equipment and software matching what is run at the Columbia campus. During this review period, the software and hardware were purchased, and installation is scheduled for January of 2021.

[P398 – OneCard Mag Stripe Transition](#)

This project is to transition the entire campus from mag stripe cards to proxy cards/readers. During this review period, IS met internally to begin identifying all units using mag stripe as part of their business operations and began communicating with units about future changes. During the next review period, IS will finalize the list of units that are still using mag stripe technology, determine which units are ready to transition, and determine what information cannot be transitioned from the mag stripe cards to the proxy cards.

[P400 – ResLife Camera Upgrade](#)

This project is to install new cameras at Johnson and Oak Hall and brought up on the NICE camera system. During this review period, we worked with the client to determine which cameras needed to be replaced, IS provided a total project estimate, cameras and licenses were purchased, and we completed the camera install and programming in Johnson hall. During the next review period, IS will complete the camera install and programming in Oak Hall and present the client with a storage solution for the cameras

[P401 – Burwood Google Cloud Project Implementation](#)

This project is to install a Google Cloud VPN setup. During this review period, the team from all 4 UM campuses met and designed the network setup. We are planning to start implementation in January of 2021.

[Individual Project Updates – Development Phase](#)

[P370 – NextGen Data Analytics](#)

A grant proposal was submitted to implement a “Hyperconverged Infrastructure with GPU Acceleration for Establishing the Kansas City Data Science Hub.” Per the grant, “this project will support a “community-scale” research computing approach that will advance systemwide research and education collaborations and seamlessly integrate local and remote resources, directly supporting the NextGen Precision Health Initiative in addition to many other research collaborations across the UM System.” A project manager was assigned to track UMKC’s IT portion of this project. During this review period, there was little movement on this project.

[P380 – Bloch Heritage Hall Renovation](#)

This is a grant-funded project to completely renovate Bloch Heritage Hall. The IT/AV scope includes an upgrade of the network infrastructure of the building, IT closet builds, and ILE technology updates to the classroom and spaces in the building. During this review period, IS participated in schematic design meetings and drawing reviews and provided a high-level estimate for the IT scope of the project. During the next review period, IS will work to define and clarify the A/V scope with Bloch and CFM next review period, and we will continue to participate in drawing reviews.

[P383 – 3rd Floor MNL Addition](#)

MNL has received a grant to create a new Digital and Public Humanities Center and update SHSMO space on the 3rd floor. The IT/AV scope has not been finalized but plans call for new signage locations and A/V technology upgrades. During this review period, IS participated in drawing reviews, met with clients to review A/V needs and expectations, provided a high-level estimate for IT scope and received approval, and began coordinating with vendors to procure network infrastructure equipment. During the next review period, IS will finalize A/V needs with clients, begin network infrastructure installation, and procure and install A/V equipment.

[P399 – MED Media Center Remodel](#)

The Medical School is planning on remodeling the Media Center along with some audio-visual equipment upgrades. We are currently waiting on plans to be developed before we can provide an estimate of the IS cost for the project.

[Individual Project Updates – On Hold](#)

[P360 – Miller Nichols Library 114 AV Upgrade](#)

This project is to upgrade the audio-video gear and provide distance education/learning options in this space. During this review period, we provided designs, cost estimates, and room layout options. We also brought in CFM to provide a furniture cost estimate. The project is currently on hold waiting for Library budget decisions.

[P371 – Qognify Camera Conversions](#)

This project is to determine the cost for Qognify to move UMKC's cameras (422 as of 11/14/19), including a phased-approach recommendation, migration, and training to migrate to the latest version (from Qognify to VisionHub). Additionally, converting all remaining cameras to this system, including the dorms, Animal Labs, and Bookstore. During this review period, IS completed quoting the systems for the dorms, Animal Labs, and Bookstore. IS, as part of the UMKC Building Security Committee, totaled all costs to upgrade the UMKC campus to Qognify/Vision Hub to meet the storage needs of our campus and sent our recommendation to senior leadership to request funding.

[P373 – CBORD/Mobile Pay Upgrades](#)

This project is to work with various UMKC units to determine card reader inventory, work with the vendor to determine the cost to replace all mag stripe card readers across campus with proximity cards/Mobile ID, and plan/coordinate a phased migration. During this review period, IS and the UMKC

Building Security Committee worked with the OneCard Office and the vendor to have initial discussions on campus readiness for the Mobile-ID transition.

[P375 – Panic Buttons Conversion](#)

This project involves compiling an inventory of all existing panic buttons on campus, verify they are still needed, and develop a campus-wide cost to convert them from non-standard systems to the CBORD Platform. During this review period, we completed the inventory process and compiled costs to convert all needed panic buttons. The UMKC Building Security Committee send our recommendation to senior leadership to request funding.

[P393 – CARES Funds](#)

This project was created based on an expectation that the University will receive CARES funding to use in classroom spaces for COVID mitigation and remote-learning technology improvements. No funding was provided in this review period, so the project was set to On Hold status.

[P395 – Building Lockdown Planning](#)

Some discussions that have come out of the UMKC Building Security Committee involve the investigation of feasibility and cost related to creating building lockdown capabilities on the Volker and Hospital Hill campuses. This project was created to track activities related to these efforts, but because there is no funding for this project, it is on hold.

[Project Management - Other/Programs](#)

[Building Security Committee](#)

The UMKC Building Security Committee is comprised of representatives from IT, Student Affairs, Police and CFM focused on developing campus security standards, ensuring campus-wide involvement on security issues/requests, and developing recommendations to UMKC senior leadership on the same. During this review period, the team focused on the following projects: P174, P366, P371, and P400, as well as some discussions around P395.

[Foundation Services Program Management](#)

A project manager has been assigned to assist with program management for the Foundation Services department. The PM meets regularly with the Foundation Services director to get updates on departmental projects, both formal and informal, and helps the Director track activities as needed.

[IS Newsletter](#)

A project manager has been assigned to assist with compiling and preparing an IS Newsletter, in cooperation with IS Directors and UMKC MCOM. The PM solicits article ideas every month, develops articles from ideas, reviews and edits articles submitted by IS Directors, and sends a completed version of an IS Newsletter to MCOM contacts for inclusion in UMatters.

[Networking Program Management](#)

A project manager has been assigned to assist the Networking team with the management of their projects and tasks. The PM meets weekly with the Network director to review the status of action items, tracks complete project progress, and sends out weekly updates to the project teams and ISPM group.

[UMKC Coronavirus Response Team](#)

As part of the University response to COVID-19, a UMKC Coronavirus Response Team was established in February of 2020, with representation from many campus departments that would be most affected by mitigation activities. A member of the project management team attends and records minutes for these meetings and acts as a representative for IS as needed.

Appendix B

Building Cable Plant Infrastructure Upgrades

