

January – June 2022

# Accomplishments Report Information Services



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## 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 first half of 2022.

The Technology Support Center handled over 10K support tickets (phone, chat, online, email, etc.) over the last six months of the calendar year. 636 machines were installed as part of the Workstation Replacement Program (WRP). This represents one of the largest WRP processes in years.

Over 13,000 pieces of software were installed over this reporting period using our primary deployment software (SCCM). \$4.8M of software and hardware was purchased in this timeframe. Support Services customer satisfaction surveys rated 97% during this timeframe.

Technology Management Services (TMS) replaced RISE digital signage throughout much of the campus. A highlight project was the addition of digital signage to the administrative center first and second floors. These gateway areas to Admissions, Financial Aid, UMKC administration and the conference center received a visual and communications upgrades for visitors to the campus. TMS was heavily involved in the Bloch School facility upgrades.

Information Services took over responsibility for the security cameras with minimum requirements for camera age, resolution and requirements to remain on the UMKC network. Over 200 cameras, mounts and related accessories have been ordered with replacement scheduled for the 2023 academic year.

Academic Enhancement provided support for 40 different video related events for the campus.

Networking and Security were involved in several behind-the-scenes projects. Networking current supports over 600 switches or campus networking. The same group supports over 3,000 phone lines for the UMKC campus. Security in conjunction with the other UM System continues to improve the Security Operations Center. This group deals with real-time phishing campaigns, hacks and security threats targeted at our network, staff, faculty and students-

Information Access supports over 30 Oracle database for the local campus. The same group supports almost sixty data feeds, custom applications and APIs.

Foundation Services supports multiple data centers and all the major cloud providers (AWS, GCP and Azure). UMKC supports GCP for the entire UM system.

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.

## Specialized IT support for UMKC Academic & Business Units

### School of Computing & Engineering (SCE)

Information Services worked with the School of Computing and Engineering throughout the semester to ensure we were effectively communicating IT changes and addressing the needs of faculty, staff and students. These meetings also allow us to discuss new projects and IT changes and are vital, particularly with SCE's continually changing lab environments and their expanding curriculum. We also provided many Custom IT Services for advanced support. These include:



#### Projects

- Installed 7 new All-in-One workstations in the Flarsheim Hall 455 computer lab.
- Worked with faculty on potential pilot program using Microsoft Surface tablets. Ultimately decided to stay with our standard configurations.
- Support Academic Unit Realignment, which changes SCE to the School of Science and Engineering starting on July 1<sup>st</sup>. This included the updating of many back-end processes, scripts, and tools to reflect the new structure.
- Migrated multiple digital signs from PowerPoint to Rise providing enhanced capabilities and a common method to update signage across Flarsheim Hall.

#### Custom Services

- Departmental Computer Lab Support
  - Provided specialized hardware and software support for 194 lab computers. This included systems located in SCE 364, 374 451, 457, 458, 460, 462, 464, and 527 computer lab spaces
  - Provided dedicated student labor to managed computer lab spaces and all computer lab supplies
- Desktop & Application Support
  - Provided desktop, application support, and configuration for the KC Stem Alliance (KC-EZ)
- Desktop & Application Research Support
  - Provided desktop, application support, and configuration for 144 computers many of which have non-standard specialized builds
- Digital Signage
  - Provided campus RISE digital signage support services for 10 signage systems in the SCE building complex. This included the migration of several PowerPoint driven screens to the Rise platform.
- Server Administration
  - Provided management for SCE's Tux server
- Machine Learning Lab

- Application support, Hardware Maintenance, OS OpenHPC and Open OnDemand Maintenance, and Backup Services

## College of Arts & 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. We also provided many Custom IT Services for advanced support. These include:

### Projects

- Coordinate the move for the Political Science department from Haag Hall to Cherry Hall. This included moving all the workstations and assisted with the MFD move.
- Worked with both Geosciences and Urban Planning to provide access to Advanced GIS licenses for student computers.
- Assign student licenses for Adobe Creative Cloud
- Support Academic Unit Realignment, which changes A&S to the School of Humanities and Social Sciences starting on July 1<sup>st</sup>. This included the updating of many back-end processes, scripts, and tools to reflect the new structure.

### Custom Services

- Departmental Computer Lab Support
  - Provided specialized hardware and software support for 327 lab computers. This included systems for the MNL ILC, AUPD, Digital Humanities, Geosciences, Fine Arts, Astrophysics, Communications, and Psychology groups.
- Research Computing Support
  - Provided support for 49 research computers for Psychology, Geosciences, Economics and Physics. Support included account support non-affiliated UMKC guest accounts.
  - Provided support for 6 Linux Research workstations
- Desktop & Application Support
  - Hardware and application support for KIC scanner

## 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 IS completed several larger projects. We also provided many Custom IT Services for advanced support. These include:

### Projects

- Hired and trained new technician to support key Library systems
- Configure Folio integration with Dematic EMS to allow the new Library catalog system to operate the Robot and update catalog data within Folio
- Install and configure new KIC Scanner and multiple mobile laptop computer labs

- Migrated multiple digital signs from PowerPoint to Rise and added multiple new digital signs providing enhanced capabilities and a common method to update signage across Miller Nichols Library

#### **Custom Services**

- Departmental Computer Lab Support
  - Provided specialized hardware and software support for 8 computer lab environments with a total of 122 PCs and 24 different software applications located in the MNL and Health Science Libraries. This includes a new laptop lab located in MNL.
- Web & Application Development
  - Provided dedicated staff to support Library software programming and development efforts.
- Specialized Applications & Systems
  - Merlin Library Catalog support and Sierra Desktop application deployment and support. OCLC ILLiad system support, Monolithic desktop application deployment and support, BSCAN support. Liaise with contracted vendors. KIC Scanners support, SenSource People Counter support
- Digital Signage
  - Provided campus RISE digital signage support services for 7 signage displays in MNL. This includes 5 new digital signs that replace the need for outdated PowerPoint signage.
- Robot Support
  - Dematic ASRS/EMS software deployment, configuration, and support. Server maintenance. Liaise with contracted vendor and CFM on hardware issues. OpNet support for diagnostics and adjustments.
- Mobile Device Checkout
  - Provided consultation and installation for iOS and Android devices, Mobile Device Management (security system) setup/configuration, custom configuration/support for iPads, ongoing configuration/maintenance
- Desktop & Application Support
  - EZ Proxy support and configuration, Stanza maintenance and troubleshooting, user troubleshooting, server maintenance

#### **School of Biological and Chemical Sciences**

Over the last 6 months IS worked with the School of Biological Sciences and Chemistry through weekly meetings to ensure faculty and research project needs are met. We also provided many Custom IT Services for advanced support. These include:

#### **Projects**

- Hire and train new IT support technician for Biology and Chemistry.
- Assist in gathering complete inventory data for all Research computers in preparation for SBC's merging with SCE.



- Support Academic Unit Realignment which changes Biology and Chemistry to the School of Science and Engineering starting on July 1<sup>st</sup>. This included the updating of many back-end processes, scripts, and tools to reflect the new structure.

#### **Custom Services**

- Research Computing Support
  - Provided support for 11 Biology Research Labs with specified equipment. Support included 69 total research computers.
  - Provided support for Chemistry Research Labs with specified equipment. Support included 57 total research computers.
  - Provided specialized NMR Linux Controller Support
- Departmental Computer Lab Support
  - Provided specialized hardware and software support for 28 Biology lab computers.
  - Provided specialized hardware and software support for 28 Chemistry lab computers. This included systems located in the SCB 223 and FH520 computer lab spaces.
- Dedicated App Support
  - Provided support for Exam Scheduler, Polls, and Studio logs with QR Code Generator & Scanner

#### **Henry W. 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 monthly. This allows IS to stay updated on the IT needs for Bloch and assist on new projects. IS has completed several projects over the last 6 months. We also provided many Custom IT Services for advanced support. These include:

#### **Projects**

- Supported and performed content updates to Rise Vision digital signage at Bloch.
- Provided technical support for Bloch's Professional MBA program, which consists of multiple methods of teaching, both in-person and online, including weekends.
- Hired and managed a team of student workers for Bloch, in conjunction with the Technology Management lead.
- Performed AV and Infrastructure installations in the Heritage Hall construction project
- Collaborated with Bloch executives and other IS units to review and revise building plans and complete outlined objectives for the Bloch Heritage Hall renovation
- Provided ILE classroom refresher training to instructors who came back to campus in the Spring and Summer, as well as additional LMS training for these users
- Worked with Bloch Faculty and Staff to identify, procure, and configure many software application
- Provided technical support for Bloch's Professional MBA program, which consists of multiple methods of teaching, both in person and online, including weekends
- Manage team of student workers for Bloch, in conjunction with Technology Management lead, including the loss of two student workers to graduation and rehiring their positions

- Hired three additional student workers for the opening of Bloch Heritage Hall in the Fall
- Supported Dean Klaas' podcasting project with non-UMKC people
- Supported on-site events held at Bloch Executive Hall through the Spring and Summer

### Custom Services

- 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 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.
  - Provided dedicated staff to provide daily onsite support for all standard AV/Classroom and Event spaces within the Bloch buildings.
- Digital Signage
  - Provided Rise Vision campus digital signage support services for 8 signage PCs and 8 signage displays throughout the Bloch buildings.
- Custom Desktop Support
  - Provide dedicated support for Bloch Mobile LCD/computing carts, Huddle Spaces, and Hall of Fame computer systems.
- Departmental Computer Lab Support
  - Provided specialized hardware and software support for 51 lab computers. Includes the Bloch Executive Finance Lab and the newly created Bloch Heritage Hall Laptop Lab.
- Dedicated Desktop & Application Support
  - Provided desktop and application support for the Midwest Center 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.

### 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 together. We also provided many Custom IT Services for advanced support. These include:



### Projects

- Members of Information Services and Law School met with SKC to discuss the computer technology update to the Thompson Courtroom
- Purchase computer and 32" Monitor to be setup as a Kiosk for event signup and digital signage for Student Services department

- Work with Data Warehouse to extend the number of days of the RooLaw data import for American Bar Association Accreditation site visit. The evaluators need to see the data from the Fall semester, it is discontinued by Spring Semester.

### Custom Services

- Dedicated App Support
  - Provided programming and application support Attendance App
- AV/Classroom/Event Support
  - Provided dedicated staff to provide daily onsite support for all standard AV/Classroom and Event spaces
  - Provided dedicated staff to provide daily onsite support for the Library classroom & video wall, Thompson and Stoup Court Rooms, and the Dean's Conference room
- Digital Signage
  - Provided campus Rise Vision digital signage support services for 2 signage systems in the Law building
- Departmental Computer Lab Support
  - Provided specialized hardware and software support for 18 lab computers located in a computer lab in Law.
- Specialized Software Applications
  - Provided specialized testing support for ILG360
  - Provided specialized application support for Law's BookEye scanner, related software, and the 12Twenty application
- Custom Desktop Support
  - Provided emergency laptop check out program for Faculty/Staff, CLE, and AV backup

### School of Nursing & Health Sciences.



IS continues to work with Nursing to support their IT needs, including regular meetings with the IT Ops Committees at each school. There were several projects that IS partnered with Nursing on. We also provided many Custom IT Services for advanced support. These include:

### Projects

- Work with the vendor to help troubleshoot the School of Nursing virtual cadaver table, it was down for a short period of time.
- Setup secure computer in the School of Nursing for restricted research, the computer cannot be on the network and needs to be updated manually.
- Providing liaison assistance with UMKC online to faculty for the support of online teaching tools.
- Discussions are ongoing regarding the prioritization of older classroom environments for technology upgrades.
- Assistance in nonstandard environments as needed, including on-call technical support for the 4th floor Dispensing & Simulation lab.
- Providing liaison assistance with UMKC online to faculty for the support of online teaching tools

- Began removal of obsolete classroom AV equipment in several classrooms.
- Re-cabled and dusted equipment in classrooms.

#### **Custom Services**

- Departmental Computer Lab Support
  - Provided specialized hardware and software support HSB 3309 50 seat Computer Lab
- AV/Classroom/Event Support
  - Provided dedicated staff to provide daily onsite support for all standard ILE/AV/Classroom within the HSB building
- CAE Learning Space
  - Patient training via audio, video, and session recording at the UMKC campus
  - Desktop Support for workstations hardware and software
- Specialized Software & Systems
  - Provided software and system support for the Collaborative
- KbPort / Gaumard Support
  - Provided AV system support
  - Provided desktop and technical support

#### **School of Pharmacy**

IS continues to work with Pharmacy to support their IT needs, including regular meetings with the IT Ops Committees at each school. IS was involved in several projects with Nursing. We also provided many Custom IT Services for advanced support. These include:

#### **Projects**

- Continued testing of new distance education ILE environments at HSB in rooms 3301, 5301, and 5309, as well as at our campuses in Springfield and Columbia as part of Project 318
- Supported newly upgraded CAE Learning Space in collaboration with the School of Medicine and School of Nursing
- Onboarded new AV technician
- Providing one-on-one training and assistance for faculty adjusting to remote and hybrid teaching models, as well as recently upgraded classroom environments
- Continued development of an online information resource for faculty and staff on the operation of program-specific classroom hardware
- Began removal of obsolete classroom AV equipment in several classrooms.
- Re-cabled and dusted equipment in all classrooms
- Created 17 resource accounts to be used with Zoom, allowing multiple to have access to these key meetings and assist with scheduling
- Replaced 20 significantly past lifecycle research computers in the School of Pharmacy

#### **Custom Services**

- AV/Classroom/Event Support
  - Provided dedicated staff to provide daily onsite support for all standard ILE/AV/Classroom within the HSB building

- Specialized Software & Systems
  - Provided software and system support for testing and Examssoft activities
- CAE Learning Space
  - Patient training via audio, video, and session recording at the UMKC campus
  - Desktop Support for workstations hardware and software
- Research Computing Support
  - Provided Support Services Support for 47 computers with specialized equipment

## Conservatory

IS continues to work with the conservatory to support its IT needs. During this period, IS was involved in many Conservator projects. We also provided many Custom IT Services for advanced support. These include:

### Projects

- Worked with Conservatory and UMKC Hardware to purchase new computers and audio equipment for the Impact Center to be installed before the start of the Fall Semester
- Provided software support for 3 computers in Impact Center with 24 unique software packages and 1 Kiosk
- Trained and supported Conservatory Faculty/ Staff to better utilize Box capabilities and reduce usage issues
- Provided technical support over multiple instances for the Conservatory's search for a new Dean
- Migrated multiple digital signs from PowerPoint to Rise providing enhanced capabilities and a common method to update signage across the Performing Arts Center

### Custom Services

- Departmental Computer Lab Support
  - Provided specialized hardware and software support for 3 computers in Impact Center with 24 unique software packages and 1 Kiosk
- Digital Signage
  - Provided support and maintenance for existing PPT digital signage
  - Migrated 7 digital signage systems to the Rise platform in PAC and Grant Hall
- Specialized Software Applications
  - Provided specialized support for specialized equipment including custom recording and camera equipment, a Glowforge laser printer, and a 3D printer

## School of Education

IS continues to work with the School of Education to support its IT needs. We also provided many Custom IT Services for advanced support. These include:

### Projects

- Worked with CCAS to monitor the effectiveness of the reduction of security groups necessary for students and faculty to access Titanium Services. The remaining security groups were able to successfully complete all requirements for CCAS access.
- Continued to manage all graduate student resource accounts used by the SOE counseling center, managing their security information in Azure AD
- Worked with SOE Faculty and Staff to identify, procure, and configure many software applications
- Continued providing support for Bloch staff that relocated to the School of Education due to the renovation of Bloch Heritage Hall

### **Custom Services**

- IS Ticket/Incident Support (RPDC)
  - Provided IS ticket and incident support for the Regional Professional Development Center
- AV/Classroom/Event Support (RPDC)
  - Provided regular onsite support for all standard ILE and AV/Classrooms and event spaces within the Union Station office space.
- iPad Program Support (RPDC)
  - Provide device and application support for 25 staff iPads
- IS Ticket/Incident Support (Berkley CFDC)
  - Provided IS ticket and incident support for the Berkley Child and Family Development Center
- Mobile and Project Support (Berkley CFDC)
  - Provided mobile device and project support for the Berkley Child and Family Development Center
- Departmental Computer Lab Support
  - Provided specialized hardware and software support for 20 computers in the School of Education 109 computer lab
- Digital Signage
  - Provided campus Rise Vision digital signage support services for 1 signage system in the Education building
- Desktop / Application Support (CCAS)
  - Provided desktop and application support for unit Titanium PCs, application, and relates security

### **School of Dentistry**

Over the last period Information Services and the School of Dentistry worked together to create and implement a new MOU for technical services. This new agreement strengthens our existing working relationship and builds a solid foundation for the School of Dentistry's future IT needs. As part of this change existing Dental School technicians now report to IS and a new technician was hired.

### **Projects**

- Created SCCM packages to assist with efficiently deploying updated Crystal Reports to needed Dental computers

- Created MOU covering technical services
- Worked with HR to transition technician to Information Services
- Worked with Dental School and Dell to obtain discounted pricing on very large workstation order to replace the Dental Clinics, total saving over 25% off UM Contracted pricing

#### **Custom Services**

- Database Administration
  - Provided Dedicated IT Database Administrator
- Digital Signage
  - Provided campus Rise Vision digital signage support services for multiple signage system in the Dental Building
- Desktop / Application / Clinic Support
  - Support for 800 workstations, specialized software, hardware, and server administration

#### **School of Medicine**

IS continues to the partnership with the School of Medicine to assist with IT projects as needed.

#### **Custom Services**

- Server Administration
  - Provided Dedicated IT Server Administrator to support the management of the Center of Health Insights Infrastructure.

#### **Missouri Institute for Defense & Energy**

IS continues to work with MIDI to support their general IT needs. We also provided Custom IT Services for advanced support. These include:

#### **Custom Services**

- Grant Support – IT Security
  - Provided Dedicated IT Security Support Staff for policy creation, secure Active Directory configuration, secure M365 environment management, and regular security scans of related systems
- Grant Support – Support Systems Administration
  - Provided Dedicated IT Support Systems Admin staff for ongoing technical support, break/fix, hardware repairs, workstations deployments, and software installations of related computing systems

#### **Toy and Miniature Museum**

IS continues to work with the Toy and Miniature Museum to support their IT needs, below are some of the projects IS was involved in.

## Projects

- Collaborated with TMM leadership to create and maintain Teams integration for their staff
- Developed a plan with leadership to begin storing their data on OneDrive, which could reduce their reliance on server storage, possibly reducing future costs for their unit
- Worked with TMM leadership to reduce multiple point of sales software platforms and find a better way to communicate with their QuickBooks instance
- Identified, procured, and configured many software applications for TMM
- Trained and supported TMM Faculty/ Staff to better utilize Box capabilities and reduce storage usage issues
- Supported/ updated RiseVison digital signage
- Transitioned support technician responsibilities

## Custom Services

- Technical Support
  - Provided Dedicated IT Support Staff for technical support, break/fix, workstation deployments, software installations, specialized software support.
- Server Hosting
  - QuickBooks Point of Sale server

## KCUR

IS continues to support KCUR and their growing staff. Over the last 6 months IS has helped onboard new staff and projects and continued its support for pledge drives.

## Projects

- Planning and design started to extend UMKC network to the KCUR transmitter to provide a more reliable backup
- Assist in Spring pledge drives
- Migration of online streaming operations to vendor hosted solution Triton is complete. Allows for data analytics and enhanced ability to sell ad space.



## Custom Services

- Desktop / Application Support
  - Provided Dedicated IT Support Staff for technical support, break/fix, workstation deployments, software installations, specialized hardware, and software unique to the radio station.

## Administrative Affairs & Student Affairs

IS continues to work with these groups to support their general IT needs and many special projects. Below is a list of projects/efforts completed during this period:



## Projects

- Provided hands-on support for all the Chancellor's Zoom Webinars
- Worked with Executives and Staff to identify, procure, and configure many hardware upgrades and software applications
- Work with the Athletics department and Daktronics to configure the vendor supplied laptop with the Basketball scoreboard in the Swinney Recreation Building. As part of this project backup strategies were developed and implemented
- Transition the campus from the NICE camera system to Cayuga camera system
- Updated multiple MFD due to Xerox ending support for an older communications protocol
- Work with Technology Management to purchase and install a new Hewlett Packard DesignJet T-1600 36" Plotter for projects. CFM and all project teams are only providing digital construction documents, this does not work in the field.
- Work with UMKC Video Technology Services to update videos for the Information Services Website
- Work with multiple users across campus to get Workday Planner Office Connect installed on their PC's
- Upgrade Student Health and Wellness's Point and Click software to be in compliance with DEA requirement
- Update Body Cams for the UMKC Police Department
- Relocated technology and kiosks for the UMKC Central team to the Admissions office, where UMKC Central now interacts directly with all student walk-ins
- Removed four kiosks from the Registrar's office, leaving one ADA compliant station. This is in conjunction with the UMKC Central managing all walk-ins.
- Removed kiosks in Parking since they were no longer PCI compliant
- Moved technology to new locales within the AC and across campus for units, including Student Affairs, Admissions, Human Resources, and Financial Aid.

## Information Services – Departmental Updates

### Support Services

#### Mongoose Research - Cadence

Cadence is the UMKC approved and recommended solution for texting. This gives any department texting capabilities to better communicate with students, faculty, or staff.

Cadence continues to be a popular tool for campus and IS has worked with multiple groups to onboard and enable texting for their department.



#### UM-AD Migration / Project

Over the last period an increased focus was placed to migrate existing workstation and server objects to the UM-AD domain. In preparation for this workstation migration all group policy objects (over 800) were reviewed and recreated in UM-AD.

There are over 6,000 workstations objects to be migrated. During this period about 2,000 objects have been migrated. To facilitate this migration a new process was developed to enable technicians to migrate to the new domain quickly and safely with limited downtime for Faculty and Staff.

#### Office 365 / Project

- Worked with other campuses to support and build upon our usage of O365
- Updated webpage as new applications and programs became available
- Enabled and developed strategy for using Bookings. Included the creation of new Cherwell request form.
- Assisted Faculty and Staff with how to take advantage of O365



#### Re-aligning IT Services Agreements / Project

During the end of CY21 IS worked with Academic Units across campus to review their custom services. During this period IS aligned many administrative units with this same model.



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

## Training

Over this period enrolled multiple technicians in both customer service and specific technical trainings, including Azure AD and A+.

## Cherwell

Cherwell is the IT Service Management system used across UM System to allow Faculty, Staff, and Students to report service incidents and request new services.



## Workstation Replacement Program (WRP)

During this period the Tech Support Center deployed all the WRP computers that were ordered in the previous period. This was the largest WRP in nearly a decade and consisted of 636 computers. To help facilitate the vast increased number of deployments special WRP deployment teams were created. This allowed us to get this equipment more efficiently into the hands of our faculty and staff.

## Windows 10

Windows 10 continues to be the standard operation system for UMKC. During this period, we updated and standardized on Windows 10 21H2 to ensure Students, Faculty, and Staff had access to the most recent software.



We continue to test Windows 11 within IS to identify any issues and ensure compatibility with our standard suite of applications. We expect to standardize on Windows 11 starting in 2023.

## Mac OS

The Mac Admin Team implemented new security standards for local admin access on Mac OS devices. Newly imaged computers are now provisioned with a randomized password for local admin access, with the password securely stored in LAPS. This aligns with security standards already implemented in Windows OS. The team provided training on these new Mac OS related support processes to TSC Technicians.

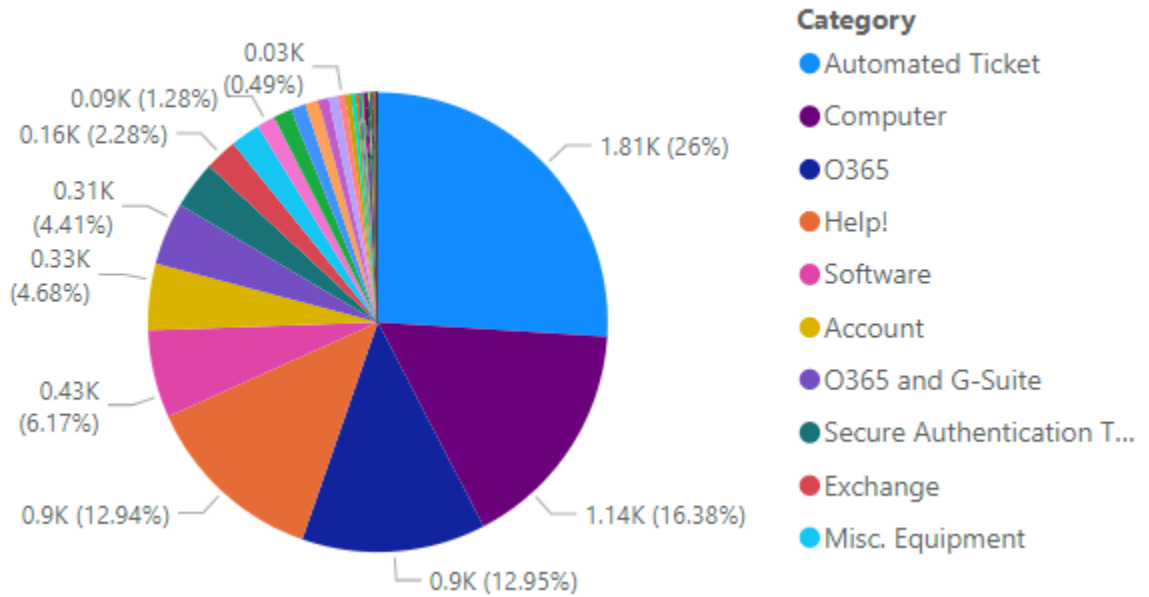


More than 100 licenses for mobile device management have been utilized within JAMF Pro as devices continue to be migrated from AirWatch to JAMF. This streamlines our Apple hardware management to a single tool and will eventually allow for the decommissioning of AirWatch.

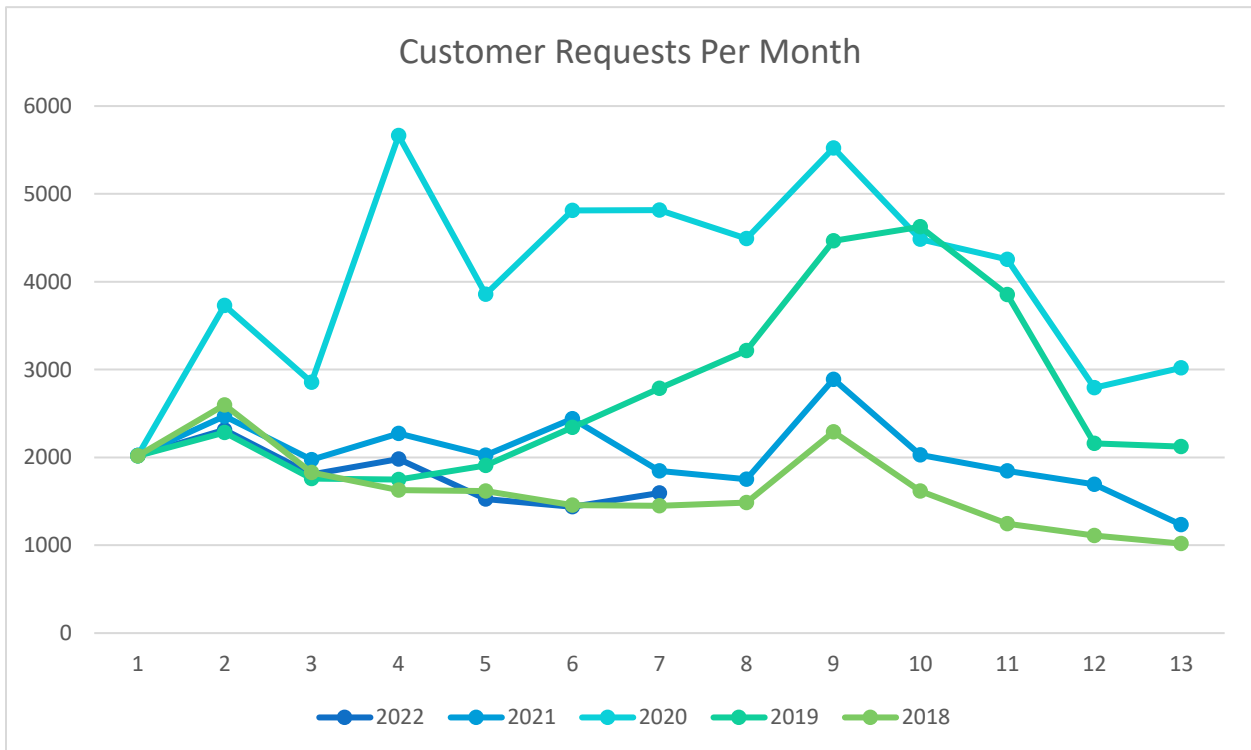
## Support Services – Customer Requests

During the first 6 months of 2022, IS Support Services saw a reduced number of requests compared to previous years, returning to pre-pandemic levels of requests. The total number of requests for this period was 10,655, which is comparable to the 2018 pre-pandemic period. The most requested areas for support were related to Office 365 and new hardware installations.

### Tickets by Category



### Customer Requests Per Month

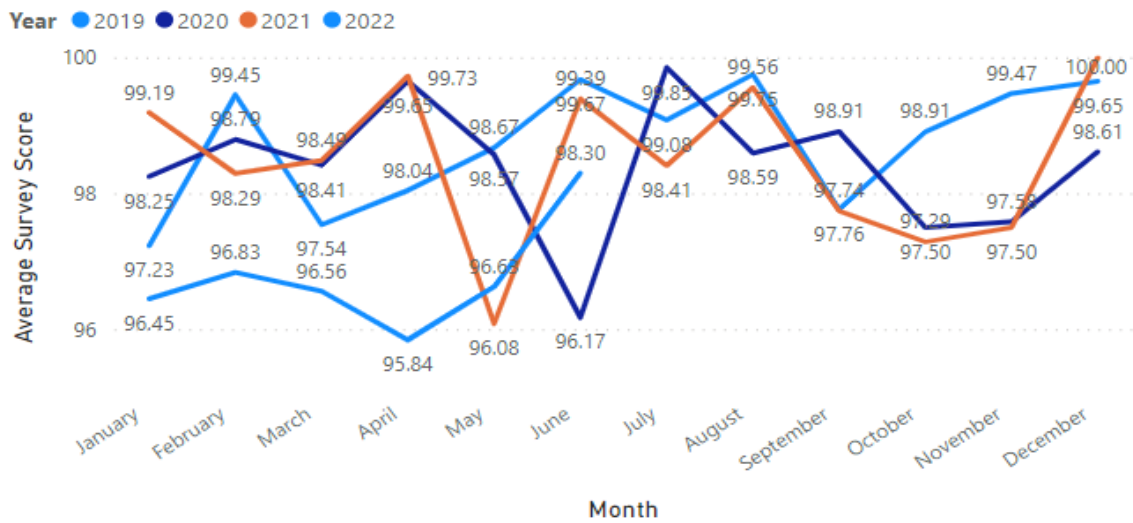


Year	Jan	Feb	Mar	Apr	May	June	July	Aug	Sep	Oct	Nov	Dec	Total
2022	2,314	1,805	1,980	1,524	1,438	1,594							10,655
2021	2,470	1,973	2,271	2,025	2,442	1,847	1,753	2,890	2,030	1,848	1,693	1,233	24,475
2020	3,730	2,855	5,663	3,859	4,812	4,814	4,490	5,521	4,484	4,255	2,794	3,021	50,298
2019	2,284	1,760	1,748	1,909	2,340	2,788	3,216	4,466	4,625	3,855	2,158	2,123	33,272
2018	2,598	1,827	1,629	1,616	1,458	1,449	1,485	2,291	1,616	1,244	1,111	1,019	19,343
Total	13,396	10,220	13,291	10,933	12,490	12,492	10,944	15,168	12,755	11,202	7,756	7,396	138,043

**Customer Requests for Five Years**

- Customer satisfaction continues to remain extremely high. Over the last six months, Support Services has a **96.82% Very Satisfied** rating. The following chart represents customer satisfaction data collected from **315** surveys completed for Support Services during this period.

**Average Survey Score by Month and Year**



**Remote Support Metrics from January 2022 through June 2022**

- Remote Support fielded **10,655** requests for help via phone, emails, and online web submissions.

2022	Phone Requests	Online Requests	Email Requests	Totals
Jan	1,786	128	400	2,314
Feb	1,404	96	305	1,805
March	1,504	149	327	1,980
April	1,182	88	254	1,524
May	1,108	91	239	1,438
Dec	1,302	106	186	1,594
Totals	8,286	658	1,711	10,655

## Remote Support Projects

In addition to providing 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.

- Created and managed a team of campus unit leads to identify and modify resource accounts to have Azure MFA, sponsors, and shared mailboxes enabled in preparation of Azure MFA being put in front of Zoom in May.
- Collaborated with the UM Account team to revise and finalize the data import processes of international student phone numbers from PeopleSoft and Slate to Azure Multi-Factor Authentication (MFA). This revision further reduced MFA issues for international students throughout UM System.
- Collaborated on UM System IdM committee to design and implement account policies.
- Worked with Admissions, Registration and Records and various UM IT groups to address SSO account creation and maintenance issues.
- Guest and resource accounts generated as requested.

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

- Worked with the UM System IdM committee to formalize policy around automated Microsoft 365 licensing in AIMS.
- Collaborated with sister UM System campuses and the IdM committee to create, write, and formalize procedures regarding automatic deprovisioning of accounts. The auto-deprovisioning of account is scheduled for Fall implementation.
- Collaborated with UM-System IdM and UMKC IS AD Consolidation committees to revise account management policy and procedures for the AIMS system.
- Tested and provided feedback for the monthly AIMS updates to improve the system.

**Box** – Cloud storage option for faculty and staff

- Acting point-of-contact for UMKC Box account provisioning/ de-provisioning issues in conjunction with Foundation Services and Internal Applications.
- Worked with key UMKC units discussing the future of online storage, researching, and reviewing multiple platforms, and deciding to stay with Box as our online storage solution.
- Daily Box account provisioning and account maintenance.

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

- Coordinated appliance and instance upgrades with UM System stakeholders.

## ***Campus Wide - Enterprise Support***

### **Mobile Device Management**

Continuing to transition from AirWatch to JAMF Pro for mobile device management. During this period **70** devices were migrated or added to JAMF Pro, bringing the total number of mobile devices managed by JAMF Pro to **120**. This is making good progress toward our goal to have this transition completed by the end of FY23.

### **SCCM**

Continue to use Microsoft's SCCM as our primary asset management tool and our preferred method for operating system and software installation. Specifically, over the last 6 months we have used SCCM to install **13,276** pieces of software and image **899** faculty, staff, and lab PCs. Of these software installations, **1,248** were initiated via our Software Deployment webpage by IS technicians and IT liaisons.

During this period, we deployed and implemented a Cloud Management Gateway for SCCM. The Cloud Management Gateway extends the capabilities of SCCM to deploy software to and collect computer inventory information from off-campus computers. This greatly improves our ability to support customers who are on a hybrid work schedule.

### **RoosLabs / RemoteLabs**

We continue to use RoosLabs Online to provide Students with 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.

We have expanded RoosLabs Online to enable 24-hour remote access to the General Use labs and after-hours remote access to many departmental labs.

The Remote Labs web server and broker were migrated to the UM-AD domain in January, completing the migration of the Remote Labs environment.

### **Universal Image**

Windows 10 continues to be our operating system supported for faculty and staff PCs. During this period, the universal image was updated with new versions of our base software, including updates for Adobe Reader, Microsoft Teams, and Zoom. We continue to add new driver support as Dell releases new OptiPlex desktop and Latitude laptop models.

Continued to test Windows 11 internally within IS, with approximately 50 computers running the new OS. The testing has found no major application compatibility issues or issues with supported hardware. We will be moving forward with deployment of Windows 11 on all new computers following the release of Windows 11 22H2 this Fall.

## License Servers

Migrated several servers to the UM-AD domain. Consolidated license daemons to be able to serve license files across fewer servers and decommission a server running an end-of-life OS.

Updated over **24** individual license managers 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 included Abaqus, Ansys, AutoCAD, MATLAB, and many others.

## Local Admin Rights

To align with new UM System guidelines on local administrator rights on Windows workstations, our admin rights approval process was augmented with new Group Policies that control the granting and removal of local admins to ensure only approved users have these permissions.

## Website/Reports

Performed regular website updates and maintenance, including the creation of a new webpage advertising the Cadence Texting Platform.

Began the project to migrate the IS website into the Cascade CMS platform. In coordination with MCOM, the basic site structure is taking shape. The site homepages and service catalog are expected to be the first content migrated.



Updated several reports and the database they rely upon to reflect the school and department changes for the Fall 2022 Academic Realignment. Specifically, these changes will ensure the annual Workstation, Software, and Mobile Device budget reports will have accurate data for the realigned academic units.

## Software

### Adobe Creative Cloud

Completed System-wide contract renewal for Adobe software. This was a large undertaking that spanned several months.

Continue to leverage RooLabs Online to offer Adobe Creative Cloud to students who may not otherwise have access to this software.

Worked with Arts and Sciences to provision student licenses of Adobe software for their students that need it for curriculum.



### Jira

Expanded use of Jira to include custom workflow to process all hardware purchase requests. This greatly helps streamline the procurement process and provides additional visibility into the ordering process.



## 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

Continued the use of our software renewal portal to efficiently process a large number of renewals.

## Zoom

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.

Completed the migration from Shibboleth to Azure AD, thus standardizing the login process for Faculty, Staff, and Students.

## *Labs / Classrooms*

Started the process of re-packaging approximately **100** applications with updated versions for the Fall Lab Refresh when all student lab computers are re-imaged with updated operating systems and software.

During this period, several major lab projects were completed, including:

- Replaced nearly 150 lab computers across Katz Hall, Flarsheim Hall, and the Health Sciences Building.
- Converted University Libraries' Instruction Lab (MNL 121) into a laptop lab.
- Worked with MNL to finalize configuration of a large-format poster printer service through PaperCut's Print Rooms. This service will be offered for student use this Fall.

## *Student Computing Facilities*

Information Services manages many computer sites throughout both the Volker and Hospital Hill campuses. Site types include:

- Restricted access
- General access
- Departmental
- Staffed
- Unstaffed

Information Services assists the campus with special events that require computing resources. These resources may include guest accounts, specialized software, or access to wireless, printing, teaching, or other computer resources.



We had **7,062** distinct individuals use computing sites between 1/1/2022 and 6/30/2022 for a total of **86,032** times. The large use of on-campus labs exemplifies the usefulness and importance of these student computing facilities.

In addition to the physical computer sites, we had **1,297** distinct individuals who logged into RemoteLabs **13,688** times.

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 **99,000** print jobs were printed in these sites, totaling nearly **803,000** pages.

Worked with University Libraries on a project to provide wide format poster printing to the general student body. This is a much-requested service we are happy to provide. This is available in the Miller Nichols Library and utilizes student's existing print quota.



General Use Staffed Labs are managed by the Lab Management Office. In addition to regular operations, the following items took place during this time period:

- Prepared for departure of lab supervisor to ensure lab operations continued at expected levels of performance and service.
- Updated the IS Labs page with print quota update schedule.
- Responded to requests for data regarding replacement schedules of various computer lab equipment throughout campus and maintained records and projections regarding equipment life cycles.
- Continued working on best practices regarding COVID strategies.
- Ensured labs had ample cleaning supplies on hand to create healthy environments for students.
- Completed integration of new camera software in operational procedures.
- Modified hours and staffing models to deal with unexpected staffing shortages.

- Changed lab hours as needed to match key stakeholders' needs and requests.
- 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 HR to align employee records management with new protocols.
- Worked with HR to ensure enough Student Assistants could be hired to staff labs for Spring and Fall semesters.
- Worked with the Registrar's office on 16 New Student Orientation events and various advising activities.



- Updated procedures and documentation to accommodate SSE reorg.
- Addressed incidents when labs needed to be shut down due to inclement weather.
- Worked with HSB on lab reservations as needed.
- Updated QR codes on HSB 3304 lab printers.
- Assisted the ASSC with setting up printing policies.
- Worked with SSE on lab upgrades, event planning, and environmental and access issues.
- Conducted 13 new hire orientations to train new staff.
- Processed over 2,560 shifts and supervised over 7,949 Student Assistant man-hours.
- Maintained sufficient student employees to staff labs by processing over 272 applications for Student Assistant positions, interviewing 35 prospective new hires, and hiring 26 new Student Assistants for IS-managed labs.
- Completed reviews for 22 Student Assistants to keep employee performance at optimal levels.

### ***Totals and Trends in IT Procurement***

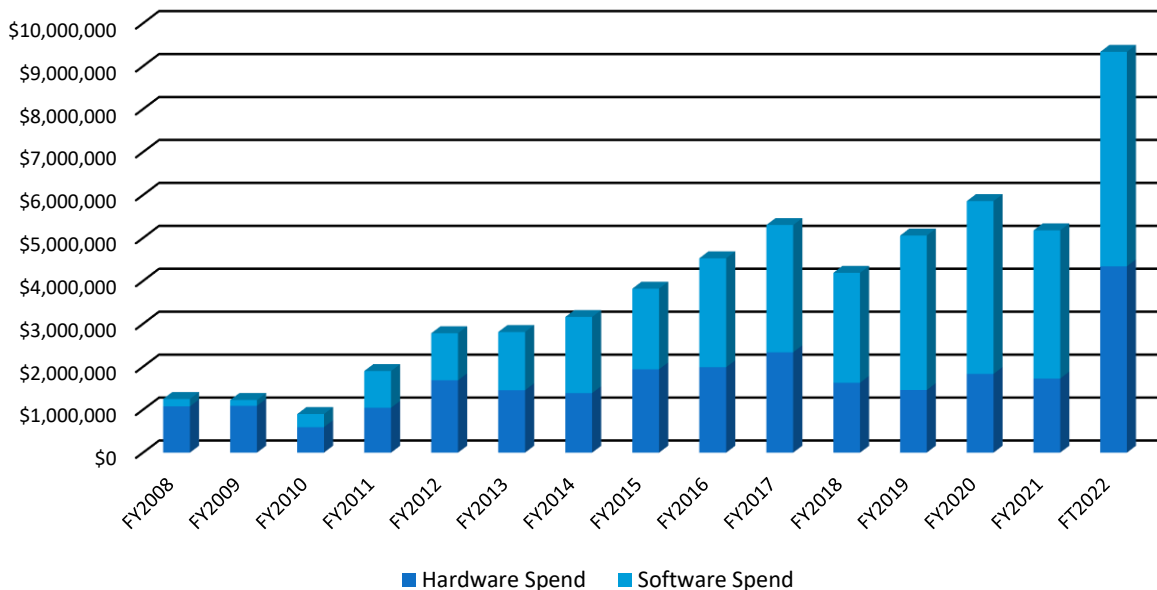
- Purchased over \$4,800,000 worth of IT hardware and software, including computers, tablets, printers, peripherals, specialty systems, software, web services, subscriptions, service warranties, and maintenance agreements
  - This represents an astounding 78% increase in total spend over the same period last year
  - The primary driver behind this was the investment of a few academic groups in partnership with Information Services to update important infrastructure components:
    - The School of Dentistry spent over \$1,000,000 on upgrades to their Student Clinic IOT equipment in terms of computing power and user experience improvements
    - The School of Computing & Engineering invested in computing infrastructure to support growth and capacity in the areas of machine and statistical learning to the tune of roughly \$350,000

- The network environment at the School of Education was overhauled as part of an innovative service partnership with Nile Global at an initial investment of a little more than \$210,000
- Both IT hardware and IT Software spends increased
  - Total spend on hardware was roughly \$2,358,000, a whopping increase of 182%
  - Total spend on software and related services was about \$2,444,000, a healthy increase of 31%
- Significant supply chain issues continued to plague the procurement process, especially on the IT Hardware side
  - Global shortages and supply chain disruptions led to very long lead times on most types of IT product deliveries
  - Items that normally took a couple weeks to source would require a few months for delivery
  - This tumult created a great disruption to customer expectations and experience during most of this period
  - The good news is that by the very end of FY2022, there were notable improvements in availability for some core computing systems, including most items from Dell and Apple

**Trends by Fiscal Years**

- IS Procurement processed a little over \$9,334,000 worth of IT purchases during the last fiscal year ending June 30, 2022
  - This is a huge increase of over 80% from the previous fiscal year
  - Sets a record IT spend total per fiscal year, a 59% increase over the previous high-water mark in FY2020

**IT Procurement Spend by Fiscal Year (2008-2022)**



**IT Procurement: Distribution by Vendors**

- The distribution of IT Hardware spending over primary vendors continues to demonstrate support for standards at UMKC
  - Dell is the preferred computer provider for which UMKC has large-scale Volume Purchase Agreements and accounts for roughly 57% of the total IT hardware spend
  - 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	\$1,393,444.54
Lambda Labs	\$321,222.00
Connection.com	\$288,971.64
Apple	\$177,315.00
SumnerOne	\$35,588.78
Amazon	\$27,848.21
Microsoft	\$24,500.00
KeyTrak	\$19,285.34
SKC	\$14,937.92
B&H Photo & Video	\$12,749.42

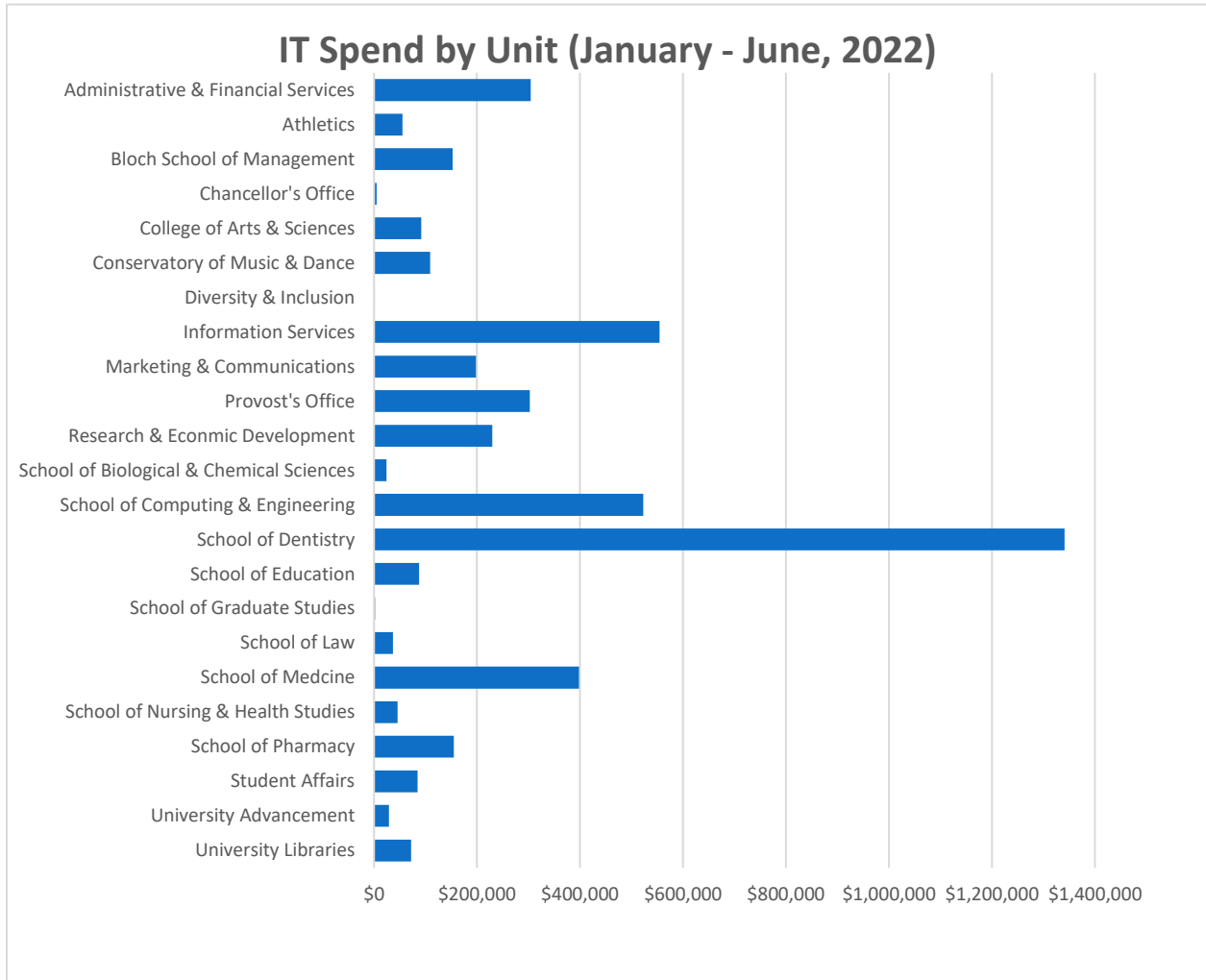
- The distribution of IT Software spending over primary vendors continues to demonstrate the diversity of the market with many more different types of vendors with significant expenditures
  - This six-month period introduced 44 new product titles to our software environment
  - The following table lists the Top 10 IT Software Vendors by total spend

IT Software Vendor	Spend
Nile Global (NaaS)	\$211,410.00
Honeywell	\$190,412.50
Exan	\$154,241.00
Marketron	\$144,688.84
Propaganda3	\$75,001.00
New Innovations	\$60,696.00
ECSI	\$60,000.00
Bloomberg	\$53,976.68
Aquifer	\$53,600.00
Watermark	\$53,200.00

- Managing the dramatic growth of IT Software spending is a difficult challenge
  - In response to the diversity and increasingly complex nature of software acquisition, IT Procurement has implemented JIRA to track all facets of software requests
  - Continued to improve and expand the Software Database to include the following records
    - Vendors – 915, an increase of 4.1%
    - Product Titles – 1,657, an increase of 2.7%
    - Licenses – 17,327, an increase of 9.9%

**IT Procurement: Distribution by Unit**

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



**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
- Communicated to departmental stakeholders and assisted with campus transition regarding use of UM Accounting's new Lease Management tool for fleet-managed printers at UMKC

## Technology Management Services

### IS Projects Update – January – June 2022

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, which consumed a significant amount of IS resources' time during this last review period (January – June 2022).

### Completed Projects



IS completed (13) IT/AV projects. The following projects were the most significant and time-consuming. *See Appendix "A" for individual project detail.*

- **P314 – AC Digital Signage**  
This project is to add digital signage to the first and second floors of the Administration Center so that guests would see university notices, schedules, and directories. The first phase of the project was to install non-touch screens that included the RISE program. One screen is to be placed on the first floor in the entry space as guests walked in. CFM was brought in to paint the baseboards, and a window cling and wall image was installed. The other screen is to be placed on the second floor on the wall adjacent to the Parking office as guests walk in. No painting was done in this space. The second phase of the project includes replacing the non-touch screens with touch screens, which will be addressed in a separate project in the future. The first phase of this project was completed, and non-touch screens tested as working, and the project was closed on 3/25/2022 with a 90-day warranty until 6/25/2022.
- **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 completed testing, the product was put into production and this project was closed.
- **P400 – ResLife Camera Upgrade**  
This project is to install new cameras at Johnson and Oak Hall and brought up on the NICE camera system. There was no physical work completed on this project during this period. This project is being left open until IS determines a solution to charge campus units a monthly fee for camera storage and operations. During this review period, IS finalized a monthly cost structure for camera storage and operations under P371. IS used the ResLife cameras as a successfully tested scenario before rolling out to the campus. This project was closed out during this review period.
- **P415 – E-Sports Upgrade**  
Classroom space in Flarsheim Hall is being renovated into an E-sports space. The scope of the project is for IS to work with an E-sports vendor supplying hardware equipment for the space



and provide a networking solution for the room. During this review period, once the client and vendor set-up all of the computer workstations the client confirmed no issues with connectivity. The project was closed out on 1/21/22.

- **P417 – SCE Machine Learning Lab**

This project is to provide a solution for students to have lab equipment to do machine learning. This solution includes installing equipment from Lambda Labs into the FERC Data Center. An uninterruptible power supply was also installed. This project also involves the installation of MATLAB software and licenses. The equipment was tested as working and project was closed on 3/4/2022, with a 90-day warranty ending on 6/4/2022.

- **P356 – Swinney Recreation Center Scorer’s Table**

Swinney Recreation Center moved power and data connections further back from the courts to meet NCAA requirements. IS relocated voice and data jacks to the new locations once the construction work was done. The work was completed and this project was closed.

## Current Projects – Implementation Phase



IS progressed in implementing (21) IT/AV projects during this review period. The following projects were the most significant and time-consuming. *See Appendix “A” for individual project detail.*

- **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, IFS began pulling all the horizontal cabling for the project, coordinating each floor with the contractor for readiness. IFS also began building out the ladder racks in all of the telecom closets. Most of the horizontal cabling was completed within this period but a lot of coordination was required with the GC. IS also finalized the A/V design for classroom and conference room spaces and submitted the equipment order with vendor. IS took on the additional scope (designing, ordering and install) of adding Wi-Fi coverage for the Bloch Garden portion of the project. During the next review period, IS will work to complete any IFS related work prior to the July 30<sup>th</sup> grand opening. The group will continue to track A/V equipment orders and begin installing A/V equipment when available.

- **P418 – AC Conference Room Upgrades**

This project is being used to track multiple A/V system upgrades for the Admin Center conference rooms. During this review period, IS completed the Hyde Park and Provost’s conference room install, met with the plaza room contacts to discuss revamping the space with a new A/V system, demoed the telepresence room and added the scope of installing new system in the chancellor’s office. During the next review period, IS expects to finalize design for

Plaza room and order any additional equipment that may be needed, finish the install in the chancellor's office and complete telepresence install.

- **P424 – UMKC Cloud Storage Review**

The scope of this project is to review current cloud storage offerings to determine use cases, needs, etc., and to make recommendations around which tool(s) are most appropriate for various situations. During this review period, available cloud options were outlined in a document, along with use cases for each option. The document was shared with IS leadership for review.

- **P432 – Camera Replacement and Chargebacks**

At the request of UMKC's CIO, IS was to use some of the remaining EOY funds on replacing cameras across the campus. IS decided that due to supply chain and resource issues it would be best to outsource this work to a contractor, Wachter. IS met with Wachter on three separate occasions to quote replacing 100 cameras across the campus, installing about 20 new cameras with infrastructure around campus for the PD and replacing another 65 cameras across the campus. During the next review period, IS and Wachter will begin to coordinate the pre-work before installation begins and then coordinate a start date for installation when Wachter has received enough equipment that may be added to the project.

## Current Projects – Development Phase



IS has made good progress working with units to plan (5) IT/AV projects during this review period. The following projects were the most significant and time-consuming. See Appendix "A" for individual project detail.

- **P360 – Miller Nichols Library 121 AV Upgrade**

This project is to upgrade the audio-visual gear and provide distance education/learning options in this space. We also brought in CFM to provide a furniture cost estimate. During this review period furniture was purchased and the room is being redesigned based on available budget.

- **P427 – Newcomb Hall Data Center Air Conditioning**

In 2021, the air conditioning unit in the Newcomb Hall data center started to fail. A temporary solution was implemented, but a long-term, reliable solution must be found. This project investigates cooling options and will implement the accepted solution. During this review period, CFM worked with a contractor to design options for the space, and funding pathways were discussed.

- **P437 – School of Education Networking Upgrade**

The campus has signed a contract with NILE for them to upgrade the wireless and wired network in the School of Education building. During this review period, IS will work to set-up site visits with NILE for them to conduct surveys for the networking upgrade. During the next review period, IS will work to coordinate install dates with the NILE for the upgrade to take place prior to the start of the school semester in August 2022.

## 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.

- **Security Camera Updates**
  - ✓ Summary of Accomplishments: Developed a chargeback model for new and existing cameras. Began project to work with Wachter to audit existing cameras by going to replacement camera locations and identifying relevant angles and potential issues. Wachter will purchase and install cameras during future review periods.

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



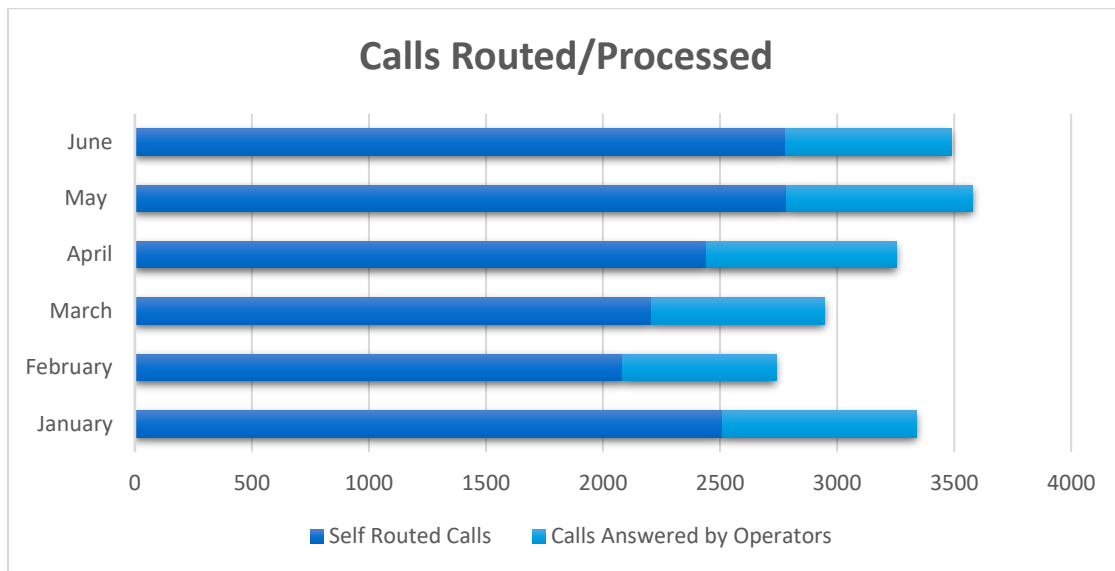
Information Services continued to support the hardware and software necessary to facilitate classes onsite as well as online (synchronously and asynchronously) while maintaining efficient issue resolution times, minimizing downtime, and the subsequent impact on students, faculty, and staff. Highlights are outlined below.

- During this review period, TMS finalized the design for Plaza. Equipment for the telepresence space was ordered. Upgrades for the Focus Room A/V system were added to the project. Completed the Hyde conference room installation.
- Upgraded Provost's conference room using CARES funds.
- TMS responded to and resolved 151 Cherwell incident requests/problem tickets during this review period.
- TMS covered over 750 hours of classes and labs, 40 hours of final exams, 7 hours of OSCE exams and remediation recordings in the HSB Simulation Center space, for a total of 809.75 hours of live technician support coverage during the reporting period.
- TMS coverage hours for distance education is in line with previous comparable reporting periods.

## UMKC Operators



The UMKC Operator number (ext. 1000) handled 19,350 phone calls during this review period. Of those calls, users were able to self-route approximately 77% of the time using our automated call routing tree. 23% of the calls required human interaction from campus operators.



## Building Network Infrastructure



IS continued to support phone and data-related add, move, and change requests, a large number of buried cables marking requests, and support tickets. The highlights are summarized below.

- Completed 413 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 228 times.
- Completed all infrastructure installation in Bloch Heritage Hall construction project.

## Academic Enhancement



The UMKC Academic Enhancement Department provided video production and streaming services for over 40 different academic and administrative projects during this reporting period, ranging from individual course materials to producing Convocation, Commencement, and Donor Gift Announcements, Enrollment Events, and other UMKC pieces.

### SCHOOL OF PHARMACY

- Livestream Event
- Hooding Ceremony

### SCHOOL OF DENTISTRY

- Whitecoat Ceremony
- Unity on the Plaza
- Graduate Videos

#### PROVOST'S OFFICE

- Record Provost Admissions Welcome Video
- First Semester Experience Video Series

#### MCOMM

- Recorded Chancellor

#### CONSERVATORY

- Dance Livestreams Capstones
- Crescendo Intro Videos
- Crescendo Final
- Helzberg Hall Performance
- Live Stream Dance Performance

#### NURSING

- Livestream Event

#### BLOCH SCHOOL

- Lewis White Real Estate Center Livestream
- First Wednesday

#### Continuing Education / Special Events

- Pride Breakfast
- Donor Relations Specialist Event
- External Relations Events
- Cockefair Lecture

#### DIVERSITY AND INCLUSION

- Social Justice Lecture
- Critical Conversations Videos
- MLK Lecture

#### Admissions Office

- Orientation Videos Updated
- UMKC Students- Orientation Steps Video Updated
- Orientation video welcome Updated
- AU Advising Session Roo Advising Vide Updated
- Life Coach Video

#### School of Nursing and Health Studies

- Livestream event

#### UMKC Foundation

- Student testimonials videos

#### Human Resources

- Livestream Event
- Jill Reyes Retirement Video

#### Mathematics and Statistics

- Livestream Event

#### Office of Student Involvement

- Livestream Event

#### Turning Point USA

- Livestream Event

## Network Architecture

### **Security -- Jan – June 2022**

Network Architecture is responsible for the installation and maintenance of departmental-level firewalls. These firewalls protect specialized hardware or data (HIPPA, PCI, etc.) in specific locations across the UMKC network. Activities include maintaining appliance firmware and security rules.

- Equipment managed
  - Cisco physical firewalls = 7
  - Cisco virtual firewalls = 16
  - FortiGate physical firewalls = 19

#### *Highlights and key initiatives*

- Configured firewall for UMKC Police for Motorola body camera project
- Designed Data Center firewall replacement
- Reconfigured FERC server room uplinks to UMKC data center firewalls

### **Wired Network -- Jan – June 2022**

Network Architecture is responsible for the installation and maintenance of UMKC's wired network switches & routers and their physical connections to our remote offices, Internet service providers & research networks.

- Equipment managed
  - Routers
    - Internet Edge routers = 2
    - Core Network routers = 2
  - Switches
    - Building Network switches = 460
    - Classroom switches = 169
    - Data Center switches = 13

#### *Highlights and key initiatives*

- Replaced building network in 5306 Holmes

- Edge Router optics upgrade to 100Gig
- Integrated cloud-hosted SMS message delivery with Zabbix servers
- Designed and ordered building network for Bloch Heritage Hall renovations
- Started design with CFM for Plaster Data Center fire suppression system
- Started design with CFM for Newcomb Hall data center HVAC replacements
- Designed and installed network for eSports lab in Flarsheim Hall
- Designed and installed network for Simulation Lab in School of Medicine
- Designed and ordered building network refresh for the Dental School
- Designed and ordered building network refresh for the School of Medicine
- Worked with NILE networks to design wired network upgrade in the School of Education

### **Wireless Network**

Network Architecture is responsible for the installation and maintenance of UMKC's wireless networks. These networks include the UMKCWPA, EDUroam, UMKC Media in the residence halls, and a few other specialized networks for Internet of Things (IoT) devices.

- Equipment managed
  - Wireless Controllers = 4
  - Access Points = 1355

#### *Highlights and key initiatives*

- Installed wireless access points in 5306 Holmes
- Designed and ordered wireless network for Bloch Heritage Hall renovations
- Designed and ordered wireless network for Bloch Gardens
- Designed and implemented Guest Wireless access at the School of Dentistry
- Worked with NILE networks to design wireless network upgrades in the School of Education

### **Servers**

Network Architecture operates physical and virtual servers to host the applications used to provide network, voice, and network monitoring services. These servers run both Linux and Windows operating systems and are hosted on equipment maintained by Network Architecture as well as equipment maintained by IS-Foundation Services.

- Equipment managed
  - Cisco UCS blade servers = 4
  - Cisco UCS rack mount chassis = 1
  - VMware ESXi Virtual Servers
    - Voice VMs = 18
    - Infrastructure VMs = 20

#### *Highlights and key initiatives*

- Moved one of the UCS fabric interconnect switches to the Admin Center datacenter
- Rebalanced UCS fiber uplinks evenly between both campus datacenters
- Rebuilt management and Health uplinks between UCS fabric interconnects
- UCS server chassis brought online in the Admin Center datacenter for resiliency
- Replaced all the power supplies and one I/O module on UCS server chassis
- Installed the latest version of UCS firmware to support the latest VMware version

- Upgraded memory on M4 server blades
- Working with ISFS to load balance our VMs for redundancy across the two datacenters

## **Voice**

Network Architecture is responsible for the installation and maintenance of UMKC's voice network. This includes the servers, routers, gateways, and their physical connections to our public telephone & long-distance service providers.

- Equipment managed
  - Voice routers = 2
  - Analog voice gateways = 6
  - Voice Applications
    - Cisco Unified Communications Manager Servers = 3
      - Physical phones = 2584
      - Analog lines = 597
    - Cisco Unity Connection Voicemail Servers = 2
      - Voicemail boxes = 2213
      - Call handlers = 233
    - Cisco Unified Contact Center Servers = 2
      - Queues = 12
      - Agents = 75
    - Cisco Unified IM & Presence Servers = 2
      - Jabber Softphones = 2207
    - Cisco Emergency Responder Servers = 2
    - Verba call recording Servers = 1

### *Highlights and key initiatives*

- Created Dental Operator and New Patient Hunt Groups for better staff flexibility
- Upgraded Contact Center platform to version 12.5.1
- Upgraded Microcall billing platform to version 7
- Added 3rd Communication Manager server and rebalanced phones

## **Registrar Services**

Network Architecture is responsible for maintaining UMKC's consolidated domain name registration service. This includes registering and renewing .com, .org, .net, etc. domain names, SSL certificates, DNS records, and other services for these domains.

- Domains managed = 135

### *Highlights and key initiatives*

- 21 domain names registered or renewed for 10 departments
- Total registration duration = 47 years
- Renewed XXX domain restriction



## Information Access

Information Access is responsible for building, managing, and maintaining custom web applications for UMKC and as part of UM System IT. We also manage over 30 databases (Oracle, SQL Server, MySQL, Postgres, and FileMaker) for many departments at UMKC. In the first half of 2022, Information Access maintained over 50 web applications and worked with EHS, Student Affairs, Provost's Office, and UMKC Library to deploy new departmental applications and enhancements to existing applications. Additionally, we focused on our Cloud First Initiative in IS and deployed to production in Google Cloud Platform, our custom .NET web application, Change Management and Outages.

### **Database Server Administration, Design, Implementation & Maintenance:**

- Administration and support of all central campus Oracle servers
  - Migrated Oracle Enterprise Manager Cloud Control to Zabbix for monitoring alert notifications.
- Administration and support of all central campus MySQL servers
  - Migrated hundreds of MySQL/WordPress databases to new 8.0 server
- Administration and support of all central campus MS SQL server
  - Migrated several applications from Oracle to SQL Server
- Administration and support of all central campus FileMaker server
  - Continual support and maintenance:
    - Office of Research Services LAMS application
    - Academic Support and Mentoring Tutoring
    - Academic Support Major Map
    - University College Writing Studio
    - UMKC Conservatory Application
    - UMKC Law Review Application
    - African Art History Database Applications
- 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 CHI/HealthFacts Oracle and RedCap MySQL database servers
- Continual performance tweaks and SQL query tuning tasks for the HealthFacts research database
- Administration and support of all School of Dentistry Axiom and auxiliary database servers.
  - Worked with Dental School officials on Axiom version upgrade
- 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 UMKC OneCard Office's CBORD Gold Application Oracle server instance.
- 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 Environmental Health and Safety MySQL Server
- Administration of shared campus Reports Server
  - o Application reports: RooEval, Faculty Credentials, Travel Request, ASMSI
  - o Campus Distribution List Report

**Application Software Engineering, Design and Development:**

**Maintenance & Support was provided for the following software applications & websites during this period:**

1. Exam Scheduler
2. Kasey-Kudos
3. UMKC Lookup
4. IAP Terms of Use
  - a. TerraDotta Data Feed
  - b. TerraDotta Billing Feed
5. IS Lab Hours
6. UMKC Automated Box Account Provisioning
7. Commencement CMS
8. Commencement RSVP
9. Bloch Regnier Hatchery
10. Writing Studio Appointment Request Form
11. IS Change Management & Outages
12. Diversity Event Registration
13. UR-Links
14. Bloch Event Request
15. Cashiers Service Request
16. DB Tracker
17. Exit Exams
18. Foundation Service Request
19. HLC Directory
20. IA Schedule
21. Retiree Exchange Mailbox & Box Access Request
22. IS Service Orders
23. LMS Access Checker (LACH)
24. UMKC PD Property Registration
25. QR Scanner Kiosk
26. Scantron Orders
27. SEARCH & SUROP
28. Special Accounts
29. Studio Logs
30. Business Travel Request
31. UMKC QR Code Generator
32. One Canvas Data Feed
33. Starfish (UMKC Connect) Data Feed

34. Digital ID Feed to CBORD & AWS
35. CourseLeaf Catalog Data Feed
36. TerraDotta Data Feed
37. TerraDotta Billing Feed
38. RooEval
39. UM System Canvas Request System
40. Missouri Online Event Scheduler
41. Faculty Credentialing Database (RooCredential)
42. IS Shift Tracking System
43. UMKC Law Attendance App
44. UMKC Library Service Application Website
45. UM System Application Inventory Database
46. CBORD data feed for Library and Swinney Rec Center
47. UMKC Workshops
48. Chatbot Q&A Administration and Reporting
49. RadioGoldin – UMKC Library Radio Program Database
50. Automated Syllabus Generator
51. SDS AIM Data Feed
52. SRC Fusion Data Feed
53. CBORD OneCard Expiration Data Feed
54. UMKC Polls
55. Cliff Benefits Tool
56. SRC Fusion Member Feed to CBORD
57. EHS Safety Training Application
58. EHS Data Feeds to HSI EHSA Application
59. UMKC Pearson MyMath Course integration with OneCanvas

**New features and enhancements for the following software applications, integrations & websites implemented during this period:**

1. EHS Safety Training Application
2. EHS Data Feeds to HSI EHSA Application
3. Automated Syllabus Generator
4. IS Change Management & Outages
5. UMKC Library Service Application Website Migration
6. Retiree Exchange Mailbox & Box Access Request

**UM System IT:**

- A UMKC Information Access representative serves on the Applications & Development Committee.
  - o Provided software engineering resources for the following projects
    - OneCanvas Canvas Request System
    - OneCanvas Grade Pass Back Tool
    - Missouri Online Event Scheduler
    - Civics Exam
  - o Provided UMKC representation on the following working groups:

- UMS IT Custom Applications working group
- UMS IT Enterprise Applications working group

**Software and Website Administration:**

- WordPress website setup and administration
- Weekly termination reports processing
- Bloch School Website Administration
- IS Website Administration

**Scantron Exam Scanning Services:**

Generated detailed reports for departments based on their evaluation scan data. Distribute forms to departments, and process documentation

Exams Scanned

College of Arts and Sciences - 56

Henry W. Bloch School of Management – 21

Law School – 6

Biological Sciences – 87

**Total Exams Scanned: 170**

## Security

IS Security provides campus-wide IT security services. For UMKC, this includes staffing 4 staff days weekly in a multi-campus Security Operations Center. We manage campus and per-machine firewall configurations. We manage campus-wide desktop and server security settings. We assist with the multi-campus antispam and anti-phishing systems, to try to reduce the number of scam and phishing emails received by users. We handle data access requests as needed. We provide special support to groups with unique compliance needs. We handle security reviews of new and renewing software and cloud-hosted services, to reduce the likelihood of one of these services being used to compromise campus data or users. We manage multiple remote access systems for the campus, ensuring that we have flexible yet secure methods for a variety of remote work situations. We assist with the management of multi-factor authentication systems. We handle account compromises and clean-up incidents. We handle security settings for major campus cloud services including GCP, AWS, and Azure. We handle security configurations and integration with Office 365 and AzureAD. We handle SSL/TLS certificates and encryption certificates for the campus. We assist with PCI audits and reviews for campus merchants. We handle proactive vulnerability scans for campus systems

**Below are the key accomplishments in the Information Security space for this period.**

- Assisted with Listserv delivery changes.
- Two Technicians completed SANS training courses.
- Worked with UM-System on an AWS cloud configuration project.
- Assisted with a project to demote an ILE account in favor of specific accounts.
- Continued assistance and support for multi-campus GCP environment.
- Worked on a massive Microsoft Secure Score project to secure multiple environments.

- Continued work with antispam/anti phishing toolsets.
- Worked with departments on certain enclave computer systems.
- Worked with departments on troubleshooting security update issues.
- Cleanup of users internally oversharing on SharePoint.
- Major change of VPN to require multi-factor authentication.

## 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 administrator for 400+ servers, provides assistance and technical support for campus IT Liaisons, supports the Google Cloud Platform (GCP) for UM System, and provides research computing training and support.

### Data Center/Server Virtualization

- Upgraded all vCenter host servers from 6.5 to 7.0

### Storage/SAN/Backup

- Completed migration of all file server storage from in-guest iSCSI to native VMware VMDKs, allowing us to take advantage of our socket-based CommVault licensing

### Research/HPC/Cloud

- Overview of HPC Computing at UMKC training class offered on-demand
- Biology/Chemistry NMR hardware replacement and OS/app upgrade from CentOS 6 and Agilent Vnmrj to AlmaLinux 8 and OpenVnmrj 3.1
- Added Anaconda, ImageMagick, and MOOSE framework with Peacock visualization tool to the Joey teaching cluster
- Added Silvaco TCAD to Missouri Institute for Defense & Energy (MIDE) Linux workstations
- Research Managed Backup Service (RMBS) version 2 went into production backed by GCP, allowing virtually unlimited archive storage to researchers at a very affordable price
- Prepared School of Dentistry physical Oracle Axiom servers
- Migrated School of Medicine DBHI data to Center for Health Insights (CHI) owned storage
- Provided ongoing NEXTGen/dSAIC projects consultation and support, including:
  - AWS Service Workbench upgrade from v3.1 to v5.2
  - AWS i2b2 web service production implementation
  - AWS in-place upgrades of SAS on 5 Outback Engineering team workspaces
  - AWS Control Tower Landing Zone upgrade from initially deployed release 2.7 to latest release 3.0
  - SAS Workspace performance optimization and tuning
  - Right sized AWS compute instances based on user requests
  - Performed routine patching on all AWS compute instances
  - Audited user accounts/admin access

## Miscellaneous

- Remedied and closed 520 support tickets. Ticket completion times continue to be held low, and customer surveys results show very high satisfaction rates
- Multiple application/OS upgrades, including:
  - Atlassian
    - JIRA
    - Confluence
    - Bitbucket
  - REDCap
  - Synopsys
  - Bomgar
  - Windows
  - Linux
  - Qognify VMS
- Migrated departmental web servers from WordPress to Windows/IIS for Cascade CMS system
- Deployed and updated the SCE Machine Learning GPU Slurm-based Open OnDemand cluster along with its major software titles:
  - CST Studio,
  - MATLAB,
  - CUDA
  - XFCE Linux Desktop
- Created script to use the Cadence API for Zabbix SMS alerting for networking issues
- Continued cleanup of Active Directory legacy domain for UMAD migration including server and group migrations
- Deployed SLEDS major version 3.0.0 and 5 minor patches, adding support for custom partitioning during deployment, static NIC configuration during deployment, deployment from the new local repo mirrors, and several minor changes/fixes

## Appendix A

### Individual Project Updates – Completed Projects

#### **P314 – AC Digital Signage**

This project is to add digital signage to the first and second floors of the Administration Center so that guests would see university notices, schedules, and directories. The first phase of the project was to install non-touch screens that included the RISE program. One screen is to be placed on the first floor in the entry space as guests walked in. CFM was brought in to paint the baseboards, and a window cling and wall image was installed. The other screen is to be placed on the second floor on the wall adjacent to the Parking office as guests walk in. No painting was done in this space. The second phase of the project includes replacing the non-touch screens with touch screens, which will be addressed in a separate project in the future. The first phase of this project was completed and non-touch screens were tested as working, and the project was closed on 3/25/2022 with a 90-day warranty until 6/25/2022.

#### **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 completed testing, the product was put into production and this project was closed.

#### **P399 – MED Media Center Remodel**

The Medical School remodeled the Media Center along with some audio-visual equipment upgrades. Data and voice jacks were installed for this project and it was completed during this review period.

#### **P396 – Workstation Replacement Project**

This is an IS internal project to manage the yearly Workstation Replacement program by Support Services. During this review period, ISSS placed equipment orders with vendors and completed the distribution of replacement equipment. This project was closed in April of 2022.

#### **P400 – ResLife Camera Upgrade**

This project is to install new cameras at Johnson and Oak Hall and brought up on the NICE camera system. There was no physical work completed on this project during this period. This project is being left open until IS determines a solution to charge campus units a monthly fee for camera storage and operations. During this review period, IS finalized a monthly cost structure for camera storage and operations under P371. IS used the ResLife cameras as a successfully tested scenario before rolling out to the campus. This project was closed out during this review period.

#### **P407 – SPARK Classroom Renovation**

The SPARK facility would like to upgrade A/V in classrooms, 112 and 124. During this review period, IS completed the programming of the equipment, met with the client on 1/6 to complete system training and the project was closed out on 3/4/2022 with a 90-day warranty to end on 6/4/2022.

#### **P411 – SCE ITAR Addition**

SCE would like to renovate the shell space on the 3rd floor for ITAR. This space was intended to be completed as part of P174 but due to funding, it was cut from the project. Funding has now been established and IS will be adding A/V and networking infrastructure in the space. During this review period, IS completed the physical install and programming of the space. IS worked closely with Joe Crow and Ryan West due to the security required in the space. This project was closed out on 3/7/2022 with the 90-day warranty ending on 6/7/2022

#### **P415 – E-Sports Upgrade**

Classroom space in Flarsheim Hall is being renovated into an E-sports space. The scope of the project is for IS to work with an E-sports vendor supplying hardware equipment for the space and provide a networking solution for the room. During this review period, once the client and vendor set-up all of the computer workstations the client confirmed no issues with connectivity. The project was closed out on 1/21/22.

#### **P417 – SCE Machine Learning Lab**

This project is to provide a solution for students to have lab equipment to do machine learning. This solution includes installing equipment from Lambda Labs into the FERC Data Center. An uninterruptible power supply was also installed. This project also involves the installation of MATLAB software and licenses. The equipment was tested as working and project was closed on 3/4/2022, with a 90-day warranty ending on 6/4/2022.

#### **P421 – Panoscape Video Wall**

SCE will be adding two 5 display video walls on the 2<sup>nd</sup> and 3<sup>rd</sup> floors in the transition space from Flarsheim to SCE. IS had the scope of installing the furniture to meet ADA compliance before wall displays were installed. During this review period, IS installed both credenzas on each floor and assisted Panoscape with the installation of the displays for signage. This project was completed by Panoscape the week of 1/14/2022 and closed out on 1/17/2022.

#### **P429 – RooGroups to CampusGroups Conversion**

UMKC has used RooGroups for student organizations for the last few years. UM System recently purchased the CampusGroups solution for all four system campuses, and all campuses need to



transition their current student organization systems to the CampusGroups solution. This conversion for UMKC will also include Ad Astra and TouchNet integrations with the system. During this review period, the product was implemented and tested. All was a success, and the project was closed.

#### **P430 – UM Online UMKC Office Video Conference System**

The UM Online office at UMKC purchased Poly video conferencing software and equipment. They need assistance from IS and CFM to install and test the equipment. IS scope included installing hardware for use with purchased Poly software. During this review period, the project work was completed, and the project was closed.

#### **P434 – Fitness Center AV Upgrade**

The Fitness Centers on Volker and Hospital Hill wanted to upgrade all the AV screens. We ordered and installed of the equipment at both locations during this review period and the project was closed.

### **Individual Project Updates – Implementation Phase**

#### **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 involved upgrading conference rooms (HSB2300, BC400, BC416) with the ability to run a software-based conferencing system. (Zoom, WebEx, etc.). Phase 2 involved updating the microphones in the larger spaces (HSB3301, HSB5301, HSB5309). This required significant software changes and a 3rd party vendor partnership. Phase 3 is the final phase to tie in all the spaces and complete the upgrade. During this review period, this project was placed on hold due to competing high priority projects. The classrooms A/V systems were functioning and programmed to be able to hold a class. During the next review period, IS will work to coordinate pushing the final code to the control booths and fine tune the Springfield classrooms

#### **P343 – UMKC Cell Tower**

One of the carriers on the cell tower is upgrading their equipment and IS reviewed their plans and the carrier is scheduling the work in August of 2022. The Kansas City Police department is also planning on repairing water damage to their tower shed during the summer of 2022.

#### **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 and Foundation Services worked together to determine a monthly cost structure for storage fees to implement beginning on 7/1/22. The upcoming change was communicated with the fiscal officers of any affected department and camera ownership was finalized with each department. During the next review period, the monthly fee for camera storage and operations will go into effect and the project will then be closed.

#### **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, IFS began pulling all the horizontal cabling for the project, coordinating each floor with the contractor for readiness. IFS also began building out the ladder racks in all of the telecom closets. Most of the horizontal cabling was completed within this period but a lot of coordination was required with the GC. IS also finalized the A/V design for classroom and conference room spaces and submitted the equipment order with vendor. IS took on the additional scope (designing, ordering and install) of adding Wi-Fi coverage for the Bloch Garden portion of the project. During the next review period, IS will work to complete any IFS related work prior to the July 30<sup>th</sup> grand opening. The group will continue to track A/V equipment orders and begin installing A/V equipment when available.

#### **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, techs completed programming equipment in the Recording Studio and Production Imaging lab and conducted a training with the faculty/staff before handing over the spaces. This project will be left open until the final piece of equipment arrives in late 2022. The equipment does not prevent the spaces from being used but will allow for more functionality when installed. During the next review period, IS should be able to close the project.

#### **P393 – CARES Funds for Classrooms**

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. During this review period, work on these spaces was paused as resources were directed to other, higher-priority projects.

#### **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 test data was loaded into the system and each campus tested feature and functionality. The reporting system was also demonstrated and tested. UMKC has a planned go-live date in August of 2022.

#### **P404 – 12twenty Implementation**

12twenty is a product that allows Career Services and other groups to interact with and track students, employers, etc. This project will implement 12twenty with Career Services and will bring on Bloch School and potentially others down the line. During this review period, data integrations continued to be refined, and the team began looking at using the API for data uploads.

#### **P413 – General Services Building 103 AV Upgrade**

Campus Facilities Management would like to upgrade the audio-visual equipment in their conference room. We designed and ordered the needed equipment for this space and are currently waiting for the equipment to arrive.

#### **P414 – TEDU Implementation**

This project is for the implementation of TEDU software for use with Academic Support and Mentoring. TEDU is a tool to facilitate supplemental instruction by creating groups for students, managing interactions between tutors and students, managing documents, and collecting analytics regarding attendance. During this review period, UMKC's data team worked on the data integrations, as well as delivering files to the TEDU team to integrate the software.

#### **P416 – KIVA Upgrade**

This project is to upgrade the A/V in the KIVA auditorium space. During this review period, IS finalized and the project equipment list and submitted an equipment order to AVI-SPL. IS will continue to track the equipment deliveries and during the next review period, IS will coordinate a date for equipment install/programming and a training session for the client.

#### **P418 – AC Conference Room Upgrades**

This project is being used to track multiple A/V system upgrades for the Admin Center conference rooms. During this review period, IS completed the Hyde Park and Provost's conference room install, met with the plaza room contacts to discuss revamping the space with a new A/V system, demoed the telepresence room and added the scope of installing new system in the chancellor's office. During the next review period, IS expects to finalize design for Plaza room and order any additional equipment that may be needed, finish the install in the chancellor's office and complete telepresence install.

#### **P422 – Google Storage**

UM System IT asked all campuses to investigate a new contract for Google services, based on some usage/chargeback changes implemented by Google. The scope of this project is to procure the contract and identify which contract options are appropriate, as well as to determine how to divide costs among campuses for usage. During this review period, a document containing recommendations, questions, and next steps was prepared and shared with the CIOs for feedback. The team also began planning for license allocation.

#### **P423 – Student Union AV Upgrades**

This project is to upgrade both the theatre space and conference room/classroom spaces in the Student Union. The project is broken into two sections as a result. The theatre space calls for a complete upgrade of all theatre equipment. The classroom spaces call for a redesign of screen placements, microphones, monitors, and the addition of cameras and one of the spaces. AV is involved in the upgrade of the classrooms, while SKC has taken on the work of the theatre upgrades.

#### **P424 – UMKC Cloud Storage Review**

The scope of this project is to review current cloud storage offerings to determine use cases, needs, etc., and to make recommendations around which tool(s) are most appropriate for various situations. During this review period, available cloud options were outlined in a document, along with use cases for each option. The document was shared with IS leadership for review.

#### **P426 – Cherry Hall 117 Lab Upgrade**

This computer lab is being upgraded with new computers and some additional desks. IS will be installing some large computer screens at the front of the classroom, AV equipment, and add the additional data

jacks needed. During this review period we installed the needed data jacks and ordered the equipment and are waiting for it to arrive.

#### **P428 – Fine Arts 106 Remodel**

Fine Arts 106 is getting remodeled into a film viewing room. During this review period we met with the department and designed the AV gear and other needed equipment. The contractor should start demolition in the room in July of 2022.

#### **P431 – Scofield 109 AV Upgrades**

The client in Scofield would like to use the unoccupied space in 109 as a meeting and event space. To do this, IS will be installing lights in the main space, installing AV equipment in the main space, and installing data jacks and an AV card in the conference room. During this review period, a design for the space was created and equipment for this project was ordered.

#### **P432 – Camera Replacement and Chargebacks**

At the request of UMKC's CIO, IS was to use some of the remaining EOY funds on replacing cameras across the campus. IS decided that due to supply chain and resource issues it would be best to outsource this work to a contractor, Wachter. IS met with Wachter on three separate occasions to quote replacing 100 cameras across the campus, installing about 20 new cameras with infrastructure around campus for the PD and replacing another 65 cameras across the campus. During the next review period, IS and Wachter will begin to coordinate the pre-work before installation begins and then coordinate a start date for installation when Wachter has received enough equipment.

#### **P433 – RISE System Additions**

Three departments have asked for additional RISE signage in their buildings. During this review period we met with each department and ordered the needed equipment. We are currently waiting on equipment to arrive.

#### **P436 – IS Website Migration**

This project is to migrate the content from the existing IS website into the Cascade platform. This work will require personal from all IS teams to consult on their departments page information, finding or creating usable images, conducting a team review, and performing a successful launch of the site. During this review period, the project team was assembled, and preliminary work on the website redesign began.

### **Individual Project Updates – Development Phase**

#### **P360 – Miller Nichols Library 121 AV Upgrade**

This project is to upgrade the audio-visual gear and provide distance education/learning options in this space. We also brought in CFM to provide a furniture cost estimate. During this review period furniture was purchased and the room is being redesigned based on available budget.

#### **P419 – UMKC Data Warehouse Migration**

The UMKC Data Warehouse license for Oracle is set to expire in September 2022. In preparation for this, and for potentially significant cost increases if/when the contract is renegotiated, the team would like to investigate options for moving the data warehouse to another platform, most likely Oracle Autonomous

Data Warehouse. During this review period, the team continued to identify options and steps required for migration.

#### **P425 – Grant/PAC Classrooms**

Campus Facilities is planning a project to remodel some classrooms in Grant and PAC. IS will be pulling the needed voice and data cables for this project. The construction on this project has started and IS is working on their cost estimate based on the final architectural plans.

#### **P427 – Newcomb Hall Data Center Air Conditioning**

In 2021, the air conditioning unit in the Newcomb Hall data center started to fail. A temporary solution was implemented, but a long-term, reliable solution must be found. This project investigates cooling options and will implement the accepted solution. During this review period, CFM worked with a contractor to design options for the space, and funding pathways were discussed.

#### **P437 – School of Education Networking Upgrade**

The campus has signed a contract with NILE for them to upgrade the wireless and wired network in the School of Education building. During this review period, IS will work to set-up site visits with NILE for them to conduct surveys for the networking upgrade. During the next review period, IS will work to coordinate install dates with the NILE for the upgrade to take place prior to the start of the school semester in August 2022.

### **Individual Project Updates – On Hold**

#### **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 IS team completed Phase I work. The project was then placed on hold pending the next steps from Dr. Brent Never.

#### **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.

#### **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, this project was placed on hold while functional and administrative teams determine how best to proceed.

#### **P375 – Panic Buttons Conversion**

This project involves compiling an inventory of all existing panic buttons on campus, verifying they are still needed, and developing 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.

#### **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 place this project on hold due to ongoing legal issues between Zayo and Show-Me on the use of fiber. During the next review period, we will continue to wait for updates as the fiber vendor work out their legal issues

#### **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, the project was placed on hold while awaiting feedback from campus CIOs on the next steps.

#### **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.

#### **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.

#### **P420 – Law School Signage**

This project is to add informational digital signage to the area just outside of the law school offices. IS met with networking, CFM, and AV to determine options on where and how the screen should be mounted. This project was placed on hold while the Law School discusses other options for signage.

## Project Management - Other/Programs

### **AD, O365, & GSuite Tracking**

A project manager has been assigned to meet with UMKC's Information Services AD team to track work and issues related to Active Directory, Office 365, GSuite, account management, and security related to all of the above.

### **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 projects centered around campus security cameras.

### **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.