

UMKC IS ADVISORY COUNCIL



Tuesday, April 4th, 2023



WELCOME

1

Account / UM-AD Updates

Migration Project, Courtesy Accounts

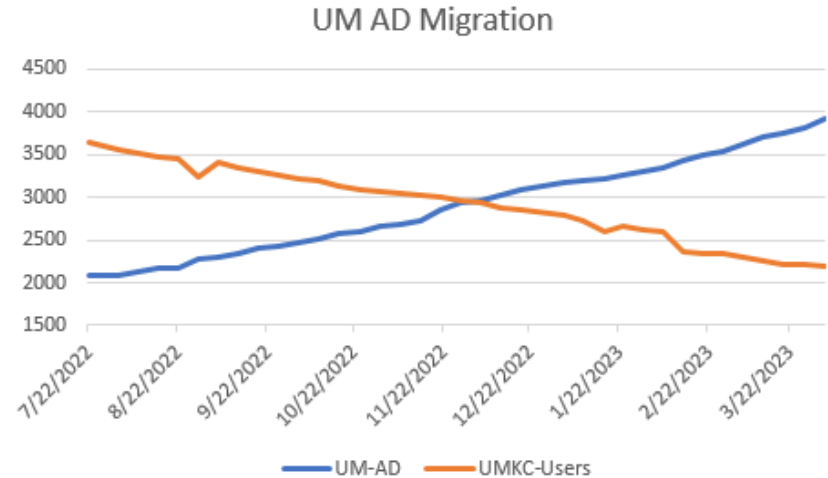
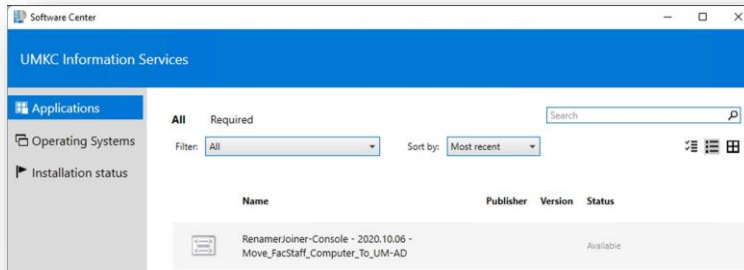




UM-AD Migration

Workstation migration

- All existing workstations MUST reside in UM-AD as of December 31st, 2023
- Self service option available to move objects
- Over 3,900 total workstations moved as of Monday
- Increase of nearly 2,000 workstations in last 6 months





Courtesy Accounts and email

Updates

- Effective 3/22 courtesy accounts will not automatically get a mailbox created
 - Aligns with the other campus practices regarding courtesy accounts
 - Reduces the number of courtesy accounts that need the expensive Microsoft A5 license
 - HR will ask at the time of request if the courtesy account needs a mailbox (Email/Teams/Zoom)
 - If yes, the account will get a job code of 9993 – Courtesy with Email.
 - TSC will manually create a mailbox
 - If not, the account will get a job code of 9996 – Volunteer without Email
 - Important to have the accounts coded correctly in PS for reporting
- **Starting in FY25 all Courtesy accounts that have email will need a Microsoft A5 license**





Courtesy Accounts and email

Campus	Count
UMKC	3,682
HOSPT	1,290
MU	3,558
UMSL	1,446
MST	465
UM	63

Usage

- Total number of courtesy accounts has dropped from 4,400 to 3,600 since October
- Over 2,000 accounts have never logged into any UMKC resources

Cleanup Process

- Working with HR and individual departments to clean up accounts on a 1-1 basis
- Cleanup options include
 - Deleting courtesy account
 - Updating courtesy account to no longer have email, will continue to have access to other UMKC resources (computers, printers, shared files) – Job Code 9996
 - Keep the courtesy account with email – Job Code 9993
- Working with UM IdM Team to remove mailboxes on 2,159 accounts that have not logged into their mailbox in at least 13 months.
 - Users will be notified prior to this removal. Can recover mailbox for 30 days

2

Productivity Tools

Cloud Storage, Software, and Website





Software Updates

Ticketing System Review

- UM System is reviewing ticketing options to replace Cherwell
- Better user interface for both F/S and technicians is high priority
- Easier to find and submit requests
- Product selection this summer and procurement by end of year

UM Application Tracker

- Phase one tracked custom apps, enterprise apps, and integrations
- Phase two adds desktop apps and Faculty Staff visibility into all approved apps



Software Updates



Reporting Platform

- UM System retiring Tableau and Cognos
- Future reporting platform is Power BI
- All Faculty/Staff have Power BI license
- Better data visualizations
- Real time manipulation of data

Kuali Build – Coming Fy24

- Designed for Higher Education
- Multiple campus use – UMKC, Columbia, and UMSL
- Drag and Drop Online Form Creation
- Automate Departmental Workflows
- Digital Signature Approvals
- More info: <https://www.kuali.co/build/home>
- For a demo contact Nathan Horn





Cloud Storage

Box

- Box remains standard for UMKC
- Current Box usage (~175TB) is very high

OneDrive

- OneDrive, included as part of Microsoft 365
- Integration with Windows and Teams
- Easy sharing and collaboration
- 5TB quota per user
- Will become the standard in next 1-2 years

Google Drive

- Google is charging based on storage consumption
- Default quota is 5GB per user
- Creation of shared drives is now limited to request only
- All Campuses are trying to limit usage





Website update

IS Website - www.umkc.edu/is

- Information Services website getting a complete re-design
- Focus on simplicity and services provided
- Leveraging Cascade CMS to align with campus layout/branding
- Launched last Friday!**

The screenshot displays the UMKC Information Services website. The header is blue with the UMKC logo and the text 'UMKC Information Services'. Below the header is a navigation menu with links for 'IS Home', 'Technology Resources', 'About Us', 'Policies & Reports', and 'Contact Us'. The main content area is titled 'Technology Resources' and features a grid of service cards. On the right side, there are filters for 'Audience' and 'Category'. The service cards include:

- Adobe Creative Cloud**: UMKC offers various means to access Adobe Creative Cloud.
- Cadence (SMS Texting)**: Cadence allows two-way SMS text communication with students.
- Classroom Technology**: Ideal Learning Environment (ILE) classroom technology.
- Cloud Computing**: Google Cloud Platform (GCP) and Amazon Web Services (AWS) for academics and research.
- Computer Lab Hours and Locations**: There are many computer labs on the Volker and Hospital Hill.
- Databases**: UMKC offered databases including Microsoft SQL, MySQL, FileMaker and Oracle.
- Digital Signage**: A platform for departments to manage visual communications.
- DocuSign**: DocuSign is the way to send, sign, and approve documents anytime from anywhere.

Audience

- Faculty and staff
- Students

Category

- Accounts and Access
- Communication Services
- Email and Calendar
- Hardware Purchase and Maintenance

3

IT Updates





DSAS / Data Warehouse

DSAS Team is now under IS, Information Access team

- Lead by Nathan Horn & Andy Goodenow
- Working closely with IR team & Campus Leadership

Data Request process is changing

- Requests must come from authorized users
- New data request web portal coming soon
- Request and Support ticketing system moving to the cloud
- Streamlining/modernizing process

Current and New Reports

- Still making changes to existing Cognos reports
- Migrating to Power BI
- Engaging with UM System and consultants



All UM System researchers can receive a discount on services (approx. 3-5%), access to a Data Egress Waiver, and compliance for sensitive and confidential data that is regulated by laws such as HIPAA.

Additionally, UM System provides the following cloud support services:

- Project registration to link billing to a UM System MOCODE
- Access via shared VPC to a secure VPN tunnel to local campus resources
- Basic troubleshooting and identity management for GCP services
- Cost control consultation to balance performance and price
- Design consultation of Compute engine, Storage buckets, VPC networking, and project security
- Researcher-managed backup storage (RMBS) leveraging low-cost archival Google Cloud storage tiers, accessible via SFTP/rsync



Google Cloud

Support Provided By IS Foundation Services

Email gcpsupport@umkc.edu to get started!

<https://umkc.edu/is/resources/cloud-computing.html>

Workstation Replacement Program

Workstation Replacement Program

- 605 workstations have been placed and arrived
- 405 have been installed, 200 left to go

Research Workstation Replacement Program

- First year IS offering funding to replace research workstations
- Goal is to replace 50 workstations with \$1500 IS Stipend
- Program running through 4/12
- Eligibility determined by number of research workstations from each unit divided by total campus research

WRP Home | Current Offerings | Place Orders | Approve Orders | Review Orders | Full Inventory

Department: Computer Status Color Legend:
User Eligible: Computer has been eligible in the past but was not replaced. Replacement is p
User Type: Computer meets eligibility requirements for the first time this year. Suggested
Specific User:
Specific Computer:

Select all computers in filter to Order Now

Replace	Computer	Primary User	Model	Serial
<input type="checkbox"/>	FY21 KC-ISSS-1AZGG7D	unknown	iMac16,2	D25QW1AZGG7D
<input type="checkbox"/>	FY22 KC-ISSS-D9MY282	Bissen, Michael S.	OptiPlex 5040	D9MY282
<input type="checkbox"/>	FY22 KC-TEST-3WL1382	Johannesen (admin), Jamie D.	OptiPlex 5040	3WL1382
<input type="checkbox"/>	FY22 KC-TEST-3WNZ282	Morgan, Serra	OptiPlex 5040	3WNZ282
<input type="checkbox"/>	FY22 KC-TEST-3WRT282	Nedblake, Dennis	OptiPlex 5040	3WRT282
<input type="checkbox"/>	FY22 KC-ISSS-5T39XG2	Pate, Kyle	OptiPlex 7040	5T39XG2





Windows 11 / Mac OS



Windows 11 22H2 is now the default Operating System

- Currently running on 1,067 computers, up from 100 6 months ago.
- No application compatibility issues found so far

Computer Labs / ILE Classrooms

- Migrate to Windows 11 during the summer intersession

Windows 10

- Will remain on older workstations due to hardware age
- Goes out of support in 2025

Mac OS Ventura

- Default OS on Apple computers
- 215 installed currently, 332 left to upgrade

Computer Labs

- Migrate to Ventura during the summer intersession





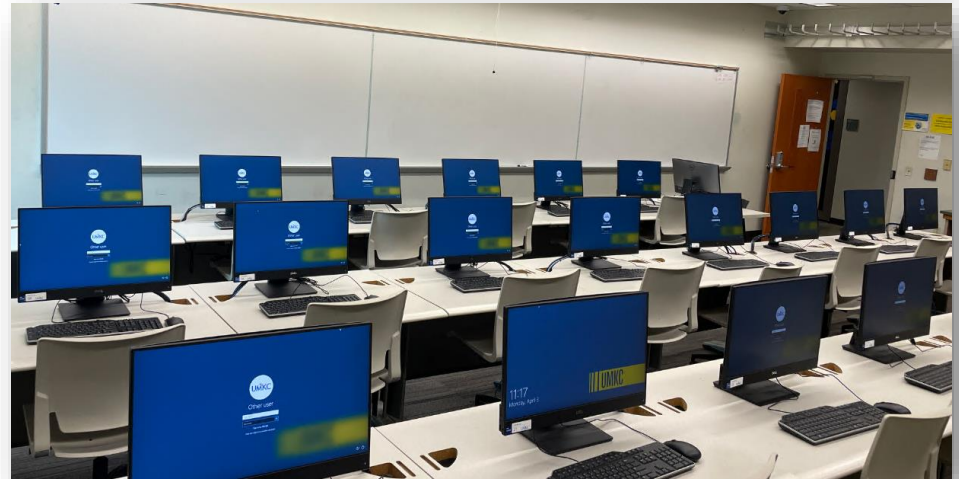
Computer Labs

Completed Lab Upgrades

- Physics 246/247, 20 computers, January 9th
- Biology 433, 2 computers, January 17th
- Athletics Lab, 17 computers, February 27th
- SSE 462, 22 computers, March 27th
- SSE 364, 20 computers, March 28th
- SSE 302, 12 computers, March 28th
- 35 ILE computers this calendar year

Upcoming Lab Upgrades

- MNL 2nd Floor, 48 computers, Summer
- Student Union 210, 18 computers, Summer





Campus Technology

Supply chain issues ongoing – Still impacting many projects

Projects Recently Completed

- RISE Signage upgrades
- GSB 103 AV upgrades
- KIVA AV upgrades
- 4825 Troost 201 Classroom upgrades

Projects underway – pending completion

- MNL 121 AV upgrades - pending equipment
- Bloch Heritage Hall renovations – installing now
- CAREs Classroom -Ed 115, & 118 – install July 23
- AC Plaza outlets and shades – in design
- Student Union AV Upgrades – install May 23
- Fine Arts 106 Classroom upgrades - pending equipment
- Newcomb Faculty Lounge - pending equipment
- Scofield hall 109 AV upgrades - pending equipment
- Pharmacy at MU – in design





Security Projects

Security Camera Replacement Project

- Upgrading/adding security cameras across the UMKC campus.
- Replacing and configuring cameras throughout Spring 2023
- 65% Complete
- 114 of 176 cameras installed

CBORD Gold 8 Upgrade

- Upgrading from CBORD 7
- Current database is EOL
- Upgrade scheduled for May 22-23
- Communication planning underway





Business Development Projects

Starfish Analytics

- A student success solution that uses data, analytics, and intervention management.
- Currently working through a cohort implementation with the vendor. Expect to have this in place in mid-2023.

Advance CRM / Ellucian Web

- Migration from on-premises donor management software to a cloud-based version.
- All four UM System campuses have cut over to the new system as of February 2023
- Currently working with vendor on PeopleSoft modifications. Expect these to be complete by mid-2023

12twenty

- New software for Career Services to track student employment after graduation.
- The implementation is currently underway, with plans to have it fully automated via API integration in Spring 2023.

NMTM P2P/CRM Upgrade

- Upgrade of payment processing & financial system for the National Museum of Toys / Miniatures
- A phased approach to purchase and deploy the various solution components
- QuickBooks Online upgrade is complete
- Upgrade and migration to Clover POS expected to complete in Spring 2023





Networking Update – 1

Building Network Lifecycle Upgrades

New hardware includes Multigigabit desktop connections & high Power-over-Ethernet up to 60 watts.

- Dental School - New network switches installed - Planning fiber upgrades to support 25G switch uplinks.
- Medical School - Planning for new network switches in all telecom rooms

MoreNet Fiber Path Upgrade to Campus

Improve off-campus network resiliency with new direct fiber path from Hospital Hill to MOREnet's network.

- Currently two fiber paths from downtown to Volker campus. Plan to intercept fiber near MED to create two new direct paths.
 - 1102 Grand to School of Medicine
 - School of Medicine to Volker campus @ Newcomb Hall
- Fiber splice locations identified - waiting for cost estimates from fiber carrier.

Campus Phone System Voice Carrier Upgrades

Increasing campus phone system resiliency by adding a second carrier connection and migrating existing uplink to diverse fiber connections

- New fiber circuit installed in Admin Center Data Center
- Upgraded from copper to fiber in Newcomb Hall Data Center - carrier router installation scheduled.





Networking Update – 2

Google Fiber 20G – Early Field Testing in Flarsheim/Plaster

Working with Google Fiber to test 20 Gig fiber service in Kansas City

- Google 20G router installed on private network in Flarsheim/Plaster
- Working with researchers and labs to identify desired connections to Google

Nile Network Expansion – Manheim, Royall, Hagg Hall

Managed Network-as-a-Service to improve wireless coverage and network security.

- Wireless site survey and cabling walk-through completed
- Received cabling upgrade quote from contractor
- Developing plan - Manheim expected to start mid April followed by Royall and Hagg

Flarsheim and Biology / Chemistry Telecom Room UPS/Generator Power Upgrades

Installing a new centralized 30Kva UPS with generator power backup for building telecom rooms.

- Flarsheim Hall / Plaster
 - Vertiv 30Kva UPS powering FH 145 and all Plaster telecom rooms
 - Developing plans to add remaining Flarsheim telecom rooms
- Biology & Chemistry
 - CFM scheduled to install Vertiv 30Kva UPS in Biology Rm. 44 week of April 10th





Networking Update – 3

Plaster Server Room Fire Suppression

Project to install a gaseous fire extinguishing system in Plaster server room

- System designed and construction contract has been awarded
- On-site work to begin soon

UPN/UMKC Networking Agreement

UMKC to allow UPN to use existing fiber conduits to cross campus in exchange for a 100Mb Internet connection for testing / guest wireless Internet.

- Allows access to future UPN services with dedicated UPN router on campus
- Developing plans and reviewing contract, expected to be complete in May





Technology Support Center – Moved!

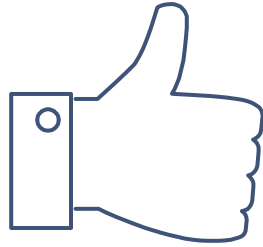
Primary location of the TSC is now located at:

- Cherry Street Garage
- 5009 Oak Street
- KCMO 64110

Providing walk in support to Students, Faculty,
and Staff Monday – Friday, 8:00 – 4:30

Stop by and visit!





THANKS!

Any questions?