

2024 Information Services One and Three Year Goals

Foundation Services

One Year Goals

1. Complete Active Directory (AD) group and server migration to UMAD domain (1 year)
2. Implement fully consistent InCommon-federated Shibboleth SSO authentication for all NextGenBMI AWS login portals (1 year)

Three Year Goals

1. Retire legacy UMKC domain (3 years)
2. Migrate Box data to OneDrive (3 years)

Information Access

One Year Goals

1. Migrate all DSAS ColdFusion Apps back to UMKC from UMSL (1 year)
2. Work through API integration backlog (1 year)
 - a. Consolidate all API and data integration data sources to one server and optimize (1 year)
3. Work through Custom Application improvements backlog (1 year)
4. Migrate at least the top fifteen most used Cognos reports to Power BI (1 year)
5. Provide multiple dataflows in Power BI for self-service data requests (1 year)

Three Year Goals

1. Have over one hundred functional users leveraging Power BI in self-service capacity for one time and ongoing data needs (3 years)
2. Implement and leverage Data Catalog internally in IS and externally across campus for data knowledge and onboarding (3 years)
3. Point all API, data integrations and custom applications at one data source (3 years)
4. Move Data Warehouse reporting data completely from Oracle to Azure for use in reports and dashboards (3 years)
5. Migrate all Cognos Reports to Power BI (3 years)

Information Security

One Year Goals

1. Move DNS servers to a cloud based provider (CloudFlare, Azure, AWS, GCP, etc.) (1 year)
2. Formalize Denial of Service (DDoS) response steps with networking and other departments, in relation to MOREnet assistance. (1 year)

Three Year Goals

1. Hand off desktop support tasks for departments we previously directly supported. (1-2 years)
2. Implement central management server for Palo Alto devices and central logging. (1-2 years)

Network Architecture

Wired Network

One Year Goals

1. Move remaining Active Directory, DHCP/DNS services to Infoblox (1 year)
2. Replace Internal Data Center Firewalls (1 year)
3. Migrate Hospital Hill fiber (1 year)
4. Upgrade UCS Server Blades – Network Architecture VM Hosting (1 year)

Three Year Goals

1. Move additional buildings to a centralized UPS model with generator power (1-3 years)
2. Expand Cisco DNA Center use for Building Network Deployments (3 years)
3. Replace and expand Cisco Identity Services Engine (ISE) nodes/Virtual Machines (3 years)
4. Newcomb Hall Data Center UPS replacement (3 years)
5. Remove all Cisco 3560 and 3750 series switches with 3850's or better (3 years)

Wireless Network

One Year Goals

1. Migrate from Cisco Prime to Cisco DNA Center (1 year)
2. Replace three hundred Oak Hall APs(1 year)
3. Migrate compatible Access Points (APs) to Cisco 9800 wireless controller (1 year)
4. Replace all 3700 series APs with newer versions (1 year)

Three Year Goals

1. Redesign wireless core network to Edge Firewall (1-2 years)
2. Implement Cisco UDN to replace SafeConnect and UMKC Media Wi-Fi network (1-2 years)
3. Replace 150, 1810 series Johnson Hall APs to 9100 series (FY25)
4. Increase Wireless Access Point counts across campus, including outdoor spaces (3 years)
5. Cisco DNA Center (DNAC) integration for Software Defined Networking (SDN) (3 years)

Voice Network

One Year Goals

1. Upgrade voice servers to latest version - CUCM, CER, CUC= v14/15; UCCX=12.5 (1 year)
2. Upgrade Verint call recording server to v9.8 (1 year)
3. Automate SIP trunk failover (1 year)
4. Replace analog voice gateways with Cisco VG450s
5. Migrate contact center to Cloud Hosted Service (1 year)

Three Year Goals

1. Move campus Voice Over IP (VoIP) systems to Cloud Hosted model - CUCM, CER, CUC, Verint (1-2 years)
2. Integrate voice into MS Teams client (1-2 years)
3. Enable SMS messaging from campus phone #s (1-2 years)
4. Replace 7900 series VoIP desk phones with newer models or softphone clients (3 years)
5. Move campus fax machines to eFax service (3 years)
6. E911 service upgrades (3 years)

Support Services

Tech Support Center

One Year Goals

1. Complete Workstation Migration to UMAC. (1 year)
2. Migrate all of Support Services data from Box and N: drive to OneDrive. (1 year)
3. Increase student engagement at Cherry Street Garage by creating promotional material to distribute throughout campus, including digital advertising, prominent posters and signs, informative flyers, and other methods. (1 year)

Three Year Goals

1. Migrate campus from Box to OneDrive (part of a larger IS goal as this will require multiple departments to complete): create communications plan to increase end-user buy in, develop training materials, develop migration process, monitor progress through reports and metrics. (3 years)

Procurement Team

One Year Goals

1. Create new process and online form to initiate procurement requests and streamline associated procedures using Jira or Team Dynamics. (1 year)

Enterprise Support

One Year Goals

1. Provide a more efficient and intuitive ticketing system by implementing Team Dynamics and increase technical support options by implementing AI conversational chat functionality. (1 year)

Three Year Goals

1. Leverage cloud-based technology to increase ability to support a wide variety of devices by setting up InTune co-management as an extension to SCCM's device management capabilities. This will also prepare us for the possibility of Microsoft moving SCCM and Group Policy functionality into InTune. (3 years)

Computer Labs

Three Year Goals

1. Create innovative computer lab environments that serve a variety of student expectations and desires: as computer labs go out of warranty, analyze usage data to determine if the number of machines can be reduced, making room for alternate models of computer use support, including traditional clusters of computers, collaborative workspaces, laptop docking stations, kiosks, and configurable workspaces that can be created by providing moveable furniture. (3 years)

Technology Management Services

TMS All

One Year Goals

1. Develop a new common work/project/task management plan in Teams for all TMS units (1 year)

Three Year Goals

1. Migrate all Unit data off Box and Onto OneDrive or UMKC Network stores as appropriate (2 years)

Classroom Technology

One Year Goals

1. Work through current project backlog (1 year)
2. Address current space changes/issues (1 year)
3. Secure necessary training to enable self-performing permit-related work (1 year)
4. Develop an equipment spending plan where we focus on old ILE/AV systems as well as new (1 year)

Three Year Goals

1. Secure recurring equipment lifecycle program for ILE/AV systems annually (3 years)
2. Develop AV/ILE staff towards standard skillsets for ILE/AV installation and support (3 years)

Infrastructure Services

One Year Goals

1. Work through current project backlog (1 year)
2. Secure necessary training to enable self-performing permit-related work (1 year)

Three Year Goals

1. Document all UMKC outside plant (underground and aerial) using new GIS tools (2 years)
2. Secure recurring Infrastructure funding to refresh 1 UMKC building with new network cabling each year (3 years)

Project Management

One Year Goals

1. Partner with TMS Units to develop a new common work/project/task management plan in Teams for all TMS units (1 year)
2. Develop and implement client feedback surveys for PM work (1 year)
3. Complete Agile training for PM groups (1 year)

Campus Operators

One Year Goals

1. Work with Student Services groups each semester to ensure we have the best contact information for commonly requested support services/teams. (1 year)

Technology Consulting Services

One Year Goals

1. Expand the adoption of Kuali across the university to streamline workflows and reduce the burden and risks of our current pdf forms. To include adding Kuali to the IS service catalog and accepting open requests. (1 year)
2. Explore advancements in AI to identify potential benefits to UMKC. (1 year)
3. Expand the team size to achieve these goals within a reasonable timeframe. (1 year)

Three Year Goals

4. Refine the process for client and project intake. (3 years)
5. Look beyond pdfs to face other antiquated systems and processes. Printing, faxing, etc. (3 years)

6. Establish proactive client engagement practices to seek new opportunities or problems to solve.
(3 years)