January – June 2021

Accomplishments Report
Information Services

Contents

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 2021.

During the first six months of 2021 period all faculty, staff, and resource mailboxes were migrated from on-premises Exchange to Microsoft 365. This wrapped up a yearlong project to migrate over 50,000 mailboxes across UM System.

IS coordinated the purchase of over $2.7M of IT hardware and software. This is an increase of 15.5% compared the same timeframe last year.

Technology Management Services (TMS) readjusted planned schedules to reconfigure multiple classroom spaces on campus. The team supports over 350 ILE/AV systems including classrooms, conference rooms, performance spaces, collaboration spaces, teaching labs, and signage systems. TMS partnered with Faculty Affairs, Registrar's office, and CFM to identify classroom spaces for fall, and which non-classrooms spaces need to be renovated to support classes. CARES funding resulted in double digit spaces being renovated before the start of the FY22 academic year.

Networking and Security were involved in several behind-the-scenes. Networking installed hundreds of replacement Wi-Fi access points to increase coverage and speed for campus users. Security in conjunction with the other UM System launched a combined Security Operations Center to deal with real-time phishing campaigns, hacks and security threats targeted at our network, staff, faculty and students.

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 address the needs of faculty, staff and students. These meetings also give us an opportunity 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
- Assisted Faculty and Staff with the return to campus, this included helping with getting workstations, monitors, and printers connected.
- Update all inventory for Linux systems in the School of Computing and Engineering. We have been using SLEDS since early 2019 but needed to figure out what machines we have that were deployed through that system.
- Install 6 computer systems for the Maker's Space in the Robert W. Plaster Free Enterprise and Research Center.
- Helped get equipment ready for the Consortium for Computing Sciences in Colleges Conference that was being held virtually at the University.
- Helped ensure the CCSC Central Plains Programming contest, which was held remotely this year, was successful. This included the setup and configuration of a local PC^2 server, which was accessed remotely by all the programming contestants and judges.

Custom Services
- Departmental Computer Lab Support
    - Provided specialized hardware and software support for 194lab computers. This included systems located in SCE 364, 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 117 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
- Server Administration
    - Provided management for SCE's Tux server

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
- Worked with multiple campus departments to setup and install new workstations for the Roo Advising department.
- Installed new computers for all 5 Life Coaches located in Cherry Hall, Scofield Hall, and Flarsheim Hall.
- Worked with the Department of Architecture, Urban Planning and Design to get an inventory of the current lab machines to assist with lifecycle replacement.
- Converted the Department of Earth and Environmental Services from using ArcGIS Desktop to ArcGIS Pro due to Desktop going End of Life. This involved the providing of student accounts for all enrolled students in this curriculum.
- Assisted Faculty and Staff with the return to campus. This included helping with getting workstations, monitors, and printers connected.

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

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 Law projects. We also provided many Custom IT Services for advanced support. These include:

Projects
- Completed Robot Shelving project, which added 590 new shelves to the Robot storage unit.
- Provided input for System wide initiative to replace the catalog system used by all libraries in UM System
- Assisted Faculty and Staff with the return to campus, this included helping with getting workstations, monitors, and printers connected.

Custom Services
- Departmental Computer Lab Support
  - Provided specialized hardware and software support for 7 computer lab environments with a total of 108 PCs and 21 different software applications located in the MNL building
- Web & Application Development
  - Provided dedicated staff to support Library software programming and development efforts.
- Specialized Applications & Systems
  - Provided specialized application support for BSCAN, BookEye, Iliad, Sierra Desktop, OCLC Connexion, and KIK Scanners
- Digital Signage
  - Provided campus RISE digital signage support services for 2 signage displays IN the MNL building
  - Provided specialized maintenance & support for PPT digital signage at MNL Library Robot Café TV (MNL) first floor-
- Robot Support
  - Provided support to configure and deploy client software on specific computers, support for ASRS-related computing and networking problems, ensured proper security is in place, and liaised with contracted vendor and CFM on hardware issues
- Mobile Device Checkout
  - Provided consultation and installation for iOS and Android devices, AirWatch (security system) setup/configuration, custom configuration/support for iPads, ongoing configuration/maintenance
- Desktop & Application Support
  - Provided desktop, application support, and configuration for EZ Proxy

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
- Assisted SBC advisors with their transition to Roo Advising team
- Assisted multiple research labs with migrating equipment from Windows XP to Windows 10
- Updated room calendaring to provide access to delegates within SBC for ongoing upkeep
- Assisted Faculty and Staff with the return to campus. This included helping with getting workstations, monitors, and printers connected.

Custom Services
- Research Computing Support - SBS
  - Provided Support Services Support for 11 Research Labs with specified equipment. Support included 88 total research computers.
  - Provided Support Services Support for 100 MNL ILC computing systems
- Departmental Computer Lab Support - SBS

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

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

Projects
- Bloch Heritage Hall Renovation
    - Assisted faculty and staff move equipment out of BHH by 02/28/21 deadline.
    - Removed lab equipment to storage; moved outdated equipment to surplus.
    - Moved four large MFD devices from Bloch Heritage to Bloch Executive building.
- 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.
- Replaced computers and devices for faculty/ staff that were part of the yearly Workstation Replacement Program.
- Worked with Bloch Faculty and Staff to identify, procure, and configure many software applications.
- Provided technical support for Bloch's Professional MBA program, which consists of multiple methods of teaching, both in person and online.
- Supported Dean Klaas' podcasting project with non-umkc people.
- Information Services worked closely with Bloch and SKC communications to design and deploy two Roo-Flex classrooms in Bloch Executive Hall.
- Information Services worked to remove, salvage, and/or surplus equipment from Bloch Heritage Hall before its renovation.

- Worked closely with Bloch's leadership in the set-up and use of the Zencastr podcasting software.
- worked closely with Bloch to ensure they were equipped for a return to full classroom capacity
- Continued to work closely with Bloch on the PMBA program.
- Facilitated a projector lamp cost reduction plan on behalf of Bloch.
- Partnered with Bloch and related groups for all of Bloch's signage displays.

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

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
- Assisted with the migration from MediaSite Video Platform to the UM System instance of Panopto. Not only will this provide a more standardized video storage solution, but it will reduce expenditures for the School of Law.
- The Law School Admission Council is getting the onboarding process started to transition from ACES to Unite for Law School Admissions.
- Assisted Faculty and Staff with the return to campus. This included helping with getting workstations, monitors, and printers connected.
- Supported Online Exams using ILG360 and other technologies.
- Trained new technicians to take the lead on support for the School of Law's technology and support needs.

Custom Services
- AV/Classroom/Event Support
  - Provided dedicated staff to provide daily onsite support for all standard AV/Classroom and Event spaces
- Departmental Computer Lab Support
  - Provided specialized hardware and software support for 8 lab computers located in a computer lab in Law.
- Specialized Software Applications
  - Provided specialized application support for Law's MediaSite cloud hosted solution
- Specialized Software Applications
  - Provided specialized testing support for ILG360
- Custom AV/Classroom/Event Support
  - 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
- Specialized Software Applications
  - Provided specialized application support for Law's BookEye scanner, related software, and the 12Twenty application
- Digital Signage
  - Provided campus RISE digital signage support services for 2 signage systems in the Law building

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
- Assisted Faculty and Staff with the return to campus. This included helping with getting workstations, monitors, and printers connected.
- The School of Nursing started the process to get an estimate for the use CAE to replace the Laerdal SimView Simulation System.
- IS met with the SoNHS administration to review the services portfolio and consider adjustments for the following fiscal year.
- Continued testing and faculty orientation with new distance education ILE equipment in HSB 4301.
- Finalizing of design and beginning installation of CAE LearningSpace servers in the HSB Simulation Center, and coordinating installation with vendors, in collaboration with School of Medicine and School of Nursing.
- Providing weekly room equipment checks and technology support, including batteries for microphones and wireless equipment, and other classroom supplies.
- Assistance in nonstandard environments as needed, including on-call technical support for the 4th floor Dispensing & Simulation lab.
- Assistance reporting facilities issues in classrooms and building spaces.
- Providing liaison assistance with UMKC online to faculty for the support of online teaching tools and upcoming transitions to UM System Online
-

Custom Services
- ILE/AV/Classroom & Lab Support
  - Provided dedicated staff to provide daily onsite support for all standard ILE/AV/Classroom and Lab spaces within the HSB building.
- Specialized Software & Systems
  - Provided software and system support for testing and Examsoft activities
- Research Computing Support
  - Provided Support Services Support for 57 computers with specialized equipment
- Laerdal SimView Support
  - Provided support for a SimView AV systems and related recording session

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
- Assisted Faculty and Staff with the return to campus. This included helping with getting workstations, monitors, and printers connected.
- IS met with SoP administration to the review services portfolio and consider adjustments for the following fiscal year.
- Prep, install, and 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.
- Finalizing of design and beginning installation of CAE LearningSpace servers in the HSB Simulation Center, and coordinating installation with vendors, in collaboration with School of Medicine and School of Nursing.
- 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.
- Assistance reporting facilities issues in classrooms and building spaces.
- Providing liaison assistance with UMKC online to faculty for the support of online teaching tools and the upcoming transition to UM System Online.

Custom Services
- Departmental Computer Lab Support
    - Provided specialized hardware and software support HSB 3309 50 set Computer Lab
- ILE/AV/Classroom & Lab Support
    - Provided dedicated staff to provide daily onsite support for all standard ILE/AV/Classroom and Lab spaces within the HSB building.
- Laerdal SimView AV Support
    - Provided support for a SimView AV systems and related recording sessions
- Laerdal SimView Desktop Support
    - Provided support for all SimView PC and Server systems
- Specialized Software & Systems
    - Provided software and system support for the Collaborative (Formally ATTC)
- KbPort Support
    - Provided AV system support for KbPort/Gaumard manikin systems
- Specialized Software & Systems
    - Provided system support for KbPort/Gaumard manikin and cadaver systems

Conservatory

IS continues to work with the conservatory to support their 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
- Provided support for faculty and staff with hardware/ software needs who came back to campus from remote work in preparation for the Spring and Summer semester.

- Completed the conversion of the Conservatory's room scheduling process from using Public Folders/ Shared Calendars to the new method of scheduling rooms through specific resource accounts or Ad Astra, where appropriate.
- Replaced computers and devices for faculty/ staff that were part of the yearly Workstation Replacement Program.
- Assisted Faculty and Staff with the return to campus. This included helping with getting workstations, monitors, and printers connected.

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 PPT digital signage systems including 4 PCs and displays 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 their IT needs. We also provided many Custom IT Services for advanced support. These include:

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
- Desktop & Application Support (CCAS)
  - Provided desktop and application support for unit Titanium PCs, application, and relates security
- Departmental Computer Lab Support
  - Provided specialized hardware and software support for 20 computers in the SoE 109 computer lab

- Digital Signage
  - Provided campus RISE digital signage support services for 1 signage system in the Education building

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 mgmt.., and regular security scans of relates 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
- Worked with TMM to identify, procure, and configure many software applications.
- Provided additional training to TMM faculty and staff on how to use Box, cloud storage, and remote connection applications.
- Supported/ updated RiseVison digital signage
- Replaced computers and devices for faculty/ staff that were part of the yearly Workstation Replacement Program.

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
- Coordinate technology for Spring Pledge Drive while staff taking calls remotely
- Install new receivers for use with satellite uplink
- Source and configure technology to allow remote monitoring and control of booth equipment for staff working from home
- Began process of ordering new equipment to replace and upgrade DAD servers

- Assisted Faculty and Staff with the return to campus. This included helping with getting workstations, monitors, and printers connected.

Administrative Affairs & Student Affairs

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

Projects
- Assisted Faculty and Staff with the return to campus. This included helping with getting workstations, monitors, and printers connected.
- AC Moves
- Moved the Office of Graduate Studies from Administration Building to Atterbury 120.
- Ordered equipment for the new UMKC Transfer Student and Adult Learner Center.
- Completed testing to make sure the Windows 20H2 update will not cause any problems with the Honeywell systems that run the Climate Control for the campus. After successful testing the computers where upgraded.
- Setup network printers that can be used to support the statistical output needs for the Basketball season. Due to COVID 19 they need to print the stats for both teams during timeouts to be contactless in delivery.
- Provided support for executives and staff with hardware/ software needs who came back to campus from remote work in preparation for the Spring and Summer semesters.
- Worked with Executives and Staff to identify, procure, and configure many hardware upgrades and software applications.
- Aided multiple office moves for Admissions, Human Resources, Financial Aid, and the Chancellor's office by moving technology to new locales in the AC and across campus.
- Provided direct support for UMKC Chancellor's Zoom Webinars
- **COVID-19 –** Transitioned from in-person to remote support
  - Increased the hours of support from 8 hours to 12 hours.
    - Added weekend and chat support as needed to support the transition to remote work and the beginning of the Spring semester.
  - Updated permissions and access updated on all TSC tech accounts.
  - Continued training techs on multiple software and policies for remote support.
  - Supported users who work off-campus during COVID-19 by preparing equipment for home use and offering increased remote software support.

Information Services – Departmental Updates

Support Services

Exchange Online Migration

During this period all faculty, staff, and resource mailboxes were migrated from on-premises Exchange to Microsoft 365. This wrapped up a yearlong project to migrate over 50,000 mailboxes across UM System.

As part of this multiple communications were developed, including updating of several support webpages so Faculty and Staff had updated information.

In addition, support requests for the email migration and O365 in general accounted for about 15% of our total volume during this period.

Technology Accommodations

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

This equipment included 37 laptops, 1 mobile hotspot, and 1 USB internet adapter deployed by TSC staff from 4825 Troost. All mobile hotspot data plans ended in May and all technology accommodation lending ended at the end of FY 21 with the Chancellor's July 4th Return to Campus initiative.

UM-AD Migration / Project

The UM-AD Migration project continues with the next phase to migrate over 6,000 workstations from the UMKC-Users domain to the newly created UM-AD domain. This will be done unit by unit to ensure minimal downtime.

Office 365 / Project

- Worked with other campuses to develop documentation and policies around the use of O365.
- Updated webpage as new applications and programs became available.
- Assisted Faculty and Staff with how to take advantage of O365.

Re-aligning IT Services Agreements / Project

During this period IS reviewed all custom services for Academic Units across campus.   This included individual meetings with each Unit to review their current services and identify any new services or gaps in services.

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

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

Cherwell

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. Over the past 6 months we have implemented a new method for reporting incidents and service requests by ingesting emails sent to the techsupportcenter@umkc.edu mailbox directly into Cherwell. This new method has been used to report over **1600** incidents and service requests.

Over this period an upgrade to Cherwell 10.x was planned and tested. The actual upgrade went live in July 2021.

Workstation Replacement Program

The FY21 WRP cycle was still a challenge with so many departments continuing to work remotely, but IS staff were able to make faster progress than in the previous WRP cycle. There were 322 WRP computers ordered for FY21, with 267 to be deployed by the TSC. 172 of the 267 deployments were completed this period.

Windows 10

Windows 10 continues to be the standard operation system for UMKC. During this period, we updated and standardized on Windows 10 20H2 to ensure Students, Faculty, and Staff had access to the most recent software. During the next period we will start researching Windows 11.

Mac OS

The Mac Admin Team tested, developed, and deployed new management policies to provide support for the new Apple Silicon chipset line of Mac OS devices. This work allows UMKC departments to use the latest Apple hardware in our management environment.

The Mac Admin Team also created a new thin image for Mac OS 11 Big Sur, which required thorough development and testing to allow UMKC managed devices to upgrade to the latest version of Mac OS.

The JAMF Pro server licensing was updated to allow for up to 50 iOS devices to be managed by JAMF. This will allow for the eventual migration of iOS devices from the AirWatch device management platform to the JAMF management platform. 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 2021, IS Support Services saw a reduced number of requests compared to previous years. With fewer departments working on campus, and with fewer large system initiatives, phone and email requests were less frequent. The total number of requests for this period was 13,028,

which is closer to 2019 levels. The most requested areas for support were related to Office 365 and Multi-Factor Authentication.

Tickets by Category

Category
- Automated Ticket
- O365 and G-Suite
- Computer
- Help!
- Software
- Exchange
- Secure Authentication T...
- Account
- O365
- Migrate to M365
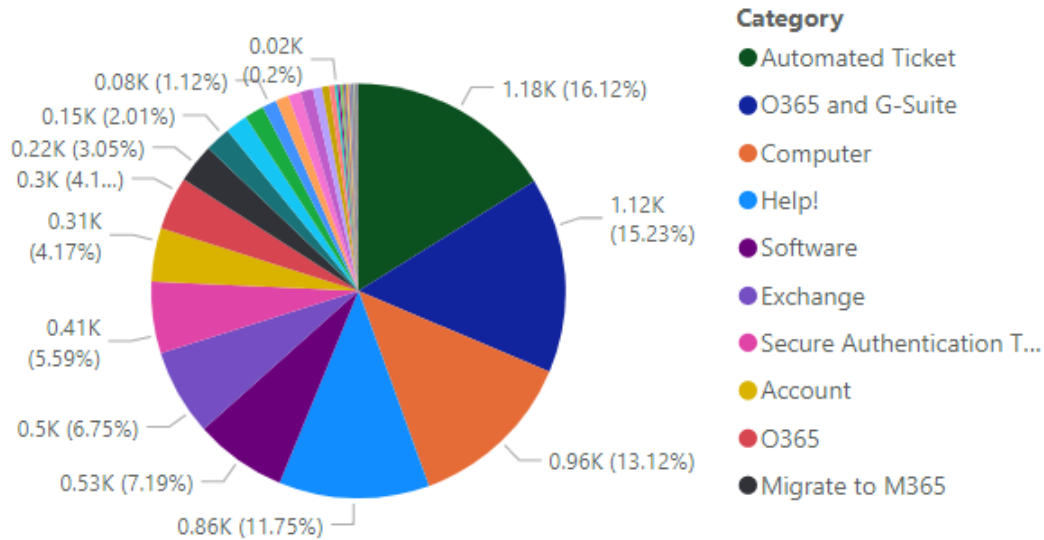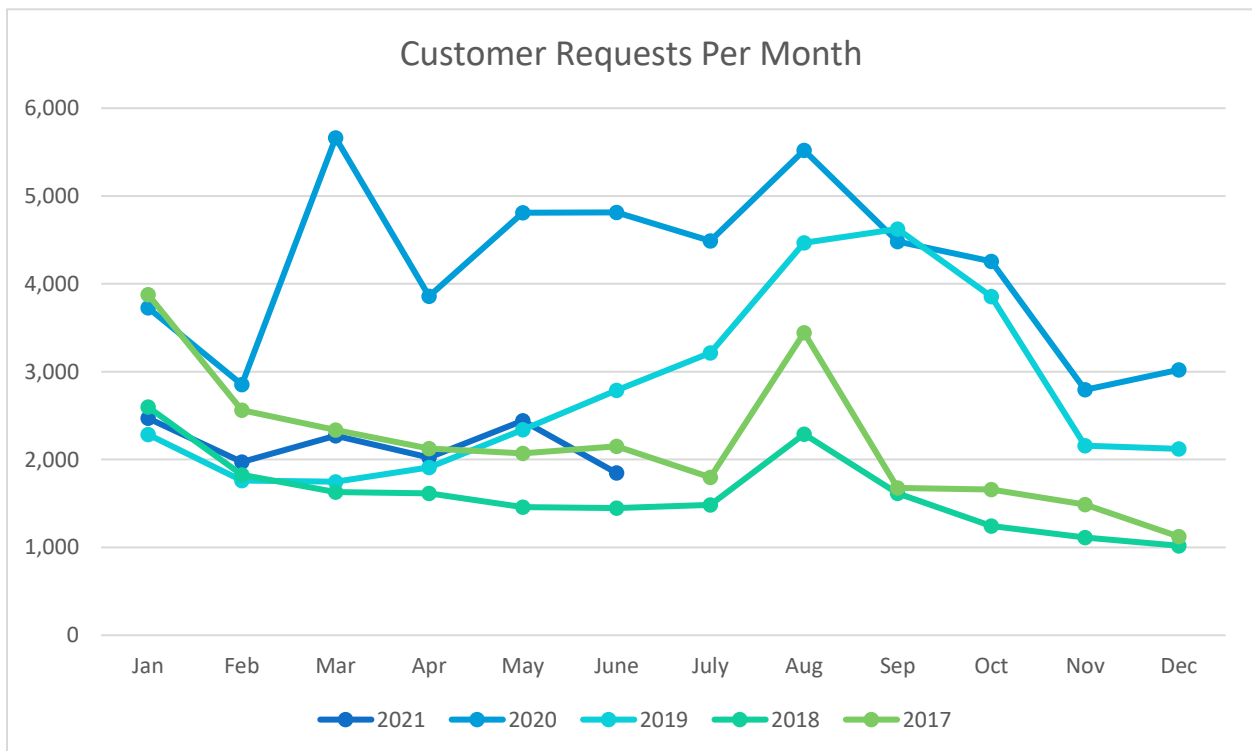
Customer Requests for Five Years

| Year	Jan	Feb	Mar	Apr	May	June	July	Aug	Sep	Oct	Nov	Dec	Total
2021	2470	1973	2271	2025	2442	1847							13,028
2020	3730	2855	5663	3859	4812	4814	4490	5521	4484	4255	2794	3021	50,298
2019	2284	1760	1748	1909	2340	2788	3216	4466	4625	3855	2158	2123	33,272
2018	2598	1827	1629	1616	1458	1449	1485	2291	1616	1244	1111	1019	19,343
2017	3879	2562	2335	2125	2072	2152	1799	3444	1676	1658	1487	1123	26,312
Total	12491	9004	11375	9509	10682	11203	10990	15722	12401	11012	7550	7286	129,225

- Customer satisfaction continues to remain extremely high. Over the last six months, Support Services has a **98.66%** Very Satisfied rating. The following chart represents customer satisfaction data collected from **475** surveys completed for Support Services for the period of January 2021 through June 2021.

Average Survey Score by Month and Year
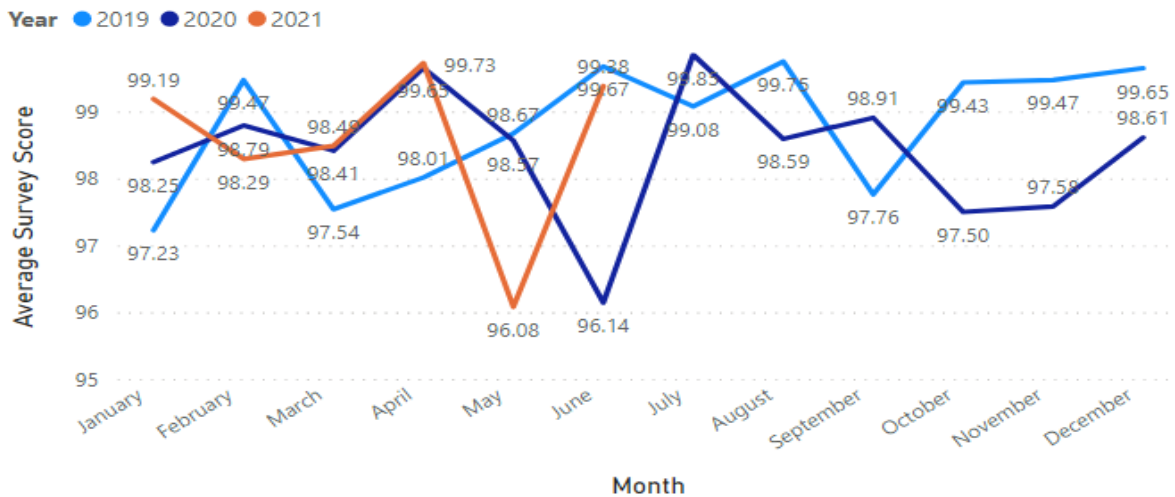
Remote Support Metrics from January 2021 through June 2021

- Remote Support fielded **13,028** requests for help via phone, emails, and online web submissions. This number is lower than expected due to a change in how email requests are processed that took effect at the end of March. As a result, email request data for January through mid-March is not available.

2021	Phone Requests	Online Requests	Email Requests	Totals
Jan	2353	117	0	2470
Feb	1887	86	0	1973
March	2147	92	32	2271
April	1554	78	393	2025
May	1783	79	580	2442
June	1587	81	179	1847

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.

Account Management
- Assisted users who were migrated from On-Premise Exchange to M365 Exchange, the project moved ~50K people accounts across UM system from Dec 20 to March 21.
- Worked with UM Accounts team to identify and move ~2400 Service, Resource, and Guest accounts to M365 Exchange in March 21.
- Stopped creating Alumni accounts per new email policy.
- Assisted students whose passwords were automatically reset if they had not set up MFA, affected 379K student accounts system wide.
- 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
- Tested and provided feedback for the monthly AIMS updates to improve the system.
- Collaborated with UM-System IDM and UMKC IS AD Consolidation committees to revise account management policy and procedures for the AIMS 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.
- 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

Leveraged our Mobile Device Management solution, AirWatch to manage numerous mobile devices across the campus. This tool is valuable for increasing efficiencies when managing mobile devices as well as protecting University data.

During this period, we started the migration of mobile devices from AirWatch to JAMF. This will give us a single interface to manage both iOS and MacOS devices. As this is a manual migration, we expect this to take 1-2 years to complete.

SCCM

Continue to use Microsoft's SCCM as our primary asset management tool and our preferred method of software installation. Specifically, over the last 6 months we have used SCCM to upgrade over 3,500 computers to Windows 10 20H2 using a new self-service upgrade. This new self-service upgrade

process allowed Faculty and Staff to choose when the upgrade would run, minimizing disruptions to work, and increasing the adoption rate of the upgrade.

During this period, the SCCM environment was migrated to the UM-AD domain in preparation for faculty and staff computer migration. This migration required the setting up of new servers and moving **624** software packages and **5,471** clients.

RooLabs / RemoteLabs

We continue to use RooLabs 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.

Over the last 6 months this solution has been upgraded and new features have been implemented. Specifically, now remote access can be done directly within a web browser, increasing the number of platforms that can be used with RooLabs Online.

Universal Image

Using the new imaging process for Faculty and Staff computers, we were able to rapidly add support for new OptiPlex desktop and Latitude laptop models released by Dell. We were also able to keep the software included in the image up to date in step with software update deployments and now include the new Global Protect VPN by default to support remote work environments.

License Servers

Updated over 20 individual license servers with updated daemons and/or license files. This is required to keep software, both for computer labs and researchers, able to run the latest version of their software. This includes MatLab, LabView, Maple, SPSS, Amos, and many others.

Website/Reports

Performed regular website updates and maintenance, including the creation of a new email landing portal and updated FAQs.

Many reports were updated and created during this period, including leveraging PowerBI to provide data from within Cherwell.

Lab Packaging / Imaging

Over the last 6 months considerable time was spent updating all the software applications used in the computer labs. Over 100 applications were updated, packaged with SCCM, and tested to ensure compatibility. This ensures that Faculty and Students have the latest versions of software, both in classrooms and in computer labs. While this is a significant amount of work to complete it greatly reduces the amount of time to update such a large number of computers.

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

Software

Adobe Creative Cloud

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

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

We expect to continue to leverage RooLabs Online as a way to offer Adobe Creative Cloud to students who may not otherwise have access to this.

Microsoft Bookings

Enabled Microsoft Bookings to all of UM System accounts, letting Faculty and Staff create their own Bookings site. This reduces the need to pay for 3rd party applications for this functionality. Documentation and internal policies created to manage this new solution.

Box

Worked with CDW and Box to obtain UMKC specific Box licensing. Ultimately, this was not needed as UM System renewed their contract, but it was helpful to know what a true cost of Box would be for just UMKC.

Ansys

Converted our Ansys individual licenses to a site license, thus providing additional licenses and functionality to multiple units on campus at a lower price point.

Jira Cloud

Purchased Jira Cloud to replace on-premises installations for our internal groups. This will lay the foundation for many departmental migrations to Jira Cloud in the future.

Software Updates

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

Software Renewals

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

IS processed annual renewals for ESRI and prepared for the larger Adobe renewals in August.

Zoom

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

Student Computing Facilities

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

- o   Restricted access
- o   General access
- o   Departmental
- o   Staffed
- o   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.

Began planning for removing COVID-19 restrictions such as reducing lab capacities, signage, and physical changes to encourage social distancing to support the return of students to campus this Fall.   Increased lab cleanings and mask policies remain in place to ensure a safe environment for students.

We had **4,207** distinct individuals use computing sites between 1/1/2021 and 06/30/2021 for a total of 34,757 times. This remains steady with the last period. The fact that so many students still chose to use on-campus labs exemplifies the usefulness and importance of these student computing facilities.

In addition to the physical computer sites, we had **1,257** distinct individuals who logged into RemoteLabs **12,624** times. This is an increase from the previous period, which continues to trend upward over time.

Over the last 6 months we worked in coordination with CTS to replace **106** ILE Classroom computers across campus to bring older, out of warranty hardware up to date.

In June, **42** computers were replaced with new hardware in Royal Hall 303, one of our general use Student Labs.

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 55,000 print jobs were printed in these sites, totaling over 485,000 pages.

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

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

- Relocated lab supervisor offices to increase efficiency in operations and availability.
- Implemented new hiring procedures, streamlining procedures and realigning tasks with appropriate subject matter experts.
- Completed decommissioning of the BHH 110 computer lab.
- 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 SCE on new procedure for communicating schedules for classes within computer labs in FH.
- Worked with HR on Student Assistant pay rate increase.
- Took over programming of access for applicable lab sites.
- 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.
- Continually checked on availability of cleaning supplies for computer lab sites.
- Obtained access to the Ad Astra system.
- Assisted with data collection and planning for camera system upgrade.
- Modified back-office procedures for managing email access for employees in response to system upgrade.
- Assisted with procedures to protect equipment during multiple scheduled power outages at SCE.
- Modified procedures for processing applicants in light of need for social distancing, including creation of a new, virtual new hire orientation.
- Modified hours and staffing models to deal with unexpected staffing shortages.
- Changed lab hours as needed to match key stakeholders' needs and requests.
- Began working with HR to align employee records management with new protocols.
- Worked with HR and hiring committee to ensure enough Student Assistants could be hired to staff labs for Spring and Fall semesters.
- Worked with the Registrar's office on New Student Orientation events.
- Completed training on new camera system.
- Scheduled restoration of RES-JH computer lab after renovation work was complete.
- Implemented procedures to observe Juneteenth national holiday.
- Addressed incidents when labs needed to be shut down due to inclement weather.
- Conducted 17 new hire orientations to train new staff.
- Processed over 2,410 shifts and supervised over 7,740 Student Assistant man-hours.
- Maintained sufficient student employees to staff labs by processing over 163 applications for Student Assistant positions, conducting 109 computer skills tests, interviewing 38 prospective new hires, and hiring 20 new Student Assistants for IS-managed labs.
- Completed reviews for 45 Student Assistants to keep employee performance at optimal levels.

Totals and Trends in IT Procurement

- Purchased almost $2,700,000 worth of IT hardware and software, including computers, tablets, printers, peripherals, specialty systems, software, web services, subscriptions, service warranties, and maintenance agreements
  - This represents a 15.5% increase in total spend over the same period last year
  - The primary driver behind this was the return to campus following a shutdown period imposed by the COVID-19 pandemic
    - Purchases deferred over the past year were realized during the second half of the FY2021 period
    - Additional spending on hardware and software pieces to enable remote learning and instructions continued unabated

- Both IT hardware and IT Software spends increased
  - Total spend on hardware was about $837,000, an increase of nearly 8%
  - Total spend on software was about $1,856,000, an increase of a little more than 20%
- Significant supply chain issues continued to plague the procurement process, especially on the IT Hardware side
  - Global shortages in microchips and LCD panels 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
  - Many orders had to be cancelled due to the inability of vendors to source items and components from manufacturers
  - This tumult created a great disruption to customer expectations and experience

Trends by Fiscal Years

- IS Procurement processed a little over $5,000,000 worth of IT purchases during the last fiscal year ending June 30, 2021
  - This is a decrease of about 10% from the previous record-high IT spend of FY2020
  - Despite the decrease, FY2021 still represents one of only three times the IT Spend has exceeded $5,000,000s

IT Procurement Spend by Fiscal Year (2008-2021)
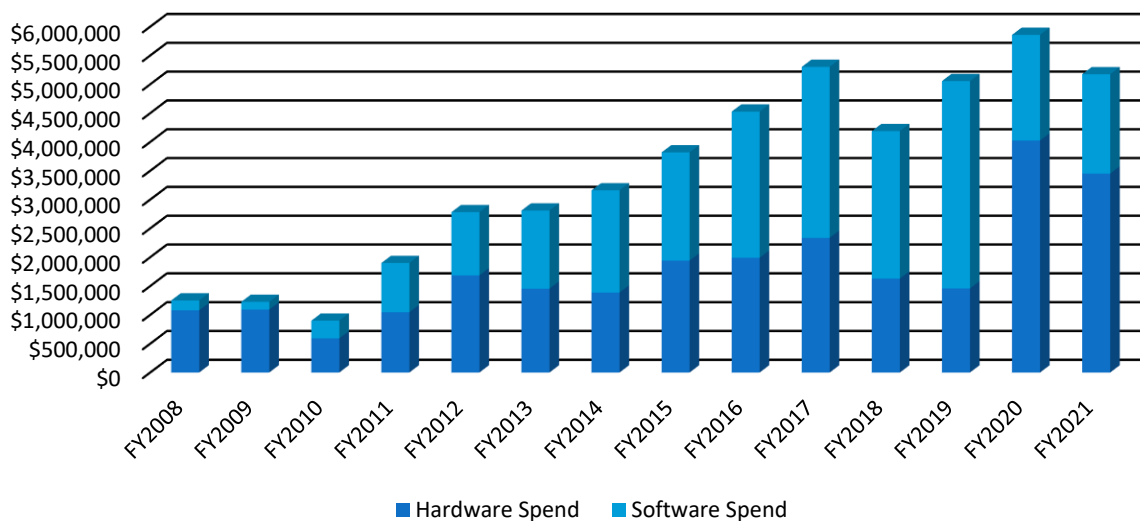
IT Procurement: Distribution by Vendors

- 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 account for roughly 60% 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

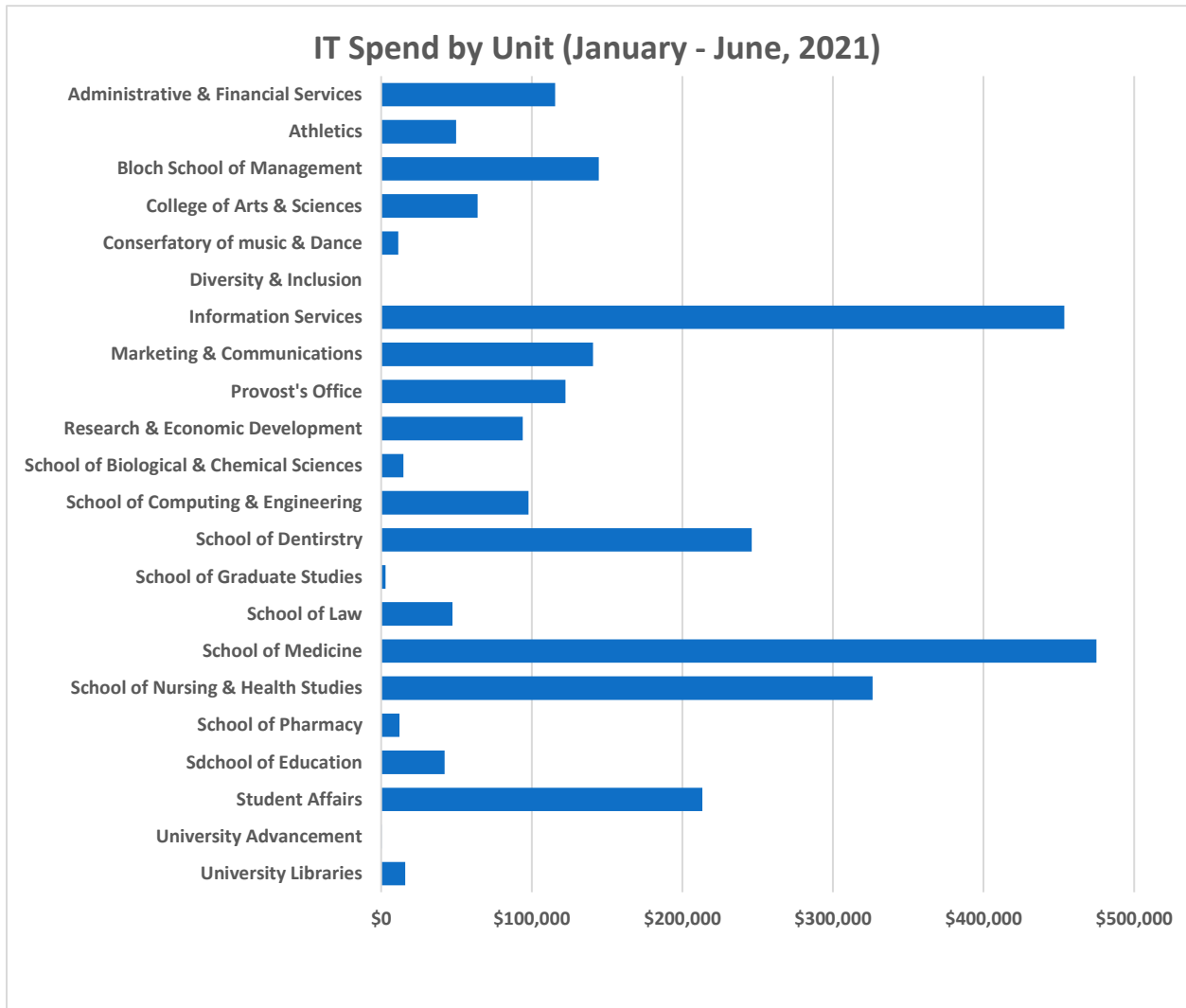| IT Hardware Vendor	Spend
Dell	$504,754.09
Apple	$80,267.87
Laerdal	$78,568.89
SKC Communications	$44,801.74
Amazon	$30,233.61
Connection.com	$23,371.17
B&H Photo	$17,189.73
CDW	$15,052.96
Northland Systems	$13,209.99
Krontech	$8,195.23

- 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 16 new product titles to our software environment
    - The following table lists the Top 10 IT Software Vendors by total spend

IT Software Vendor	Spend
KC Web Programmers	$179,400.00
Agile Health	$130,000.00
Exan	$63,850.00
ECSI	$60,000.00
New Innovations	$57,218.00
Platform Q	$54,000.00
Oracle	$46,332.00
Lanitek	$46,200.00
Aquifer	$45,700.00
Blackbaud	$45,090.00

- 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 – 879, an increase of 1.3%
        - Product Titles – 1613, an increase of 1.0%
        - Licenses – 15,768, an increase of 2.6%

IT Procurement: Distribution by Unit

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

IT Spend by Unit (January - June, 2021)

Unit	Spend
Administrative & Financial Services	~$115,000
Athletics	~$50,000
Bloch School of Management	~$145,000
College of Arts & Sciences	~$65,000
Conserfatory of music & Dance	~$15,000
Diversity & Inclusion	$0
Information Services	~$455,000
Marketing & Communications	~$140,000
Provost's Office	~$120,000
Research & Economic Development	~$95,000
School of Biological & Chemical Sciences	~$20,000
School of Computing & Engineering	~$100,000
School of Dentirstry	~$245,000
School of Graduate Studies	~$5,000
School of Law	~$50,000
School of Medicine	~$475,000
School of Nursing & Health Studies	~$325,000
School of Pharmacy	~$15,000
Sdchool of Education	~$45,000
Student Affairs	~$210,000
University Advancement	$0
University Libraries	~$20,000

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

Technology Management Services

IS Projects Update – Jan-June 2021

As a division, we have worked with several academic and business units to renovate, design, install and provide ongoing support for multi-faceted information technology (IT) and audiovisual (AV) systems. The following sections discuss the key IT/AV projects, by phase, that consumed a significant amount of IS resources' time during this last review period (January - June 2021).

Completed Projects

IS completed (8) IT/AV projects. The following projects were the most significant and time-consuming. *See Appendix "A" for individual project detail*.

- **P174 – SCE Educational and Research Center**
  IS completed the installation of A/V equipment in 9 classroom/collaboration spaces, signage locations, and a new CBORD access and surveillance system along with the conversion of existing Lenel systems to CBORD in Flarsheim Hall before construction. This project was completed and closed during this review period.

- **P346 – AC Data Center Cooling System**
  This project was to alleviate temperature control issues in the Administrative Center data center on the UMKC campus. The scope of this project included developing and implementing both long- and short-term solutions for cooling the data center. During this review period, the installation of the SmartRow cooling system was completed, and servers were moved into the new rack space. The project was then closed.

- **P363 – Union Station AV Upgrade**
  We upgraded much of the audio-visual equipment at the Regional Professional Development Center in Union Station. This included 5 rooms where we added the ability to do remote learning/video conferencing. This project was completed and closed during this review period.

- **P366 – Building Security Enhancements**
  As a follow-up to the security work performed at 4747 Troost, a project was set up to perform similar enhancements to the 4825 Troost building that would restrict building access to only those with legitimate business at the facility. During this review period, lockdown of the 4825 Troost building was enabled and the project was closed.

- **P377 – Law School 02-05 Renovations**
  Two lecture halls at the Law School were renovated to make them ADA accessible.   IS installed new audio-visual equipment including the ability to do remote learning/video conferencing. This project was completed and closed during this review period.

- **P397 – Simview lab to CAE upgrade**
  The Medical School upgraded its simulation lab to CAE equipment and software. IS installed the ethernet jacks, network equipment, and configured firewall settings to connect with the servers in Columbia. This project was completed and closed during this review period.

- **P408 – School of Education Signage**
  The School of Education wanted their existing display for signage replaced. IS ordered, installed, and converted SoE to the new RISE signage platform. This project was completed and closed during this review period.

- **P412 – Student Union Displays**
  IS added signage displays to Baja Fresh and the pop-up location next to Chick-Fil-A in the student union at the request of Sodexo and David Babcock. 3 displays and a network jack were installed at Baja Fresh and 2 displays and a network jack were installed at the pop-up location before the start of the Fall 2021 semester. This project was completed and closed during this review period.

Current Projects – Implementation Phase

IS progressed in implementing (22) IT/AV projects during this review period. The following projects were the most significant and time-consuming. *See Appendix "A" for individual project detail*.

- **P318 – School of Pharmacy Video Distance Classrooms Upgrade**
  This project is the redesign and update of current video classrooms to reduce overall operating costs while maintaining current functionality and support levels. This project is being executed in 3 phases: Phase 1 involves upgrading conference rooms (HSB2300, BC400, BC416) with the ability to run a software-based conferencing system. (Zoom, WebEx, etc.). Phase 2 involves updating the microphones in the larger spaces (HSB3301, HSB5301, HSB5309). This will require significant software changes and a possible 3rd party vendor partnership. Phase 3 is the final phase to tie in all the spaces and complete the upgrade. During this review period, we completed the phase 3 equipment installation and programming in the HSB spaces. During the next period, IS will continue to fine-tune the HSB classrooms, coordinate the demo and installation of equipment in Springfield (Brick City) and complete the conference room set-up in Columbia for Lewis Hall.

- **P374 – Starfish Analytics**
  The University of Missouri-System purchased Starfish Analytics for use by all system campuses. As described on the Starfish website: "Starfish Analytics is a cohesive suite of tools and services designed to transform campus-wide Student Success using data, analytics and intervention management. Starfish Analytics is fully integrated into the Starfish application, driving tactical action and enabling strategic planning views of student success." This project will work with cross-functional teams to implement Starfish Analytics at the UMKC campus. During this review period, the Information Access team worked with Starfish to start implementing the sustainable

architecture environment. The Governance and Functional teams began identifying the next steps, and the team met with UMSL counterparts to share knowledge.

- **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 calls for new signage locations and A/V technology upgrades. During this review period, IS completed working with clients to finalize A/V equipment lists, ordered A/V and infrastructure equipment, completed cabling install, and began installing A/V equipment. During the next review period, IS will complete the installation of the remaining A/V equipment and coordinate training with the client before handing over the space.

- **P384 – Inter-Campus Network Upgrade**
  UM system-wide Information Technology – Infrastructure and Architecture Committee has recommended evolving the network that is connecting UM System universities and the MOREnet consortium to eliminate the existing custom UM network infrastructure in favor of a standard topology, lowering costs, simplifying management, and reducing the current barrier to performance. During this review period, campuses configured and installed new equipment in preparation for MOREnet conversion to 100 GIG links. During the next period, MOREnet will bring up 100 GIG links and complete campus cutovers

- **P403 – Student Union MSA Renovation**
  The multicultural student affairs space is being remodeled and would like for IS to upgrade the A/V system in the conference room space. During this review period, IS worked with the client to establish A/V needs for space, provided an estimate for IS scope, received approval for the scope of work, and submitted equipment orders. During the next review period, IS will complete equipment installs and coordinate A/V training before closing out the project.

- **P405 – GROUSE Cloud Data Enclave**
  This project was created to support the NextGen BMI team's engagement with AWS Cloud Services to implement a cloud environment for the GROUSE and Outback data lake. A PM was assigned to coordinate team members across the UM DoIT and Hospital, UMKC's NextGen team, Cerner, and AWS stakeholders. During this review period, the project was established and the AWS engagement to implement the cloud environment and ensure security requirements were met began.

- **P409 – Cadence Mongoose Implementation**
  UMKC Information Services purchased the Cadence Mongoose texting solution for the UMKC campus. A PM was assigned to coordinate implementation, including onboarding initial user groups, and helping to establish policies and best practices. During this review period, SSO was enabled in the Cadence system, and multiple groups were onboarded to start using the system. The UMKC campus used Cadence to communicate with graduating students as part of the UMKC Commencement at the K celebration, during which the PM office played an integral part.

- **P407 – SPARK Classroom Renovation**
  The SPARK facility would like to upgrade A/V in classrooms, 112 and 124. During this review period, IS met with the staff for an A/V needs analysis, provided an estimate for IS scope, and

received approval for scope. During the next review period, equipment orders will be submitted, and IS will coordinate with the client on A/V installation.

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*.

- **P380 – Bloch Heritage Hall Renovation**
  This is a grant-funded project to completely renovate Bloch Heritage Hall. The IT/AV scope includes an upgrade of the network infrastructure of the building, IT closet builds, and ILE technology updates to the classroom and spaces in the building. During this review period, IS worked to define and clarify the A/V scope with Bloch and CFM. Internal discussions between Bloch and CFM were needed to finalize funding for the A/V portion of the project, so a final decision was not made on A/V. IS received approval for the Networking, Infrastructure, and Security scope portion of the project, and equipment orders were placed. During the next review period, IS will work to finalize the A/V scope with Bloch and CFM to allow for ample time for equipment deliveries.

- **P399 – MED Media Center Remodel**
  The Medical School is planning on remodeling the Media Center along with some audio-visual equipment upgrades. We are currently waiting on plans to be developed before we can provide an estimate of the IS cost for the project.

- **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. IS will be waiting for design drawings from CFM and GC before developing an estimate

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.

- **ResLife Camera Upgrade**
  - ✓ Scope: Install new cameras at Johnson and Oak Hall, integrated with the NICE camera system.
  - ✓ Summary of Accomplishments: Designed solution, purchased cameras, and completed installation.

- **Qognify/VisionHub Upgrade**
  - ✓ Scope: Determine the cost for Qognify to move UMKC's cameras (422 as of 11/14/19), including a phased-approach recommendation, migration, and training to migrate to the latest version (from Qognify to VisionHub).
  - ✓ Summary of Accomplishments: Received funding approval to move forward with a software upgrade, transitioned security camera responsibility roles from David Babcock to Foundation Services, coordinated with Qognify to upgrade campus's camera viewing software to VisionHub client, and completed the migration in Mid-June.

- **Building Security Upgrades**
  - ✓ Scope: Track IS activities related to adding card access to 11 campus buildings, installing a video doorbell at 4825 Troost, and upgrading existing card swipe units on buildings to contactless models.
  - ✓ Summary of Accomplishments: Enabled 24/7 lockdown of 4825 Troost building and trained all tenants on use of video doorbell system. Closed the project.

- **Wachter Campus Audit**
  - ✓ Wachter contractors visited campus buildings to identify power supply brands/details of CBORD installations to determine if any needed to be replaced. An audit report was shared with the Building Security Committee.

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.

- TMS adjusted to accommodate pandemic-induced restrictions and social distancing efforts during the spring semester which necessitated the use of additional classroom spaces for in-person classes, as well as support for online-only course sections on Zoom. A complex scheduling effort allowed for students to remain relatively isolated in academic year cohorts, while also allowing most classes to engage in at least part-time in-person learning.
- TMS partnered with campus leadership, and others to select (9) Administrative conference room spaces for system updates focused on COVID mitigation and remote-learning technology improvements. Funding was approved during this period, and the project team determined which spaces to renovate over the next 18-24 months and ordered related equipment.
- TMS partnered with campus leadership, the Registrar's office, Campus Facilities, and others to select (9) classroom spaces for CARES-funded system updates focused on COVID mitigation and remote-learning technology improvements. Funding was approved during this period, and the project team determined which classroom spaces to renovate over the next 18-24 months and ordered related equipment.

- TMS responded to and resolved ~450 Cherwell incident requests/problem tickets during this review period.
- TMS provided on average 59.2 hours of live, direct classroom support per week during the Spring '21 semester for the School of Pharmacy, not including individual faculty meetings or single events.
- TMS covered 875.7 hours of classes and labs, 25.25 hours of final exams, 13.5 hours of OSCE exams and remediation recordings in the HSB Simulation Center space, and 23 hours of other miscellaneous events in the HSB, for a total of 937.45 hours of live technician support coverage during the reporting period.
- TMS coverage hours for distance education increased approximately +10% versus comparable previous semesters, which averaged just under 800 hours of coverage.

UMKC Operators

The UMKC Operator number (ext. 1000) handled 20,631 phone calls during this review period. Of those calls, users were able to self-route approximately 78% of the time using our automated call routing tree. 22% of the calls required human interaction from campus operators.

Calls Routed/Processed

Legend: ■ Self Routed Calls ■ Calls Answered by Operators
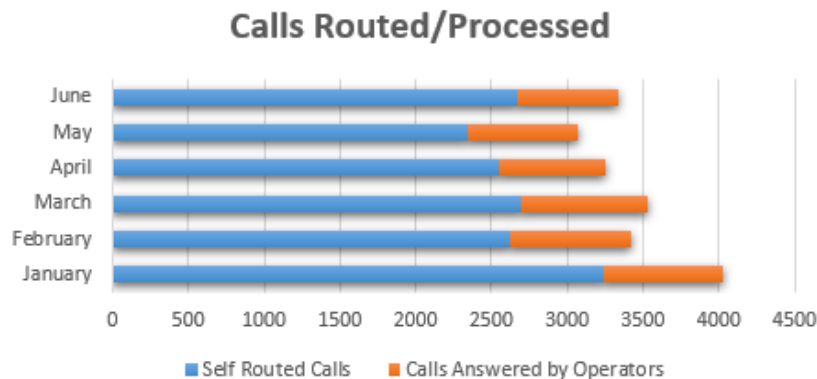
Building Network Infrastructure

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

- Completed 395 service tickets, including diagnostics, moves, and changes in voice jacks, data jacks, and phones.
- Marked University buried cable plant locations as required by Missouri Law for One Call services 162 times.

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, producing Convocation, Commencement, Donor Gift Announcements, Enrollment Events, and other UMKC pieces.

SCHOOL OF PHARMACY
- Whitecoat Ceremony
- Donor Event

SCHOOL OF DENTISTRY
- Whitecoat Ceremony
- Faculty testimonials

PROVOST'S OFFICE
- Chancellor's recording for Faculty Recognition event
- Alumni Awards
- Bob Simmons' Event Recording- Curt Crespino
- GAF- Leslie Boe Recording
- Annie Presley Event John Cooley
- Record Provost Admissions Welcome Video

CHANCELLOR'S OFFICE
- Fall Commencement
- Chancellor's recording for Faculty Recognition event
- Chancellor's recording for Dr. Wilson Celebration
- Staff Awards- Provost Recording
- Equity Training Audio Recording with Chancellor Agrawal

MCOMM
- B-Roll
- Men's BB b-roll

CONSERVATORY
- Conservatory Dance Livestreams Capstone
- Opening Remarks

ARTS AND SCIENCES
- Graduation Celebration
- Graduates with Distinction
- Art Department Low Rider Video
- Record Dean Toivanen

NURSING
- Graduation Celebration

SCHOOL OF COMPUTING AND ENGINEERING

- Luncheon Video
- Graduation Celebration

BLOCH SCHOOL

- Premiere Training
- First Wednesday

Continuing Education / Special Events

- Jim Nunnelly recording for Susan Wilson Celebration
- Recording at the Black Archives
- Troy recording for Dee's celebration
- Cockefair Event

DIVERSITY AND INCLUSION

- Social Justice Lectures
- Virtual Women's Counsel
- Freedom Breakfast Recording
- Youth Showcase

Admissions Office

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

Network Architecture

- Upgraded the campus iGATE routers
- In collaboration with MoreNet and the other UM System schools, UMKC continues work to upgrade the inter campus connections from a 10 to 100GB network. The project is scheduled to be completed late summer or early fall 2021.
- Updated Eduroam connection information and documentation for our campus
- Purchased additional Wi-Fi access points for the campus to improve wireless coverage

Information Access

Database Server Design, Implementation & Administration:
- Administration and support of all central campus Oracle servers
  - Oracle Enterprise Manager Cloud Control monitoring text and email alert notifications for server outages to DBA staff.
- Administration and support of all central campus MySQL servers
  - Migrated several MySQL 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 of the Office of Research Services lab application
- Administration and support of the central campus secured external facing Oracle server for third party vendor data collaboration
- Continual support for third party vendor, Civitas to enable required access to campus resources
- Administration and support of all CHI/HealthFacts and RedCap database server
- Continual performance tweaks and SQL query tuning tasks for the HealthFacts research database
- Administration and support of all School of Dentistry Axium and auxiliary database servers.
  - Worked with dental school officials on two Axium application upgrades
- Administration and support of all UMKC Data Warehouse Oracle servers
  - Continual work with Data Warehouse staff on enhancements to DW data availability and reliability
- Administration and support of all UMKC OneCard Office's CBORD Gold Application Oracle server 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

Software Design and Development:
Maintenance & Support was provided for the following software applications & websites during this period:
1. Canvas Gradebook Export
2. Exam Scheduler
3. Kasey-Kudos
4. UMKC Lookup
5. Bloch Appointment Scheduler
6. TerraDotta Billing Administration
7. IAP Terms of Use
8. IS LabTime
9. UMKC Automated/Bulk Box Provisioning
10. Commencement CMS
11. Commencement RSVP
12. Bloch Regnier Hatchery
13. Writing Studio Appointment Request Form
14. IS Change Management & Outages

15. Diversity Event Registration
16. UR-Links
17. ALEKS Exam Registration
18. Bloch Event Request
19. Cashiers Service Request
20. Civics Exam Data Feed into UMDW - Multi-Campus Feed
21. dbTracker
22. DL Metadata
23. Exit Exams
24. Foundation Service Request
25. HLC Directory
26. IA Schedule
27. IS Retiree Email
28. IS Service Orders
29. LMS Access Checker (LACH)
30. UMKC PD Property Registration
31. QR Scanner Kiosk
32. RooRequest
33. Scantron Orders
34. SEARCH & SUROP
35. Special Accounts
36. Studio Logs
37. Business Travel Request
38. Zabbix
39. UMKC QR
40. OneCanvas Data Feed
41. Starfish (UMKC Connect) Data Feed
42. Digital ID Feed to CBORD & AWS
43. Civitas Illume PeopleSoft Integration
44. CourseLeaf Catalog Data Feed
45. ALEKS Math Placement Data Feed to Pathway
46. TerraDotta Data Feed
47. TerraDotta Billing Feed
48. RooEval
49. UM System Canvas Request System
50. UM System eLearning Event Scheduler
51. Faculty Credentialing Database
52. IS Shift Tracking System
53. UMKC Attendance App
54. UM System IT Inventory Database
55. CBORD data feed for Library and Swinney Rec Center
56. UMKC Online Workshops
57. Chatbot Q&A Administration and Reporting
58. RadioGoldin – UMKC Library Radio Program Database
59. Automated Syllabus Generator
60. SDS AIM Data Feed
61. SRC Fusion Data Feed
62. CBORD OneCard Expiration Data Feed

63. UMKC Polls
64. Cliff Benefits Tool
65. SRC Fusion Member Feed to CBORD

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

Software Administration:
- WordPress website setup and administration
- Weekly termination reports processing

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

Exams Scanned
Note: due to so many classes being taught online or partially online during this period, only a few exams were scanned. Scanning activity is clearly picking up for the Fall '21 semester.

College of Arts and Sciences - 2
Henry W. Bloch School of Management – 2
Total Exams Scanned: 4

Security

- Doubled staffing over the past three years
- Additional expertise needed for hardware, security review
- Additional staff with a higher skillset to support compliance needs

    - FERPA
    - HIPAA
    - PCI
    - Controlled Unclassified Information (CUI)
    - Gramm-Leach-Bliley Act (GLBA)
    - National Institute of Standards and Technology (NIST)
        - Cybersecurity standards
        - NIST 800-171
    - Etc.

- Research is a big driver and future staff will be required in this area based on requirements from federal research dollars ($50M threshold)

The SOC is a multi-campus security effort that went live in early 2021. Each campus has a staff member work about 2 days a week, handling security incidents that are either reported to the SOC mailbox (sent to the abuse contact at any campus), or which show up as alerts in Office 365 for desktop and Office services.

Staffed five days a week and on call procedures during the weekend.

Examples:

- Compromised accounts
- Unusual logins outside of the country
- Spam reports

Foundation Services

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

Data Center/Server Virtualization
- Completed migration to new SmartRow data center
- Created new test cluster allowing better testing of future host upgrades
- Installed second network USB license hub and migrated USB license dongles off direct ESXi host connection increasing license server reliability
- Worked with Campus Facilities Management (CFM) to perform generator/UPS test of both data center sites and fire suppression test of SmartRow

Storage/SAN/Backup
- Migrated backups to new Compellent backend storage increasing capacity by 50TB

Research/HPC/Cloud
- Deployed and supported a new high-end local research workstation and Google Cloud Platform (GCP) VM related to a genomics research project for the School of Dentistry
- Overview of HPC Computing at UMKC training class held on-demand
- Ongoing NEXTGen/dSAIC projects consultation and support
- Developed VM migration workflow from on-prem to GCP

Miscellaneous
- Remedied and closed 522 support tickets. Ticket completion times continue to be held low, and customer surveys results show very high satisfaction rates
- Developed custom Linux and Windows workstation images for SCE Security Summer Camp
- Multiple application upgrades
  - Atlassian
    - JIRA
    - Confluence
    - Bitbucket
  - REDCap
    - Migrated all instances to Linux platform
  - Omeka-S
  - Synopsys
- Shibbolized multiple websites and new services allowing single sign-on
- All ISFS team members completed Google Cloud Platform (GCP) Fundamentals training
- Released SLEDS 2.7.1 Linux desktop deployment system adding additional drivers for new model desktops/laptops
- Took over support of Qualtrics and the central REDCap instance from UMKC Online

- Continued cleanup of Active Directory legacy domain for UMAD migration including server and group migrations
- Developed custom CI/CD pipeline proof-of-concept for ISIA
- Hired full-time Cyberinfrastructure Engineer to support dSAIC
- Deployed EnterpriseDB for UMKC Data Warehouse to test migration off Oracle platform
- Assumed responsibility for campus video surveillance system administration

Appendix A

Individual Project Updates – Completed Projects

P174 – SCE Educational and Research Center
IS completed the installation of A/V equipment in 9 classroom/collaboration spaces, signage locations, and new CBORD access and surveillance system along with the conversion of existing Lenel systems to CBORD in Flarsheim Hall before construction. This project was completed and closed during this review period.

P346 – AC Data Center Cooling System
This project was to alleviate temperature control issues in the Administrative Center data center on the UMKC campus. The scope of this project included developing and implementing both long- and short-term solutions for cooling the data center. During this review period, the installation of the SmartRow cooling system was completed, and servers were moved into the new rack space. The project was then closed.

P366 – Building Security Enhancements
As a follow-up to the security work performed at 4747 Troost, a project was set up to perform similar enhancements to the 4825 Troost building that would restrict building access to only those with legitimate business at the facility. During this review period, lockdown of the 4825 Troost building was enabled and the project was closed.

P363 - Union Station AV Upgrade
We upgraded almost all the audio-visual equipment at the Regional Professional Development Center in Union Station. This included 5 rooms where we added the ability to do remote learning/video conferencing. This project was completed and closed during this review period.

P377 – Law School 02-05 Renovations
These two lecture halls at the Law School were renovated to make ADA accessible.   IS installed new audio-visual equipment including the ability to do remote learning/video conferencing. This project was completed and closed during this review period.

P382 – DSMS Implementation
The Office of Disability Services has purchased a software product, DSMS AIM, to help track student accommodation requests. This project will coordinate IT and other campus efforts to deploy the software. During this review period, product testing was completed and the project was closed.

P397 – Simview lab to CAE upgrade
The Medical School upgraded its simulation lab to CAE equipment and software. IS installed the ethernet jacks, network equipment, speaker wires, and configured firewall settings to connect with the servers in Columbia. This project was completed and closed during this review period

P401 – Burwood GCP

IS helped coordinate the installation and configuration of the Google Cloud Project with all four university campuses, UMKC IS staff and consultant Burwood. This project was completed and closed during this review period.

Individual Project Updates – Implementation Phase

P-318 – School of Pharmacy Video Distance Classrooms Upgrade

This project is the redesign and update of current video classrooms to reduce overall operating costs while maintaining current functionality and support levels. This project is being executed in 3 phases: Phase 1 involves upgrading conference rooms (HSB2300, BC400, BC416) with the ability to run a software-based conferencing system. (Zoom, WebEx, etc.). Phase 2 involves updating the microphones in the larger spaces (HSB3301, HSB5301, HSB5309). This will require significant software changes and a possible 3rd party vendor partnership. Phase 3 is the final phase to tie in all the spaces and complete the upgrade. During this review period, we completed the phase 3 equipment installation and programming in the HSB spaces. During the next period, IS will continue to fine-tune the HSB classrooms, coordinate the demo and installation of equipment in Springfield (Brick City) and complete the conference room set-up in Columbia for Lewis Hall.

P336 – AchieveIt

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

P337 – OCR Brainware

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

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 for this summer.

P356 – Swinney Recreation Center Scorer's Table

Swinney Recreation Center is moving its power and data connections further back from the courts to meet NCAA requirements. IS will be relocating voice and data jacks to the new locations once the construction work is done.

P371 – Qognify Camera Conversions

This project is to determine the cost for Qognify to move UMKC's cameras (422 as of 11/14/19), including a phased-approach recommendation, migration, and training to migrate to the latest version

(from Qognify to VisionHub). Additionally, converting all remaining cameras to this system, including the dorms, Animal Labs, and Bookstore. During this review period, IS completed quoting the total cost to upgrade to Qognify's new VisionHub software. IS, as part of the UMKC Building Security Committee, totaled all costs to upgrade the UMKC campus to Qognify/Vision Hub to meet the storage needs of our campus and sent our recommendation to senior leadership to request funding. Funding for software upgrades was approved by campus leadership. IS worked with Qognify on system requirements needed for software upgrade and coordinated with the Vendor to schedule a migration for the week of 6/14/21.

P374 – Starfish Analytics
The University of Missouri-System purchased Starfish Analytics for use by all system campuses. As described on the Starfish website: "Starfish Analytics is a cohesive suite of tools and services designed to transform campus-wide Student Success using data, analytics and intervention management. Starfish Analytics is fully integrated into the Starfish application, driving tactical action, and enabling strategic planning views of student success." This project will work with cross-functional teams to implement Starfish Analytics at the UMKC campus. During this review period, the Information Access team worked with Starfish to start implementing the sustainable architecture environment. The Governance and Functional teams began identifying the next steps, and the team met with UMSL counterparts to share knowledge.

P383 – 3rd Floor MNL Addition
MNL has received a grant to create a new Digital and Public Humanities Center and update SHSMO space on the 3rd floor. The IT/AV scope has not been finalized but plans call for new signage locations and A/V technology upgrades. During this review period, IS completed working with clients to finalize A/V equipment lists, ordered A/V and infrastructure equipment, completed cabling install, and began installing A/V equipment. During the next review period, IS will complete the installation of the remaining A/V equipment and coordinate training with the client before handing over the space.

P384 – Inter-Campus Network Upgrade
UM system-wide Information Technology – Infrastructure and Architecture Committee has recommended evolving the network that is connecting UM System universities and the MOREnet consortium to eliminate the existing custom UM network infrastructure in favor of a standard topology, lowering costs, simplifying management, and reducing the current barrier to performance. During this review period, campuses configured and installed new equipment in preparation for MOREnet conversion to 100 GIG links. During the next period, MOREnet will bring up 100 GIG links and complete campus cutovers

P390 – ISPM Documentation Reorganization
Phase 1 of this project is to move all the project documentation off Confluence and into OneNote before the license expires in February 2021. Phase 2 is to then move all the OneNote project documentation from the old format into the new format in OneNote. Phase 1 was completed and 90% of phase 2 during this review period phase.

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 team developed a recommendations document and shared it with the CIOs for feedback.

P393 – CARES Funds

This project was created based on an expectation that the University will receive CARES funding to use in classroom spaces for COVID mitigation and remote-learning technology improvements. Funding was approved during this period, and the project team determined which classroom spaces to renovate and ordered equipment.

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 data was cleaned and a test conversion run was completed. We had demonstrations of the new software and reporting system.

P396 – Workstation Replacement Project

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

P400 – ResLife Camera Upgrade

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

P402 – School of Nursing CAE upgrade

The school of Nursing is upgrading its simulation lab to CAE hardware and software. During this review, period IS installed the data jacks, network gear, and configured firewalls to allow access to Columbia servers. CAE installed the hardware and software and SKE was scheduled to finish the programming for the project in July.

P403 – Student Union MSA Renovation

The multicultural student affairs space is being remodeled and would like for IS to upgrade the A/V system in the conference room space. During this review period, IS worked with the client to establish A/V needs for space, provided an estimate for IS scope, received approval for the scope of work, and submitted equipment orders. During the next review period, IS will complete equipment installs and coordinate A/V training before closing out the project.

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, the project team met to discuss implementation steps, began planning data integrations, and SSO was enabled.

P405 – GROUSE Cloud Data Enclave

This project was created to support the NextGen BMI team's engagement with AWS Cloud Services to implement a cloud environment for the GROUSE and Outback data lake. A PM was assigned to coordinate team members across the UM DoIT and Hospital, UMKC's NextGen team, Cerner, and AWS stakeholders. During this review period, the project was established and the AWS engagement to implement the cloud environment and ensure security requirements were met began.

P409 – Cadence Mongoose Implementation

UMKC Information Services purchased the Cadence Mongoose texting solution for the UMKC campus. A PM was assigned to coordinate implementation, including onboarding initial user groups, and helping to establish policies and best practices. During this review period, SSO was enabled in the Cadence system, and multiple groups were onboarded to start using the system. The UMKC campus used Cadence to communicate with graduating students as part of the UMKC Commencement at the K celebration, during which the PM played an integral part.

P407 – SPARK Classroom Renovation

The SPARK facility would like to upgrade A/V in classrooms, 112 and 124. During this review period, IS met with the staff for an A/V needs analysis, provided an estimate for IS scope, and received approval for scope. During the next review period, equipment orders will be submitted, and IS will coordinate with the client on A/V installation.

P410 – ASSC 112 Displays

The Admissions Office would like some new displays in their area for various uses including signage. IS ordered the needed equipment and is waiting for it to arrive for installation.

Individual Project Updates – Development Phase

P370 – NextGen Data Analytics

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

P380 – Bloch Heritage Hall Renovation

This is a grant-funded project to completely renovate Bloch Heritage Hall. The IT/AV scope includes an upgrade of the network infrastructure of the building, IT closet builds, and ILE technology updates to the classroom and spaces in the building. During this review period, IS worked to define and clarify the A/V scope with Bloch and CFM. Internal discussions between Bloch and CFM were needed to finalize funding for the A/V portion of the project, so a final decision was not made on A/V. IS received approval for the Networking, Infrastructure, and Security scope portion of the project, and equipment orders were placed. During the next review period, IS will work to finalize the A/V scope with Bloch and CFM to allow for ample time for equipment deliveries.

P399 – MED Media Center Remodel

The Medical School is planning on remodeling the Media Center along with some audio-visual equipment upgrades. Plans have been developed and IS has provided its estimate for the work. We are currently waiting on the department's approval to start this project.

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. IS will be waiting for design drawings from CFM and GC before developing an estimate

P413 – General Services Building 103 AV upgrade

Campus Facilities Management would like to upgrade the audio-visual equipment in their conference room.   We are currently working on a design for this space.

Individual Project Updates – On Hold

P360 – Miller Nichols Library 114 AV Upgrade

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

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.

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

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.

Project Management - Other/Programs

AD and O365 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, 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 the following projects: P174, P366, P371, and P400, as well as some discussions around P395.

Foundation Services Program Management

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

IS Newsletter

A project manager has been assigned to assist with compiling and preparing an IS Newsletter, in cooperation with IS Directors and UMKC MCOM. The PM solicits article ideas every month, develops

articles from ideas, reviews and edits articles submitted by IS Directors, and sends a completed version of an IS Newsletter to MCOM contacts for inclusion in UMatters.

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

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