Accomplishments Report
Information Services

January – June 2014
Information Services Current Goals and Projects

MISSION
We are a strategic asset for UMKC’s missions of
- Teaching and Learning,
- Research,
- Service, and
- Economic Development.

2017 GOALS
- Infrastructure that delivers seamless, secure, reliable, anytime and anyplace user access
- User technologies and support that enhance and facilitate Teaching and Learning, Research, Service, and Economic Development
- Effective and efficient management of resources
- Accurate, understandable, and accessible communication, documentation and resource use
- Continuous improvement in services, facilities and professional development
- Further automation of campus procedures to increase our efficiency as a campus
- Investigate new sources of revenue to fund campus initiatives

FY2015 IS PROJECT LIST & POINT PERSON
- Campus New Construction/Renovation – Guggenmos/Technology Management Services
  - Pharmacy MSU Expansion & HSB Renovations
  - Free Enterprise Center
  - National Museum of Toys & Miniatures Renovations
  - Royall Hall Testing Facility
  - Whole Foods Development
  - MNL 2nd Floor Renovations
  - IS Utility Corridor
  - Hospital Hill Student Housing
- Expansion of wireless coverage – Schonemann/Network Architecture
- ILE Classroom Lifecycle Upgrades – Guggenmos/Technology Management Services
- Investigate 3-D Printing – Reisenbichler/Support Services, Guggenmos/Technology Management Services
- VoIP rollout – Johnston/Infrastructure Services

FY2015 Shared Services Project List
- Accounts Management – Goodenow/Information Access
- Establish Enterprise Architecture – Schonemann/Networking
- ITSM – BMC Remedy Deployment – Reisenbichler/Support Services
- UM Network Architecture – Schonemann/Networking
- ERP Review – Goodenow/Information Access
- Core IT – Fritts/CIO
- Knowledge Base – Reisenbichler/Support Services
- Implement UM IT Project Portfolio Management Tool - Guggenmos/Technology Management Services

Details on each of the above projects can be found in the individual sections for the responsible department.
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 final two quarters of FY2014.

The Technology Management Services department (TMS) has made great progress in working with the Special Projects Management Office (SPMO). Together they have identified the project portfolio management tool that they will use, Inotias, and attended training on UMIT Project Management and Project Finance. There was great progress made on this campus towards identifying project management tools and defining standard processes and templates for IS to leverage in an effort to streamline our processes moving forward.

Approximately $26,400 was invested in equipment and parts for maintenance of campus ILE classrooms to sustain a state-of-the-art teaching environment for our faculty and staff. This figure encompasses reactive maintenance and repair initiatives that include replacing defective equipment, projector bulbs, batteries, damaged cabling, etc. The number of systems supported by TMS grows steadily each year with the construction of new buildings and renovation of existing spaces. The number of supported systems grew to 356 due to 16 new additions. TMS is currently working towards implementation of Extron’s Global Viewer software so that equipment failures can be detected remotely and support times can be significantly reduced.

During these two quarters TMS completed two major multi-year projects for the School of Pharmacy, Springfield MSU Campus and HSB 5309 upgrades. In coordination with the SCE Dean’s Office TMS designed and installed an ILE/AV presentation system for a new multi-purpose room. They also completed ILE/AV upgrades for the School of Biological Sciences, ILE document camera upgrades and digital signage upgrades for Student Affairs.

Currently, there are several projects in the implementation phase. They include The School of Pharmacy HSB 3301 & 5301 Distance Education Renovations (UMKC campus), MNL Donor Commemoration Signage project, Newcomb Hall Conference Room upgrades for IS and the IS Royal Hall Testing Center project.

TMS is now in the design and planning phase for the Pharmacy HSB 3301 & 5301 project. This project has an aggressive timeline and involves coordination with several IS departments. Also in the design and planning phase is the Bloch Executive Hall – Hall of Fame Signage project, Bloch Heritage Hall – Student Lounge Digital Signage Upgrades, BSB 101 renovations, Chemistry ILE/AV upgrades, School of Education 245 Conference Room upgrades, Flarsheim Hall ILE upgrades, Hospital Hill Student Housing, Law Digital Signage, Law School Dean’s Executive Conference Room upgrades, MNL Digital Signage upgrades, MNL Second Floor renovations, National Museum of Toys and Miniatures, Union Station Conference Center upgrades.
After much research and discussion Support Services (SS) joined UM campuses in finalizing an agreement with Box.com to provide cloud storage for our faculty and staff. SS also worked with UM System campuses to plan and coordinate the rollout of MS Office ProPlus, a new Microsoft benefit for students. SS also collaborated with other UM System campuses on two new shared services – Airwatch and Bomgar. These projects should be completed by the fall of 2014.

SS deployed over 320 new computers (both Mac and Windows). Numerous MS Office 2013 deployments to faculty and staff computers were coordinated throughout the past six months so that approximately 85% of IS supported departments are now using the new productivity suite. MS Lync was also included in the upgrade and provides real-time presence information with instant messaging. IS worked closely with departments to inform and provide options when Microsoft ended support for Windows XP systems. SS upgraded, retired, replaced or firewalled over 200 systems running Windows XP this spring. The Windows 8.1 update is being tested to run on select systems. This program has many new apps and features and includes functional improvements in speed, security and mobility including touch capabilities.

While tracking customer service metrics we have seen some fluctuation in the volume of requests coming into SS due to changes in student enrollment, efficiencies implemented, proactive communication and better self-help options. There are still some challenging periods of high volume support requests – usually at the beginning of each semester. Customer satisfaction remains high and the first call resolution rate was very efficient at 79%. Support requests generated through the online report tool increased during this period as compared to the same months last year. The call center set up 294 guest accounts and 17 O365 accounts during this period all while resolving 2,639 desktop support requests.

The RemoteLabs were migrated to Windows server 2012R2 and expanded to include Primavera which is used by SCE and Amicus Attorney 2014 Premium for the School of Law. Two labs in Oak Place were overhauled, the SBS 017 lab was updated and various other labs were removed for renovations and/or replacement. KCUR’s broadcast rooms were updated to include new IP based consoles.

SS assisted in several office moves. They relocated equipment for the Toy and Miniature Museum to Epperson House carriage house and moved the history GTA offices from CH223 to 205 and 206. SPARK moved to the 4825 Troost building. This move required collaboration with Campus Facilities and Infrastructure Services to plan the new office and lab space. This move afforded us the opportunity to modernize the lab by utilizing Windows 7 and the latest versions of other software used.

We facilitated the purchase of $435,000 in hardware and $699,942.84 in software. 535 computers were ordered, tracked and the deliveries were coordinated with the IT Liaisons at various campus locations. Through participation in the UM System Shared Services contracts we spent only $254,015.68 on Microsoft Exchange, Adobe ETLA, SPSS, Moodle and SAS. SS managed 6 general use labs, 8 restricted
access labs and supplied one associated computer classroom. These labs saw 9,215 unique individuals during this review period.

SS also represented UMKC on four university-wide committees that meet quarterly; UM Volume Purchasing Agreement Committee, UM Standards Committee, ITSM Steering Committee and ITSM Service Desk Committee. Representatives also served on the university wide committee to write an RFP for IT Training. A new MOU with Honeywell was signed in partnership with campus facilities. The Toy and Miniature Museum MOU was also renewed.

Instructional Technologies (ITS) supported 4,206 Blackboard classes in the Spring Semester 2014 and 1,316 classes in the Summer Semester. The team also manages the UMKC WordPress installations. They converted all multi-user site instances to single site instances to give customers complete creative control over their site(s). 24 new INFO server sites and 6 new student server blogs were added during this timeframe. The migration from Wimba Classroom to Blackboard Collaborate was supported with 9 open house workshops, departmental training sessions and one-on-one instruction. There are 18 active Blackboard Collaborate sites and 452,560 events tracking.

UMKC has 456 SharePoint sites running for faculty, staff and research purposes. There are 75 active Moodle course sites plus organization sites. Tegrity is one of the most popular teaching tools for UMKC faculty. The demand for more live streaming and fewer downloads is still increasing.

Foundation Services (FS) provided hosting services for ITSM as part of the UM System shared initiative. Simpana by CommVault was upgraded to allow for greater reliability and a 50TB increase in storage for file services was added. The vSphere environment was upgraded allowing for greater VM density. 30 new virtual servers were provisioned. FS continued to target physical server infrastructure for virtualization by working with IT Liaisons to retire aging hardware. This group participated in an initiative to do a major cleanup of unaffiliated user accounts to free up a large amount of storage space. Remedy ticket completion times remain low with the closing of 596 tickets this period.

The Internal Applications (IA) group applied various server patches including implementing patches and fixes related to the Heartbleed bug. There were numerous bug fixes and code changes related to the Grip, Grasp, Grade & ISAO eServices websites. Other enhancements, patches, bug fixes and upgrades were implemented to the following programs/systems/sites:

- Starfish
- RooWriter
- Studio Abroad Student Kiosk website
- Blackboard
- Conservatory web site
- RegOnline
- CBORD
iPHD program
ALEKS
UMKC mobile app
Bloch Scheduler
HR Performance Appraisal website
Writing Center Request form
QR code mobile app
Major Maps On-Track/Off-Track Project
UMKC Attendance
UMKC Advancement donation page
Starr Hall of Fame Nomination eCommerce site

Scanning services were provided to the campus by IA. During the review period 683 exams, 1 survey and 29,779 evaluations were scanned.

The Academic Enhancements (AE) group recorded 9 Commencement ceremonies and produced DVDs of each one. They produced a DVD of the Bloch School’s Entrepreneur of the Year Awards and recorded the Kevin Nunnick Speaker Series. They recorded the Chancellor’s Forum and the tribute to Dean Tan. They recorded a Caesar Chavez lecture and the Mozart Requiem series at the Kauffman PAC.

The Data Warehouse fulfilled requests for ad hoc reports related to Student Records (210), Admissions (37), Human Resources (22) and Advancement Services (387). The Spring Semester 2014 census process and reporting were completed. The Fiscal Year 2014 HR census processing and reported were completed. Other completed projects include Complete College America 2014, Cognos Meta Data System built and launched and the Data Warehouse Meta Data System built and introduced to campus for wide-scale testing.

These special initiatives were all completed in addition to the regular support we provide the campus including: daily IT support for students, faculty and staff, making progress in the Infrastructure Services Division with the conversion to VoIP, completing video production and streaming events, security upgrades and other regular maintenance/upgrades/support necessary to sustain the needs of the campus.
Technology Management Services (TMS)

Establish & Empower a Strategic Project Management Office

**SHARED SERVICES PROJECT**

During this review period, great progress was made towards identifying and defining the project management tools and processes the SPMO will leverage going forward.

Notable accomplishments include:

- **Project Portfolio Management Tool (Innotas)**
  - Since our last review period, final tool selection was made and implementation has begun. Innotas training modules have been developed and many power users have completed the training. Each campus plans to schedule campus specific Innotas training sessions for their project related staff to be completed during the fall semester.
- **Project Management Process Templates**
  - Standard templates have been finalized and are currently in use by UMIT project staff
- **PM Staff attended the following PM training during this review period**
  - “Introduction to UMIT Project Management” for new PM staff in April
  - “Project Finance” focused session in early May

**Information Services Project Management**

During this review period, there was great progress made towards identifying project management tools and defining standard processes and templates for IS to leverage going forward.

Notable accomplishments include:

- Defined a standard “IT Solution Project Process” for all IS projects
- Defined “IS” project criteria & characteristics to determine centrally managed projects
- Developed a standard number & naming convention for tracking & billing IS projects
- Created a central OneNote folder system for tracking IS project related communications
- Developed standardized purchase order & work order request templates
- Standardized on a two phase billing process for IS projects
- Transitioned Maria DeSimio from O&A to TMS to focus on IS project tracking/billing full time
- Created a dedicated Project Manager position for the hiring committee to review in August

**ILE Lifecycle/Maintenance & Repair Investments**

During this review period, approximately $26,400 was invested in equipment and parts to keep the campus ILE classrooms and teaching environments up and running. This included the replacement of the projectors and screens in Royall Hall 310 and 314. It also includes reactive maintenance and repair initiatives such as replacing defective equipment, projector bulbs, batteries, damaged cabling, etc.
ILE Classroom Lifecycle Upgrades

**IS PROJECT**

Below is the current list of strategic ILE initiatives under consideration for funding.

**ILE Lifecycle Initiatives**

<table>
<thead>
<tr>
<th>Priority</th>
<th>Name</th>
<th>Estimated Cost</th>
<th>Period</th>
<th>Initiative Description/Justification</th>
</tr>
</thead>
<tbody>
<tr>
<td>PENDING FUNDING</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1</td>
<td>Select Large Auditorium Upgrades</td>
<td>$180,000.00</td>
<td>FY15</td>
<td>Updating large ILE auditoriums (300 seats) to include improved projection systems, sound systems and infrastructure for recording to align with what students experience in newly designed auditoriums in both MNL and Bloch Hall. (Currently 3 Rooms need this upgrade with costs estimated at approximately $60,000 for each room.)</td>
</tr>
<tr>
<td>2</td>
<td>Phase 1 - Digital Switching &amp; Transport - in ILE Rooms</td>
<td>$408,000.00</td>
<td>FY15</td>
<td>Replacing video switching gear, device &amp; transport cabling, and projection systems in classrooms to align with current user’s devices and video quality/resolutions/aspect ratios expectations. (This includes approximately 43 rooms with costs estimated at $9,500 per room for this phase.)</td>
</tr>
<tr>
<td>3</td>
<td>Touch Monitors w/Annotation &amp; Software</td>
<td>$204,000.00</td>
<td>FY15</td>
<td>This would add the ability to annotate in ILE rooms creating the ability for the annotation to be captured in Tegrity. (170 rooms need this upgrade @ $1,200/room)</td>
</tr>
<tr>
<td>4</td>
<td>Phase 2 - Digital Switching &amp; Transport - in ILE Rooms</td>
<td>$408,000.00</td>
<td>TBD</td>
<td>Replacing video switching gear, device &amp; transport cabling and projection systems in classrooms to align with current user’s devices and video quality/resolutions/aspect ratios expectations. (There are approximately 43 rooms with costs estimated at $9,500 per room for this phase.)</td>
</tr>
</tbody>
</table>
Phase 3 - Digital Switching & Transport - in ILE Rooms
Wide Screen Projection Systems - in ILE Rooms

$399,000.00  TBD
Replacing video switching gear, device & transport cabling and projection systems in classrooms to align with current user’s devices and video quality/resolutions/aspect ratios expectations. (There are approximately 42 rooms with costs estimated at $9,500 per room for this phase.)

Phase 4 - Digital Switching & Transport - in ILE Rooms
Wide Screen Projection Systems - in ILE Rooms

$399,000.00  TBD
Replacing video switching gear, device & transport cabling and projection systems in classrooms to align with current user’s devices and video quality/resolutions/aspect ratios expectations. (There are approximately 42 rooms with costs estimated at $9,500 per room for this phase.)

TMS System Support Pool

The number of Classroom, IT/AV and Signage systems supported by TMS grows steadily every year with new construction and building renovations. During this review period, the number of supported systems increased to 356 due to the addition of 16 new systems.

TMS System Support Pool (by system type)

<table>
<thead>
<tr>
<th>System Type</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Full ILE Classrooms</td>
<td>86</td>
</tr>
<tr>
<td>Partial ILE Classrooms</td>
<td>2</td>
</tr>
<tr>
<td>Hybrid ILE Classrooms</td>
<td>70</td>
</tr>
<tr>
<td>ILE - Conference, Seminar &amp; Training Rooms</td>
<td>6</td>
</tr>
<tr>
<td>Departmental ILE (class &amp; conference rooms)</td>
<td>97</td>
</tr>
<tr>
<td>Departmental AV Systems</td>
<td>95</td>
</tr>
<tr>
<td><strong>Total Systems Supported</strong></td>
<td><strong>356</strong></td>
</tr>
</tbody>
</table>

With the system support pool’s continued growth, we are working on a project to implement Extron’s Global Viewer software. This software (once fully implemented) will allow technicians to see all connected systems, quickly identify equipment failures and guide troubleshooting and support responses. We are approaching the completion of Phase 1 of implementation of this software with 47
rooms across 11 different buildings currently online and actively monitored. The next phases will continue to incorporate additional spaces during the coming review period.

**Continued Professional Development for Staff**

During this review period, the following professional development sessions were completed.

- Bruce Waggoner completed the CERT Emergency Response Training Series.
- Donald Fuller (Programmer) completed the last phase of Crestron training.
- Chris Dechter (Designer) completed AutoCAD Fundamentals training in May.
- Chris Dechter (Designer) completed Extron Control Professional training in May.
- All AV Technicians completed internal Crestron Toolbox Box training in May.
- Maria DeSimio (Business Coordinator) completed the UMIT Introduction to Project Management course in May.
- Scott Duncan (Designer) attended the InfoComm14 trade conference in June.

**Provide IT/AV Project Management & System Design Services for Campus Construction/Renovation Projects**

During this review period, we completed two major multi-year projects for the School of Pharmacy (Springfield MSU Campus & HSB 5309 Upgrades) as well as a handful of smaller renovation projects within some of our academic units. These projects include very complex IT, AV and computing systems that will be supported by IS to varying degrees.

We have also been heavily involved in the design and planning processes for the Pharmacy HSB 3301 & 5301 project. This project has aggressive timelines which touch several IT departments with little tolerance for not being completed on time as they are essential for students.

**Individual Project Updates**

- Completed – School of Computing and Engineering (SCE) Student Lounge Renovation Project
  - During this review period we completed a SCE project to create a new lounge space for students. This project included demoing an existing ILE classroom, developing a
replacement ILE classroom in Royall Hall #102 and installing a dual screen digital signage system in the newly renovated Flarsheim Hall 338 space.

- Completed – School of Pharmacy - Health Sciences Building (HSB) 5309 Distance Ed Renovations (UMKC)
  - As part of the School of Pharmacy’s plan to expand their program to Missouri State University we implanted upgrades to high definition video conferencing, a different student microphone solution and an automated camera tracking system for use during class sessions. The renovations to HSB room 5309 was a pre-cursor to the larger Pharmacy project in order to give faculty and students a preview of the proposed changes to rooms 3301 & 5301 scheduled for later in the year. The winter break project required a pretty significant physical room renovation in order to add individual student microphones and larger HD
displays to the space. The construction and A/V systems were installed and functioning for Pharmacy’s first classes of the spring 2014 semester.

• Completed – School of Pharmacy - Distance Ed Construction Project at MSU (Springfield MO)
  o This $900,000.00 project included a new UMKC Pharmacy site in Springfield, MO with distance education classrooms, a clinical skills lab, conference rooms, student exam rooms and a control room. The space is designed to facilitate 3-way immersive distance education sessions between UMKC, MU and Springfield. This project had unique project management challenges with multiple Universities, design firms and contractors involved. We also had to design and build a dedicated network circuit between MSU and UMKC so all MSU faculty and students could be part of the UMKC network. This was one of the first times that UMKC IT has provided ongoing remote technology and software support for an academic unit. The completed space was scheduled to be used starting in the fall semester of 2014.
Completed - School of Computing and Engineering (SCE) Conference Room 531 Renovation Project
- In coordination with the SCE Dean's Office, we designed and installed an ILE/AV presentation system for a new multi-purpose room. A small lab space was combined with an adjacent storage area to create the larger room which will be used for professional development and training seminars.
Provide Advanced Technical Expertise/Services to UMKC Academic Units and UMKC Departments

We have worked with several academic units and departments to design, install and, in most cases, provide ongoing support for several multifaceted AV and ILE systems. (See tables below for details.)

Completed Projects

<table>
<thead>
<tr>
<th>Project</th>
<th>Project Details</th>
<th>Est. Lifecycle Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Biology ILE Upgrades</td>
<td>(5) ILE Classrooms</td>
<td>$91,739.41</td>
</tr>
<tr>
<td>FH 338 Demo / RH 102 Installation</td>
<td>Transfer ILE Hybrid to new location; Install Digital Signage in new student lounge</td>
<td>$7,182.82</td>
</tr>
<tr>
<td>ILE Document Camera Upgrades</td>
<td>(90) Tegrity recording capable Doc Cams</td>
<td>$44,584.20</td>
</tr>
<tr>
<td>Pharmacy Program - HSB 5309</td>
<td>SOP Distance Education program lifecycle upgrades</td>
<td>$203,374.45</td>
</tr>
<tr>
<td>Pharmacy Program MSU Campus</td>
<td>(3) DE/ILE Classrooms, (2) Conference Rooms, (6) Exam Rooms (1) Control Room</td>
<td>$899,240.13</td>
</tr>
<tr>
<td>SCE 531 Conference Room</td>
<td>Full AV system with video conferencing capability</td>
<td>$38,723.39</td>
</tr>
<tr>
<td>Student Affairs Digital Signage Upgrade</td>
<td>(3) LCD signage locations upgraded</td>
<td>$10,601.39</td>
</tr>
<tr>
<td>WRP for ILE Classrooms</td>
<td>(9) ILE Classrooms, (3) departmental AV systems</td>
<td>$8,940.00</td>
</tr>
</tbody>
</table>
## IS Accomplishment Report
### January – June 2014

**Technology Management Services (TMS)**

<table>
<thead>
<tr>
<th>Total</th>
<th>$1,304,385.79</th>
</tr>
</thead>
</table>

### Current Projects
#### Implementation Phase

<table>
<thead>
<tr>
<th>Project</th>
<th>Project Details</th>
<th>Est. Lifecycle Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pharmacy Program - HSB 3301/5301</td>
<td>(2) SOP Distance Education program lifecycle upgrades</td>
<td>$410,574.20</td>
</tr>
<tr>
<td>MNL Donor Signage</td>
<td>Donor recognition signage wall</td>
<td>$15,000</td>
</tr>
<tr>
<td>NH 210 Conference Room Upgrades</td>
<td>LCD AV system with video conferencing capability</td>
<td>$8,465.28</td>
</tr>
<tr>
<td>RH Testing Facility</td>
<td>Combining RH 310 and 311 into larger room for testing; (1) ILE Full classroom moved into RH 314</td>
<td>$13,970.26</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td></td>
<td>$448,009.74</td>
</tr>
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</table>

### Design/Planning Phase

<table>
<thead>
<tr>
<th>Project</th>
<th>Project Details</th>
<th>Est. Lifecycle Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>BEH Hall of Fame</td>
<td>Move LCD location</td>
<td>$3,500.00</td>
</tr>
<tr>
<td>BHH Digital Signage Upgrades</td>
<td>Upgrade (2) LCD signage locations</td>
<td>$14,000.00</td>
</tr>
<tr>
<td>BSB 104 Renovations</td>
<td>Physical room expansion; adding supplemental LCDs</td>
<td>$5,000.00</td>
</tr>
<tr>
<td>Chemistry ILE/AV Upgrades</td>
<td>(7) Teaching spaces</td>
<td>$126,000.00</td>
</tr>
<tr>
<td>ED 245 Conference Room</td>
<td>(1) LCD Conference Room</td>
<td>$3,100.00</td>
</tr>
<tr>
<td>FH ILE/AV Upgrades</td>
<td>(8) Teaching spaces</td>
<td>$126,000.00</td>
</tr>
<tr>
<td>Hospital Hill Student Housing</td>
<td>(1) LCD Conference Room, (7) LCDs with cable and audio in Fitness Center</td>
<td>$18,818.88</td>
</tr>
<tr>
<td>Law Digital Signage</td>
<td>Multiple signage displays</td>
<td>$TBD</td>
</tr>
<tr>
<td>LS Dean’s Conference Room 1-212</td>
<td>Conference Room w/ LCD confidence monitors</td>
<td>$21,050.00</td>
</tr>
<tr>
<td>MNL Digital Signage Upgrades</td>
<td>(1) Digital Signage location</td>
<td>$9,500.00</td>
</tr>
</tbody>
</table>
### Individual Project Updates

**Completed**

**School of Biological Sciences (SBS) ILE/AV Upgrades**
During this review period, we completed a centrally funded SBS project to upgrade five classroom/teaching labs in the Biological Sciences building with ILE Classroom AV systems; BSB 009, BSB 017, BSB 104, BSB 106 and BSB 122 were upgraded. These additional AV systems increased the number of technology-enhanced classrooms from one to six in the Biology Building.

**ILE Document Camera Upgrades**
During this review period, we completed a project to replace aging document cameras in approximately 90 ILE classrooms with new units that would allow faculty to capture their document camera work in Tegrity. This project greatly enhances the value of the Tegrity recordings to students as they are able to review an additional electronic resource historically for their studies.

**Student Affairs Digital Signage Upgrades**
We completed a small project with Student Affairs to upgrade some of their old/failing digital signage displays with new technology.

**Implementation**

**School of Pharmacy - Health Sciences Building (HSB) 3301 & 5301 Distance Ed Renovations (UMKC)**
Initial design work completed and equipment ordered for the final phase of the Pharmacy program expansion project. This project includes upgrading A/V systems in HSB 3301 and 5301 to match completed upgrades in HSB 5309 and at the Springfield MSU site. Upgrades include high definition video conferencing platforms that will deliver a high quality video experience to the remote participants. This upgrade will also allow us to employ both high resolution cameras and displays to give the local students the best image quality possible. The audio systems will also be upgraded to more powerful signal processors allowing us to use student and faculty microphones to trigger room cameras for a more automated/fluid experience during classes. These rooms are scheduled to be completed by the start of the fall semester 2014.

**Miller Nichols Library Donor Commemoration Signage Project**
We are currently working on a design/installation project for a large digital signage display in the open atrium of Miller Nichols Library Learning Center. The design has been approved and equipment ordered. We are currently waiting on facility renovations to be completed prior to installation starting. Content for this display will be managed by MNL staff and this project is being funded by donor funds.
Information Services – Newcomb Hall (NH) Conference Room Upgrades
We are currently working on a design/installation project to install an ILE/AV system for a small administrative conference room in Newcomb Hall. This space will serve both as a conference room and as a space for videoconference hardware and software testing. This project has received funding approval, equipment has been ordered and we are currently waiting on facility renovations to be completed prior to installation starting.

Information Services – Royal Hall Testing Center Project
Initial design work completed for a project to convert two existing ILE classrooms into a large computer based testing center and to convert an old computer lab space to a smaller ILE classroom. This project includes demoing two ILE system, renovating two classrooms and a small IS lab space, installing newly modified ILE systems as well as all new computing hardware (38 systems).

Design/Planning

Bloch Executive Hall – Hall of Fame Signage
Initial design work completed for a donor-funded overhaul of an interactive Entrepreneurship Hall of Fame. The current oversize LCD will be relocated and supplemented with additional audio reinforcement.

Bloch Heritage Hall – Student Lounge Digital Signage Upgrades
Initial design work completed for a donor funded upgrade to the current digital signage displays in the Bloch Heritage Hall student lounge. The new displays will be higher resolution, larger and run on upgraded software with a centrally supported content management system in line with IS standards for digital signage. The content will be managed by IS staff.

BSB 104 Renovations
As part of a larger renovation project lead by CFM, two existing lab spaces will be combined to support additional students in a single section. The new ILE equipment (installed in 2014) will be augmented with additional displays to accommodate the new room arrangement and the projector and screen re-located for better viewing.

Chemistry ILE/AV Upgrades
ILE/AV solutions are currently being evaluated for a project to upgrade seven classroom/teaching labs via central funding in Spencer Chemistry Building with ILE Classroom AV Systems. These additional AV systems will increase the number of technology-enhanced teaching spaces from three to ten in the Spencer Chemistry Building.

School of Education 245 Conference Room Upgrades
Preliminary needs assessment meetings have been held and AV solutions are currently being designed for a project to upgrade a newly remodeled conference room for the Institute of Urban Education in the School of Education building with an LCD partial AV System.

Flarsheim Hall ILE Upgrades
ILE/AV solutions are currently being considered/evaluated for a project to upgrade seven classroom/teaching labs via central funding in Flarsheim Hall with ILE Classroom AV Systems. These
additional AV systems will increase the number of technology enhanced teaching spaces from twenty to twenty seven in Spencer Flarsheim Hall.

Hospital Hill Student Housing
Initial design work completed for video and audio systems for the fitness center and a small meeting room. The fitness center will have six LCDs placed around the perimeter with an audio reinforcement system for TV or music and the meeting room has a wall-mounted LCD and PC.

Law Digital Signage
Initial design work completed for multiple digital signage displays for the School of Law. The displays will be a combination of ceiling-mounted informational displays and kiosk-mounted interactive “way finding” displays near building entrances. This project is on hold pending funding approvals.

Dean’s Executive Conference Room Upgrades
Initial design work completed for a presentation and videoconference system for the UMKC School of Law Dean's Executive Conference Room and meeting space. This project is on hold pending funding approvals.

MNL Digital Signage Upgrades
Initial design work is complete for a single digital signage display for Miller Nichols Library to mirror and supplement the Commemoration Display recently installed in the Miller Nichols Library Learning Center. Content will be managed by MNL staff.

MNL 2nd Floor Renovations
As part of a larger building renovation project, TMS designed a new presentation system for the Dean of Libraries Executive Conference Room. This project is on hold pending funding approvals.

National Museum of Toys and Miniatures
Initial design work has been completed for a project to add a multipurpose media presentation space for the museum that will feature a single projector and distributed sound system. It also includes a building wide paging and background music system that will tie the A/V systems into the VoIP system for easy end user applications. The museum is currently under construction.

Union Station Conference Center Upgrades
The conference center rooms recently underwent construction changes to split the large room into two smaller spaces. Design has begun to find a solution to provide simple A/V systems for both sections of the space as well as including provisions to allow computer based distance conferencing. We plan to add a different audio signal processor and high quality USB cameras to help facilitate this need.
IT/AV Support Services Provided for Bloch Executive Hall (BEH)

- Daily preventive maintenance checks are performed to catch all equipment failures or configuration issues prior to the start of morning classes.

- Student technicians provide front-line support for classroom and desktop issues daily from 6:30 am – 10:00 pm, including Saturdays until 5:00 pm.

- Classroom support requests are generally related to non-UMKC devices and user error. We have seen training requests have dropped dramatically due to instructor familiarity with the classroom equipment.

- SKC (outside vendor) is on-site for the occasional service call and preventive maintenance, but the vast majority of technical issues are sorted out by UMKC IS staff.

- Event support is now a major factor of regular operations as the building averages 10-12 events each week ranging in size from 10-200 users.

- Twelve faculty and staff PCs were replaced under WRP. We worked to fine tune PC scripts to alleviate distorted video from Scala PCs when booted each morning.

- Began the process of documenting all IT processes on a shared OneNote notebook. This location will serve as a single repository for BEH technical staff as well as other UMKC staff and maintenance of the document will be an ongoing project.

- Worked with SKC to upgrade PC-based video conference capabilities in the Behavioral Lab Conference Room (BEH 102B) and complete the video recording systems in the observation room (BEH 102P).

- A construction-related issue with the building electrical system which required all PC and AV equipment to be disconnected in the case of a power surge was coordinated with CFM and passed without issue or service disruption.

Service Transitions
Billing for the following Telecommunication services were migrated to Operations & Administration effective January 1st, 2014.
- Cable
- Satellite
- Wireless
- Landline business services
- AT&T White/Yellow Pages
- AT&T Smartpages
- Calling cards
- Toll-free Services
- Pagers
- Headsets
- IP conference phones rental
- WebEx services
- Adds/Moves/Changes Work Orders- for on-campus and off-campus entities

**On Demand Video Hosting**
- Video Services (VS) added and provided links to 108 on-demand streaming videos.

**ILE User Training**
- In early 2014 we partnered with Desktop Support, the Call Center and Instructional Technologies to conduct additional ILE user training sessions for faculty that teach in the Miller Nichols Learning Center. The technology installed in this building differs from typical ILE systems. Training was necessary to help smooth the transition for faculty as they moved from older ILE systems to a newer systems installed in this building.
- There were also many one-on-one sessions with faculty who are teaching in ILE environments that were scheduled as needed.

**Campus Security RFP Awarded**
- During this review period, responses to the security RFP were reviewed, scored and awarded. Wachter INC was awarded the CBORD portion of the RFP and DH Pace was awarded the Lenel portion of the RFP. Both CFM and IS staff received Security and CBORD specific training so installations could be completed internally. CFM has agreed to manage this process for the campus via their work order system.
Other Notable Accomplishments

During the Spring/Summer Semester 2014 utilization of Full ILE classrooms was roughly 24% higher than Non-ILE classrooms. Hybrid ILE Classrooms utilization was also 24% higher than a Non-ILE classrooms.

Technology Management Services provided maintenance and support for ILE and AV systems on the Volker and Hospital Hill campuses. This includes the new MNLC and BEH buildings. During this period 88% of all support tickets assigned to Classroom Technology Services were resolved within a 24 hour period and 50% were resolved within 1 hour.
Video Services provided maintenance and first-tier technical support for all ILE and AV equipment in the Health Sciences Building. During this period, 88% of all support tickets assigned to Video Services were resolved within a 24 hour period. 70% were resolved within 1 hour.

### Ticket Resolution Time

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<th>Time</th>
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<tr>
<td>Less than 1 Hour</td>
<td>12%</td>
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<tr>
<td>1-24 Hours</td>
<td>18%</td>
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<tr>
<td>More than 24 hours</td>
<td>70%</td>
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We have provided technical support for videoconferencing meetings on the Volker Campus and a portion of the Hospital Hill Campus. During this review period, we set up and supported 153 hours of videoconference meetings. We used a meeting room to provide a distance classroom for the Reserve Officers Training Corps.

### Videoconferencing Set Up & Support Hours

<table>
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<th>Department</th>
<th>Hours</th>
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<td>School of Pharmacy</td>
<td>51%</td>
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<tr>
<td>ROTC</td>
<td>34%</td>
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<tr>
<td>Missouri Library Association</td>
<td>9%</td>
</tr>
<tr>
<td>School of Nursing</td>
<td>5%</td>
</tr>
<tr>
<td>Other</td>
<td>1%</td>
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We have provided technicians to support ITV Distance Education programs for a number of academic units with a majority of the support load dedicated to the School of Pharmacy and the School of Nursing. This group has supported 1,317 hours of ITV distance learning during this review period.

During this review period, regular system maintenance was completed in all ILE Classrooms.
Support Services

Project Update

Cloud Storage
This past spring Information Services began researching cloud storage options for UMKC in an effort to augment on premise storage. Cloud storage lets users access their data any time of day and typically with the device of their choice. That degree of availability coupled with a user friendly interface makes the collaboration and file sharing easier for end users.

We found this market to be one of the fastest changing spaces in the IT industry. With costs and features from hundreds of vendors changing as we reviewed them it was challenging to determine what truly set one apart from the other.

To help compare various service offerings we developed several use cases and obtained test accounts from various vendors to further examine their products. We also discussed options for a consolidated purchase with other UM campuses.

After much research and discussion UM campuses joined forces on an agreement with Box.com, one of the industry leaders in this space. A pilot project is being planned this fall.

O365 Student Advantage
IS collaborated with UM System campuses to plan and coordinate the rollout of MS Office ProPlus, a new Microsoft benefit for students. This subscription based service provides a free copy of MS Office ProPlus to UMKC enrolled students starting in May of 2014. A detailed webpage was developed to help students become familiar with this valuable new resource.

School of Pharmacy – MSU Campus
Support Services worked with IS colleagues to plan, configure and purchase the technology equipment to be installed at the new extension campus located in Springfield, MO in a renovated building called Brick City. A site visit was also planned to help IT staff become familiar with the facility and the personnel who were on site.
**Shared Services for IT Systems**
Support Services collaborated with UM campuses on two new shared services – AirWatch and Bomgar. UMKC’s AirWatch mobile device management system was reconfigured this spring to support a multi-tenant environment so that all UM campuses could benefit from this resource. In addition, a new virtual appliance was purchased for Bomgar, a remote support and chat tool for the UM helpdesks. MOU’s were developed to define services and shared costs for these new systems. Both of these systems will be hosted at UMKC. These projects are expected to be completed this fall.

**Desktop Enhancements**

**Computer Refresh**
Support Services deployed over 320 new computers (both Mac and Windows) to faculty and staff as part of the Provost’s annual workstation replacement initiative (WRP). This program provides the life-cycle replacement funds to ensure academic faculty and staff have a reliable, fast computer.

**Office 2013 and Lync**
Numerous MS Office 2013 deployments to faculty and staff computers were coordinated throughout the past six months so that approximately 85% of IS supported departments are now using the new productivity suite. MS Lync was also included in the upgrade and provides real-time presence information with instant messaging.

**Retiring Windows XP**
In a continuous effort to keep the university’s computing environment secure, IS worked closely with departments to inform and provide options when Microsoft ended support for Windows XP systems. Support Services upgraded, retired, replaced or firewalled over 200 systems running Windows XP this spring.

**Windows 8.1**
As Windows XP sunsets, Windows 8.1 update is being tested and run on select systems. Windows 8.1 has many new apps and features and includes functional improvements in speed, security and mobility. The new touch capabilities have worked well for select kiosks and mobile devices. Windows 7 remains the campus standard but with the goal of moving forward to a newer release. As with all new releases, Windows 8.1 needs time for the software developers to add support and verify compatibility with other university software.
Support Services

IS Support Services’ primary goal is to provide prompt, quality technical support for the campus community. We track a variety of statistics to measure performance and service requests. Over the last five years, the volume of requests in Support Services has fluctuated some due to an increase in student enrollments, efficiencies implemented, proactive communication and better self-help options. The chart below demonstrates that the helpdesk remains a central hub for IT problem reporting and resolution. It also reflects the challenging high volume of support requests that occur during peak periods.

Customer satisfaction continues to remain high. The following chart represents customer satisfaction
data collected from surveys closed by IS Support Services for the period of January 2014 through June 2014.

Support Services - Customer Satisfaction Rates

- The Call Center responded to 11,753 support requests, resolving 9,310 requests and escalating 2,443 requests during the Jan – June 2014 time period.
- The Call Center’s first-call resolution rate was 79%.
Time Period | Total Number of Call Center Support Requests
---|---
Q3 & Q4 2011 | 11,661
Q1 & Q2 2012 | 12,084
Q3 & Q4 2012 | 14,461
Q1 & Q2 2013 | 11,272
Q3 & Q4 2013 | 14,413
Q1 & Q2 2014 | 11,753

- Support requests generated through our online problem report tool increased during this period as compared to the same months last year. This tool allows users to submit requests 24 hours a day, 7 days a week.

Time Period | Total Number of Web Submission Requests
---|---
Q1 & Q2 2012 | 517
Q3 & Q4 2012 | 560
Q1 & Q2 2013 | 344
Q3 & Q4 2013 | 481
Q1 & Q2 2014 | 420

- ITSM
  - Worked with ITSM Steering Committee, Service Desk Committee and technical teams to prepare for implementation of more ITSM modules and improve current processes and functionality
  - Participated in Knowledge Management solution discussions
  - Created several new templates for the Call Center to use when creating incidents
  - Continued to update documentation and conduct training sessions for ITSM as necessary
  - Performed People Data modifications as necessary and worked with Enterprise Management team to improve our ITSM Users database
- **Office 365**
  - The Office 365 system was upgraded to Wave 15 during this review period. Communication, documentation, and staff training were provided. Modified web pages to reflect changes associated with Wave 15 upgrade.
- **WebEx**
  - Investigated Support Center as a remote support option – not as fully-featured as Bomgar
  - Tested hosting and attending meetings using the software
- **Staffed six New Student Orientation sessions**
- **Participated in 3 ILE training sessions for faculty in MNLC classrooms**
- **Worked with Pathway campus Leads to prepare Call Center team to support three new tools in Pathway:**
  - Accessibility Layout features
  - Additional Authorized Access
  - Schedule Builder
- **Coordinated and set up guest accounts for 294 guests and worked with Operations and Administration to bill for $23,100**
- **Set up 17 O365 email accounts for alumni in conjunction with the Alumni Association**
- **Worked with Infrastructure Services to transition their general information phone line to be answered by the Call Center**
- **Worked with Admissions, Registration and Records and various UM IT groups to address SSO account creation and maintenance issues**
- **Welcomed and trained one new Call Center team member**

**Desktop Support**

Responded to and resolved 2,639 Desktop Support requests. Breakdown of supported groups is below.

<table>
<thead>
<tr>
<th>Support Group</th>
<th>Qty</th>
</tr>
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<tr>
<td>Employee-Student</td>
<td>96</td>
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<tr>
<td>Faculty</td>
<td>704</td>
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<tr>
<td>Generic</td>
<td>32</td>
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<tr>
<td>Retiree</td>
<td>22</td>
</tr>
<tr>
<td>Staff</td>
<td>1,482</td>
</tr>
<tr>
<td>Students</td>
<td>303</td>
</tr>
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</table>
• Responded to and resolved 362 Student Assistant Problem Lab Reports
• Expanded support to include additional computer labs across campus. This includes providing images to outside departments to ensure a consistent and stable computing environment for our students.

We had 12,401 distinct individuals use the public computing sites between 1/1/2014 and 6/30/2014. This represents a very large percentage of our student base and exemplifies the usefulness and importance of these student computing facilities.

In addition to the physical computer sites we had 1,611 distinct individuals using our Remote Labs over the same time period.

Began the process of migrating the entire RemoteLab infrastructure to Windows Server 2012R2. All new RemoteLabs are running Windows Server 2012R2 as well as many of the back end processes. The existing RemoteLabs will be migrated during the Fall 2014 intersession.

Expanded the use of RemoteLabs by introducing two new labs:
  o SCE Primavera, which will be used to directly support SCE’s new online curriculum
  o School of Law
- Windows 7 continues to be the most popular operating system. At this point all Windows XP systems have been removed from the network or firewalled.
- Updated Windows 7 Universal images to support new computer models and updated software versions
- Updated Windows 8.1 Universal images in preparation to fully support this operating system. We have moved the Windows 8.1 Universal image into production in limited cases. We currently have around 140 installations of Windows 8/Windows 8.1.
- Continue to use 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:
Successfully push 12,941 pieces of software to campus computers. 1,387 of these were initiated via our Software Deployment webpage by technicians/IT Liaisons.

- Installed and configured Xerox CentreWare Web server to provide additional reporting and management capabilities
- Participated in Jabber pilot program and built necessary SCCM packages to assist with future deployments
- Updated 10+ license servers
- Working closely with Columbia on InfoPrint -> CUPS migration. Both systems are running in parallel now and the final cutover will happen mid-semester.
- Updated Dell warranty script to ensure asset management system is up-to-date using automated tools
- Configured Athletics ticketing system to be used for basketball games
- Configured and documented new testing software for Counseling
- Identified and resolved a hard drive firmware problem with the Dell OptiPlex 7010
- Created and updated several reports used across Information Services and outside departments
- Removed a 48 station computer lab in MNL2 for renovations
- Removed a 20 seat computer lab in RH314 – will be replaced by a new Testing Computer Lab next semester
- Complete overhaul of two Oak Place computer labs

**ITSM**
- Resigned internal ITSM User Database
- Attended Asset Management Workshops
- Migrated legacy Lab Problem Reports to utilize ITSM Self-Service

**Several major updates for the School of Biology including:**
- Provided on-site technical support
- Complete overhaul of the SBS 017 computer lab
- Overhaul of KCUR broadcast rooms with new IP based consoles
- Tested new Emergency Alert System for campus computers
- Revamped custom PXE imaging service to provide the ability to designate roles for access
- Continually updated the following applications across campus to reduce security vulnerabilities and ensure our customers are kept up-to-date
  - Firefox
  - Flash/Shockwave
  - Adobe Reader/Acrobat
- Updated PaperCut on several servers to latest version
- Hired and trained two new Desktop technicians
  - Liaised with Math & Statistics Department and EM (Enterprise Support) team to create new custom Remote Lab for Matlab and various toolboxes
  - Consulted with faculty representatives for major hardware/software refresh needs in departmental labs for fall and assisted with product procurement:
    - AUPD – 9 PCs
    - Art & Art History – 21 iMacs
    - Communication Studies – 8 iMacs
    - English - Due to prohibitive costs, this lab may be decommissioned instead of replacing current EOL hardware (20 iMacs).
    - Foreign languages – 11 iMacs
- Conducted informational session for SCE graduate students on proper procedures for getting tech support in the various SCE research and classroom computer labs
- Performed software refresh on 12-unit SOE Charter School iPad collection used for graduate field work and increased number of Dell Certified Technicians on the Academic Team from 2 to 3
- Configured digital signage PCs for new SCE Burns & McDonnell Collaboration Space
Coordinated technical review and lease of new color multifunction copier for SCE 463 lab
  - Liaised with vendors, SCE stakeholders, and Procurement in order to identify and acquire new equipment
Assisted 2 new faculty members (SCE) with office technology needs
Evaluated file versioning options for Box.com and other vendors for the UMKC Storage Project
Major department relocations
  - Toy & Miniature Museum to Epperson House carriage house
  - History GTA offices from CH 223 to 205, 206
SPARK move to the 4825 Troost Bldg.
  - Liaised with CFM and ISNT in planning new office and computer lab space
  - Consulted with department on new hardware/software acquisition
  - Used this opportunity to modernize lab software image from Windows XP to Windows 7 and provide latest versions of other lab software
  - Installed office and lab equipment at new location
Apple Support
  - Renewed certifications for the 3 principal Mac technicians
- Responded to an emergency request for new software in the School of Biological Sciences 009 lab
- Consulted with Conservatory Impact Center on new computer hardware needs. Saved them approximately $7,000 in expected equipment costs by steering them toward task-appropriate hardware
- Tested new Microsoft OneNote client for Mac and iOS
- Developed and tested Windows 8.1 based Bootcamp image
- Maintained and updated install packages for Adobe CC for Mac software tools
- Began testing prerelease version of OS X 10.10 “Mavericks”

- Created/Updated **153** SCCM packages for Labs, ILE and campus wide use

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<tr>
<td>Xilinx ISE WebPACK 14.7</td>
<td></td>
<td>Print Release Client 14.2</td>
</tr>
</tbody>
</table>

**UMKC IT Hardware Procurement**

- Purchased over $435,000 worth of IT hardware including computers, tablets, printers, peripherals and related service warranties
- The distribution of spending over primary vendors:
  - Dell and Apple remain the primary computer vendors representing over 85% of the total hardware spend.
  - Apple hardware purchases accounted for about 30% of the spending.
    - This represents a nearly 100% increase in spending on Apple hardware over the previous period
    - The popularity of Mac and iOS products continues to be strong
- Historically, IT spending conforms to a well-known pattern that we see repeated again for the current review period wherein the first half on the fiscal year sees roughly twice the spending due to WRP and the payment schedule of a few large UM System software contracts.
As UMKC continues to consolidate large unit and systemic purchases of software and services we should expect this first and second half of the year’s purchase totals to become more similar.

**IT Procurement: Spend by Six-Month Period**

<table>
<thead>
<tr>
<th>Period</th>
<th>Hardware</th>
<th>Software</th>
</tr>
</thead>
<tbody>
<tr>
<td>2nd-half FY2011</td>
<td>$0</td>
<td>$500,000</td>
</tr>
<tr>
<td>1st-half FY2012</td>
<td>$1,000,000</td>
<td>$1,000,000</td>
</tr>
<tr>
<td>2nd-half FY2012</td>
<td>$1,000,000</td>
<td>$1,000,000</td>
</tr>
<tr>
<td>1st-half FY2013</td>
<td>$1,500,000</td>
<td>$1,500,000</td>
</tr>
<tr>
<td>2nd-half FY2013</td>
<td>$1,500,000</td>
<td>$1,500,000</td>
</tr>
<tr>
<td>1st-half FY2014</td>
<td>$2,000,000</td>
<td>$2,000,000</td>
</tr>
<tr>
<td>2nd-half FY2014</td>
<td>$2,000,000</td>
<td>$2,000,000</td>
</tr>
</tbody>
</table>

**IT Procurement: Top Ten Hardware Vendors**

- Dell: 54.9%
- Apple: 29.9%
- Associated Air: 6.9%
- GovConnection: 4.2%
- CDW-G: 4.2%
- UMKC Bookstore: 4.2%
- Epson: 1.4%
- Amazon: 1.0%
- Monoprice: 0.6%
- Monoprice: 0.6%
- Monoprice: 0.3%
- Recon Instruments: 0.1%
**IT Procurement: Primary Purchase Methods**

- **Workstation Replacement Program**
  - Tracked and arranged deliveries for 535 computers and numerous related peripherals
  - Communicated with IT Liaisons, IS staff, freight companies and other stakeholders regarding delivery timetables and logistics
  - Provided numerous reports and responded to related data requests
  - Recorded and ordered off-session WRP-approved computer purchases
  - Updated IT community on vendor model changes that will affect upcoming WRP sessions

- **Mobile device and wireless service procurement**
  - Served as institutional point-of-contact for wireless device procurement processes including day-to-day activities such as item selection, consultation, device and plan ordering, resolving issues with four (4) primary vendors and coordinating support requests with the IS Desktop Support team
  - Assisted with transition and training as responsibilities for UMKC billing changed in this period
  - Activated 15 lines of service on various devices (e.g., cell phones, air cards, hotspots, wireless tablets) including new lines, upgrades, ports and warranty replacements with a distribution as follows:

  - **ePro, $360,330.01, 82.6%**
  - **Bookstore, $4,605.00, 1.1%**
  - **PCard, $71,507.86, 16.4%**
- Processed requests for device swaps and wireless plan/features changes
- Maintained websites to document purchase recommendations, carrier plan details and personal account discounts for UMKC affiliates
- Other notable activities:
  - Provided IT item selection and configuration consultation for 62 distinct departments in response to a myriad of different request scenarios
  - Worked with vendors to create 84 customized price quotes for various and multiple products and configurations
• Reviewed and provided IT approval for 73 eProcurement orders input by other departments
• Worked with Procurement and fiscal officers to resolve eight (8) eProcurement budget errors
• Processed authorized returns for four (4) hardware items
• Reconciled PCard orders on a monthly basis providing invoice/receipt documentation, MOCode and PeopleSoft account code assignments for 178 transactions
• Instructed the creation of Journal Entry transfers to reallocate funds for four (4) UMKC Bookstore orders and three (3) interdepartmental equipment transfers
• Strengthened business relationships with a number of primary vendor contacts most notably HP, Xerox, Absolute, CDW-G, Verizon, AT&T, Apple, Sprint, Dell and GovConnection
• Updated IT Hardware Procurement web pages to provide information on models, configurations and pricing on UMKC standards for computers and networked printers
• Communicated with IT Liaison community regarding changes to hardware procurement, standards and product availability

UMKC IS Software Procurement

• Placed software orders and renewals totaling $699,942.84
  • Placed software orders for various departments on ProCard ($123,152.73)
  • Placed software orders and renewals through eProcurement ($322,774.43). Renewed licenses for the following systems:
    • Tegrity
    • TurnItIn
    • CourseLeaf Curriculum Management
    • VoiceThread
    • WebEx
    • SiteFinity
    • ALEKS Math Placement
    • Miscellaneous
  • Processed UMKC’s portion of shared System contracts ($254,015.68) for
    • Microsoft Exchange
    • Adobe ETLA
    • SPSS
    • Moodle
    • SAS
• Renewed annual licenses for Adobe Cold Fusion & Flash servers, Equella, Endnote, Keyserver, Maple, Matlab, Trumba
- ISSS Software Database complete
  - Continue to refine database fields and reports
  - Data entry of purchases made by other departments continuing
    - Vendors - 310
    - Software Titles – 788
    - License Records – 5,499
• Refined processes necessary to better manage Adobe’s new ETLA site license
  o Produced fiscal year cost recovery reports
  o Developed End of License Year procedures (81% renewal rate)
• Set up new home licensing options for student users
  o ArcGIS OnLine
  o ERDAS
  o Increased departmental licensing efficiencies. Purchased a network license for the Math department in lieu of multiple standalone copies

• Worked with system campuses to increase efficiency through shared services
  o Attended quarterly VPA telepresence meetings
  o Attended quarterly Standards Committee telepresence meetings
  o Provided Core IT Services committee with complete list of UMKC software
  o Provided VPA committee with complete list of UMKC software contracts
  o Working with all campuses to resolve issues with new AutoCAD licensing model
• Represented IS on the Campus Sustainability Committee

IS SS Procurement Methods
$1,136,385.71
January - June 2014

- eProcurement, $683,104.44, 60%
- Shared System Contracts, $254,015.68, 22%
- Bookstore, $4,605.00, 1%
- ProCard, $194,660.59, 17%
- UMKC finished 2nd in the Grand Champion category in the 2014 RecycleMania tournament
- All WRP retired computers included in recycling totals for that contest (7,268 pounds)

**IS Managed Labs**

- Maintained operations in six IS-managed general use student computer labs, eight restricted access labs, and supplied one associated computer classroom. 9,215 unique individuals used these sites during this time:

<table>
<thead>
<tr>
<th>Lab</th>
<th>Individuals</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bloch School of Management 005</td>
<td>591</td>
</tr>
<tr>
<td>Bloch School of Management 110</td>
<td>1,316</td>
</tr>
<tr>
<td>Health Sciences 3304</td>
<td>1,077</td>
</tr>
<tr>
<td>Johnson Hall</td>
<td>427</td>
</tr>
<tr>
<td>Miller Nichols 2nd Floor</td>
<td>2,289</td>
</tr>
<tr>
<td>Oak Place Labs</td>
<td>692</td>
</tr>
<tr>
<td>Royall Hall 303</td>
<td>3,374</td>
</tr>
<tr>
<td>School of Computing and Engineering 364</td>
<td>676</td>
</tr>
<tr>
<td>School of Computing and Engineering 460</td>
<td>815</td>
</tr>
<tr>
<td>School of Computing and Engineering 462</td>
<td>999</td>
</tr>
<tr>
<td>School of Computing and Engineering 463</td>
<td>723</td>
</tr>
<tr>
<td>School of Computing and Engineering 464</td>
<td>939</td>
</tr>
<tr>
<td>School of Education 129</td>
<td>1,866</td>
</tr>
<tr>
<td>Student Union 210</td>
<td>3,937</td>
</tr>
</tbody>
</table>

- Continued to collaborate with various schools and departments to ensure student computing needs are met
- Recruited, hired and trained new afternoon computer lab supervisor
- Integrated ITSM ticket management system with Student Assistant problem reporting
- Tore down MNL 2F lab to prepare for renovation of the space
- Worked with SCE on new MFD and Summer Camps
- Worked with CFM to improve lab environments by scheduling deep-cleaning of floors in School of Computing and Engineering room 364 computer lab
Addressed power outages and flooding issues in various sites
Continued to align lab hours with usage
Worked on a new background wallpaper for the labs
Staffed Miller Nichols Library computer lab for extended hours for spring semester finals
Staffed School of Computing and Engineering labs for extended hours for spring semester midterms and finals
Continued to simplify back-office procedures and documentation to improve efficiency of operations wherever possible
Partnered with Information Access on maintaining software for tracking Student Assistant shifts and worked with them to provide mobile access to the tool
Updated content and screenshots on the labs web pages for various projects and updates
Documented new hiring procedures
Provided staffing and support for three special events in the Health Sciences Building room 3304 computer lab
Staffed registration sessions during six new student orientations
Scheduled 10 classes in the Health Sciences Building room 3304 computer lab
Received 178 applications for Student Assistant positions, conducted 149 computer skills tests, interviewed 27 prospective new hires and hired 15 new Student Assistants for IS-managed labs
Conducted 6 new hire orientations
Processed over 4,850 shifts and supervised almost 14,300 Student Assistant labor-hours
Completed reviews for 41 Student Assistants
• Supported student printing needs by keeping supplies on hand and printers ready for use. Over 280,000 print jobs were printed in IS-managed general use student computer labs totaling over 1,800,000 pages

Miscellaneous Accomplishments
• Represented UMKC on four (4) University-wide committees that meet quarterly
  o UM Volume Purchasing Agreement committee
  o UM Standards committee
  o ITSM Steering committee
  o ITSM Service Desk committee
• Served on the university wide committee to write an RFP for IT Training
• Coordinated UMKC’s Adobe Day of training at multiple sites
  o Met with Adobe several time to outline training topics and event details
  o Communicated and attended multiple events.
• Worked closely with Campus Facilities to update and improve security on UMKC Honeywell systems
  o Wrote and completed a new MOU with them
• Continued to meet with Campus Facilities and define space requirements for the Support team as current 4825 Troost building conditions continue to deteriorate
• Served as UM System’s central point of contact for the Dell TechDirect system
  o Established new university Dell certification accounts, worked through warranty parts discrepancies, etc.
• Organized and chaired monthly IT Liaison meetings
  o Identified and coordinated relevant presentations
• Coordinated updates and repairs on three department vehicles
• Participated in the Forefront Identify Manager planning
• Coordinated HR training for the Support team
• Coordinated and met with Academic IT Operation Committee Chairs to ensure IT services were meeting needs and changes were being communicated
• Renewed agreement for technical support with the Toy and Miniature Museum
• Met with numerous vendors to review new technologies and changes within their product line
Infrastructure Services

IS Project – Infrastructure Improvement

Upgrade Building Wiring Infrastructure

We have completed infrastructure upgrades in the Bloch School of Business, Health Sciences building, Union Station, Biological Sciences, Spencer Chemistry, Fine Arts, School of Education, Durwood Soccer Stadium, Johnson Hall, Pershing Place Bldg., Student Union, Law School, Miller Nichols Library, Student Success Center, Cherry Street Garage, Block Executive Hall, Miller Nichols Library Learning Center and are currently working on the new Troost Street Residence Hall and Medical School. We will finish the Residence Hall for the Fall Semester 2014 and hope to complete the Medical School upgrade to Category 6 cable over the next year. See Appendix for status chart by building.

Critical Issues

- New cable standards, Category 7 that will support 10 gigabit connections are projected to be out in 2015. New standards have increased the cable size and made cable stiffer. These new cables require larger conduit sizes and longer installation times which increase cost.
- Copper cable prices have more than doubled in the last 5 years driving up the cost of many of the supplies we use on a daily basis. If this inflation rate continues cost of materials could cause us to slow or stop some installations due to insufficient budget.
- Projections based on Infrastructure Services budget at 2007 or higher levels with no additional projects or funding requirements that would use departmental hard dollars or substantial staff time.
- Projections based on 2007 or higher staff levels. This project would stop or substantially slow down with staff cuts or vacant staff positions for extended periods of time.

Project Completion & Timeline

![Project Completion & Timeline Graph](image)

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IS Accomplishment Report | January – June 2014

Infrastructure Services
IS Project – VoIP Rollout

We started rolling out voice over IP phones first to all of Information Services and then in the Health Sciences building in 2007. We have now replaced phones in the Administrative Center, Biological Sciences, Bloch School, Bloch Executive Hall, Spencer Chemistry, Cherry Street, Cockefair Hall, Dental School, Diastole, Durwood Soccer Complex, School of Education, Epperson House, Heating/Cooling Plant, Fine Arts, Flarsheim Hall, General Services Bld., Grant Hall, Haag Hall, Hospital Hill Gym, Katz Bld., Law School, Manheim Hall, Medical School, Miller Nichols Library, Miller Nichols Library Learning Center, Newcomb Hall, Northland Campus, Old Maintenance, Parking Structure Hospital Hill, Performing Arts Center, Purshing Bld. Offices, Repertory Theatre Downtown, Residence Hall Oak Place, Residence Hall Oak Street, Residence Hall Johnson Hall, Royall Hall, Scofield Hall, Student Union, Swinney Recreation Center, Toy and Miniature Museum, Union Station Offices, University House, Western Missouri Mental Health Offices, 4747 Troost, 4825 Troost and the 51st Annex. Each person who currently has a campus phone will receive a new IP phone similar in functionality at no charge to the department. See http://www.umkc.edu/is/nt/umkc-phone.asp for more information on phones. See Appendix for buildings with VoIP phones deployed.

Critical Issues

- This project is dependent on both the campus network and each buildings cable plant infrastructure. IP phones require inline power for greatest functionality which requires a Category 5 or higher cable plant. This project would slow if the campus infrastructure project is delayed.
- The campus PBX is 30 years old and a catastrophic failure would require an immediate cutover to IP phones.
- Projections based on Infrastructure Services budget at 2007 or higher levels with no additional projects or funding requirements that would use departmental hard dollars or substantial staff time.
- Projections based on 2007 or higher staff levels. This project would stop or substantially slow down with staff cuts or vacant staff positions for extended periods of time.

Project Completion & Timeline
Infrastructure & Network New Buildings

UMKC is currently building a new student residence hall on Hospital Hill and remodeling the Miller Nichols Library. These projects require extensive planning, engineering and staff time both before and during the buildings construction. Bringing voice and data systems online when a building is completed requires the efforts of the entire Infrastructure Services department.

Critical Issues

- Additional buildings with additional voice and data equipment put a greater demand on campus resources. Specific to Information Services, network usage both wired and wireless, the load on the Internet connections which cost hard dollars to increase, Call Center support, trouble tickets and onsite visits to repair and trouble shoot issues, network security, etc. These projects include cost for cable plant and electronics but no additional resources for staff or ongoing maintenance of infrastructure.
- Projections based on Infrastructure Services budget at 2007 or higher levels with no additional projects or funding requirements that would use departmental hard dollars.
- Projections based on 2007 or higher staff levels. Building projects could not make deadlines for building openings with staff cuts or vacant staff positions for extended periods of time.

Shared Services - Network Architecture Engagement

UMKC is actively participating in the system-wide Shared Services Initiative. This initiative includes projects that span multiple campuses designed to cut costs, share resources and even staff when possible. Specific to IS - Infrastructure Services is the Network Architecture Engagement Project. The goal of this project is to enhance the University's intercampus data network in support of shared services. Cisco has agreed to provide free consulting services in support of this project. A Network Architecture Engagement Committee has been formed with representatives from each campus, the Hospital and MOREnet to work with Cisco to move this project forward.

Critical Issues

- Trying to get agreement across all groups on objectives and outcomes of the committee
- Funds and staffing to implement the committee’s recommendations

Infrastructure Services Training Program Overview

Infrastructure Services training plan includes a comprehensive array of courses to acquire and keep technicians certified as Belden Cable Installation Professionals. Training also includes a wide range of courses on University related policies and procedures, safety, telecommunications and copper or fiber optic cable related topics. The BiCSi Registered Communication Distribution Designer (RCDD) on staff must also follow a specific training program throughout the year to maintain his certification credentials. New staff members attend a week long training course followed by a certification test to become a
Belden Cable certified installer within their first year of employment. All technicians then attend an update course once every 2 years on the latest in cable and fiber optic technology and installation techniques. All staff members are encouraged to take local courses throughout the year on work related topics when they are available.

Below are samples of some of the certifications maintained by Infrastructure Services personnel.

**Individual Infrastructure Services Accomplishments This Period**

- Completed VOIP conversion on dozens of campus alarm systems
- Infrastructure Services staff attended over 241 hours of training during this reporting period.
- Hosted IP phone training classes for several departments
- Staff member served as the campus building liaison representative.
- Completed over 420 moves, adds and changes on voice jacks, data jacks and phones
- Designed and planned infrastructure, voice and data networks for the Hospital Hill Residence Hall
- Responded to, solved and closed 201 trouble tickets recorded in ITSM (Remedy)
- Installed over 130 Voice over IP phones
- Reviewed and planned new infrastructure for Toy Museum remodel
- Staff member served on the Inter Campus Network Committee.
- Two staff member attended the Great Plains Network Conference.
- Repaired outside plant fiber cut the same day service was interrupted
- Provided construction documents, Division 27 standards for the Hospital Hill Residence Hall projects
- Processed over 2.3 million calls through voice systems
- Converted 4825 Troost to Voice over IP phones
- Marked University buried cable plant locations as required by Missouri Law for One Call services 381 times during this reporting period
Security

Notable Items

- Deployed Windows Server 2012R2 on the majority of ISSR servers
- Upgraded the IS Security Test Lab to the latest computer models
- Assisted with HIPAA concerns
- Windows XP abatement project (operating system end of life)
- Worked on PCI audit
- iOS updates on Cisco firewalls
- Sunshine records requests
- Worked on the Security Awareness training program
- Deployed new version of Encase
- Campus deployment of EMET
- Assisted with campus listserver migration
- Assisted with hosted storage project
- Assisted with campus Domain Controller upgrade
- Assisted with AppleTV testing
- Assisted with Remote Labs errors coming from Columbia labs
Information Access

Introduction

Efforts of the Information Access Division during the period January through June 2014 were notable for the improvements made in measurements of customer response times, despite a steady increase in requests for service. All divisions had singular and combined successes.

Instructional Technologies (ITS) Usage of ITS related tools including Blackboard, Moodle, Tegrity and Collaborate increased following the trend of the last few years. ITS rolled out WebEx as an option for the campus. Live chat support continues to be a very popular support option both during the regular workday as well as in the evenings. Two new tools are planned for fall deployment. VoiceThread, a communication tool which interacts with multiple media formats and Kaltura, a multimedia video streaming solution.

Foundation Services (FS) Foundation Services provides secure, professionally managed data centers to meet the growing information technology needs of academic and administrative units at UMKC. FS upgraded our virtual server hosting platform, storage, and backup software. FS continued to virtualize physical systems, and served as the primary system administrators for 400+ servers as well as provided assistance and technical support for campus IT Liaisons.

Internal Applications (IA) Internal Applications worked on large projects for a number of colleges and schools and performed semi-annual account cleanup processes. IA launched new products including ALEKS (math entrance exam) and Courseleaf (replacement catalog management software) in addition to expansion of data for RooWriter and Starfish.

Academic Enhancement (AE) AE continues to provide academic support for instructors providing supplemental material for courses. In the past six months the group produced many live streaming events distributed to thousands of customers across the world. AE worked with multiple academic units and provided streaming coverage and post production DVDs for nine commencement ceremonies.
Instructional Technologies (ITS) Accomplishments

Blackboard Help Center

- The group initiated and collaborated with the Internal Applications group to improve user interface and functionality of the Blackboard User Request System.
- Operation hours remain from 7:00 am to 10:00 pm on Mondays, Tuesdays, and Thursdays; and from 6:00pm to 10:00pm on Sundays via the Live Chat tool.

Blackboard Usage Data

SP2014 courses with at least one student enrolled: 4,206
- Use at least one tool: 1,591 (38%)
- Use Assignments tool: 445 (10.6%)
- Use Discussion Board: 409 (9.7%)
- Use Announcements: 1,083 (25.7%)
- Uploaded a file: 1,239 (29.5%)

SP2014 courses with at least once student enrolled: 1,316
- Use at least one tool: 481 (30%)
- Use Assignments tool: 149 (11.3%)
- Use Discussion Board: 187 (14.2%)
- Use Announcements: 355 (27.0%)
- Uploaded a file: 399 (30.3%)

Support Issues by Application

Over 4,500 email communications occurred during this six month period.

ITS Chat Statistics

For the first half of 2014 there were 1,052 chats. 88% of those chats were during office hours.

<table>
<thead>
<tr>
<th></th>
<th>Jan-14</th>
<th>Feb-14</th>
<th>Mar-14</th>
<th>Apr-14</th>
<th>May-14</th>
<th>Jun-14</th>
</tr>
</thead>
<tbody>
<tr>
<td>Home</td>
<td>30</td>
<td>19</td>
<td>23</td>
<td>24</td>
<td>3</td>
<td>20</td>
</tr>
<tr>
<td>Office</td>
<td>384</td>
<td>138</td>
<td>101</td>
<td>97</td>
<td>102</td>
<td>111</td>
</tr>
<tr>
<td>Total</td>
<td>414</td>
<td>157</td>
<td>124</td>
<td>121</td>
<td>105</td>
<td>131</td>
</tr>
</tbody>
</table>
Chat Usage January - June 2014

Year-over-Year Comparison

<table>
<thead>
<tr>
<th></th>
<th>January</th>
<th>February</th>
<th>March</th>
<th>April</th>
<th>May</th>
<th>June</th>
</tr>
</thead>
<tbody>
<tr>
<td>2013</td>
<td>265</td>
<td>143</td>
<td>142</td>
<td>137</td>
<td>111</td>
<td>160</td>
</tr>
<tr>
<td>2014</td>
<td>414</td>
<td>157</td>
<td>124</td>
<td>121</td>
<td>105</td>
<td>131</td>
</tr>
</tbody>
</table>

UMKC WordPress

The Instructional Technology Services manages the support of the UMKC WordPress installations. The ITS team coordinates with Foundation Services when a UMKC WordPress site is requested. During the past six months, we converted all multi-user site instances (where a limited number of customizable options were offered) to single site instances giving customers complete creative control over their site.

24 new INFO server sites and 6 new student server blogs added during this timeframe.

<table>
<thead>
<tr>
<th>description</th>
<th>count</th>
</tr>
</thead>
<tbody>
<tr>
<td>INFO server WordPress Blogs</td>
<td>190</td>
</tr>
<tr>
<td>Student server WordPress Blogs</td>
<td>35</td>
</tr>
<tr>
<td>Total Single Site Blogs</td>
<td>225</td>
</tr>
</tbody>
</table>
ePortfolios

Foliotek enrollment from the period of 01/01/2014 to 06/30/2014:

- School of Dentistry usage continues to increase.
- 46 new registrations from Dentistry.
- The History department has decided to discontinue the use of Foliotek.

Program Breakdown:

<table>
<thead>
<tr>
<th>Program</th>
<th>Number of Active Students</th>
<th>Number of Registrations Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>BSDH Clinical Entry</td>
<td>189</td>
<td>307</td>
</tr>
<tr>
<td>BSDH Degree Completion</td>
<td>13</td>
<td>18</td>
</tr>
<tr>
<td>Dental Hygiene Graduates</td>
<td>55</td>
<td>103</td>
</tr>
<tr>
<td>Predoctoral</td>
<td>110</td>
<td>113</td>
</tr>
</tbody>
</table>

Blackboard Collaborate

- Blackboard Collaborate was piloted in 2013 and formally introduced to UMKC faculty in SS2014 as a replacement of Wimba Classroom.
- ITS has provided training to instructors including 9 open-house workshops, several group training sessions (department focused), and individual instructions.

<table>
<thead>
<tr>
<th></th>
<th>07/13-12/13</th>
<th>01/14-06/14</th>
<th>Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sessions Launched</td>
<td>626</td>
<td>970</td>
<td>+55%</td>
</tr>
<tr>
<td>Recordings</td>
<td>142</td>
<td>284</td>
<td>+100%</td>
</tr>
<tr>
<td>Max Concurrent Sessions</td>
<td>4</td>
<td>8</td>
<td>+100%</td>
</tr>
<tr>
<td>Attendees</td>
<td>4189</td>
<td>5,393</td>
<td>+29%</td>
</tr>
<tr>
<td>Mobile Access</td>
<td>636</td>
<td>774</td>
<td>+22%</td>
</tr>
</tbody>
</table>
### Wimba Voice

<table>
<thead>
<tr>
<th>Feature</th>
<th>07/13-12/13</th>
<th>01/14-06/14</th>
<th>Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Presentations</td>
<td>41</td>
<td>5</td>
<td>-400%</td>
</tr>
<tr>
<td>Board</td>
<td>81</td>
<td>88</td>
<td>+9%</td>
</tr>
<tr>
<td>Podcaster</td>
<td>24</td>
<td>10</td>
<td>-58%</td>
</tr>
<tr>
<td>Email</td>
<td>25</td>
<td>21</td>
<td>-16%</td>
</tr>
<tr>
<td>Authoring</td>
<td>45</td>
<td>29</td>
<td>-36%</td>
</tr>
<tr>
<td><strong>Grand Total</strong></td>
<td><strong>216</strong></td>
<td><strong>153</strong></td>
<td><strong>-29%</strong></td>
</tr>
</tbody>
</table>

### Wimba Classroom

<table>
<thead>
<tr>
<th>Feature</th>
<th>07/13-12/13</th>
<th>01/14-06/14</th>
<th>Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rooms</td>
<td>1,131</td>
<td>990</td>
<td>-12%</td>
</tr>
<tr>
<td>Users</td>
<td>33,154</td>
<td>23,316</td>
<td>-30%</td>
</tr>
</tbody>
</table>

### Wimba Pronto (accumulated)

<table>
<thead>
<tr>
<th>Feature</th>
<th>07/13-12/13</th>
<th>01/14-06/14</th>
<th>Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Users</td>
<td>31,110</td>
<td>31,110</td>
<td>-</td>
</tr>
<tr>
<td>Courses</td>
<td>31,006</td>
<td>31,006</td>
<td>-</td>
</tr>
</tbody>
</table>

---
## CAMPUS PACK

(WIKIS, BLOGS, PODCASTS, AND PERSONAL LEARNING SPACE)

### Overall Usage Trends by Month

<table>
<thead>
<tr>
<th></th>
<th>Jan-14</th>
<th>Feb-14</th>
<th>Mar-14</th>
<th>Apr-14</th>
<th>May-14</th>
<th>Jun-14</th>
</tr>
</thead>
<tbody>
<tr>
<td>Content In Course</td>
<td>99,451</td>
<td>102,534</td>
<td>104,338</td>
<td>105,813</td>
<td>106,765</td>
<td>108,606</td>
</tr>
<tr>
<td></td>
<td>(+3%)</td>
<td>(+1%)</td>
<td>(+1%)</td>
<td>(+1%)</td>
<td>(+1%)</td>
<td>(+1%)</td>
</tr>
<tr>
<td>Content in PLS</td>
<td>37,264</td>
<td>37,312</td>
<td>37,331</td>
<td>37,357</td>
<td>37,358</td>
<td>37,374</td>
</tr>
<tr>
<td>Data Transfer (monthly)</td>
<td>1.11 GB</td>
<td>3.68 GB (+232%)</td>
<td>3.94 GB (+6%)</td>
<td>3.85 GB (-2%)</td>
<td>3.03 GB (-21%)</td>
<td>1.82 GB (-39%)</td>
</tr>
<tr>
<td>Storage Quota Used (total)</td>
<td>36.75 GB (+4%)</td>
<td>38.27 GB (+4%)</td>
<td>39.11 GB (+2%)</td>
<td>40.69 GB (+4%)</td>
<td>41.27 GB (+1%)</td>
<td>43.37 GB (+5%)</td>
</tr>
<tr>
<td>Peak Active Weekly Users</td>
<td>429</td>
<td>512 (+19%)</td>
<td>520 (+1%)</td>
<td>501 (-3%)</td>
<td>496</td>
<td>265 (-46%)</td>
</tr>
</tbody>
</table>

### Turning Technologies (Clickers)

- 80+ instructors have used or are using (or expressed interest in) the technology.
- 32 Instructors used ResponseWare (mobile devices).
- 6,700 student registration (handheld clickers or and mobile devices)
- 69 (50% +) ILE Classrooms TT enabled
- Software Version in ILE classrooms is 5.3

### Listserv Usage

<table>
<thead>
<tr>
<th>term</th>
<th>lists</th>
<th>subscribers</th>
<th>postings</th>
<th>emails sent</th>
</tr>
</thead>
<tbody>
<tr>
<td>SS 2014</td>
<td>515</td>
<td>226,040</td>
<td>16,251</td>
<td>5,825,927</td>
</tr>
</tbody>
</table>
Blackboard Collaborate
- Active accounts: 18
- Tracking Events: 452,560
- Directly distributed Recipients: 1,363,395

Moodle
- Active course sites plus organization sites: 75

SharePoint
- UMKC has 456 sites running for faculty, staff and research purposes.
- Total unique users: 2,473

Tegrity
Tegrity is one of the most popular teaching tools for UMKC faculty. They use Tegrity to integrate with their course content. Students increasingly view Tegrity recording from multiple devices (mobile, tablet, workstation, etc.). The movement towards more live streaming and fewer downloads continues.

<table>
<thead>
<tr>
<th>times viewed</th>
<th>viewing duration</th>
<th>number of recordings</th>
<th>recording duration</th>
</tr>
</thead>
<tbody>
<tr>
<td>212,203</td>
<td>93520:47:05</td>
<td>4735</td>
<td>4058:29:49</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>podcast downloads</th>
<th>mp3 downloads</th>
<th>mp4 downloads</th>
<th>recording downloads</th>
</tr>
</thead>
<tbody>
<tr>
<td>39</td>
<td>134</td>
<td>612</td>
<td>691</td>
</tr>
</tbody>
</table>
**Foundation Services Accomplishments**

Foundation Services (FS) provides secure, professionally managed data centers to meet the growing Information Technology (IT) needs of academic and administrative units at UMKC. FS upgraded our virtual server hosting platform, storage, and backup software. FS continued to virtualize physical systems and served as the primary system administrators for 400+ servers as well as provided assistance and technical support for campus IT Liaisons.

**Storage/SAN/Backup**

- Our primary backup product (Simpana by CommVault) was upgraded to version 10R2 allowing for even greater reliability.
- 50TB of additional storage for file services was added.

**ITSM**

- As part of a UM System shared initiative, Foundation Services hosted the ITSM infrastructure and exceeded the goal of 99.9% uptime.

**Server Virtualization**

- The vSphere environment was upgraded to 5.5U1 and two ESXi host servers were upgraded from 48GB → 96GB RAM allowing for greater VM density.
- Provisioned approximately 30 new virtual servers
- Foundation Services continued to target physical server infrastructure for virtualization by working with IT Liaisons to retire aging hardware.

**Miscellaneous**

- Major home drive cleanup of unaffiliated user account to free up a large amount of storage
- Personal web server migration from aging Windows Server 2003 platform to Windows Server 2012R2
- Represented UMKC on OneIT Server Infrastructure and OneIT Service Catalog teams
- Redcap implemented and brought into production
- FS remedied and closed 596 Remedy tickets. Ticket completion times continue to be low.
Internal Applications Accomplishments

Database Server Design, Implementation & Administration

- Applied Oracle patches to the UMKC Data Warehouse
- Applied Oracle patches to the IS IA Reporting server
- Set up Oracle cloud control
- Began migration of MySQL databases from the old Linux server to new Windows server
- Assisted Records and Registration with AdAstra upgrade
- Implemented fixes and applied patches related to the Heartbleed bug

Software Design and Development

- Led the Grip, Grasp, Grade & ISAO eServices transition to a joint IS - Student Affairs team
- Made numerous bug fixes and code changes in relation to the Grip, Grasp, Grade & ISAO eServices websites
- Numerous enhancements and bug fixes in relation to the RooWriter project
  - The project moved from version 3.7 to version 5.7 during this period.
- Multiple administrative options added to the Student Kiosk website
- Added new e-commerce forms for Study Abroad students on the student kiosk website
- Implemented several enhancements and bug fixes to the Starfish data feed files
  - Also reinstalled SIS adapters on the Starfish data pump server
- Developed a new data pull for the Blackboard activity accumulator tables
  - Additionally built a companion site that allows administrators to generate a variety of reports
- Miscellaneous enhancements and bug fixes to the Conservatory website - new pages, updated user profiles
• Developed a new HTTPS based template for videos for the streaming video team
• Implemented an enhancement to allow students who are not enrolled in the current semester to be allowed to access the Studio Abroad site
• Bug fixes on the Studio Abroad site for International Academic Programs
  o Fixes include resolving an issue with special characters in passwords
• Set up a RegOnline form for ATTC’s SoNHS Conferences
• Multiple tweaks to the CBORD feed based on requests from the One Card office
• Developed a new supplementary application website for the iPHD program
• Set up a new web app to support the ALEKS program
  o Site allows users to log in via Shibboleth, accept terms and pulls score information from the ALEKS program
• UMKC Mobile App
  o Implemented a new myUMKC section on the UMKC App
• Worked on a gradebook app that combines data from multiple inputs into one standardized input
• Set up the 2014 Orientation website
• Set up the testing scheduler application for use in the SP 2014 semester
• Built a billing app for International Academic Programs
• Began work on version 2 of the Blackboard User Request system
• Added enhancements to the Bloch Scheduler to support group registrations
• Began conversion process of the Exit Exams website from VB.Net to C#.Net
• Worked on the Blackboard SIS integration and implemented a number of enhancements in relation to the same
• Worked on multiple enhancements to the HR Performance Appraisal website
• Provided code changes on the Writing Center Request form
• Developed a prototype of a QR code mobile app
- Setup a RegOnline eCommerce site for the Bloch School Midwest Center Workshop.
- Set up the dental school appointment form for use in the SP 2014 semester.
- Worked with Foundation Services to roll out a new three tree architecture for app development.
- Began work on version 2 of the IS Change Management and Outages website.
- Implemented a prototype for the Major Maps On-Track/Off-Track project.
- Implemented a tool that sends out automated SSOID notifications for new Dentistry applicants.
- Set up a site to allow WGS to administer their program affiliation.
- Updated the High School registration pages for the WOCLC conference.
- Updated the automated SSO emails process.
- Migrated the commencement website backend to Oracle.
- Multiple enhancements to the UMKC Attendance app’s instructor module.
- Set up a new donation page for UMKC Advancement.
- Created a RegOnline eCommerce site for the Purchase a Butterfly event.
- Implemented several changes on the SGS iPhD student database.

- Multiple updates and enhancements to the SBS website.
- Implemented enhancements to the Starr Hall of Fame Nomination eCommerce site.
- Developed a new form for the Bloch School in relation to the Mentors initiative.
- Wrapped up edits and moved new Conservatory site to production.
- Enhanced the Outlook Photos project.
- Set up a new registration site for the 2014 Cesar Chavez event.
- Updated the School of Dentistry’s MDC Handouts site.
- Set up a process to extract Moodle gradebook data.
• Worked with MoreNet to set up a persistent connection between their MySQL box and our Starfish datapump server
• Made edits to the Cashier’s Office’s fee calculator website
• Made edits to the Women’s Center’s Walk a Mile in Her Shoes registration form
• Assisted with the u.Achieve pilot
• Made edits to the History department’s NEH Border Wars form
• Made edits to the HSCP course offerings form
• Set up a new RegOnline eCommerce form for WOCLC

Software Administration
• Catalog
  o Set up curriculum export jobs for Courseleaf
  o Developed faculty extract
  o Created an export from the old Catalog Navigator server
• HR Termination Report and Exchange mailbox deletion processing
  o Weekly processing of deletion notices to faculty, staff and students who are no longer eligible for a mailbox on the Exchange server

Scanning Services

Scanning Services provided during this period include
• Total exams scanned: 683
• Total surveys scanned: 1
• Total evaluations scanned: 29,779 in 16 scan requests

Exam Scans by School
• College of Arts and Sciences: 284
• Henry W. Bloch School of Management: 212
• Conservatory of Music and Dance: 4
• School of Law: 10
• School of Pharmacy: 53
• School of Biological Sciences: 118
• School of Education: 2
• Total Exams Scanned: 683

**Evaluations Scan Requests by School**

• School of Computing and Engineering: 2
• College of Arts and Sciences: 6
• School of Law: 2
• Henry W. Bloch School of Management: 3
• University College: 3
• Total Evaluation Scan Requests: 16
Academic Enhancement Accomplishments

- Met with WAC representatives concerning Athletics video needs
- Recorded nine Commencements (one for each school) and produced DVDs
- Lewis White Shoots (3)
- Employees participated in streaming server training
- Entrepreneur of the Year Awards DVD production
- Kevin Nunnick Speaker Series recording
- IT Conference video production
- Developed custom graphics for Athletics Department
- Bloch Communications Center shoot and post production
- Gram Staining Animation for School of Biology
- Chancellor’s Forum recording
- Dean Tan Tribute Event recording and post production
- Bloch Mailer Video recording and post production
- Augapito Mendoza Breakfast recording and post production
- Swinney Seniors Annual Video recording and post production
- Dworkin recording and post production
- Bridges Jazz Conservatory recording and post production
- Culturally Responsive Pedagogy Certificate recording and post production
- Law School Conference recording and post production
- Folly Theatre Conservatory recording and post production
- School of Nursing Interviews recording and post production
- Caesar Chavez Lecture recording and post production
- David Cobb Lecture recording and post production
- Orthopedics Surgery meetings and scouting
- Steven Davis Rehearsal shoot
- Kaufmann PAC Mozart Requiem recording and post production
- 50th Anniversary of Graduate Studies shoots
- Community of Scholars recording and post production
- Leavit Challenge Event Bloch School recording and post production
- ATTC Counseling recording and post production
Data Warehouse

Introduction

The UMKC Data Warehouse supports the campus by providing a one-stop shop for data and numbers regarding campus activities. Working with the Office of Records and Registration, the Human Resources Officer, the Officer of Admissions and the Division of Advancement Services; the UMKC Data Warehouse provides reporting services to the campus.

Data Requests Processed

The UMKC Data Warehouse provides a number of self-service, online reporting tools to allow users to retrieve information about UMKC. However, not every request can be met this way; thus we allow users to submit ad-hoc requests to our office. Below is a chart detailing the number of requests we have completed.

<table>
<thead>
<tr>
<th>request area</th>
<th># of requests completed</th>
<th>average feedback</th>
<th>average turnaround time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Student Records</td>
<td>210</td>
<td>3.8 / 4.0 (N=22)</td>
<td>4.3 days</td>
</tr>
<tr>
<td>Admissions</td>
<td>37</td>
<td>4.0 / 4.0 (N=3)</td>
<td>4.4 days</td>
</tr>
<tr>
<td>Human Resources</td>
<td>22</td>
<td>4.0 / 4.0 (N=2)</td>
<td>4.1 days</td>
</tr>
<tr>
<td>Advancement Services</td>
<td>387</td>
<td>4.0 / 4.0 (N=1)</td>
<td>1.8 days</td>
</tr>
</tbody>
</table>

Cognos Reports & Usage

Beginning in SP2014, the UMKC Data Warehouse undertook a project to begin cataloging available reports via Cognos, UMKC’s online self-service reporting tool. Currently there are over 100 reports available to users to run via Cognos. Although this project is still ongoing, below are the statistics of reports currently available.

<table>
<thead>
<tr>
<th>month</th>
<th>number of individual report renditions generated</th>
</tr>
</thead>
<tbody>
<tr>
<td>March</td>
<td>44</td>
</tr>
<tr>
<td>April</td>
<td>124</td>
</tr>
<tr>
<td>May</td>
<td>215</td>
</tr>
<tr>
<td>June</td>
<td>92</td>
</tr>
</tbody>
</table>
Completed Projects

Below is a listing of major projects that the UMKC Data Warehouse completed during the report period.

- Spring Semester 2014 census process and reporting
- Fiscal Year 2014 HR census process and reporting
- Complete College America 2014
- Cognos Meta Data System built and launched
- Data Warehouse Meta Data System built and introduced to campus for wide-scale testing

External Surveys completed

On behalf of the campus and various schools/departments, the UMKC Data Warehouse completes a variety of surveys from third-party organizations. These surveys vary in length and time, some requiring vast amounts of time, some are simpler. Below is a listing of surveys that we completed during the timeframe.

- CUPA HR Survey
- OSU Faculty Salary Survey
- OSU GRA/GTA Salary Survey
- US News Main Survey
- US News Financial Aide Survey
- US News Finance Survey
- 2014 Bloomberg Undergraduate Business Survey
- Peterson’s Annual Survey of Undergraduate – Financial Aide
- Peterson’s Annual Survey of Graduate and Professional Institutions
- HLC Annual Update 2014
- Wintergreen/Orchard House Annual Survey of Institutions
- ACT Institutional Data Questionnaire (IDQ)
- 2014 Princeton Review Common Data Set/Review Data Set Survey (CDS/RDS)
- KC Business Journal Top Area Public Sector Employers Survey
- Ingram’s MBA Program survey 2014