MISSION

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

2016 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.

2012 IS PROJECT LIST

- Mobile Device Management Strategy
- Research Computing
- Desktop Virtualization
- ILE enhancement/update
- Data Center Network Upgrade
  1. Wireless Controller Refresh
  2. DWDM Refresh
  3. Data Center Network Resiliency
  4. Server room IPS refresh – may be tied to Data Center network upgrade
- Password reset/recovery tools replacement
- Portal
- Starfish (uFirst replacement)

2012 Shared Services Project List & Point Person:

- Accounts Management – Goodenow/Information Access
- Coordinate IT Planning & Budgeting – Carnett/Operations & Administration
- E-Portal – Goodenow/Information Access
- Establish Enterprise Architecture – Schonemann/Networking
- Establish & Empower a SPMO – Guggenmos/Technology Management Services
- Exchange 2011 Upgrade – Schonemann/Networking
- Improve Usability and Usefulness of Solution – Goodenow/Information Access
- ITSM – BMC Remedy Deployment – Reisenbichler/Support Service
- Restructure IT Across UM System – Hines Fritts/CIO
- UM Network Architecture – Schonemann/Networking & Johnston/Networking and Telecommunications

Details on each of the above projects can be found in the individual sections from the responsible department.
Support Services
Goals and Objectives Update

Support Services serves as the “front door” to Information Services. This team provides client services for faculty, staff and students through the campus helpdesk and the desktop support team. We also provide lab management services and IT hardware and software procurement services.

Key Initiatives
The first section of this report highlights the key technology initiatives and activities that Support Services engaged in during the period of January – June 30, 2012. Individual team accomplishments follow.

- IT Service Management (ITSM) University-wide project
  - Significant progress was made during the first half of 2012 on planning, training, governance and configuration of the new ITSM environment. ITSM, which was purchased by the campuses in December 2011, is a comprehensive system for incident, problem, asset, and change management. The first phase of this project will introduce new efficiencies to the IT helpdesks and other areas when the incident management system is brought online later this year. Many project tasks were completed during this time period. Listed below are a few of the highlights:
    - Developed a shared governance model including sub-team roles and responsibilities, processes for managing change along with a new budget model
    - Updated the timeline for implementation to better align with resource availability, training needs and the steep learning curve.
    - Actively worked with UMKC Student Affairs and Administrative Affairs offices to discuss implementation plans to include them in the initial phase and for an interim ticketing solution until this one is ready to go live.
    - Scheduled, purchased and participated in numerous BMC workshops and training classes. Technicians completed certifications tests in multiple areas.
    - Collaboratively worked with the other campuses to install the new system and begin configuration of the development environment with an emphasis on staying with the out-of-box functionality.

- UMKC Student Computing Labs and kiosk area improvements
  - IS made substantial progress in planning for new computing lab facilities during this time period so that they would be ready for fall semester 2012. Additionally Support Services made significant progress in reducing operational costs. Listed below are a few of the accomplishments in this area:
    - Worked with various campus departments to plan for the remodel Haag Hall mezzanine area. Purchased five new computers to make this space more useful and inviting for students.
- Developed and implemented a streamlined staffing model which significantly reduced operational cost for the labs.
- Working with Campus Facilities and IS Networking and Telecommunications, we successfully planned for the redesign of the Royall Hall student computing lab. New, state-of-the-art computers and peripherals were purchased. We evaluated several vendor offerings and selected new furnishing to modernize and efficiently use the space. New tables, chairs, security equipment was planned and ordered. Arrangements were made to have the floor core drilled to eliminate cable runs and make for a cleaner, neater space.

- Technology Lifecycle Management
  During the first quarter of 2012, Support Services successfully deployed over 400 faculty and staff workstations across numerous departments as part of the annual Workstation Replacement initiative. In addition, Desktop Support also developed new data transfer processes and instruction sets, new standardized images, and assisted with the deployment of computers at the School of Biological Sciences. This proactive approach towards technology refresh provides UMKC personnel with up-to-date equipment and is a proven methodology to reduce the total cost of computing.

- UMKC Campus projects
  - Worked with Student Affairs to plan and purchase new computing equipment for the Atterbury Student Success Center.
  - Planned and purchased new computer systems and peripherals for Interactive Learning Center expansion in Miller Nichols Library, which expands the learning space for UMKC’s Math department.
  - Met and consulted with the Mailroom personnel and the Police department concerning their upcoming relocation to new facilities.
  - Met with Bloch executives regarding new building design; visited with another university campus to discuss best practices and new ideas for building design.

- Mobile Computing and Management
  - An important and emerging trend during the last six-month period is the continued and strengthened movement toward convergence in computing technologies. While traditionally, phones and computers functioned to do different things; phones were communication devices and computers were number-crunchers. Each played to its strengths for generations. It has only been in the last two to three years, that we have witnessed a near-complete disintegration of the distinction between the two.
This convergence is happening on different and important levels. Hardware, operating systems and user expectations have melded. Cell phones and tablets are now expected to offer the same power and better flexibility than computers for communication, contact/calendar management, social networking, web browsing, etc. Often the most prized tool in a knowledge worker’s arsenal is not his $1000 desktop glued to his office, but rather his $99 cell phone within arm’s length 24x7. To keep pace with this growing trend, IS evaluated various mobile management systems and purchased AirWatch to assist with the growing mobile landscape. The desktop team began configuration and training on this system during this period and will begin adding university owned mobile devices later this year.

- UM IT Strategic Planning
  - Creating an Information Technology strategic plan takes time, leadership and a commitment to work together toward common goals and priorities. It is the foundation on which we align business activities and how we achieve desired results. During the first half of 2012, IS leadership and staff engaged in several successful planning initiatives. Several sub-teams were formed to work on specific initiatives one of which was the Use and Usability committee. Additional efforts around strategic planning included:
    - Organized a “Strategic Thinking” seminar for IS leadership on the UMKC campus.
    - Communicated and reviewed strategic initiatives and strategies in departmental meetings.

Support Services – Customer Requests

- Over the last five years, the support volume for Support Services has remained fairly even with significant increases during back-to-school times or when working through new system implementations. We have also had an increase in the number of departments/customers supported with the call volume remaining about the same.
The steady volume of calls (even though customers have increased) can be attributed to many factors, the most relevant at this time being:

- Implementation of password expiration notification system and tool allowing users to change their current passwords
- Increased familiarity with Outlook Live student e-mail system
- Minimal system outages
- Improved wireless coverage on campus
- Consistent and improved change management procedures

Support Services’ values our customer feedback. We understand the importance of providing consistent, prompt service to those we serve. Customer feedback is used to improve our service offerings and tailor end-user documentation. We are pleased to report that the customer satisfaction data continues to remain very positive. The following chart represents customer satisfaction data collected from surveys closed by IS Support Services for the period of January 2012 through June 2012.

**Call Center Projects:**

- The Call Center responded to 12,084 support requests, resolving 9,557 requests and escalating 2,527 requests.
- The Call Center’s first-call resolution rate was 79%.

<table>
<thead>
<tr>
<th>Time Period</th>
<th>Total Number of Call Center Support Requests</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q3 &amp; Q4 2009</td>
<td>16,564</td>
</tr>
<tr>
<td>Q1 &amp; Q2 2010</td>
<td>16,091</td>
</tr>
<tr>
<td>Q3 &amp; Q4 2010</td>
<td>14,499</td>
</tr>
<tr>
<td>Q1 &amp; Q2 2011</td>
<td>14,328</td>
</tr>
<tr>
<td>Q3 &amp; Q4 2011</td>
<td>11,661</td>
</tr>
<tr>
<td>Q1 &amp; Q2 2012</td>
<td>12,084</td>
</tr>
</tbody>
</table>
Support requests generated through our online problem report tool remains relatively even over the last two years. This tool allows users to submit requests 24 hours a day, 7 days a week, and the requests are generally addressed during business hours. However, this does help us spot and troubleshoot problems early on when multiple users report on problems with the same services.

<table>
<thead>
<tr>
<th>Time Period</th>
<th>Total Number of Web Submission Requests</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q1 &amp; Q2 2010</td>
<td>671</td>
</tr>
<tr>
<td>Q3 &amp; Q4 2010</td>
<td>600</td>
</tr>
<tr>
<td>Q1 &amp; Q2 2011</td>
<td>528</td>
</tr>
<tr>
<td>Q3 &amp; Q4 2011</td>
<td>506</td>
</tr>
<tr>
<td>Q1 &amp; Q2 2012</td>
<td>517</td>
</tr>
</tbody>
</table>

Redesigned and developed live Outlook Live FAQ website for students
Participated in the design and creation of Getting Started Guide for New Faculty website
Set up 290 Guest Accounts
Staffed 10 New Student Orientation sessions and one New Faculty Orientation session
Worked with Admissions, Registration and Records and various UM IT groups to address SSO account creation and maintenance issues.
Continued to maintain and support Remedy Action Request System for tracking support requests
Training and acknowledgements:
  - Lyndsey Magrone – Selected for ALDP program and elected to Staff Council
  - Trained three new Call Center technicians.

**Desktop Support**

- Responded to and resolved 2,290 desktop support requests
- Responded to and resolved 470 student assistant Problem Reports
- Maintained operations in 8 general use IS Labs, 5 SCE labs, 1 Athletics lab, 3 Residence Halls labs, and 3 computer classrooms
  - 10,939 distinct individuals used these labs between 1/1/2012 and 6/30/2012
Significant advancements were made on the operating system front with over 4500 systems now running Windows 7, a more secure and up-to-date OS. We have increased the number of Windows 7 clients by 640 between 1/1/2012 and 6/30/2012.

- Updated Windows 7 Universal images to support new PC models and updated software versions
- Assisted several IT Liaisons with the imaging of their WRP computers
- Remote Labs
  - Continued to update and expand usage of the Remote Labs. New software and labs were added as follows:
    - ImageNow Pre-Release testing environment which allowed real time testing of new version without limiting the ability to continue working in production version
    - Fourteen new apps were added to SCE’s Remote Lab
  - Remote Labs Usage remained steady over the last 6 months with 1,277 distinct users between 1/1/2012 and 6/30/2012.
    - Total number of Remote Lab logins per month

<table>
<thead>
<tr>
<th>Month</th>
<th>Logins</th>
</tr>
</thead>
<tbody>
<tr>
<td>January-12</td>
<td>2,118</td>
</tr>
<tr>
<td>February-12</td>
<td>2,927</td>
</tr>
<tr>
<td>March-12</td>
<td>2,375</td>
</tr>
<tr>
<td>April-12</td>
<td>2,664</td>
</tr>
<tr>
<td>May-12</td>
<td>1,043</td>
</tr>
<tr>
<td>June-12</td>
<td>1,224</td>
</tr>
<tr>
<td>Total:</td>
<td>12,351</td>
</tr>
</tbody>
</table>
- Hired and trained new Desktop Support technician
- Redesigned Dell Warranty Import Program, which allows us to automatically gather warranty information on all new Dell computers.
- Updated multifunction device security settings across campus
- Created new Print Request Management online website
- Updated Universal Print Driver on lab & campus print servers
- Worked with Xerox on their online printing solution (WebCRD – umkcprint.umkc.edu)
- Migrated Conference Programmer to new server
- Migrated Allegiance Membership program from physical to a virtual server
- Migrated the SQL instance to a dedicated server
- Migrated SCCM to new server
- Migrated PaperCut DB to new SQL server
- Upgraded license server to Windows 2008 R2
- Upgraded primary lab server to Windows 2008 R2
- Upgraded secondary lab server to Windows 2008 R2
- Providing imaging support for University Library computer labs
- Working with Honeywell to secure key infrastructure equipment
- Deployed latest version of Adobe Flash, Adobe Shockwave, Adobe Reader, and Java to entire campus to patch security vulnerabilities
- Deployed latest version of Adobe Acrobat to patch security vulnerabilities
- Updated ImageNow software to all ImageNow users
- Created/Updated 131 SCCM packages for Labs, ILE, and campus wide use
- Upgraded PaperCut for IS/UL/SCE/ATH computer labs
- Worked on designing new RH303 computer lab
- Overhaul of SCE 464 computer lab, including new computers, monitors, keyboards, and mice
- Overhaul of Bloch 110 computer lab, including new computers, keyboards, and mice
- Created new lab usage reports
- Created new WRP Forecasting Reports
- The A&S Desktop team resolved 909 service requests during the first half of the calendar year.

<table>
<thead>
<tr>
<th>Affiliation</th>
<th>Ticket Count</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Faculty</td>
<td>416</td>
<td>45.80%</td>
</tr>
<tr>
<td>GRA/WorkStudy</td>
<td>39</td>
<td>4.30%</td>
</tr>
<tr>
<td>Other</td>
<td>1</td>
<td>0.10%</td>
</tr>
<tr>
<td>Staff</td>
<td>385</td>
<td>42.40%</td>
</tr>
<tr>
<td>Student</td>
<td>68</td>
<td>7.50%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>909</strong></td>
<td></td>
</tr>
</tbody>
</table>

- Provided advanced and onsite technical support for special events:
  - Matriculation exam, Conservatory of Music and Dance, January.
  - Trustees’ meeting in School of Computing & Engineering, January.
  - NCATE review, School of Education, March. Prepared ten guest laptops with custom software image and provisioned loaner printing hardware.
• UMKC-Rockhurst partnership event, April.

- Apple support
  • Tested and created new standard disk image based on OS X 10.8 “Mountain Lion”.
  • Moved DeployStudio server into production to allow networked, multicast imaging in the field.
  • Updated Mac support website with improved instructions for accessing-mail, VPN, and network shares.

- Redesigned and deployed new custom software image for University Communications graphic/media design workstations.
- Conducted symposium for A&S grad students on data security and recovery.
- Contributed web content to getting-started website for new faculty.
- Prepared and released hardware to surplus: 230 computers, 70 monitors, 33 printers.
- Consultation for major research projects
  • Liaised with Center for Economic Information and Foundation Services to reconfigure VM used for complex SAS computation.
  • Configured custom parallel GPU research workstation in Mathematics & Statistics.
- Certified an additional technician for Dell warranty service.

- Software license management
  • Consolidated ArcGIS license service for all on-campus instances and pushed registry key update to point clients among first-tier user base to the new server.
  • Retired remaining physical license servers for Arts & Sciences labs and migrated services to existing licensing VMs.

- Departmental lab support
  • Installed new security cabling in Conservatory lab classrooms.

- Hardware upgrades
  • Art & Art History – 16 iMacs, security hardware
  • AUPD – 19 PCs, security hardware
  • Economics, Urban Research Lab – 14 PCs
  • Geosciences, Environmental Science Lab – 19 PCs, security hardware
  • Language Resource Center – 11 iMacs, security hardware
  • Physics, Electronics Interfacing lab – 8 PCs
  • Physics, Intro. Physics labs – 20 PCs

UMKC IS Hardware and Software Procurement

- Purchased over $460K in new IT hardware, including computers, printers, peripherals and related service warranties.
- The distribution of spending over primary vendors:
  • Dell and Apple remain the primary computer vendors, representing nearly 84% of the total hardware spend
  • Apple hardware purchases accounted for 26% of the spending
    • This represents an 18.1% increase in Apple purchases over the previous period.
The distribution of spending for hardware and software during this period is as follows:
Mobile device 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 Desktop Support team.
- Provided support to Blackberry Enterprise Server and reduced usage to six (6) users by end of review period.
- Activated 135 lines of service on various devices (e.g., cell phones, air cards, hotspots, wireless tablets), including new lines, upgrades, ports and warranty replacement with a distribution as given below:

![Line Activations by Carrier](image)

- Provided reports and information requests on 376 distinct mobile device numbers distributed as given below:

![Wireless Lines of Service](image)
- Processed numerous requests for device swaps and wireless plan/features changes
- Created and maintained a website to document purchase recommendations and plan details available to UMKC-owned device and lines
- Large-scale cell phone transition projects:
  - Intercollegiate Athletics
    - Worked with department to consider proposals and offerings
    - Ordered and deployed 77 devices
  - Campus Facilities Management
    - Working with department to determine best course of action in wake of decision to retire aging radio system; project was still progressing at end of review period
- Placed software orders and renewals totaling over $470K including Tegrity, TurnItIn, Infoblox, Curriculum Navigator, etc.
- Processed UMKC’s portion of shared System contracts including: Microsoft Exchange, VMWare Vsphere, Wimba, SPSS, SAS, AutoCAD and Moodle
- Renewed annual licenses for ColdFusion, Dropbox, Endnote, Ghost, Keyservice, Maple, Matlab, Trumba

![Software Purchase Methods Graph](image1)

**Software Purchase Methods**
**January - June 2012**

- 40% ProCard
- 38% eProcurement
- 22% Shared System Contracts

![Software Purchases by Vendor Graph](image2)

**Software Purchases by Vendor**
**(68 unique vendors)**

- Tegrity
- Microsoft (Exchange)
- Adobe
- TurnItIn
- VMWare
Provided backup support for hardware buyer
Made significant progress on data entry in ISSS Software Database
  o All ePro and ProCard purchases since August, 2004 now entered
    o Vendors - 230
    o Software Titles – 586
    o License Records – 3,256

Worked with system campuses to increase efficiency through shared services
  o Completed enrollment in Enterprise License Agreement for VMWare; will save significant
time and money
  o Participated in monthly system-wide conference calls to discuss Microsoft Premier Support
issues
  o Attended VPA quarterly telepresence meetings
  o Attended quarterly Standards Committee telepresence meetings

Other notable activities:
  o Provided IT item selection and configuration consultation for 78 distinct departments in
response to a myriad of different request scenarios
  o Worked with vendors to create 131 customized price quotes for various and multiple
products and configurations
  o Worked with Procurement and fiscal officers to resolve 14 eProcurement budget and credit
  card errors
  o Processed authorized returns for seven (7) hardware items
  o Reconciled PCard orders on a monthly basis providing invoice/receipt documentation,
    MOCode and PeopleSoft account code assignments for 132 orders
  o Developed and strengthened business relationships with a number of primary vendor
    contacts, most notably CDW-G, Verizon, AT&T, Apple, Sprint, Dell and GovConnection
  o Created, published and updated IT Hardware Procurement web pages to provide
    information on models, configurations and pricing on UMKC standards for computers and
    networked printers
  o Communicated with IT Liaison community regarding changes to hardware procurement,
    standards and product availability
  o Represented IS on Campus Sustainability Committee

IS Managed Labs
Maintained operations in seven IS-managed general use student computer labs, twelve restricted
access labs, and supplied one associated computer classroom. 9,806 people 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>657</td>
</tr>
<tr>
<td>Bloch School of Management 110</td>
<td>1,771</td>
</tr>
<tr>
<td>Health Sciences 3304</td>
<td>1,040</td>
</tr>
<tr>
<td>Johnson Hall</td>
<td>430</td>
</tr>
<tr>
<td>Miller Nichols 2nd Floor</td>
<td>2,412</td>
</tr>
<tr>
<td>Oak Place Labs</td>
<td>674</td>
</tr>
<tr>
<td>Royall Hall 303 and 304</td>
<td>3,938</td>
</tr>
<tr>
<td>School of Computing and Engineering 364</td>
<td>532</td>
</tr>
<tr>
<td>School of Computing and Engineering 460</td>
<td>623</td>
</tr>
<tr>
<td>School of Computing and Engineering 462</td>
<td>721</td>
</tr>
<tr>
<td>School of Computing and Engineering 463</td>
<td>559</td>
</tr>
<tr>
<td>School of Computing and Engineering 464</td>
<td>811</td>
</tr>
<tr>
<td>School of Education 129</td>
<td>2,428</td>
</tr>
<tr>
<td>Student Union 210</td>
<td>3,947</td>
</tr>
</tbody>
</table>

- Continued to collaborate with various schools and departments to ensure student computing needs are met.
- Staffed Miller Nichols Library computer lab for extended hours for Spring Semester finals.
- Staffed School of Computing and Engineering computer labs for extended hours for Spring Semester midterms and finals.
- Worked on events with School of Pharmacy, School of Computing and Engineering, and Miller Nichols Library.
- Updated general lab policies to better accommodate student needs.
- Updated lab web pages as needed for timely dissemination of information.
- Worked on lab maintenance issues with CFM, Oak Place, Miller Nichols Library, School of Computing and Engineering, and Scott Rice Office Works.
- Updated cleaning assignment and inventory tracking systems for labs.
- Maintained new lab staffing models resulting in significant cost savings.
- Continued process of simplifying back-office procedures and documentation to improve efficiency of operations.
- Staffed registration sessions during six new student orientations. Various orientation events took place in four different sites.
- Scheduled 12 classes in Royall Hall/Health Sciences Building computer labs.
- Received over 65 applications for Student Assistant positions, interviewed 50 prospective new hires, and hired 6 new Student Assistants for IS-managed labs. Conducted 4 new hire orientations.
- Processed over 5,300 shifts and supervised over 15,000 Student Assistant man-hours. Completed reviews for 56 Student Assistants.
- Supported student printing needs by keeping supplies on hand and printers ready for use. Over 300,000 print jobs were printed in the computer labs, totaling over 1,700,000 pages.

Miscellaneous Support Services accomplishments
• A Memorandum of Understanding for technology support was completed with the School of Pharmacy.
• A Memorandum of Understanding for technology support was extended with the Toy and Miniature Museum.
• Participated in the Forefront Identity Manager/account provisioning discussions.
• Managed the Dell Warranty Parts system and technical certifications for all UM campuses. Serve as the single point of contact for UM System.
• Served as chair of the IT Liaison committee meetings.
• Served on numerous committees including the Document Lifecycle, VPA, Standards, ITSM, etc.
• Produced numerous reports during this time period on technology assets, staffing, Remedy ticket analysis, technology fees, workstation planning and forecasting, printing, mobile devices, budget projections, project updates, etc.
• Made arrangements to provide backstop support for IHD and the Repertory Theatre when their IT staff left.
• Participated in security discussions around IPV6, BitLocker, spam and software security updates.
Assisted with migration of email sending devices to new Exchange 2010 configurations
Assisted with campus wide deployment of IPv6
Deployed Microsoft Direct Access for Windows 7 computers (automatic VPN for Windows 7 and Windows 8 systems)
Adjusted handling of BitLocker recovery keys and recovery methods
New email encryption technologies web site: [http://www.umkc.edu/is/security/encryption/email/](http://www.umkc.edu/is/security/encryption/email/)
Assisted MS&T with email encryption technologies on Exchange 2010
Assisted with Video Conferencing issues connecting to a group in Whales
Assisted with SSN cleanup on database systems
Implemented System Center Endpoint Security 2012
Assisted with Listserver SMTP relay to Windows 2008R2
Expanded Nexspose scanner to include patch level scanning of campus systems
Assisted with LifeSize video conferencing system communication issues
Assisted with testing and design to mass deployment of AppleTV units on campus
Testing of Windows 8 and Server 2012 beta systems
DNS firewall change so that client computers only use known safe DNS servers
IS PROJECT - Expand Wireless Systems (Goals 1, 2, 3)

With 424 wireless access points installed campus wide we are now expanding wireless coverage in campus buildings to cover classrooms, offices and other usable spaces. In most buildings this would be 80% to 90% of the floor space allowing for seamless network access as you move throughout a building. We are also upgrading access points to the 802.11n standard and currently have achieved that on 44% of the units. See the appendix for current buildings with wireless coverage.

**Critical Issues**

- The new wireless standard 802.11N, was approved in September of 2009, requires replacing every access point on campus with a new unit. New units may be more costly, especially when they first hit the market.
- The new 802.11N antennas take additional inline power so a new IEEE 802.3 inline power standard is out as well. This requires replacing at least some blades in network switches with new blades that support the new power standard. This process was completed over the last year.
- Projections based on Networking & Telecommunications budget at 2007 or higher levels with no additional projects or funding requirements that would use departmental hard dollars or take away 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.
IS PROJECT - INFRASTRUCTURE IMPROVEMENT

Upgrade Building Wiring Infrastructure (Goals 1, 3)

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 Bld., Student Union, Law School, Miller Nichols Library and are currently working on the Medical School. We 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 like Category 7 that will support 10 gigabit connections are projected to be out in 2014. 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 Networking & Telecommunications 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.
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, Spencer Chemistry, Cherry Street, Cockfair 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, Miller Nichols Library, 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 and the Western Missouri Mental Health Offices. 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](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 Networking & Telecommunications 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.
UMKCnet has over 300 routers, switches and other electronic devices that make it functional. These systems are replaced on a 5 to 6 year lifecycle plan to keep the network reliable, robust and maintainable with current hardware and software contracts. See Appendix for building by building electronics lifecycle status.

**Critical Issues**

- The campus keeps growing and expanding without adding additional resources to support the voice and data networks. Just in the last few years 8 new buildings have been built and 3 other additional locations added to the network.
- Network equipment connectivity is dependent on the campus fiber optic cable plant. This plant is aging and some of the older fiber may have to be replaced to support newer speeds (like 10 Gigabit Ethernet).
- VoIP systems are dependent on the campus network and infrastructure for reliable operation. If funding is insufficient to keep UMKCnet equipment current both voice and data systems could fail.
- Projections based on Networking & Telecommunications 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.
Network new buildings (Goals 1, 3)

UMKC is currently building a new Cherry Street Parking Garage with office space, expanding the Miller Nichols Library with additional classroom space, remodeling the University Center and construction has started a major addition to the Bloch School of Business. 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 Networking & Telecommunications 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 Networking & Telecommunications 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 (Goals 1, 2, 3)

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 Universities 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
Individual Infrastructure Services accomplishments this period:

- Completed infrastructure upgrades on Medical School 3rd floor remodeled docent area.
- Internet1 link speed increased from 320M to 375M.
- Phillip Humphrey attended and past the Belden certification Cable Installation Course.
- Networking & Telecommunication staff attend over 160 hours of training during this reporting period.
- Upgraded the operating systems on over 300 network devices with the latest security patches and updates.
- Hosted IP phone training classes for several departments.
- Staff member served as the campus building liaison representative.
- Completed over 180 moves, adds and changes on voice jacks, data jacks and phones.
- Responded to, solved and closed 240 trouble tickets recorded in Remedy.
- Installed over 100 Voice over IP phones.
- Two Staff members served on the Inter Campus Network Committee.
- Processed over 2.8 million calls through voice systems.
- New switches were installed in Haag, Royal, Manheim, Biology, Medical School and the Student Success Center.
- Staff member served on the campus recycle program committee.
- Installed call recording system for Police phones.
- Upgraded the operating system on all wireless access points (424) with the latest patches and updates.
- Upgraded Lenel security server software.
- Jim Schonemann served on the U-wide Network Architecture committee.
- Marked University buried cable plant locations as required by law for Missouri DIG-RITE over 310 times during this reporting period.
- Additional wireless access points were added to the Miller Nichols Library, Medical School, Administrative Center and Student Success Center.
Wireless Coverage Map – University of Missouri-Kansas City

Volker Campus

Wi-Fi Areas
University of Missouri-Kansas City
Volker Campus
Efforts of the Information Access Division during the period January through June 2012 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 Design (ID)** ID works with individual instructors and departments across campus incorporating assessment, goals and best practices to provide a sound structure for learning, particularly in the online learning. ID offers certification courses, training and workshops aimed at educating faculty and improving courses for students. 31 instructors obtained certification during the first six months of 2012.

**Instructional Technologies (ITS)** Usage of ITS related tools including Blackboard, Moodle, Tegrity and Wimba increased following the trend of the last few years. ITS continued the rollout of Equella, a Digital Asset Management system. Live chat support continues to be a very popular support option with a 50% increase in tickets compared to the preceding six months.

**Foundation Services (FS)** FS provides secure, professionally managed data centers to meet the growing information technology (IT) needs of academic and administrative units at UMKC. FS upgraded the campus virtual server infrastructure and now provides the UM system infrastructure for the shared service initiative on Remedy Help Desk. FS worked with Networking and Security and Research to create a secure cluster providing additional protection for campus resources with sensitive information.

**Internal Applications (IA)** Internal Applications worked on large projects for a number of colleges and schools and performed semi-annual account cleanup processes. IA has released a number of mobile application devices in both Android and iOS formats which have provided lots of adulation for the campus. The database administration team have reshaped the campus Oracle, SQL Server and MySQL databases with a more robust development and production environment and optimized servers through consultation with programmers using the servers.

**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 has established a relationship with UMKC Athletics producing a weekly coach’s show highlighting the success of UMKC’s student athletes.
Instructional Design (ID) Accomplishments

The UMKC Instructional Design group has focused on offering training sessions in best practices related to online courses. ID works with individual departments to incorporate assessment, goals, and best practices to provide a sound structure for online learning. ID is also certifying online courses for quality under supervision from the Provost office. ID is offering certification of online instructors who have the opportunity to experience an online course from the perspective of a student while studying techniques to communicate effectively with this type of learner.

ePortfolios:

- Planning for sixth year of ePortfolios.
- Foliotek enrollment from the period of 01/01/2012-06/30/2012:
  - Continued successful usage by the History and Dental Hygiene departments
  - 189 active School of Dentistry accounts
  - 201 active History Department accounts (see program breakdown below)
- Foliotek revealed a Blackboard building block that UMKC has integrated within our system. Once students and faculty have created their Foliotek account initially, they will be able to connect that account to their Blackboard login. The value of this connection is that students will no longer have to remember a separate login ID and password for their Foliotek accounts.

<table>
<thead>
<tr>
<th>Program</th>
<th>Arts and Sciences</th>
<th>Number of Active Students as of 06/30/2012</th>
</tr>
</thead>
<tbody>
<tr>
<td>History Majors</td>
<td></td>
<td>201</td>
</tr>
<tr>
<td>School of Dentistry</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Basic Prep</td>
<td></td>
<td>146</td>
</tr>
<tr>
<td>Degree Completion</td>
<td></td>
<td>43</td>
</tr>
</tbody>
</table>
**Course Certifications:**
A total of 7 courses were certified between 01/01/2012 and 06/30/2012. It is interesting to note that faculty of courses that were not System funded requested a certification review. The Instructional Design team feels that there will be many programs that choose to certify their courses retroactively for a variety of different reasons.

<table>
<thead>
<tr>
<th>Program</th>
<th>Course Number</th>
<th>Course Name</th>
<th>Faculty</th>
<th>RFP Funded</th>
<th>Date Certified</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nursing</td>
<td>5566W</td>
<td>Care of the Child Bearing Woman</td>
<td>Martha Lofgreen</td>
<td>No</td>
<td>1/3/2012</td>
</tr>
<tr>
<td>Nursing Seminar</td>
<td>N 5697B</td>
<td>Community Based Health Interventions</td>
<td>Pat Kelly, Maithe Enriquez</td>
<td>Yes</td>
<td>1/23/2012</td>
</tr>
<tr>
<td>BLA</td>
<td>ENG 225</td>
<td>English II</td>
<td>Lorna Condit, Crystal Doss</td>
<td>Yes</td>
<td>2/6/2012</td>
</tr>
<tr>
<td>EdD in PK-12 Administration</td>
<td>EDUL 5616</td>
<td>Analysis of Theory Formation</td>
<td>Dianne Smith</td>
<td>No</td>
<td>4/5/2012</td>
</tr>
<tr>
<td>BLA expanded</td>
<td>CJC 265</td>
<td>Delinquency and Juvenile Justice</td>
<td>Jessica Hodge</td>
<td>Yes</td>
<td>4/11/2012</td>
</tr>
<tr>
<td>Nursing</td>
<td>5564W</td>
<td>Primary Health Care of Women</td>
<td>Martha Lofgreen</td>
<td>No</td>
<td>4/18/2012</td>
</tr>
<tr>
<td>BLA - Expanded</td>
<td>English 321</td>
<td>American Literature II</td>
<td>Anthony Shiu, Crystal Doss</td>
<td>Yes</td>
<td>6/4/2012</td>
</tr>
</tbody>
</table>

**Faculty Workshops:**
- Three online certification courses were completed between January and June with 31 instructors obtaining certification (see chart below for details).
- A new workshop was designed to assist faculty in developing online courses so that they meet the UMKC Online Course Design Standards. This workshop series, entitled “Build Your Online Course” debuted in July 2011. A total of 21 faculty members took this course (offered three times) between January and June 2012.
- From January – June 2012, a total of 36 UMKC faculty met with the Instructional Design team as they created their online courses. Total combined time for all of these sessions was 92.5 hours (see chart below for number of faculty and hours per month spent on this activity).

<table>
<thead>
<tr>
<th>Faculty Completing the Online Certification Course</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>January/Feb 2012 faculty</strong></td>
</tr>
<tr>
<td>Wood</td>
</tr>
<tr>
<td>Whitt</td>
</tr>
<tr>
<td>Arbuthnot</td>
</tr>
<tr>
<td>Novak</td>
</tr>
<tr>
<td>Van Rhein</td>
</tr>
<tr>
<td>Shiu</td>
</tr>
<tr>
<td>Wozniak</td>
</tr>
<tr>
<td>McDowd</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
</tbody>
</table>
Instructional Technologies (ITS) Accomplishments

Blackboard Help Center

- All tickets and requests during this period were processed within one working day, and the majority were resolved within 3 working days.
- Improved customer tracking procedures, extension of after-hours service, and Live Chat support resulted in a 50% increase in ticket numbers over the preceding 6 months.
- Enhanced student assistant training, along with regular review and self-learning on relevant technology topics, resulted in a 90% tier 1 or 2 ticket resolution rates.
- The group initiated and collaborated with Internal Applications Department to improve user interface and functionality of the Blackboard User Request System.
- Operation hours were extended from 7AM to 10PM on Tuesdays, Wednesdays and Sundays with the Live Chat tool.
- Customer feedback was largely positive.
Blackboard Usage Data

Total FS2011 courses: 7,789 (3.3% increase from last semester)

FS2011 courses with discussion boards: 353 (61.2% increase from last semester)
  Total number of SP2011 forums: 2,284 (59.8% increase from last semester)

Total FS2011 discussion board posts: 94,319 (7.5% increase from last semester)
  Participating students: 4,176 (14.0% increase from last semester)
  Participating non-students: 244 (7.5% increase from last semester)

Support Issues by User Category

The number of ITS-related tickets for the January-June 2012 period showed an increase of 49% over the total for the previous six months. While actual call numbers may have increased slightly, the majority of the difference is due to procedural changes in the ticket creation process which have significantly improved customer issue tracking.

<table>
<thead>
<tr>
<th>Category</th>
<th>2011, Second Half</th>
<th>2012, First Half</th>
<th>Count Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Faculty</td>
<td>Count</td>
<td>Percentage of Total</td>
<td>Count</td>
</tr>
<tr>
<td></td>
<td>755</td>
<td>37.75%</td>
<td>1006</td>
</tr>
<tr>
<td>GRA/Work Study</td>
<td>23</td>
<td>1.15%</td>
<td>37</td>
</tr>
<tr>
<td>Staff</td>
<td>305</td>
<td>15.25%</td>
<td>351</td>
</tr>
<tr>
<td>Student</td>
<td>894</td>
<td>44.70%</td>
<td>1569</td>
</tr>
<tr>
<td>Other</td>
<td>23</td>
<td>1.15%</td>
<td>16</td>
</tr>
<tr>
<td>Total</td>
<td>2000</td>
<td>100.00%</td>
<td>2979</td>
</tr>
</tbody>
</table>
Support Issues by Application

Blackboard continues to account for the vast majority of user contacts and its proportional ranking is little changed from 2011:RP2. Calls formerly classified under Learning Objects are now listed as Campus Pack. Blackboard Collaborate and Wimba are overlapping categories that will be combined in an updated ticket tracking systems.

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Count</td>
<td>Percentage of Total</td>
<td>Count</td>
</tr>
<tr>
<td>Blackboard</td>
<td>1</td>
<td>0.05%</td>
<td>0</td>
</tr>
<tr>
<td>Collaborate</td>
<td>1715</td>
<td>85.75%</td>
<td>2507</td>
</tr>
<tr>
<td>Campus Pack</td>
<td>23</td>
<td>1.15%</td>
<td>27</td>
</tr>
<tr>
<td>Clickers</td>
<td>4</td>
<td>0.20%</td>
<td>9</td>
</tr>
<tr>
<td>Digital Media</td>
<td>20</td>
<td>1.00%</td>
<td>12</td>
</tr>
<tr>
<td>Learning Objects</td>
<td>6</td>
<td>0.30%</td>
<td>0</td>
</tr>
<tr>
<td>Listserver</td>
<td>48</td>
<td>2.40%</td>
<td>40</td>
</tr>
<tr>
<td>Moodle</td>
<td>22</td>
<td>1.10%</td>
<td>67</td>
</tr>
<tr>
<td>Pathway</td>
<td>8</td>
<td>0.40%</td>
<td>0</td>
</tr>
<tr>
<td>Respondus</td>
<td>6</td>
<td>0.30%</td>
<td>10</td>
</tr>
<tr>
<td>SharePoint</td>
<td>12</td>
<td>0.60%</td>
<td>4</td>
</tr>
<tr>
<td>Tegrity</td>
<td>45</td>
<td>2.25%</td>
<td>118</td>
</tr>
<tr>
<td>Turnitin</td>
<td>16</td>
<td>0.80%</td>
<td>22</td>
</tr>
<tr>
<td>Wimba</td>
<td>33</td>
<td>1.65%</td>
<td>48</td>
</tr>
<tr>
<td>Other</td>
<td>41</td>
<td>2.05%</td>
<td>115</td>
</tr>
<tr>
<td>Total</td>
<td>2000</td>
<td>100.00%</td>
<td>2979</td>
</tr>
</tbody>
</table>
Support Issues by Origin

The proportion of educational technologies users who approach ITS directly has increased significantly since 2011:RP2. Much of this change is due to the increasing number of professors who are preemptively addressing students’ technical challenges in their syllabi by including ITS contact information and hours.

<table>
<thead>
<tr>
<th>Origin</th>
<th>Count</th>
<th>Percentage of Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Direct ITS Contact</td>
<td>1348</td>
<td>67.40%</td>
</tr>
<tr>
<td>Chat</td>
<td>154</td>
<td></td>
</tr>
<tr>
<td>Email</td>
<td>844</td>
<td></td>
</tr>
<tr>
<td>In Person</td>
<td>6</td>
<td></td>
</tr>
<tr>
<td>Phone</td>
<td>344</td>
<td></td>
</tr>
<tr>
<td>Desktop Support</td>
<td>5</td>
<td>0.25%</td>
</tr>
<tr>
<td>Support Services</td>
<td>588</td>
<td>29.40%</td>
</tr>
<tr>
<td>Web Form</td>
<td>59</td>
<td>2.95%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>2000</strong></td>
<td><strong>100.00%</strong></td>
</tr>
</tbody>
</table>

Breaking down contact method by university role shows some interesting differences amongst groups. While faculty and staff continue to prefer the ‘traditional’ methods of telephone and email, students have wholeheartedly embraced the new live chat option, accounting for most of that option’s more than 300% growth since the last reporting period. Amongst students, live chat is now the second most preferred contact method, significantly outpacing email, due to extended chat coverage hours, experienced staff, and acceptance by younger users as a familiar and completely appropriate mode of communication.
### Contact Method by User Type

<table>
<thead>
<tr>
<th>User Category</th>
<th>Number</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Faculty</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Phone</td>
<td>475</td>
<td>47.22%</td>
</tr>
<tr>
<td>Email</td>
<td>420</td>
<td>41.75%</td>
</tr>
<tr>
<td>Chat</td>
<td>100</td>
<td>9.94%</td>
</tr>
<tr>
<td>Webform</td>
<td>6</td>
<td>0.60%</td>
</tr>
<tr>
<td>In Person</td>
<td>5</td>
<td>0.50%</td>
</tr>
<tr>
<td><strong>Staff</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Email</td>
<td>192</td>
<td>54.70%</td>
</tr>
<tr>
<td>Phone</td>
<td>116</td>
<td>33.05%</td>
</tr>
<tr>
<td>Chat</td>
<td>33</td>
<td>9.40%</td>
</tr>
<tr>
<td>In Person</td>
<td>8</td>
<td>2.28%</td>
</tr>
<tr>
<td>Webform</td>
<td>2</td>
<td>0.57%</td>
</tr>
<tr>
<td><strong>Student</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Phone</td>
<td>704</td>
<td>44.87%</td>
</tr>
<tr>
<td>Chat</td>
<td>496</td>
<td>31.61%</td>
</tr>
<tr>
<td>Email</td>
<td>303</td>
<td>19.31%</td>
</tr>
<tr>
<td>Webform</td>
<td>64</td>
<td>4.08%</td>
</tr>
<tr>
<td>In Person</td>
<td>2</td>
<td>0.13%</td>
</tr>
</tbody>
</table>

### Support Issues by Resolution

ITS continues to be responsible for the resolution of the majority of instructional technology-related issues reported by campus users. However, the Call Center staff deserves a great deal of credit for their increasing expertise and ability to resolve tier one issues related to ITS-supported applications.

<table>
<thead>
<tr>
<th>Closing Department</th>
<th>2011, Second Half</th>
<th>2012, First Half</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Count</td>
<td>Percentage of Total</td>
</tr>
<tr>
<td>Central Systems</td>
<td>4</td>
<td>0.20%</td>
</tr>
<tr>
<td>Classroom Tech Services</td>
<td>3</td>
<td>0.10%</td>
</tr>
<tr>
<td>Instructional Tech Services</td>
<td>1851</td>
<td>92.55%</td>
</tr>
<tr>
<td>Support Services</td>
<td>145</td>
<td>0.10%</td>
</tr>
<tr>
<td>Total</td>
<td>2000</td>
<td>100.00%</td>
</tr>
</tbody>
</table>
**Support Issues by University Division**

A college, department, or division was reported in fewer than half of ITS-related tickets. The remainder is generally students, community members, or new faculty/staff whose personal information is not yet available via the ticketing system.

The College of Arts & Sciences, The Schools of Dentistry, Nursing, Education, and Pharmacy, and various non-academic departments continue to be the heaviest users of ITS services.

<table>
<thead>
<tr>
<th>Division</th>
<th>2011, Second Half</th>
<th>2012, First Half</th>
<th>Count Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Administrative Depts.</td>
<td>107</td>
<td>160</td>
<td>49.53%</td>
</tr>
<tr>
<td>Arts &amp; Sciences</td>
<td>291</td>
<td>284</td>
<td>-2.41%</td>
</tr>
<tr>
<td>Bloch School of Business</td>
<td>62</td>
<td>92</td>
<td>48.39%</td>
</tr>
<tr>
<td>Conservatory</td>
<td>22</td>
<td>33</td>
<td>50.00%</td>
</tr>
<tr>
<td>Libraries</td>
<td>8</td>
<td>18</td>
<td>125.00%</td>
</tr>
<tr>
<td>School of Biological Sciences</td>
<td>26</td>
<td>48</td>
<td>84.62%</td>
</tr>
<tr>
<td>School of Engineering/Computer Science</td>
<td>34</td>
<td>38</td>
<td>11.76%</td>
</tr>
<tr>
<td>School of Graduate Studies</td>
<td>4</td>
<td>7</td>
<td>75.00%</td>
</tr>
<tr>
<td>School of Dentistry</td>
<td>84</td>
<td>101</td>
<td>20.24%</td>
</tr>
<tr>
<td>School of Education</td>
<td>70</td>
<td>137</td>
<td>95.71%</td>
</tr>
<tr>
<td>School of Law</td>
<td>5</td>
<td>12</td>
<td>140.00%</td>
</tr>
<tr>
<td>School of Medicine</td>
<td>81</td>
<td>110</td>
<td>35.80%</td>
</tr>
<tr>
<td>School of Nursing</td>
<td>109</td>
<td>188</td>
<td>72.48%</td>
</tr>
<tr>
<td>School of Pharmacy</td>
<td>73</td>
<td>88</td>
<td>20.55%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>976</strong></td>
<td><strong>1316</strong></td>
<td><strong>100.00%</strong></td>
</tr>
</tbody>
</table>

**IS Accomplishment Report | January-June 2012**
<table>
<thead>
<tr>
<th></th>
<th>07/11-12/11</th>
<th>01/12-06/12</th>
<th>Change</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>WIMBA VOICE</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Presentations</td>
<td>4</td>
<td>41</td>
<td>+925%</td>
</tr>
<tr>
<td>Board</td>
<td>17</td>
<td>40</td>
<td>+135%</td>
</tr>
<tr>
<td>Podcaster</td>
<td>4</td>
<td>26</td>
<td>+550%</td>
</tr>
<tr>
<td>Email</td>
<td>35</td>
<td>51</td>
<td>+45%</td>
</tr>
<tr>
<td>Authoring</td>
<td>53</td>
<td>34</td>
<td>-36%</td>
</tr>
<tr>
<td><strong>GRAND TOTAL</strong></td>
<td>113</td>
<td>192</td>
<td>+70%</td>
</tr>
<tr>
<td><strong>WIMBA CLASSROOM</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Rooms</td>
<td>798</td>
<td>1057</td>
<td>+33%</td>
</tr>
<tr>
<td><strong>WIMBA PRONTO</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Users</td>
<td>23105</td>
<td>21722</td>
<td>-6%</td>
</tr>
<tr>
<td>Courses</td>
<td>32313</td>
<td>28075</td>
<td>-13%</td>
</tr>
</tbody>
</table>

**Overall Usage Trends by Month**

<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>Content In Course</td>
<td>42,624</td>
<td>45,208</td>
<td>47,704</td>
<td>49,536</td>
<td>50,272</td>
<td>56,007</td>
</tr>
<tr>
<td></td>
<td>(+6%)</td>
<td>(+5%)</td>
<td>(+3%)</td>
<td>(+1%)</td>
<td>(+11%)</td>
<td></td>
</tr>
<tr>
<td>Content in PLS</td>
<td>23,547</td>
<td>25,099</td>
<td>25,847</td>
<td>26,597</td>
<td>27,024</td>
<td>28,754</td>
</tr>
<tr>
<td></td>
<td>(+6%)</td>
<td>(+2%)</td>
<td>(+2%)</td>
<td>(+1%)</td>
<td>(+6%)</td>
<td></td>
</tr>
<tr>
<td>Content in Communities</td>
<td>2,390</td>
<td>2,536</td>
<td>2,636</td>
<td>2,714</td>
<td>2,758</td>
<td>2,909</td>
</tr>
<tr>
<td></td>
<td>(+6%)</td>
<td>(+3%)</td>
<td>(+2%)</td>
<td>(+1%)</td>
<td>(+5%)</td>
<td></td>
</tr>
<tr>
<td>Data Transfer (monthly)</td>
<td>4.97 GB</td>
<td>6.05 GB</td>
<td>12.98 GB</td>
<td>10.49 GB</td>
<td>2.53 GB</td>
<td>3.35 GB</td>
</tr>
<tr>
<td></td>
<td>(+21%)</td>
<td>(+14%)</td>
<td>(-19%)</td>
<td>(-75%)</td>
<td>(+32%)</td>
<td></td>
</tr>
<tr>
<td>Storage Quota Used (total)</td>
<td>12.29 GB</td>
<td>12.92 GB</td>
<td>14.51 GB</td>
<td>15.38 GB</td>
<td>16.56 GB</td>
<td>17.10 GB</td>
</tr>
<tr>
<td></td>
<td>(+5%)</td>
<td>(+12%)</td>
<td>(+5%)</td>
<td>(+7%)</td>
<td>(+3%)</td>
<td></td>
</tr>
<tr>
<td>Peak Active Weekly Users</td>
<td>639</td>
<td>743</td>
<td>594</td>
<td>572</td>
<td>284</td>
<td>328</td>
</tr>
<tr>
<td></td>
<td>(+16%)</td>
<td>(-20%)</td>
<td>(-3%)</td>
<td>(-50%)</td>
<td>(+15%)</td>
<td></td>
</tr>
</tbody>
</table>
**IS Goals Supported**

- User technologies and support that enhance and facilitate Teaching and Learning, Research, Service, and Economic Development.
- Continuous improvement in services, facilities, and professional development.

### Listserv Usage

<table>
<thead>
<tr>
<th>Term</th>
<th>Lists</th>
<th>Subscribers</th>
<th>Postings</th>
<th>Emails Sent (millions)</th>
</tr>
</thead>
<tbody>
<tr>
<td>SP 2012</td>
<td>428</td>
<td>223,242</td>
<td>12,465</td>
<td>4,076,483</td>
</tr>
</tbody>
</table>

**Maestro**

- Active accounts: 19
- Tracking Events: 241,731
- Directly distributed Recipients: 762,128

**Moodle**

- Active course sites plus organizations: 49

**SharePoint**

- UMKC has 414 sites running for faculty, staff and research purposes.
- Total unique users: 2127

### Tegrity

<table>
<thead>
<tr>
<th>Recording viewed</th>
<th>Course sites</th>
<th>Recording created</th>
<th>Podcast downloads</th>
<th>MP3 downloads</th>
<th>M4V downloads</th>
<th>Session downloads</th>
</tr>
</thead>
<tbody>
<tr>
<td>482,654</td>
<td>5778</td>
<td>2754</td>
<td>759</td>
<td>386,271</td>
<td>394</td>
<td>413</td>
</tr>
</tbody>
</table>

### CAMPUS PACK (WIKIS, BLOGS, PODCASTS, AND PERSONAL LEARNING SPACE)

<table>
<thead>
<tr>
<th>CAMPUS PACK TRENDS</th>
<th>12/11</th>
<th>06/12</th>
<th>Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Courses</td>
<td>39533</td>
<td>56007</td>
<td>+41%</td>
</tr>
<tr>
<td>PLS</td>
<td>19677</td>
<td>28754</td>
<td>+46%</td>
</tr>
<tr>
<td>Communities</td>
<td>2126</td>
<td>2909</td>
<td>+36%</td>
</tr>
<tr>
<td>GRAND TOTAL</td>
<td>61336</td>
<td>87670</td>
<td>+43%</td>
</tr>
</tbody>
</table>

### TURNING TECHNOLOGIES (Clickers)

- 26 instructors currently using the NXT clickers.
- Nine instructors using Mobile Learning (ResponseWare).
- 1746 students registered in Blackboard (accumulated).
- 52 (45%) ILS Classrooms TT enabled.

### Support Issues by Application (Remedy Tickets)

<table>
<thead>
<tr>
<th>Application</th>
<th>07/11-12/11</th>
<th>01/12-06/12</th>
<th>Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>CampusPack</td>
<td>23</td>
<td>27</td>
<td>17.39%</td>
</tr>
<tr>
<td>Clickers</td>
<td>4</td>
<td>9</td>
<td>125.00%</td>
</tr>
<tr>
<td>Wimba</td>
<td>33</td>
<td>48</td>
<td>45.45%</td>
</tr>
</tbody>
</table>
Foundation Services Accomplishments

Storage/SAN

A new SAN, specifically for our virtual server infrastructure, was installed and implemented at both our production and DR sites. Over 350 virtual servers were migrated from our existing storage to this new equipment (about 70 TB; all migrations performed live).

Our existing SAN-based file storage arrays were also completely reorganized. Over 100 TB of data was migrated as a result.

In the ongoing effort to bring down costs and maintain a more homogeneous environment Foundation Services is currently working with departments and schools to migrate tape-based backups to disk. We expect this initiative to be completed in the next 6 months.

UMKC’s Private Cloud

A considerable time investment was made to enhance DR and performance capabilities of our private cloud. Notable milestones include:

- Created a single vSphere consolidated data center instance (allowing for live cross-site migrations). Migrated existing cluster instances into this new data center.
- Implemented distributed virtual switches for all virtual machine networks.
- Completed the upgrade to VMware’s latest major revision (version 5).
- Created custom scripts that feed fees and status monitoring details into our vCenter instance (improving VM metadata).

ITSM

Foundation Services, as part of a shared initiative, is hosting the server infrastructure for the new Remedy Help Desk system. Notable achievements include:

- The provisioning and configuration of 25 virtual servers (for development, quality assurance, and production environments).
- The setup and configuration of a multi-node F5 load balancer environment.

Secure Cluster Initiative

Foundation Services worked closely with Networking and Security & Research to build a cluster specifically for hosting virtual machines protected by physical security devices. The cluster is now setup and we in the process of migrating remaining candidates into the cluster.
Server Virtualization

Foundation Services continues to target candidates for server virtualization. The campus as a whole is about 80% virtualized, and Foundation Services is near 95%. Currently we are in the process of virtualizing our remaining physical file servers and estimate completion by the end of 2012.

Systems Monitoring (Bunyanesque)

We continue to enhance our systems monitoring infrastructure. Notable milestones include:

- Over 100 more servers are now being monitored.
- New web applications have been created to allow for faster setup of monitoring jobs.
- A new system has been setup that notifies us weekly of any servers in the UMKC private cloud that are not already being monitored.

Miscellaneous

Additional notable achievements for Foundation Services:

- Foundation Services remedied and closed 665 Remedy tickets. Average ticket times for all priority classes (standard, urgent, critical) have been lowered.
- Provisioned approximately 100 new virtual servers.
- Virtualized approximately 25 physical servers.
- Created a host of new reports for proactively monitoring our environment.

During this period Foundation Services staff has presented our department’s methods for organizing information (using OneNote) to multiple interested parties.

Internal Applications Accomplishments

Database Server Design, Implementation & Administration:

Oracle

- Completed work on a mechanism to track the various schema owners and retired all unused schemas.
- Worked with Foundation Services to resolve a slowdown issue that was affecting some of our Oracle servers – Our queries were running very slowly when connecting to Columbia. Work done included:
  - Working with Foundation Services to set up a physical box and running some queries of the same - To see whether the slowdown was a virtual vs. physical machine issue.
  - Reopened the Oracle SR.
○ Issue resolved - Based on discussions with an Oracle engineer we have finally isolated the issue as being a bug with the Oracle 11G build we were running (11.2.0.1) - Since upgrading to build 11.2.0.3, our queries are completing as expected.
• Resolved a parallel server related issue that was affecting the IRAP Oracle boxes.
• Worked with Foundation Services to upgrade the Equella instance.
• Resolved an issue relating to the Admit letters application not being accessible until 8 a.m. and discovered the bug was related to a Daylight Savings Time change.
• Set up students with credentials for the SCE CS 471 course.
• Tested RMAN recovery on the server. RMAN will allow us to recover the database to a point in time (when the failure occurred). This is significantly better than our current solution which only allows us to restore based on the last available backup via Avamar.

MySQL
• Completed work on a mechanism to track the various database owners and retired all unused databases.
• Created multiple new databases for application development and WordPress backend use.

MSSQL
• Completed work on a mechanism to track the various database owners and retired all unused databases.
• Migrated all of the databases from the KCSQL5 server and notified Foundation Services that they can reclaim the same.
• Created multiple new databases based on user requests.
• Worked with the Registrar’s Office to resolve some issues related to their AdAstra software running slowly.

Software Design and Development:
• Developed an ecommerce website for the Law School Midwest Innocence Project.
• Modified the layout for the New Letters online subscription admin site per request from New Letters.
• Updated various ecommerce related donation pages to reflect information about American Express.
• Completed the uFirst application - Software developed is now in version 2.5
• Made enhancements to the Dental School student patient scheduler.
• Made modifications to the Admit Letters applications based on a request from Admissions.
• The Conservatory asked us to develop some pages that would allow their hiring committee to listen to music pieces from various candidates on the web. Created several new pages for the same.
• Created 2012 archive pages for UMKC press releases and feature stories. Update UMKC PR home page to accommodate the updates accordingly.
• Performed troubleshooting on the New Letters online subscription page.
• Created several audio streaming pages for the Conservatory’s violin search committee.
• Worked with the Law School on issues relating to the online registration administration site.
• Performed XSS and SQL injection audit on Instructional Design workshop online registration site.
• Performed XSS and SQL injection audit on Women’s Center 40th anniversary online registration site.
• Updated the SBS survey email code to only send one email to the CC email for mass emails.
• Reapplied Shibboleth code to the UMKC WEPT site. This had been completed previously, but the
Provost's Office changed the site template and added new pages. Site was moved to www.umkc.edu.

- Applied new site code and logic to the IA room scheduler. Site was moved to www.umkc.edu
- Completed changes requested by the Bloch School for the Bloch CE application.
- Sent the Registrar's Office the SB389 faculty evaluation information for importing into Peoplesoft.
- Implemented an ecommerce site for the Law School's Law Governing Law Schools event.
- Completed several enhancements for the Law School's Midwest Innocence Network project website.
- Implemented an ecommerce pass through page for the Innovation Center (KCSourceLink).
- Implemented multiple enhancements to the Communiversity site as part of Phase 2.
- Released version 1 of the UMKC Bus app for Android.
- Resolved issue with KDA Admission Letter.
- Resolved issues relating to Diversity website's sexual harassment training pages.
- Completed a request for an organizational enrollment for Blackboard.
- Generated the survey PDFs for SCE faculty evaluation data.
- Converted Dentistry's SB389 file to a format the Registrar’s Office can use to load into PeopleSoft.
- Made enhancements to the Scheduler application:
  - Revamped the interface on both the student and admin sections.
  - Added restrictions to the number of sessions a student can register for.
  - Online student check-in for proctors.
  - Sorting by event type.
- Made multiple enhancements to the Conservatory website based on a request from Dana Self.
- Implemented a new information request form for the Bloch School.
- Built a new IS Financial Survey site for internal use.
- Resolved errors and made several enhancements to the School of Dentistry's Career Opportunity Center.
- Shibbolized the WEPT site on www.umkc.edu.
- Implemented the necessary code for the MyLabsPlus component in Blackboard.
- Implemented an eCommerce Application for the Friends of the Library.
- Fixed an issue related to the Organizational Enrollment tool in BBUR.
- Updated the Marketing Tiles administration pages for UCOMM.
- Updated the admin section for student kiosks site on the production server.
- Developed an Android app for Swinney Recreation Center.
- Implemented an information session registration site and admin area for the Bloch School MPA program.
- Implemented a registration site for Diversity Access and Equity's Cesar Chavez event.
- Generated two student email surveys for IRAP.
- Created a new information request site for the Bloch School for undergraduate students.
- Set up a new registration for a film related event being sponsored by Diversity, Access and Equity.
- Women of Color Leadership Conference:
  - Made several edits to their content at the dev.umkc.edu/woclc
  - Updated two of the existing registration forms on that site
  - Created a new volunteer registration form on the site
  - Developing 4 RegOnline based ecommerce forms for the site.
- Built a sustainability tool that is tied to the Sustainability Office's WordPress site.
- Imported the Conservatory surveys and opened up the application.
- Rebuilt the 15 hour Law Review site based on a couple additional requirements provided by the Law School.
- The Faculty/Staff/Student lookup was updated based on a discussion with IS Security. Users are
now required to enter at least two characters of a person's last name to prevent spammers from easily harvesting information.

- Bloch School MSNL Website - Added new functionality to the admin section that allows the administrator to generate excel spreadsheets on the fly for organizations and candidates tables.
- Created a customized donations page for the Law School.
- Corrected a report in the Law CE application.
- Worked with UM Ecommerce/Nelnet team to upload new QuikPAY/First Data Merchant Certificates to SCE-CE, Student Kiosks. Helped with testing in TEST and Production.
- Added a username recover page for SOD Career Opportunity Center.
- Began work on porting the existing School of Graduate Studies Paradox database to a web based system.
- Implemented a new look up page that provides detailed information on students, faculty and staff and also displays their image.
- Built a RegOnline form for the Bloch School's EOY event.
- Assisted Cass Nedblake with her student lab scheduling site.
- Assisted the IAP office with multiple updates to their website.
- Began work on the Law School ACES data project.
- Continued discussions with the Law School on their CLE website and are currently awaiting feedback.
- Implemented an information website for RooWriter.
- Made several enhancements to the BBUR program that is used by Blackboard users. Also developed a course combination component for use in Moodle. BBUR is scheduled for a complete overhaul in fall 2012.
- Testing and enhancements were carried out on the SSO management tool that allows us to provision Windows Live accounts.

**Software Administration:**

- Set up multiple distribution lists.
- Continued administration of the UMKC calendar service.
- Supported Ali Haider, the new ITS Tegrity administrator, in resolving various Tegrity issues, and in creating software guides.
- Transcoded and deployed approximately 15 videos on the Windows Media Server and 72 videos on the Flash Media Server.
- Performed site creation and administration for the following WordPress instances:
  - Info.umkc.edu
  - Infodev.umkc.edu
  - Stuorgs.umkc.edu
- Catalog Navigator:
  - CN4 catalog data was imported to catalog Dev before December and we’ve updated user related data before cloning it to a PROD instance by the end of Dec. Autolinking and user hierarchy were also addressed before the clone operation.
  - Resolved issues with WYSIWYG editors and created catalog workflows.
  - Worked with Alia to create a theme for the CN6 dynamic catalog.
  - Updated Catalog auto-link regex configurations to pick up new autolink prefixes.
  - Table of contents configuration updated.
  - Worked with Registrar’s office to get the curriculum piece configured for our campus workflow.
  - Updated course forms in Curriculum Navigator.
- Fixed IU hierarchy data from PS course import and data in PS.
- New course import from PeopleSoft to fix previous course data and to add new courses that have been approved since last import in August 2011.
- Developed a procedure for future course imports that has been documented in OneNote file.
- Catalog Template updated based on user feedback.
- CN4 course pages were static and the same were migrated to CN6. Updated course pages to dynamic version to leverage dynamic course update functionality of the software.
- Created and currently testing a pilot curriculum workflow for School of Nursing.
- Added Google search to dynamic catalog.

**Documentation/Version Control:**

- We have embraced OneNote as our tool of choice for documenting and sharing information about applications and projects.
- We have about 50% OneNote adoption in our team (up from 10% last year).
- We continue to track and maintain information about the various schemas, databases and owners on our various database servers (Oracle, SQL Server and MySQL).

**Scanning Services:**

Scanning services provided during this period include:
- Total tests scanned: 719
- Total surveys scanned: 11
- Total evaluations scanned: 25,603 in 17 evaluation scan requests.

<table>
<thead>
<tr>
<th>Exam Requests by School</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Arts &amp; Sciences</td>
<td>350</td>
</tr>
<tr>
<td>Bloch School of Business</td>
<td>141</td>
</tr>
<tr>
<td>Conservatory</td>
<td>13</td>
</tr>
<tr>
<td>School of Biological Sciences</td>
<td>156</td>
</tr>
<tr>
<td>School of Engineering/Computer Science</td>
<td>1</td>
</tr>
<tr>
<td>School of Education</td>
<td>3</td>
</tr>
<tr>
<td>School of Law</td>
<td>7</td>
</tr>
<tr>
<td>School of Medicine</td>
<td>2</td>
</tr>
<tr>
<td>School of Pharmacy</td>
<td>46</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>976</strong></td>
</tr>
</tbody>
</table>
### Evaluation Scan Requests by School

<table>
<thead>
<tr>
<th>Division</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Arts &amp; Sciences</td>
<td>11</td>
</tr>
<tr>
<td>Bloch School of Business</td>
<td>1</td>
</tr>
<tr>
<td>School of Engineering/Computer Science</td>
<td>4</td>
</tr>
<tr>
<td>School of Law</td>
<td>1</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>17</strong></td>
</tr>
</tbody>
</table>

SSO forms printed for ISAO each week.

### Miscellaneous:
- Gave a One-Note presentation to the Division of Student Affairs.
- Gave a jQuery presentation to the Web Liaisons Group.
- Active Directory and Exchange Account maintenance.

### Academic Enhancement Accomplishments

Academic Enhancement provided the following services:

**Academic Affairs**
- Consulted, advised and produced general education FAQ video, featuring key departmental associates, faculty and staff.
- Shot three segments, performed reshoots where appropriate and produced program on green screen.
- Provided graphics, animation and post-production.

**FaCET**
- Single camera event coverage, taping and streaming video.

**Bloch School**
- Shot video featuring Dean Tan via single camera, followed by graphics creation, editing, music and DVD production.
- Provided *Bloch School Lecture Series* event coverage on location, using affordable single camera coverage, followed by titles and graphics creation, editing, music and DVD production.
- Performed two day, on location, single camera event coverage recording of Integra Conference followed by titles and graphics creation, editing, music, and DVD production.
- Created, edited and produced International Student video from on location video tape interviews.
- Recorded and produced Lewis White Real estate lecture series using on location single camera event coverage followed by titles and graphics creation, editing, music, and DVD production.
- Provided E Scholars graduation ceremony streaming video and on location single camera event coverage followed by titles and graphics creation, editing, music, and DVD production.
- Recorded Henry W. Bloch Message via teleprompter and location shoots followed by titles and graphics creation, editing, music, and DVD production.

**Athletic Department**
Produced 13 cinematography style episodes of The Coaches Show with single camera edited to look like a live multi-camera show. Green screen was keyed in with background to simulate location-produced video for website.

**VSI History**
- Successfully tested green screen costume shoot for Professor Andrew Bergeson.
- Shot 36 shows in studio with green screen for professors lecture series.
- Shot five times on location for b-roll footage at the Liberty Memorial, Shawnee Indian Mission, The Steamboat Arabia, Johnson County Museum of History, and Loose Park.
- Completed post-production on the first 20 shows.

**Office of Diversity, Access and Equity Lecture Series**
- Produced six separate programs including titles and graphics creation, editing, music, and DVD production.

**School of Biology**
- Produced graduate teaching assistant video for an award including titles and graphics creation, editing, music, and DVD production.

**Conservatory of Music and Dance**
- Completed Circus Maximus video with live multi-camera stream and post production.
- Produced multi-camera streaming event for finale concert.
- Collected promotional stills from HD footage, converted them to JPEGs for use by department’s promotional division.
- Performed troubleshooting and streaming tests at Kauffman Center for Performing Arts in support of the Conservatory of Music and Dance.
- Created headshots of Conservatory student for piano contest using still photography.
- Provided event coverage of visiting instructor’s lecture followed by titles and graphics creation, editing, music, and DVD production.

**Swinney Recreational Center**
- Shot and produced senior torch passing video on location and in studio using green screen and followed by titles and graphics creation, editing, music, and DVD production.

**School of Law**
- Shot and streamed Midwest Innocence Conference including titles and graphics creation, editing, music, and DVD production.
- Shot and streamed graduation ceremony including titles and graphics creation, editing, music, and DVD production.
- Shot and Streamed awards ceremony including titles and graphics creation, editing, music, and DVD production.

**Chancellor’s Office**
- Shot B roll footage at various locations on campus including Health Sciences Building and Biology Building, as well as general campus footage using cost-effective single camera production with one operator.

**Applied Language Institute**
- Reproduced promotional video and performed 2 location shoots and green screen filming,
followed by titles and graphics creation, editing, music, and DVD production.

- Performed studio shots of students and produced final DVD.

**School of Education**

- Consulted and advised during initial meeting for the Eubanks Eulogy.
- Directed and edited numerous interviews of those who knew Professor Eubanks and produced video to be viewed at Kauffman Center for Performing Arts in his honor.

**Linda Hall Library**

- Provided live streaming coverage for four separate lecture series events with titles and graphics creation, editing, music, and DVD production.

**Miscellaneous Projects**

- Ongoing studio maintenance.
- Avid upgrade to Media Composer 6.0.

we also tested streaming systems at multiple locations on campus.
Technology Management Services (TMS)
Accomplishments Report
January – June 2012

SHARED SERVICES PROJECT- Establish & Empower a Strategic Project Management Office
To date, there have been a number of instrumental accomplishments responsible for getting the SPMO up and running in a capacity to oversee and inform existing projects while planning continues for how the SPMO will ultimately manage future system projects. These accomplishments include the following: A position for the Director of the SPMO has been created and posted. A Communications Plan has been drafted, regular portfolio update mediums have been established which include (weekly project dashboard updates, and weekly and monthly SPMO updates. We have scheduled campus specific site visits in an effort to ensure all voices are heard. A series of Project Management awareness and educational sessions for all campuses has been developed.

We also are currently developing recommendations that address shorter-term, tactical opportunities while providing a foundation to support longer-term changes / initiatives. The primary areas of focus for these recommendations include: Project Management Quality, Consistency and Controls, Portfolio and Resource Management, Communications between SPMO and Key Stakeholders and Methodology and Tools

IS PROJECT - IP Video Distribution System
During this review period, we continued to work on system designs to accommodate IP streaming hardware in new auditoriums and active learning classrooms for the MNL classroom Addition and Bloch Hall. This design feature had been identified as “required” by the planning committees for both projects as it allows for maximizing the classroom and meeting spaces to accommodate large events as needed.

Recent developments with Google have added additional possibilities to this project. Google has expressed interest in partnering with UMKC for content creation/sharing that could possibly be used to serve our cable channels with Time Warner and Comcast. Google also expressed interest in the concept of UMKC providing a digital feed to Google for their Google TV initiative. These conversations have just begun and will continue to develop as Google’s Fiber and TV initiatives move forward. We are also considering piloting streaming solutions with our current MTVU feed and our Special Events streaming feeds to gain a better feel for how the hardware will perform on our network.

IS PROJECT - ILE Classroom Lifecycle Upgrades
During this review period we have completed the remaining three ILE upgrades putting us at 100% complete on this $300,000 project. We were successful in completing this project three and a half months ahead of schedule.

Our partnerships with fellow UMKC departments have played a critical role in keeping this project on schedule. We work closely with the Registrar’s office to coordinate access and limited classroom location moves during the day to prevent working nights and weekends. We also work closely with Networking and Telecommunications to configure and add each room to a virtual network for remote control and remote adjustment of critical components. We appreciate the ongoing support from the Registrar’s office and fellow IT departments.
Continued Professional Development for Staff

This review period falls during our busiest semester for projects for the Classroom Technology Services team and our Video Services team also suffered from a labor shortage. FTE did not have much time available for training but we have still made good progress.

- All technical Staff continues progressing on the Certified Technology Specialist (CTS) tracks through InfoComm. A majority of the technicians have completed the first phase and are preparing to start phase 2.
- Ken Burke and Gregory Holloway (AV Technicians) scheduled to attend Extron “Configurable Control Systems for Higher Education” class in August at St. Louis.
- Jamie Rinehart (System Designer) and Ben Zygmunt (VS Manager) attended InfoComm 2012 for R&D purposes on the convergence of professional audio visual, broadcast and networking.
- Rudi Plattner, Terry Easley (AV Supervisors) and Bruce Waggoner (CTS Manager) attended “Motivational First Aid” training session hosted by HR.
- Scott Duncan (Systems Designer) attended the International Consumer Electronics Show in early 2012 for R&D as part of a project with the School of Pharmacy to expand their distance education program to Springfield.
- Scott Duncan (Systems Designer) and Ben Zygmunt (VS Manager) attended NAB for R&D purposes on the convergence of professional audio visual, broadcast and networking.
- Developed user manuals, quick checklists, troubleshooting sections, video instructions, and how-to documents on complex components of our integrated ITV environments.

Created new project “Lead Technician” roles to provide developmental opportunities for AV technicians

Provide IT Project Management Services and IT/AV system design services for campus new construction/renovation

We are currently in the procurement and implementation phases for designs on both the Student Success Center and Oak Street Parking Structure projects. Both of these projects have aggressive timelines with completion dates of August 20th, 2012. These projects touch all IT departments, require an intense amount of coordination and have little room/tolerance for not being completed on time as they are both essential for students. Given the rate of construction and the aggressive time lines, it is anticipated that significant overtime will be required complete on time.

In a parallel track, we have also been heavily involved in the design and planning processes for the MNL Classroom Addition, Bloch Hall Addition, Pharmacy MSU Expansion, and Pierson Auditorium Renovations projects. These projects have more generous timelines allowing us to dedicate the appropriate amount of planning/design time required for projects of this complexity. All of these projects include very complex IT, AV and computing systems that will ultimately be supported by IT to some degree. As we move forward, we will continue to work on system and package design, locking in infrastructure requirements and identifying project schedule tasks and durations to be included in the general contractors schedules.

Provide advanced technical expertise and 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 complex AV and ILE systems. During this review period, we have completed eleven projects valued at $523,748.45. We currently have five AV projects valued at ~$256,000 being implemented and sixteen additional AV projects in the design phase valued at almost $7 million (See tables below for detail).
### Completed Projects

<table>
<thead>
<tr>
<th>Project</th>
<th>Project Details</th>
<th>Est. Lifecycle Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>ILE Maintenance 2010 Project</td>
<td>IS project to upgrade 56 ILE classrooms</td>
<td>$304,346.50</td>
</tr>
<tr>
<td>Grant Hall 227</td>
<td>Full ILE Classroom Upgrade to Grant Recital Hall</td>
<td>$59,958.67</td>
</tr>
<tr>
<td>Cherry Hall Observation Rooms</td>
<td>AV Recording Systems for Counseling Rooms</td>
<td>$2,068.98</td>
</tr>
<tr>
<td>FA 307 Renovation</td>
<td>ILE Partial and Space Renovation</td>
<td>$4,500.00</td>
</tr>
<tr>
<td>HH 103/104 Upgrades</td>
<td>ILE Partial and Space Renovation</td>
<td>$3,836.32</td>
</tr>
<tr>
<td>LS Lounge</td>
<td>Audio System and Video Switching System</td>
<td>$4,735.25</td>
</tr>
<tr>
<td>FH 422</td>
<td>ILE Partial and Space Renovation</td>
<td>$2,195.00</td>
</tr>
<tr>
<td>FH 450A</td>
<td>ILE Partial and Space Renovation</td>
<td>$2,200.00</td>
</tr>
<tr>
<td>SOM Docent</td>
<td>Full ILE Lab (3) Partial w/ Audio AV Systems</td>
<td>$88,734.69</td>
</tr>
<tr>
<td>WRP 2012</td>
<td>61 PC Upgrades (ILE, Departmental, Signage)</td>
<td>$46,036.00</td>
</tr>
<tr>
<td>LS 2 &amp; 5 Screen Replacements</td>
<td>New Projection Screens</td>
<td>$5,137.04</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td></td>
<td><strong>$523,748.45</strong></td>
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</tbody>
</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>4747 Troost 111</td>
<td>SBTDC Conference Room System</td>
<td>$4,970.67</td>
</tr>
<tr>
<td>AC Plaza Upgrade</td>
<td>Wide Screen Upgrade - Added Second Projector and Screen</td>
<td>$12,662.00</td>
</tr>
<tr>
<td>ILC Phase 2</td>
<td>1 Full ILE System, 48 seat Computer Lab, and 2 Collaboration Rooms</td>
<td>$107,741.00</td>
</tr>
<tr>
<td>Oak Street Parking Structure</td>
<td>New Lenel Monitoring Displays</td>
<td>$5,400.00</td>
</tr>
<tr>
<td>Student Success Center</td>
<td>(4) ILE Digital Hybrid Conference Rooms (4) LCD Conference Rooms (5) Digital Signage Locations</td>
<td>$125,000.00</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td></td>
<td><strong>$255,773.67</strong></td>
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</tbody>
</table>
## Current Projects - Design/Planning Phase

<table>
<thead>
<tr>
<th>Project</th>
<th>Project Details</th>
<th>Est. Lifecycle Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>HSB 4301</td>
<td>4301 Distance Education Upgrade</td>
<td>$239,000.00</td>
</tr>
<tr>
<td>Law Digital Signage</td>
<td>Multiple Signage Displays</td>
<td>$TBD</td>
</tr>
<tr>
<td>Cherry Hall 4th Floor</td>
<td>(3) Conference Rooms and Scala Digital Signage</td>
<td>$52,500.00</td>
</tr>
<tr>
<td>Pharmacy Program</td>
<td>SOP Distance Education Program Lifecycle Upgrades</td>
<td>$375,837.36</td>
</tr>
<tr>
<td>FA 105 Renovation</td>
<td>ILE Partial and Space Renovation</td>
<td>$7,886.65</td>
</tr>
<tr>
<td>LS Sat Service</td>
<td>Satellite Service Installation (4 Locations)</td>
<td>$TBD</td>
</tr>
<tr>
<td>LS 1-212</td>
<td>Conference Room w/ LCD Confidence Monitors</td>
<td>$21,050.00</td>
</tr>
<tr>
<td>MNL Classroom Addition</td>
<td>900 Seats of Student Instruction Space</td>
<td>$1,222,360.70</td>
</tr>
<tr>
<td>UMKC PD Squad Room</td>
<td>AV Conference/Training room,</td>
<td>$12,900.00</td>
</tr>
<tr>
<td>SOM Projector and Wireless Upgrade</td>
<td>Widescreen Projector Upgrades and Wireless Microphones</td>
<td>$22,133.00</td>
</tr>
<tr>
<td>Pierson Auditorium</td>
<td>Custom Conference Hall AV System, Touch LCD System in Chancellor’s Dining Room</td>
<td>$188,500.00</td>
</tr>
<tr>
<td>SDO 364</td>
<td>Full ILE AV System</td>
<td>$65,140.00</td>
</tr>
<tr>
<td>Pharmacy Program MSU Campus</td>
<td>(3) DE/ILE Classrooms, (2) Conference rooms, (6) Collaboration Systems</td>
<td>$1,260,707.75</td>
</tr>
<tr>
<td>Bloch School Building Addition</td>
<td>Collaboration with Sextant on AV Design for Technology enhanced new building</td>
<td>$3,362,350.00</td>
</tr>
<tr>
<td>Campus IPTV System</td>
<td>UMKC Cable-Digital Signage Distribution System</td>
<td>$60,000.00</td>
</tr>
<tr>
<td>Women’s Center</td>
<td>LCD Signage</td>
<td>$2,370.00</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td></td>
<td><strong>$6,892,735.46</strong></td>
</tr>
</tbody>
</table>
Other Notable Accomplishments:

- During the Winter Semester 2012, utilization of Full ILE classrooms was roughly 27% higher than Non-ILE classrooms. Hybrid ILE Classrooms utilization was 15% higher than a Non-ILE classrooms.

- Classroom Technology Services provided maintenance and support for ILE and AV systems on the Volker, Northland and a portion of the Hospital hill campus. During this period, 83% of all support tickets assigned to Classroom Technology Services were resolved within a 24 hour period. Of this 83%, 32% were resolved within 1 hour.
Video Services provided maintenance and first-tier technical support for all ILE and AV equipment in Health Sciences Building. During this period, 80% of all support tickets assigned to Video Services resolved within a 24 hour period. Of this 80%, 75% were resolved within 1 hour.

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. During this review period, they have supported 1370 hours of ITV room distance learning support.
- 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 have set up and supported 318.5 hours of videoconference meetings.

![Videoconferencing Set Up & Support Hours](image)

- We completed the School of Medicine Docent Project. This project included a Full ILE Testing Computer Lab on the first floor and three ILE LCD Partial AV systems for the student docent areas on the third floor. Pending results of the first round of upgrades, there could ultimately be 32 spaces renovated to match.

- We completed the Grant Hall recital hall (227) project for the Conservatory. This project included upgrading their primary recital hall with ILE classroom equipment so more classes could be held in the space. There is also the added benefit of having the AV system to enhance performances held in this space by the conservatory.

- Construction is near complete with the underway for the Atterbury Student Success Center Project. We are in the process of receiving hardware and preparing for hardware installation which should...
start in mid-July. This project includes: four ILE Hybrid Digital Classrooms, four LCD Conference Rooms, and five Scala Digital Signage Locations.

- Construction is near complete for the new UMKC Central Office in the Student Success Center. This office will provide students with a single place to visit to have their problems addressed and will leverage various technology’s to unite remote campus resources. Our department has spent a considerable amount of time on the planning committee for this project over the last year.

- We have spent a considerable amount of time working on the MNL Classroom Addition project. The new classroom building will include (1) 300 seat auditorium, (2) 200 seat classrooms that can be combined into (1) 402 seat space, and (2) 106 seat classrooms. Initial estimates are valued at ~$1,200,000. From being active members on the Learning Environment Task Force, to designing completely new classroom packages for this new space, CTS has made considerable contributions to this project thus far.

- We are currently engaged in a collaborative effort with the UMKC School of Pharmacy and Missouri State University (MSU) to expand the Pharmacy Distance Education program. Costs include proposed design and integration of new technology for three DE classrooms, two conference rooms, four exam rooms and three student collaboration systems at the MSU location. (~$1,300,000). We are gaining ground with the overall design of the space and as well as the lease agreement between the two universities. There is also a UMKC component to this project which includes phased upgrades to all School of Pharmacy distance education classrooms in the Health Sciences Building as well as the MU campus. The value for this portion of the project has yet to be determined.
We are currently engaged in a collaborative effort with an outside consultant (The Sextant Group) to design the new Bloch School Addition. This new facility will have an intense amount of new technology that includes a behavioral Lab, a large auditorium, several tiered classrooms, five active learning classrooms, 14 student study rooms, 38 portable LCD carts, a video conferencing room, a two story media wall and a Finance Lab all of which will equipped with the latest technology. We have been heavily involved in the programming and designing phase of this project for nearly a year and design is moving along nicely. We have a parallel effort to partner with Bloch to ensure adequate IT support resources are available when this amazing building opens.

Installation is currently underway for Phase 2 of Interactive Learning Center Project. This project includes a Full ILE Classroom System with dual projection along with a 48 seat Computer Lab. The student computers and ILE instructors’ desk can all simultaneously communicate via LAN School software to enhance learning and collaboration.
We completed $523,748.45 of AV projects during this review period.

Increased the number of supported AV Systems/Conference rooms by 11 new locations

Completed ILE Classroom system maintenance in all ILE Classrooms during break.

We have significantly developed the support roles for live streamed events and are now the go-to unit for this type of support.

Video Production Projects
- Provided camera operators for “FaCET Symposium” in January
- Assisted with post production of “Basketball Highlights”
- Streamed “Law School Ceremony” to lobby monitor in Student Union
- Assisted Academic Enhancement to stream “Law School Graduation”
- Assisted Information Access with preparation of streaming Video on Demand (VOD)
- Published 89 On-Demand streaming video.

We have provided programming and scheduling for UMKC PEG cable channels which consisted of ingesting 448 new video programs for broadcast.