July – Dec 2021

Accomplishments Report
Information Services

UMKC

Contents

Introduction

MISSION

Information Technology is a transformative tool to propel UMKC's mission and support our foundational pillars of providing exceptional student learning; a thriving discovery enterprise; dynamic engagement with our community and region; a diverse and inclusive workforce and community; a strong and resilient staff, process and physical infrastructure. IT core values include a commitment to innovation; cultivating a team environment within Information Services; a collaborative environment of respect, sharing and participation; an expectation of excellence with high standards balanced with limited resources

VISION

Information Services will empower the UMKC community through technology that enables IT infrastructure, services, and solutions that are innovative, readily available, and utilized to provide exceptional support to students, faculty, and staff in their endeavors to uphold the UMKC mission.

VALUES

In addition to the UMKC Campus values of Accountability, Learning, Respect, Diversity, Collaboration, and Integrity; Information services also lives by the following IT-specific values:

User-Focused – We seek out, listen to, and respond to our users' needs
- Offering quality solutions and being accountable for follow- through
- Being pro-active, responsive, and empathetic trusted advisors o Focusing on services that are most valued by our customers

Open – We act with integrity and practice honest, and respectful two-way communication
- Balancing speaking with active listening
- Feeling free to speak up and contribute to discussions as a way to build mutual trust
- Proactively giving and receiving positive and constructive feedback

Collaborative – We work together with our colleagues in a way that leverages and values each other's expertise and insights.
- Valuing, building, and maintaining cross-functional relationships
- Being inclusive equal contributors who foster and respect new and diverse perspectives
- Sharing each other's successes while owning and learning from mistakes

Innovative – We encourage and experiment with new ideas, both basic and cutting-edge.
- Continuously striving to improve how we work and deliver services
- Recognizing, embracing, and celebrating ideas and new technologies
- Showing curiosity and a willingness to invest in calculated risks in order to learn and evolve

Executive Summary

Information Services is a strategic asset for UMKC's missions of teaching and learning, research, service and economic development. We continued to make progress toward our defined goals and this document details the progress we have made during the second half of 2021.

During the last six months of 2021, 25,000 legacy student, staff, faculty and resource accounts were removed from Microsoft 365 as part of a cleanup process. UMKC updated or moved hundreds of active directory objects as part of the move to one consolidated UM System domain. Going forward all new computers will be joined to the new domain.

The Technology Support Center handled over 11K support tickets (phone, chat, online, email, etc.) over the last six months of the calendar year. 636 machines were ordered as part of the Workstation Replacement Program (WRP). This represents one of the largest orders in years.

17,499 pieces of software were installed over this reporting period using our primary deployment software (SCCM). $4.5M of software and hardware was purchased in this timeframe.

Technology Management Services (TMS) continues to work on may CARES funding related projects. The collective group completed ten projects, have twenty projects ongoing and an additional eight in the project design category this reporting period. Highlights included upgrades to multiple conference rooms in the administrative center and digital signage across campus.

Information Services took over responsibility for the security cameras and plan to finalize a new operating model for the FY23 fiscal year. The new model will establish minimum requirements for camera age, resolution and requirements to remain on the UMKC network. At the time of this report being finalized the campus have almost 500 security cameras with plans to add dozens more next calendar year.

Academic Enhancement provided support for 40 different video related events for the campus.

Networking and Security were involved in several behind-the-scenes. Networking current supports over 1300 Wi-Fi access points with improved coverage and speed for campus users.   The same group supports over 3,000 phone lines for the UMKC campus.   Security in conjunction with the other UM System continues to improve the Security Operations Center. This group deals with real-time phishing campaigns, hacks and security threats targeted at our network, staff, faculty and students.

Looking forward, Information Services is establishing new long-range staffing and budget planning processes. IS is exploring new services and offerings to streamline the service and offerings for students, faculty, staff and the entire UMKC community.

Specialized IT support for UMKC Academic & Business Units

School of Computing & Engineering (SCE)

Information Services worked with the School of Computing and Engineering throughout the semester to ensure we were effectively communicating IT changes and addressing the needs of faculty, staff and students. These meetings also allow us to discuss new projects and IT changes and are vital, particularly with SCE's continually changing lab environments and their expanding curriculum. We also provided many Custom IT Services for advanced support. These include:

Projects
- Assisted Faculty and Staff with the return to campus, this included helping with getting workstations, monitors, and printers connected.
- Installed 10 new workstations in the Flarsheim Hall 451 computer lab.
- Removed 16 computers from the Flarsheim Hall 403 lab. Some of them were repurposed and others were sent to surplus due to the age of the machines.

Custom Services
- Departmental Computer Lab Support
  - Provided specialized hardware and software support for 194 lab computers. This included systems located in SCE 364, 451, 457, 458, 460, 462, 464, and 527 computer lab spaces.
  - Provided dedicated student labor to managed computer lab spaces and all computer lab supplies.
- Desktop & Application Support
  - Provided desktop, application support, and configuration for the KC Stem Alliance (KC-EZ)
- Desktop & Application Research Support
  - Provided desktop, application support, and configuration for 144 computers many of which have non-standard specialized builds
- Digital Signage
  - Provided campus RISE digital signage support services for 10 signage systems in the SCE building complex
- Server Administration
  - Provided management for SCE's Tux server

College of Arts & Sciences (CAS)

Over the last 6-month period Information Services worked with the College of Arts and Sciences to support their technology needs and assist with many projects. We also provided many Custom IT Services for advanced support. These include:

Projects
- Assisted Faculty and Staff with the return to campus. This included helping with getting workstations, monitors, and printers connected.
- Configured a new laptop computer lab for Digital Humanities groups, located on the 4th floor of MNL.
- Import student list to create login and assign licenses for ArcGIS for the Earth and Environmental Sciences Department.
- Assign student licenses for Adobe Creative Cloud

Custom Services
- Departmental Computer Lab Support
  - Provided specialized hardware and software support for 327 lab computers. This included systems for the MNL ILC, AUPD, Geosciences, Fine Arts, Astrophysics, Communications, and Psychology groups.
- Research Computing Support
  - Provided Support for 45 research computers for Psychology, Geosciences, Economics and Physics. Support included account support non-affiliated UMKC guest accounts.
- Research Grant Support
  - Provide Database Administration services for all databases housed on the CEI SQL server. This includes server upgrades and patch applications, backup and restores of data, indexing and tuning as needed, and any upgrades to the databases housed on this server.
  - Assisting CEI staff in developing/troubleshooting/tuning SQL queries.

University Libraries (UL)

Information services worked with the Library IT Ops Committee throughout the semester to discuss ongoing and new projects. Over the last 6 months IS completed several larger Law projects. We also provided many Custom IT Services for advanced support. These include:

Projects
- Completed technology installation and migration for Libraries staff in their new 3rd-floor office space
- Begin work with Dematic on EMS // Folio integration for the catalog migration project
- Plan for the retirement of Mike Harrell, transition duties to other members within IS to increase efficiencies and add redundancy to key library support areas.

Custom Services
- Departmental Computer Lab Support

- Provided specialized hardware and software support for 7 computer lab environments with a total of 122 PCs and 24 different software applications located in the MNL and Health Science Libraries.
- Web & Application Development
  - Provided dedicated staff to support Library software programming and development efforts.
- Specialized Applications & Systems
  - Merlin Library Catalog support and Sierra Desktop application deployment and support. OCLC ILLiad system support, Monolithic desktop application deployment, and support, BSCAN support. Liaise with contracted vendors. KIC Scanners support, SenSource People, Counter support
- Digital Signage
  - Provided campus RISE digital signage support services for 2 signage displays IN the MNL building
  - Provided specialized maintenance & support for PPT digital signage at MNL Library Robot Café TV (MNL) first floor
- Robot Support
  - Dematic ASRS/EMS software deployment, configuration, and support. Server maintenance. Liaise with contracted vendor and CFM on hardware issues. OpNet support for diagnostics and adjustments.
- Mobile Device Checkout
  - Provided consultation and installation for iOS and Android devices, AirWatch (security system) setup/configuration, custom configuration/support for iPads, ongoing configuration/maintenance
- Desktop & Application Support
  - EZ Proxy support and configuration, Stanza maintenance and troubleshooting, user troubleshooting, server maintenance

School of Biological and Chemical Sciences

Over the last 6 months IS worked with the School of Biological Sciences and Chemistry through weekly meetings to ensure faculty and research project needs are met. We also provided many Custom IT Services for advanced support. These include:

Projects
- Work with SBC leadership to transition faculty and staff to contact the main TSC help desk for support issues while new support tech was hired and trained for SBC
- Provided backstop technical support until a dedicated technician was hired
- Provide information and guidance around the formation of the new School of Science and Engineering

Custom Services
- Research Computing Support - SBS

- - Provided Support Services Support for 11 Research Labs with specified equipment. Support included 69 total research computers.
    - Decommissioned 100 MNL ILC computing systems due to lack of need
- Departmental Computer Lab Support - SBS
    - Provided specialized hardware and software support for 28 lab computers.
- Research Computing Support - CHEM
    - Provided Support Services Support for Chem Research Labs with specified equipment. Support included 57 total research computers.
    - Provided specialized NMR Linus Controller Support
- Departmental Computer Lab Support - CHEM
    - Provided specialized hardware and software support for 28 lab computers. This included systems located in the SCB 223 and FH520 computer lab spaces.

Henry W. Bloch School of Management

While our partnership with the School of Management has been in place for several years, we still meet with their IT Ops Committee monthly. This allows IS to stay updated on the IT needs for Bloch and assist on new projects. IS has completed several projects over the last 6 months. We also provided many Custom IT Services for advanced support. These include:

Projects
- Technicians worked 100% on-site to support Faculty and Staff returning to campus in July 2021 after being away working remotely due to COVID.
- Supported on-site events held at Bloch Executive Hall through the Summer and Fall.
- Provided ILE classroom refresher training to instructors who came back to campus in the Summer and Fall, as well as additional LMS training for these users.
- Supported and performed content updates to Rise Vision digital signage at Bloch.
- Worked with Bloch Faculty and Staff to identify, procure, and configure many software applications.
- Provided technical support for Bloch's Professional MBA program, which consists of multiple methods of teaching, both in-person and online, including weekends.
- Manage a team of student workers for Bloch, in conjunction with the Technology Management lead.
- Collaborated with Bloch executives and other IS units to plan and order equipment needed for the Bloch Heritage Hall renovation.
- Supported Dean Klaas' podcasting project with non-umkc people.
- Worked with the Bloch Entrepreneurial Estate Process group to get the ESRI ArcGIS Bloch instance moved to the IS portal so we can help manage the licenses, users, and groups for students and faculty.
- IS worked with multiple internal and external groups to return Bloch to its pre-Covid configuration for fall semester classes
- Worked with an outside vendor to price replacing all the Christie projectors in BEH with new laser projectors.

- Provided dedicated support for the PMBA program including individual training sessions for faculty and staff to ensure comfort with the tools and continued maintenance for the related "ZOOM" room (BEH 102P).
- Worked with Bloch leadership and CFM to get furniture re-allocated for the fall semester
- Provided a detailed summary of classroom capabilities for use by schedulers to better assign professors and student groups to spaces that meet their needs.
- Assisted Regnier Institute with the recovery of video footage for their archives
- Assisted Infrastructure and Desktop Support in the installation of a new printer and data line for BEH 220

Custom Services
- Custom Website Services
  - Provided dedicated staff time to support Bloch website updates, content development, and issue support for the same.
- AV/Classroom/Event Support
  - Provided dedicated staff to provide daily onsite support for all standard AV/Classroom and Event spaces within the Bloch buildings.
- Custom Desktop Support
  - Provide dedicated support for Bloch Mobile LCD/computing carts, Huddle Spaces, and Hall of Fame computer systems.
- Custom AV/Classroom/Event Support
  - Provided dedicated staff to provide daily onsite support for all non-standard AV/Classroom and Event spaces within the Bloch buildings. This included the building-wide video distribution system, Mobile LCD carts, Telepresence conference room, Atrium video wall, and the Finance ticker.
- Departmental Computer Lab Support
  - Provided specialized hardware and software support for 32 lab computers in the Bloch Executive Finance Lab. Decommissioned the Bloch Heritage Hall 005 Lab due to renovations.
- Digital Signage
  - Provided Rise Vision campus digital signage support services for 8 signage PCs and 8 signage displays throughout the Bloch buildings.
  - Provided specialized support for digital signage content modification/deployment & wayfinding.
- Dedicated Desktop & Application Support
  - Provided desktop and application support for the Midwest Center staff and related machines.
- Specialized Software Applications
  - Provided specialized application support for unique software applications and related devices. This included software for the Finance Lab and manual updates for the Bloomberg software as needed.

The School of Law

Support Services regularly meets with the Law School to ensure service needs are being met and to stay updated on current technology needs within the Law School. There were several key projects that IS and Law collaborated on together. We also provided many Custom IT Services for advanced support. These include:

Projects
- Assisted Faculty and Staff with the return to campus. This included helping with getting workstations, monitors, and printers connected.
- Supported students and faculty using Online Exams using ILG360 and other technologies.
- Worked with Law and ILG to have Embedded Exam Questions and Answers added to Exam360.
- Move the remaining equipment from the Law School Incubator to the Law Library. They will no longer be using the Incubator located at 4741-43 Troost.
- Configured printing for the Truman Fellows working in the Law School.

Custom Services
- AV/Classroom/Event Support
  - Provided dedicated staff to provide daily onsite support for all standard AV/Classroom and Event spaces
- Departmental Computer Lab Support
  - Provided specialized hardware and software support for 18 lab computers located in a computer lab in Law.
- Specialized Software Applications
  - Provided specialized testing support for ILG360
  - Provided specialized application support for Law's BookEye scanner, related software, and the 12Twenty application
- Custom AV/Classroom/Event Support
  - Provided dedicated staff to provide daily onsite support for the Library classroom & video wall, Thompson and Stoup Court Rooms, and the Dean's Conference room
- Digital Signage
  - Provided campus Rise Vision digital signage support services for 2 signage systems in the Law building
- Custom Desktop Support
  - Provided emergency laptop check out program for Faculty/Staff, CLE, and AV backup

School of Nursing & Health Sciences.

IS continues to work with Nursing to support their IT needs, including regular meetings with the IT Ops Committees at each school. There were several projects that IS partnered with Nursing on. We also provided many Custom IT Services for advanced support. These include:

Projects

- Assisted Faculty and Staff with the return to campus. This included helping with getting workstations, monitors, and printers connected.
- Providing liaison assistance with UMKC online to faculty for the support of online teaching tools and upcoming transitions to UM System Online
- IS and the School of Nursing conducted a pilot program with PCs for People, a company that refurbishes computers and distributes them locally to those in need. 50 computers were donated.
- Former Laerdal SimView systems successfully upgraded to CAE Learning Space in collaboration with the School of Medicine and School of Pharmacy. Installation and testing of new equipment in HSB completed.
- Continued testing and faculty orientation with distance education ILE equipment in HSB 4301.
- Discussions are ongoing regarding the prioritization of older classroom environments for technology upgrades.
- Assistance in nonstandard environments as needed, including on-call technical support for the 4th floor Dispensing & Simulation lab.
- Providing liaison assistance with UMKC online to faculty for the support of online teaching tools

Custom Services
- Departmental Computer Lab Support
  - Provided specialized hardware and software support HSB 3309 50 set Computer Lab
- ILE/AV/Classroom & Lab Support
  - Provided dedicated staff to provide daily onsite support for all standard ILE/AV/Classroom and Lab spaces within the HSB building.
- CAE Learning Space
  - Patient training via audio, video, and session recording at the UMKC campus.
  - Desktop Support for workstations hardware and software
- Specialized Software & Systems
  - Provided software and system support for the Collaborative (Formally ATTC)
- KbPort / Gaumard Support
  - Provided AV system support
  - Provided desktop and technical support

School of Pharmacy

IS continues to work with Pharmacy to support their IT needs, including regular meetings with the IT Ops Committees at each school. IS was involved in several projects with Nursing. We also provided many Custom IT Services for advanced support. These include:

Projects
- Assisted Faculty and Staff with the return to campus. This included helping with getting workstations, monitors, and printers connected.
- Procured and configured 5 laptops to be used for the UMKC COVID Vaccination Clinic.

- Assisted with the technology required for the NITRO Study, which focuses on the kinetics of dogs.
- Continued testing of new distance education ILE environments at HSB in rooms 3301, 5301, and 5309, as well as at our campuses in Springfield and Columbia as part of Project 318.
- Former Laerdal SimView systems successfully upgraded to CAE Learning Space in collaboration with the School of Medicine and School of Nursing. Installation and testing of new equipment in HSB completed
- Providing one-on-one training and assistance for faculty adjusting to remote and hybrid teaching models, as well as recently upgraded classroom environments.
- Continued development of an online information resource for faculty and staff on the operation of program-specific classroom hardware.
- Providing liaison assistance with UMKC online to faculty for the support of online teaching tools and the transition to UM System Online.

Custom Services
- ILE/AV/Classroom & Lab Support
  - Provided dedicated staff to provide daily onsite support for all standard ILE/AV/Classroom and Lab spaces within the HSB building.
- Specialized Software & Systems
  - Provided software and system support for testing and Examsoft activities
- CAE Learning Space
  - Patient training via audio, video, and session recording at the UMKC campus.
  - Desktop Support for workstations hardware and software
- Research Computing Support
  - Provided Support Services Support for 47 computers with specialized equipment

Conservatory

IS continues to work with the conservatory to support its IT needs. During this period, IS was involved in many Conservator projects. We also provided many Custom IT Services for advanced support. These include:

Projects
- Provided in-person support for executive staff who returned to campus in July 2021.
- Provided in-person support for faculty and staff upon their return for the Fall Semester.
- Worked in conjunction with other IS groups to update computer hardware, reconfigure software applications, and AV equipment in Grant Hall 105.
- Trained and supported Conservatory Faculty/ Staff to better utilize Box capabilities and reduce usage issues.

Custom Services
- Departmental Computer Lab Support
  - Provided specialized hardware and software support for 3 computers in Impact Center with 24 unique software packages and 1 Kiosk

- Digital Signage
  - Provided support and maintenance for PPT digital signage systems including 4 PCs and displays in PAC and Grant Hall
- Specialized Software Applications
  - Provided specialized support for specialized equipment including custom recording and camera equipment, a Glowforge laser printer, and a 3D printer

School of Education

IS continues to work with the School of Education to support its IT needs. We also provided many Custom IT Services for advanced support. These include:

Projects
- Supported Faculty and Staff as they returned to campus from remote work during the Summer and Fall.
- Collaborated with CCAS and Foundation Services to reduce security groups necessary for students and faculty to access Titanium Services, reducing 13 groups to 2 groups. This change greatly reduced the amount of higher-level maintenance required on each account.
- Managed MFA for graduate student resource accounts used by the SOE counseling center.
- Worked with SOE Faculty and Staff to identify, procure, and configure many software applications.
- Helped provide support for Bloch staff that were relocated to the School of Education due to the renovation of Bloch Heritage Hall.

Custom Services
- IS Ticket/Incident Support (RPDC)
  - Provided IS ticket and incident support for the Regional Professional Development Center
- AV/Classroom/Event Support (RPDC)
  - Provided regular onsite support for all standard ILE and AV/Classrooms and event spaces within the Union Station office space.
- iPad Program Support (RPDC)
  - Provide device and application support for 25 staff iPads
- IS Ticket/Incident Support (Berkley CFDC)
  - Provided IS ticket and incident support for the Berkley Child and Family Development Center
- Mobile and Project Support (Berkley CFDC)
  - Provided mobile device and project support for the Berkley Child and Family Development Center
- Desktop & Application Support (CCAS)
  - Provided desktop and application support for unit Titanium PCs, application, and related security
- Departmental Computer Lab Support
  - Provided specialized hardware and software support for 20 computers in the SoE 109 computer lab

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

School of Dentistry

IS continues to the partnership with the School of Dentistry to assist with IT projects as needed.

Projects
- Created SCCM packages to assist with efficiently deploying updated Crystal Reports to needed Dental computers.

Custom Services
- Database Administration
  - Provided Dedicated IT Database Administrator
- Digital Signage
  - Provided campus Rise Vision digital signage support services for multiple signage systems in the Dental Building

School of Medicine

IS continues to the partnership with the School of Medicine to assist with IT projects as needed.

Custom Services
- Server Administration
  - Provided Dedicated IT Server Administrator to support the management of the Center of Health Insights Infrastructure.

Missouri Institute for Defense & Energy

IS continues to work with MIDI to support its general IT needs. We also provided Custom IT Services for advanced support. These include:

Custom Services
- Grant Support – IT Security
  - Provided Dedicated IT Security Support Staff for policy creation, secure Active Directory configuration, secure M365 environment management, and regular security scans of related systems.
- Grant Support – Support Systems Administration
  - Provided Dedicated IT Support Systems Admin staff for ongoing technical support, break/fix, hardware repairs, workstations deployments, and software installations of related computing systems

Toy and Miniature Museum

IS continues to work with the Toy and Miniature Museum to support their IT needs, below are some of the projects IS was involved in.

Projects
- Designed better computer and software configurations for TMM's QuickBooks instance to improve performance and ease of maintenance. Planned implementation in Spring 2022.
- Identified, procured, and configured many software applications for TMM.
- Trained and supported TMM Faculty/ Staff to better utilize Box capabilities and reduce usage issues.
- Supported/ updated Rise Vison digital signage.

Custom Services
- Technical Support
  - Provided Dedicated IT, Support Staff, for technical support, break/fix, workstation deployments, software installations, and specialized software support.
- Server Hosting
  - QuickBooks Point of Sale server

KCUR

IS continues to support KCUR and their growing staff. Over the last 6 months IS has helped onboard new staff and projects and continued its support for pledge drives.

Projects
- Install new equipment and components for the DAD system
- Assist in Fall pledge drives
- KCUR implementation of SLACK to aid in coordination with other NPR affiliates across the US
- Migrate online streaming operations to a vendor-hosted solution: Triton

Custom Services
- Technical Support
  - Provided Dedicated IT, Support Staff, for technical support, break/fix, workstation deployments, software installations, specialized hardware, and software unique to the radio station.

Administrative Affairs & Student Affairs

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

Projects
- Assisted with the Admin Center entrance refresh, installing new digital signage and kiosks
- Provided in-person support for executives and staff with hardware/ software needs who came back to campus from remote work in July 2021.
- Provided hands-on support for all the Chancellor's Zoom Webinars
- Worked with Executives and Staff to identify, procure, and configure many hardware upgrades and software applications.
- Moved technology to new locales within the AC and across campus for units, including Admissions, Human Resources, Student Affairs, Financial Aid, and the Chancellor's office
- Moved technology for Athletics to various locations throughout Swinney, Durwood, and 5301 Holmes
- Work with Columbia IT group for permission and IP reservations to enable admissions staff to use the Brainware Verifier Product
- Assisted UMKC Police and worked with a vendor to video export from their Body Cameras.
- Installed a new workstation for campus alarm monitoring and worked with a vendor for software installation and testing.
- Worked with UMKC Networking and vendor to obtain IP addresses for the Fire System in Grant Hall.
- Provided dedicated technical support for Board of Curators meeting

Information Services – Departmental Updates

Support Services

COVID-19 – Transitioned from remote support to a hybrid model of remote and in-person support.

During this period IS assisted Faculty and Staff in returning to campus. This included the setup of workstations, printers, and other accessories.

Continued to train technicians on multiple software packages and policies used for remote support.

Mongoose Research - Cadence

Cadence is the UMKC approved and recommended solution for texting. This gives any department texting capabilities to better communicate with students, faculty, or staff.

During the last period Support Services worked with Mongoose Research, maker of Cadence, and the project management team to support the onboarding of new groups into Cadence and provide general support.

In addition, a new website was created to provide general information and helpful links for more in-depth information.

UM-AD Migration / Project

In preparation for deploying new and migrating existing faculty/staff Windows computers to the UM-AD domain, over **800** group policy objects were migrated from the UMKC-USERS domain to the UM-AD domain. This effort included reviewing all active group policies in the UMKC-USERS domain and manually recreating them in the UM-AD domain while consolidating and updating them to modern standards. In the next period our focus will be to transition many of the workstation objects to UM-AD.

Additionally, a new workstation management server was set up in the UM-AD domain to manage automated tasks on new and migrated workstations in that domain. This management server handles such tasks as weekly automated reboots, enumeration of local administrators, and movement of newly domain-joined computers to their appropriate organizational unit.

Office 365 / Project

- Worked with other campuses to develop documentation and policies around the use of O365.
- Updated webpage as new applications and programs became available.
- Assisted Faculty and Staff with how to take advantage of O365.
- Worked with UM System to clean up nearly 25,000 old student email accounts. This was a significant project as historically students were able to continue using their email well past being affiliated with UMKC.
- Identified and upgrade any Legacy Outlook clients to ensure users could continue to use email.

Re-aligning IT Services Agreements / Project

During this period IS reviewed all custom services for Academic Units across campus. Individual meetings with each Unit to review their current services and identify any new services or gaps in services will occur in the following period.

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

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

Back to School Support

To ensure that faculty, students, and staff could obtain quality and timely technical support during the very busy back to school rush we provided extended hours throughout the first few weeks of the semester. Other projects were put on hold to ensure focus was on supporting faculty and students getting ready for the Fall semester.

Training

Over this period enrolled multiple technicians in both customer service and specific technical trainings.

Cherwell

Cherwell is the IT Service Management system used across UM System to allow Faculty, Staff, and Students to report service incidents and request new services.

During this period an upgrade Cherwell 10.x implemented. IS worked with other campuses to performing testing and validation of the new version.

Workstation Replacement Program (WRP)

Opened the WRP ordering site to campus. This included updating the WRP website and creating workstation inventories for each department on campus. Response from campus was significant, which resulted in the largest number of workstations being ordered in many years – 636 systems in total.

Expected delivery is in the next period at which point IS will deploy to faculty and staff.

Windows 10

Windows 10 continues to be the standard operation system for UMKC. During this period, we updated and standardized on Windows 10 21H2 to ensure Students, Faculty, and Staff had access to the most recent software.

We have started testing Windows 11 within IS to identify any issues and ensure compatibility with our standard suite of applications.

Mac OS

The Mac Admin Team updated the thin imaging process for the new Mac OS version Monterey and improved the imaging process to have more logging and provide on screen queues. The team also improved existing processes by enabling automatic updates for certain applications with the ability to defer updates.

All 50 device licenses for mobile device management have been utilized within Jamf Pro as devices are migrated from AirWatch to Jamf. Licenses will continue to be added as necessary to facilitate the migration. This streamlines our Apple hardware management to a single tool and will eventually allow for the decommissioning of AirWatch.

Support Services – Customer Requests

During the last 6 months of 2021, IS Support Services saw a reduced number of requests compared to previous years, returning to pre-pandemic levels of requests. The total number of requests for this period was 11,447, which is a little higher compared to the 2018 pre-pandemic period. The most requested areas for support were related to Office 365 and Multi-Factor Authentication.

Tickets by Category

Category
- Automated Ticket
- O365
- Help!
- Computer
- Software
- O365 and G-Suite
- Account
- Exchange
- Secure Authentication T...
- Printing

Pie chart values: 1.82K (23.68%), 1.26K (16.45%), 1.15K (15.03%), 0.72K (9.32%), 0.57K (7.46%), 0.48K (6.22%), 0.37K (4.79%), 0.23K (3.02%), 0.12K (1.56%), 0.05K (0.7%)

Customer Requests Per Month
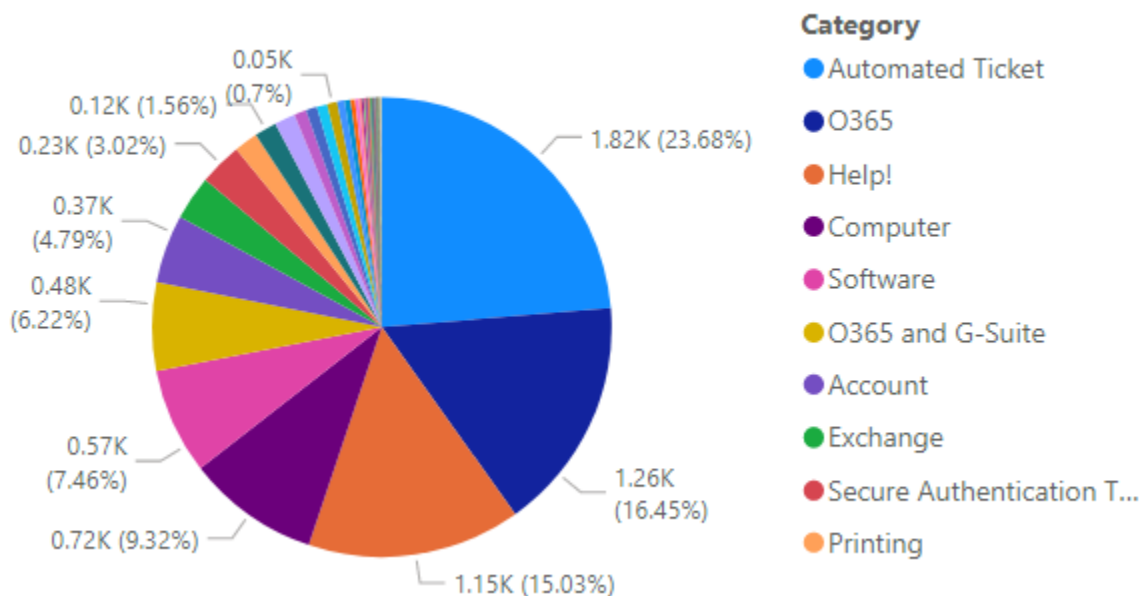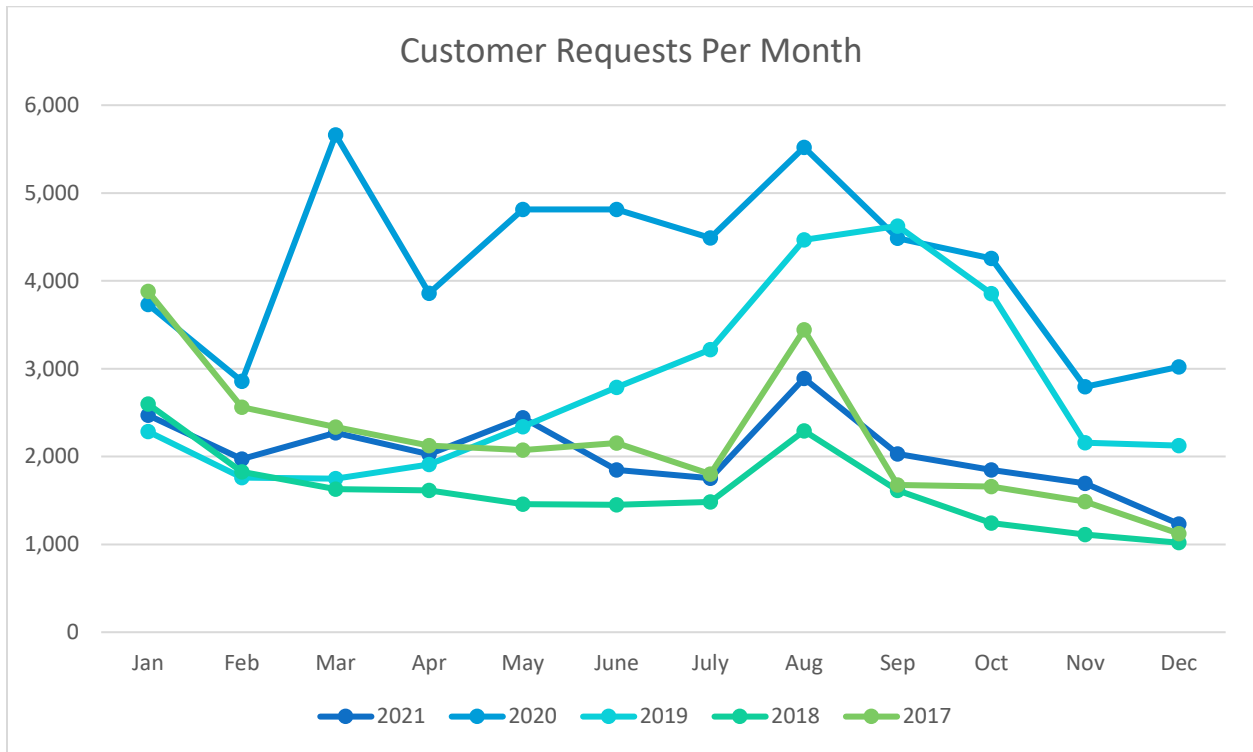
Customer Requests for Five Years

Year	Jan	Feb	Mar	Apr	May	June	July	Aug	Sep	Oct	Nov	Dec	Total
2021	2470	1973	2271	2025	2442	1847	1753	2890	2030	1848	1693	1233	24,475
2020	3730	2855	5663	3859	4812	4814	4490	5521	4484	4255	2794	3021	50,298
2019	2284	1760	1748	1909	2340	2788	3216	4466	4625	3855	2158	2123	33,272
2018	2598	1827	1629	1616	1458	1449	1485	2291	1616	1244	1111	1019	19,343
2017	3879	2562	2335	2125	2072	2152	1799	3444	1676	1658	1487	1123	26,312
Total	14961	10977	13646	11534	13124	13050	12743	18612	14431	12860	9243	8519	153,700

- Customer satisfaction continues to remain extremely high. Over the last six months, Support Services has a **98.41%** Very Satisfied rating. The following chart represents customer satisfaction data collected from **288** surveys completed for Support Services during this period.

Average Survey Score by Month and Year

Year ● 2019 ● 2020 ● 2021
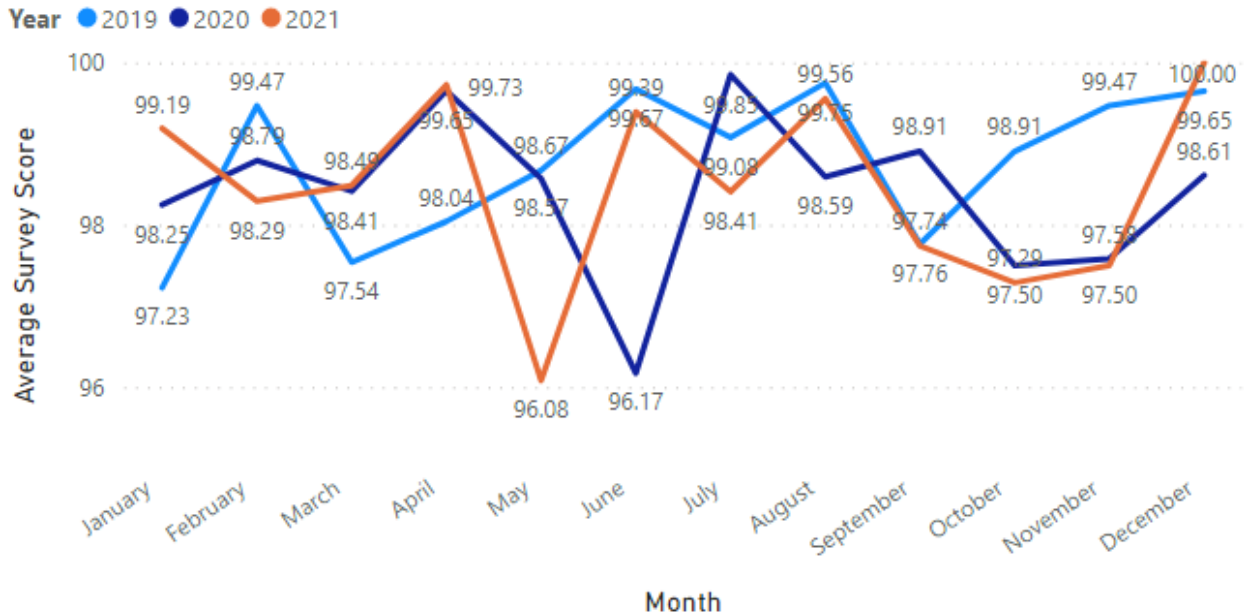
Remote Support Metrics from January 2021 through June 2021

- Remote Support fielded **11,447** requests for help via phone, emails, and online web submissions. These numbers are slightly higher than pre-pandemic levels.

2021	Phone Requests	Online Requests	Email Requests	Totals
July	1,419	116	218	1,753
Aug	2,261	157	472	2,890
Sept	1,580	126	324	2,030
Oct	1,449	117	282	1,848
Nov	1,317	91	285	1,693
Dec	924	71	238	1,233
Totals	8,950	678	1,819	11,447

Remote Support Projects

In addition to providing remote support to Faculty, Staff, and Students this team provides significant work on accounts and other key systems. Below are a few of those key accomplishments.

Account Management
- Assisted in the Former Student Mailbox Deletion Process for 210K active accounts across UM-System. These former students could request a one-year extension, per the email policy.

- Identified and developed the method for correcting PeopleSoft and Slate data import errors of international student's phone numbers to Azure Multi-Factor Authentication (MFA). This greatly reduced MFA issues for international students throughout UM System.
- Identified and collaborated with UMKC HR and UM Accounts to correctly transfer phone numbers for newly hired employees correctly to Azure MFA.
- Collaborated on UM System IdM committee to design and implement account policies.
- Worked with Admissions, Registration and Records and various UM IT groups to address SSO account creation and maintenance issues.
- Guest and resource accounts generated as requested.

AIMS – Account Management tool, which is used by UMKC, MST, MU, and UMSL
- Worked with the UM System IdM committee to formalize policy around automated Microsoft 365 licensing in AIMS.
- Identified need for UMKC to have mailboxes and Microsoft 365 licenses automatically added to courtesy appointments; we worked with the AIMS team to implement the update.
- Collaborated with UM-System IdM and UMKC IS AD Consolidation committees to revise account management policy and procedures for the AIMS system.
- Tested and provided feedback for the monthly AIMS updates to improve the system.

Box – Cloud storage option for faculty and staff
- Acting point-of-contact for UMKC Box account provisioning/ de-provisioning issues in conjunction with Foundation Services and Internal Applications.
- Daily Box account provisioning and account maintenance.

Bomgar – UMKC-hosted remote support solution used by UMKC, MST, MU, and UMSL
- Coordinated appliance and instance upgrades with UM System stakeholders.

Campus Wide - Enterprise Support

Mobile Device Management

Over the last 6 months we have begun transitioning the management of our mobile devices, such as iPads and iPhones, from VMware Workspace ONE UEM (prev. AirWatch) to Jamf Pro. This transition will allow us to consolidate the management of Apple products under one management solution and eliminate the need for a dedicated solution for managing mobile devices. We plan to have this transition completed by the end of FY23.

SCCM

Continue to use Microsoft's SCCM as our primary asset management tool and our preferred method for operating system and software installation. Specifically, over the last 6 months we have used SCCM to install **17,499** pieces of software and image **1,541** faculty, staff, and lab PCs. Of these software installations, **454** were initiated via our Software Deployment webpage by IS technicians and IT liaisons.

SCCM was used to deploy campus wide updates to business-critical applications such as Zoom and Cisco Jabber.

During this period, the SCCM environment was upgraded to version 2107 which brought in new features, including support for Windows 11.

RooLabs / RemoteLabs

We continue to use RooLabs Online to provide Students with free remote access to lab software. This allows Students to access standard and specialized software that is normally available only on campus from anywhere and on most computing devices.

With the full re-opening of the student computer labs, we have leveraged RooLabs Online to enable after-hours remote access to the General Use and many departmental labs.

During August, the Remote Labs servers were migrated to the UM-AD domain and updated with the latest versions of their deployed software. This included **9** servers and nearly **100** software updates.

Universal Image

Windows 10 continues to be our operating system supported for faculty and staff PCs. During this period, the universal image was upgraded to feature release 21H2, the latest release made available in November 2021. Driver support was added for new OptiPlex desktop and Latitude laptop models that were purchased during the FY22 Workstation Replacement Program.

A Windows 11 image was created after its release in October 2021. This image is being used internally within Information Services to evaluate hardware and software compatibility before making it more widely available in Summer 2022. We expect to deploy new PCs with Windows 11 during the FY23 Workstation Replacement Program.

License Servers

Updated over **18** individual license servers with updated daemons and/or license files. This is required to keep software, both for computer labs and researchers, able to run the latest version of their software. This includes Oxygen XML, ArcGIS, LabView, Silvaco TCAD, and many others.

Website/Reports

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

Met with MCOM to review options and training for migrating the IS website to a more modern Content Management System (CMS).

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

Software

Adobe Creative Cloud

Continue to leverage RooLabs Online to offer Adobe Creative Cloud to students who may not otherwise have access to this software.

Worked with Arts and Sciences to provision student licenses of Adobe software for their students that need it for curriculum.

Started working on the UM System renewal for Adobe Creative Cloud. Further negotiations will happen in the next period.

Microsoft

Worked with UM System to renew our large Microsoft EES contract. This included obtaining updated counts of all software used at UMKC to ensure the correct quantities were ordered.

Renewed Office365 Government GCC license. This is required to meet compliance requirements for the Missouri Institute for Defense & Energy unit.

Conservatory

Worked with Faculty to start audit of many pieces of speciated software for the School of Conservatory to ensure they had the latest and correct versions of software.

Honeywell

Worked with CFM and Honeywell to obtain approval and process several larger purchase orders for critical infrastructure software.

VMware

IS worked with multiple vendors to renew our large VMware license, which is used by the server team to provide computing resources for campus. This included the merging of multiple licenses to simplify license management moving forward.

Software Updates

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

Software Renewals

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

During this period IS processed annual reviews for Adobe Creative Cloud, ArcGIS, and Microsoft Select software.

Zoom

During this period multiple campus-wide deployments of Zoom were performed to ensure Faculty had the most secure and latest version of Zoom for their classes.

A project has been started to migrate authentication for Zoom from Shibboleth to Azure AD, thus standardizing on a single sign on for Faculty, Students, and Staff. This project will continue and complete in the next period.

Labs / Classrooms

Over the last 6 months considerable time was spent updating all the software applications used in the computer labs. Over **90** applications were updated, packaged with SCCM, and tested to ensure compatibility. This ensures that Faculty and Students have the latest versions of software, both in classrooms and in computer labs. While this is a significant amount of work to complete it greatly reduces the amount of time needed to update such a large number of computers.

During August, all computer labs and ILE classrooms, over **1,100** workstations in total, were upgraded with an updated version of Windows 10 and applications.

During this period, several major lab projects were completed, including:

- Removed and/or replaced over 100 lab computers in Miller Nichols Library and Flarsheim Hall.
- Installed new color printers for HSB 3304 computer lab and updated lab documentation accordingly.
- Worked with MNL to develop pilot project for a wide-format plotter printer.
- Began supporting MNL 310 Digital Humanities laptop lab.

To improve the security of ILE classrooms across campus a new process to automatically rotate credentials was created. This gives Faculty and Guest Lectures the flexibility needed while ensuring campus resources are protected.

Student Computing Facilities

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

- o Restricted access
- o General access

- Departmental
- Staffed
- Unstaffed

Information Services assists the campus with special events that require computing resources. These resources may include guest accounts, specialized software, or access to wireless, printing, teaching, or other computer resources.

We had **7,186** distinct individuals use computing sites between 7/1/2021 and 12/31/2021 for a total of **79,263** times. This is an increase of **41%** over the last period, which is primarily due to the return to campus. This increased use of on-campus labs exemplifies the usefulness and importance of these student computing facilities.

In addition to the physical computer sites, we had **1,288** distinct individuals who logged into RemoteLabs **14,856** times.

Printing remained an important aspect of the services provided in these facilities. IS supported student printing needs in many computer labs with network printers by keeping supplies on hand and printers ready for use. Over **99,000** print jobs were printed in these sites, totaling nearly **803,000** pages. This represents a **41%** increase in usage over the last period.

Added "Print Room" capability to PaperCut, which will allow us to support larger format printing (plotter) for students in the next period.

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

General Use Staffed Labs are managed by the Lab Management Office. In addition to regular operations, the following items took place during this time period:

- Worked with stakeholders on Vibrant Reopening for campus:
  - Maintained cleaning supply levels
  - Updated lab signage
  - Checked COVID markers and partitions
  - Checked furniture arrangement
  - Replaced keyboards and other necessary peripherals
  - Checked workstation functionality
  - Maintained increased level and frequency of cleaning in IS-labs

- Worked with CFM and multiple other Departments and Schools to ensure lab environments were maintained at an optimal level, including deep-cleaning carpets and floors in several facilities over Winter Break.
- Worked with CFM and other groups to ensure lab security and make sure that labs were accessible during regular hours and secured when not in use.
- Continued work on budget projections for staffing costs over the next five years to plan for the increase in Missouri's minimum wage.
- Worked with eLearning on OneCanvas transition for Student Assistant training course
- Worked with Admissions on New Student Orientation events, providing the SU 210 lab as a "Roo Ready Room."
- Worked with HR on employee data digital storage project.
- Assisted groups within IS on student hiring best practices.
- Provided multiple detailed reports on equipment and operation costs for general use labs.
- Ensured that all Student Assistants completed Title IX and other required training.
- Wrote script for IS video project relating to ISSS and IS Labs.
- Switched to new camera viewing software.
- Processed over 2,863 shifts and supervised over 8,655 Student Assistant man-hours.
- Maintained sufficient student employees to staff labs by processing 224 applications for Student Assistant positions, interviewing 32 prospective new hires, and conducting 8 new hire orientations for 14 new Student Assistants in IS-managed labs.
- Completed reviews for 33 Student Assistants to keep employee performance at optimal levels.
- Worked with Miller Nichols Library staff on procedures, budget, and staffing necessary to match operations in the second-floor computer lab to the library's hours.
- Provided shift data for MNL fiscal officer's budget planning.
- Provided shift data for SCE fiscal officer's budget planning.
- Assisted SCE with providing special access for non-majors taking SCE classes.
- Working with SCE on special events in labs.

Totals and Trends in IT Procurement

- Purchased over $4,500,000 worth of IT Hardware and Software, including computers, tablets, printers, peripherals, specialty systems, Software, web services, subscriptions, service warranties, and maintenance agreements
  - This represents a 34% increase in total spend over the same period last year
  - The primary drivers were related to increased spending on IT Hardware, including:
    - A steep increase in departmental investment for Workstation Replacement
    - Additional spending on large IT projects, most notably outfitting the new Plaster Free Enterprise Center with advanced laboratory and studio spaces
    - Renewed *ad hoc* IT Hardware purchasing to meet the emerging need for both the return to campus as well as continuing to fulfill the requirements for remote learning and instruction
  - Both IT Hardware and Software spends increased
    - The total spend on IT Hardware was about $1,980,000, an increase of a staggering 94.2%
    - The total spend on IT Software was about $2,550,000, an increase of roughly 8.6%

- Significant supply chain issues continued to plague the procurement process, especially on the IT Hardware side
  - Global shortages in microchips and LCD panels led to exceptionally long lead times on most types of IT product deliveries
  - Items that normally took a couple of weeks to source would require months for delivery
  - Many orders had to be cancelled due to the inability of vendors to source items and components from manufacturers

Trends by Fiscal Year

- IT Procurement purchased over $4,500,000 between July 1 and December 31
- While we only have full records for this first half of FY2022, it is notable the totals for this period rival those for entire fiscal years in the last decade
- If current trends continue, FY2022 totals will eclipse every year for which IT Procurement records have been kept

IT Procurement Spend by Fiscal Year (2008-2022)
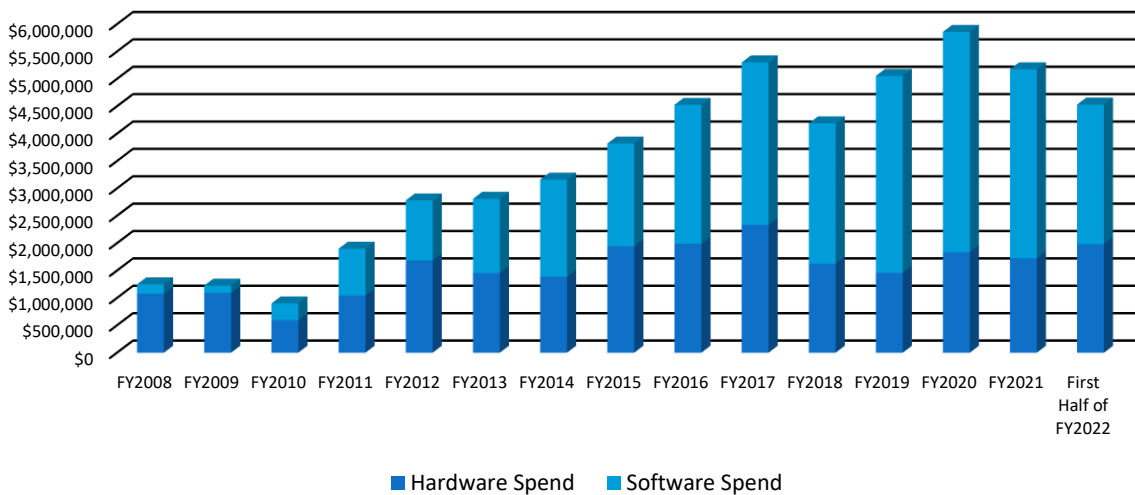
IT Procurement: Distribution by Vendors

- The distribution of IT Hardware spending over primary vendors continues to demonstrate support for standards at UMKC
  - Dell is the preferred computer provider for which UMKC has large-scale Volume Purchase Agreements and accounts for roughly 35% of the total IT Hardware spend
  - This is the lowest percentage for Dell on record as new specialty vendors also commanded sizable chunks of the IT budget during this period
  - The following table lists the Top 10 IT Hardware Vendors by total spend for the period and demonstrates the current mix of standard versus specialty vendors

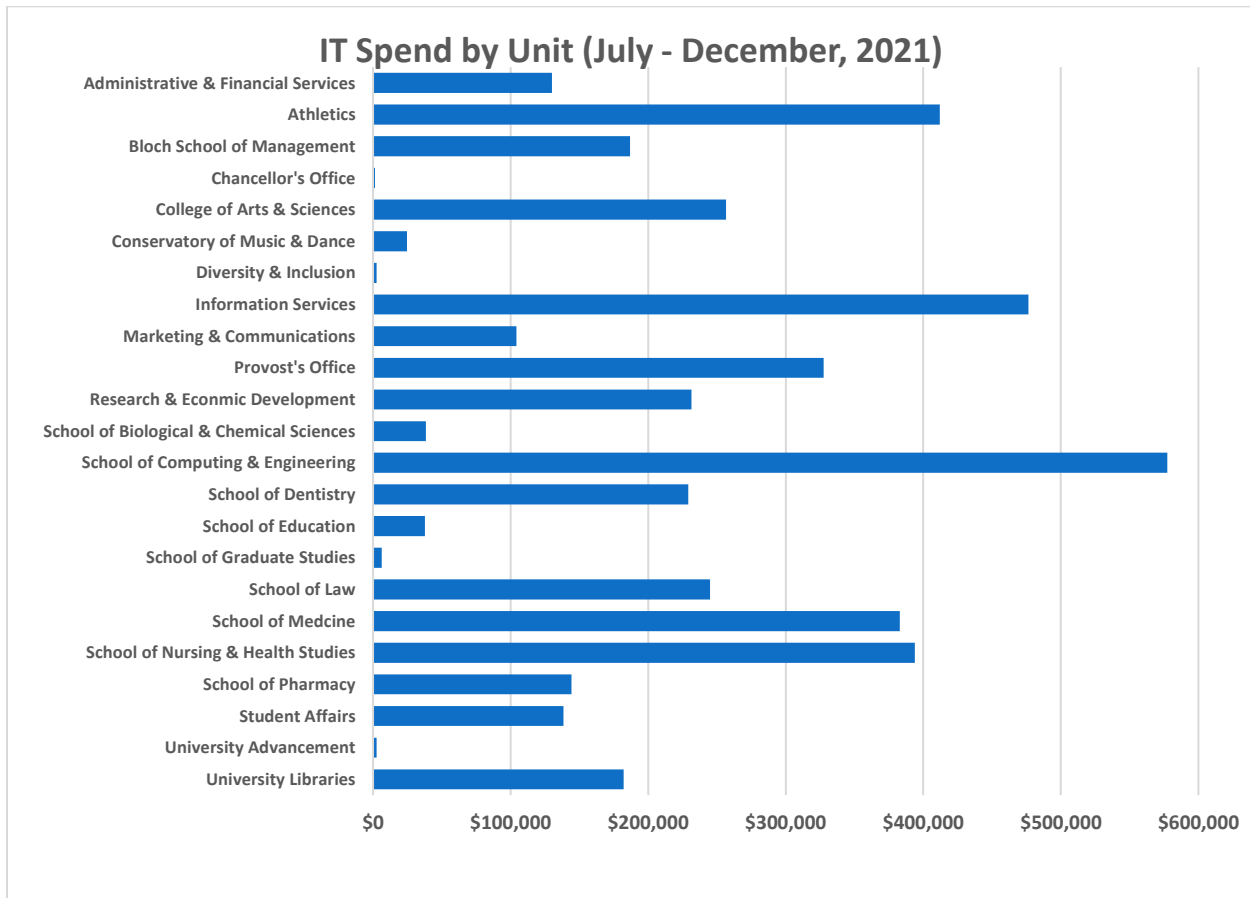| IT Hardware Vendor	Spend
Dell Technologies	$678,243.52
Lambda Labs	$213,870.00
Wurth Additive Group	$135,537.00
Trafera	$96,998.75
Apple	$92,514.00
GovConnection	$35,171.03
SumnerOne	$33,167.23
ImageAccess	$30,778.00
Amazon	$20,265.87

- The distribution of IT Software spending over primary vendors continues to demonstrate the diversity of the market with many more diverse types of vendors with significant expenditures
  - This six-month period introduced 31 new product titles to our Software environment
  - The following table lists the Top 10 IT Software Vendors by total spend

IT Software Vendor	Spend
Teamworks	$252,262.98
CIVITAS	$216,305.00
EASE Learning	$109,251.00
SLATE	$100,000.00
ZAP Solutions	$88,250.00
Savave Software	$85,560.00
Code Koalas	$85,500.00
Examsoft	$60,075.50
TerraDotta	$56,211.60
Standard & Poors	$56,100.00

- Managing the dramatic growth of IT Software acquisition is a difficult challenge
  - In response to the diversity and increasingly complex nature of Software acquisition, IT Procurement has implemented JIRA to track all facets of Software requests
  - Continued to improve and expand the Software Database to include the following records
    - Vendors – 891, an increase of 1.4%
    - Product Titles – 1644, an increase of 1.9%
    - Licenses – 16,944, an increase of 7.8%

IT Procurement: Distribution by Unit

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

IT Spend by Unit (July - December, 2021)

Unit	Spend
Administrative & Financial Services	~$130,000
Athletics	~$410,000
Bloch School of Management	~$190,000
Chancellor's Office	~$0
College of Arts & Sciences	~$260,000
Conservatory of Music & Dance	~$25,000
Diversity & Inclusion	~$5,000
Information Services	~$480,000
Marketing & Communications	~$105,000
Provost's Office	~$330,000
Research & Econmic Development	~$230,000
School of Biological & Chemical Sciences	~$40,000
School of Computing & Engineering	~$580,000
School of Dentistry	~$230,000
School of Education	~$40,000
School of Graduate Studies	~$8,000
School of Law	~$245,000
School of Medcine	~$385,000
School of Nursing & Health Studies	~$395,000
School of Pharmacy	~$145,000
Student Affairs	~$140,000
University Advancement	~$3,000
University Libraries	~$185,000

(Bar chart axis: $0, $100,000, $200,000, $300,000, $400,000, $500,000, $600,000)

Workstation Replacement 2022

- The first half of each fiscal year culminates with the Workstation Replacement Program
- Its primary goal is to replace faculty/staff workstations on a four- or five-year lifecycle to benefit productivity and mitigate the security concerns endemic to older operating systems
- Adherence to a small number of standard systems and ordering in large quantities allows IT Procurement to negotiate favorable pricing
- The funding model for Workstation Replacement changed dramatically in FY2019
    - The Provost's Office no longer offers a $1000 subsidy to incentivize replacement; instead, Information Services is funding the subsidy, but only to the total of $250
    - This had a staggering effect on the total number of systems replaced in FY2019
        - The FY2019 WRP resulted in the replacement of 181 systems at a total spend of about $190,000.
        - While FY2020 and FY2021 did recover somewhat, the scale of spending is only roughly one-half that of the previous decade
            - In FY2020, there were 408 systems purchased at a cost of $400,000
            - In FY2021, there were 326 systems purchased at a cost of $350,000
- However, this trend dramatically reversed itself for FY2022 with one of the largest Workstation Replacement Program in recent years
    - The total investment was the second most of any year in the last dozen

- More impressively the departmental (non-subsidized) investment of over $620,000 was easily the largest in the history of the program
- Below is a summary of WRP spend patterns over recent years

Fiscal Year	Subsidy Spend	Unit Spend	Systems	Total Spend
FY2011	$285,058.00	$252,418.00	634	$537,476.00
FY2012	$329,064.00	$260,289.00	676	$589,353.00
FY2013	$339,673.45	$240,580.00	666	$580,253.45
FY2014	$306,443.40	$218,663.07	561	$525,106.47
FY2015	$256,837.10	$238,721.40	571	$495,558.50
FY2016	$320,519.57	$319,601.59	659	$640,121.16
FY2017	$295,884.13	$395,453.20	664	$691,337.33
FY2018	$316,950.06	$239,224.59	530	$556,174.65
FY2019	$26,500.00	$163,928.00	181	$190,428.00
FY2020	$65,678.88	$333,560.74	408	$399,239.62
FY2021	$72,755.73	$276,439.30	326	$349,195.03
FY2022	$66,511.92	$622,467.56	636	$688,979.48

Other Notable Activities

- Provided IT Hardware and Software product consultation in response to a myriad of different requests in accordance with UMKC and UM standards, contracts, and approved processes
- Integrated and trained an additional staff member to assist with IT Procurement tasks after many years of explosive growth in the scope and workload of the unit
- Collaborated with vendors to create customized price quotes for multiple products and configurations
- Reviewed and provided IT approval for eProcurement orders input by other departments
- Worked with UM Supply Chain and fiscal officers to ensure IT and Procurement approval policies are followed
- Reconciled OneCard orders providing written IT and fiscal approval statements from authorized personnel, invoice/receipt documentation, MOCode and PeopleSoft account code assignments for all transactions
- Served as primary point of contact for cellular service and mobile device consultation and acquisition for all UMKC corporate accounts and lines of service
- Communicated with IT staff and clients to provide information on product updates, license expirations, device models, configurations, and pricing for a range of UMKC standards

Technology Management Services

IS Projects Update – July-December 2021

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

Completed Projects

IS completed (10) IT/AV projects. The following projects were the most significant and time-consuming. *See Appendix "A" for individual project detail*.

- **P356 – Swinney Recreation Center Scorer's Table**
  Swinney Recreation Center moved power and data connections further back from the courts to meet NCAA requirements. IS relocated voice and data jacks to the new locations once the construction work was done. The work was completed and this project was closed.

- **P384 – Inter-Campus Network Upgrade**
  UM system-wide Information Technology –Infrastructure and Architecture Committee has recommended evolving the network that is connecting UM System universities and the MORENet consortium to eliminate the existing custom UM network infrastructure in favor of a standard topology, lowering costs, simplifying management, and reducing the current barrier to performance. During this review period, MORENet brought up the 100 GIG links and completed campus cutovers for all campuses by 10/10/2021.

- **P403 – Student Union MSA Renovation**
  The Multicultural Student Affairs space was remodeled and IS upgraded the A/V system in the conference room space. During this review period, IS completed the physical installation of all A/V equipment and the programming on 9/23. Training was conducted on 10/14 with faculty and staff. The project was moved to close out on 10/14/2021 with the warranty period running until 1/14/2022.

- **P409 – Cadence Mongoose Implementation**
  UMKC Information Services purchased the Cadence Mongoose texting solution for the UMKC campus. A PM was assigned to coordinate implementation, including onboarding initial user groups, and helping to establish policies and best practices. During this review period, onboarding was handed over to the Information Services Support Services team, and the project was closed.

Current Projects – Implementation Phase

IS progressed in implementing (20) IT/AV projects during this review period. The following projects were the most significant and time-consuming. *See Appendix "A" for individual project detail*.

- **P371 – Qognify Camera Conversions**
  This project is to determine the cost for Qognify to move UMKC's cameras (422 as of 11/14/19), including a phased-approach recommendation, migration, and training to migrate to the latest version (from Qognify to VisionHub). Additionally, converting all remaining cameras to this system, including the dorms, Animal Labs, and Bookstore. During this review period, IS and Foundation Services worked with Qognify reps to migrate the campus cameras over to the new Qognify platform (VisionHub) but due to ongoing issues with the Qognify software, the campus reverted to the old NICE system. Qognify reps presented a new camera viewing software (Cayuga) that better met the needs of the campus and worked with Foundation Services to migrate over to the new system on 10/15/2021. During the next review period, IS will work to establish a monthly cost structure to charge campus units for camera storage fees and operations.

- **P380 – Bloch Heritage Hall Renovation**
  This is a grant-funded project to completely renovate Bloch Heritage Hall. The IT/AV scope includes an upgrade of the network infrastructure of the building, IT closet builds, and ILE technology updates to the classroom and spaces in the building. During this review period, IS demoed telecom closets and networking equipment from the building, tracked the contractor's progress on the building renovation and designers began to coordinate A/V wants and needs with the client and put together a design. During the next review period, IS will look for A/V budget approval from the client, order A/V equipment, begin the initial infrastructure scope for cabling and continue to track GC progress.

- **P383 – 3rd Floor MNL Addition**
  MNL has received a grant to create a new Digital and Public Humanities Center and update SHSMO space on the 3rd floor. The IT/AV scope calls for new signage locations and A/V technology upgrades. During this review period, IS completed working with clients to finalize A/V equipment lists, ordered A/V and infrastructure equipment, completed cabling installation, and began installing A/V equipment. During the next review period, IS will complete the installation of the remaining A/V equipment and coordinate training with the client before handing over the space.

- **P393 – CARES Funds for Classrooms**
  This project was created based on an expectation that the University will receive CARES funding to use in classroom spaces for COVID mitigation and remote-learning technology improvements. During this review period, work began on two spaces, MNL-C 451 and MNL-C 452. Work is expected to be completed in these spaces during the next review period.

- **P417 – SCE Machine Learning Lab**
  This project is to provide a solution for students to have lab equipment to do machine learning. This solution includes installing equipment from Lambda Labs into the FERC Data Center. An uninterruptible power supply was also installed. This project also involves the installation of MATLAB software and licenses.

- **P418 – AC Conference Room Upgrades**
  This project is being used to track multiple A/V system upgrades for the Admin Center conference rooms. During this review period, IS designers began designing a system for the Telepresence space. Equipment for the telepresence space was ordered on 10/20. IS met with conference room staff to review Gillham, Hyde, Brookside, Loose, and Swope conference rooms and set a priority list for an upgrade schedule. IS completed the physical install, programming, and training sessions for Gillham, Brookside, Loose, and Swope spaces by 12/2. Upgrades for the Focus Room A/V system were added to the project on 10/1/2021. During the next review period, IS will complete the Hyde conference room installation and prioritize additional spaces that may be added to the project.

Current Projects – Development Phase

IS has made good progress working with units to plan (8) IT/AV projects during this review period. The following projects were the most significant and time-consuming. *See Appendix "A" for individual project detail.*

- **P419 – UMKC Data Warehouse Migration**
  The UMKC Data Warehouse license for Oracle is set to expire in September 2022. In preparation for this, and for potentially significant cost increases if/when the contract is renegotiated, the team would like to investigate options for moving the data warehouse to another platform, most likely Oracle Autonomous Data Warehouse. During this review period, the team started to identify options and steps required for migration.

- **P421 – Panoscape Video Wall**
  SCE will be adding two 5 display video walls on the 2nd and 3rd floors in the transition space from Flarsheim to SCE. During this review period, IS worked with Panoscape vendor to determine networking needs and space requirements. IS provided 2 different design options for furniture to house Panoscape computer equipment. Design approval was received from the client on 10/19 and ordered on 10/20. IS completed networking infrastructure and installed video displays for Panoscape vendor on 11/19/2021. During the next review period, IS will complete the installation of furniture under the displays for ADA compliance and move the project to close out upon completion.

- **P423 – Student Union AV Upgrades**
  This project is to upgrade both the theatre space and conference room/classroom spaces in the Student Union. The project is broken into two sections as a result. The theatre space calls for a complete upgrade of all theatre equipment. The classroom spaces call for a redesign of screen

placements, microphones, monitors, and the addition of cameras and one of the spaces. AV is involved in the upgrade of the classrooms, while SKC has taken on the work of the theatre upgrades.

UMKC Building Security Committee

The UMKC Building Security Committee is comprised of representatives from IT, Student Affairs, Police and CFM focused on developing campus security standards, ensuring campus-wide involvement on security issues/requests, and developing recommendations to UMKC senior leadership on the same. See the following projects/initiatives for this period.

- **Qognify/VisionHub Upgrade**
  - ✓ Scope: Determine the cost for Qognify to move UMKC's cameras (422 as of 11/14/19), including a phased-approach recommendation, migration, and training to migrate to the latest version (from Qognify to VisionHub).
  - ✓ Summary of Accomplishments: Coordinated deployment and configuration of software to end-user computers; facilitated training for administrators and end-users; began identifying long-term funding solutions for camera support, maintenance, and life-cycle replacements.

ILE Classrooms, Conferencing, Distance Ed, and On-Demand Video

Information Services continued to support the hardware and software necessary to facilitate classes onsite as well as online (synchronously and asynchronously) while maintaining efficient issue resolution times, minimizing downtime, and the subsequent impact on students, faculty, and staff. Highlights are outlined below.

- During this review period, TMS began designing a system for the Telepresence space. Equipment for the telepresence space was ordered. IS completed the physical install, programming, and training sessions for Gillham, Brookside, Loose, and Swope spaces. Upgrades for the Focus Room A/V system were added to the project. During the next review period, IS will complete the Hyde conference room installation and prioritize additional spaces that may be added to the project.
- TMS performed upgrades to (2) of the (9) planned CARES-funded classrooms focused on COVID mitigation and remote-learning technology improvements.   The two rooms completed were MNLC 451 & 452.   During the next review period, (2) additional rooms will be selected, upgrades planned, and schedule willing, implemented.
- TMS responded to and resolved ~159 Cherwell incident requests/problem tickets during this review period.
- TMS provided on average 48 hours of live, direct classroom support per week during the Spring '21 semester for the School of Pharmacy, not including individual faculty meetings or single events.

- TMS covered 764.25 hours of classes and labs, 38.5 hours of final exams, 7 hours of OSCE exams and remediation recordings in the HSB Simulation Center space, for a total of 809.75 hours of live technician support coverage during the reporting period.
- TMS coverage hours for distance education is in line with previous comparable reporting periods.

UMKC Operators

The UMKC Operator number (ext. 1000) handled 20,328 phone calls during this review period. Of those calls, users were able to self-route approximately 77% of the time using our automated call routing tree. 23% of the calls required human interaction from campus operators.

Calls Routed/Processed

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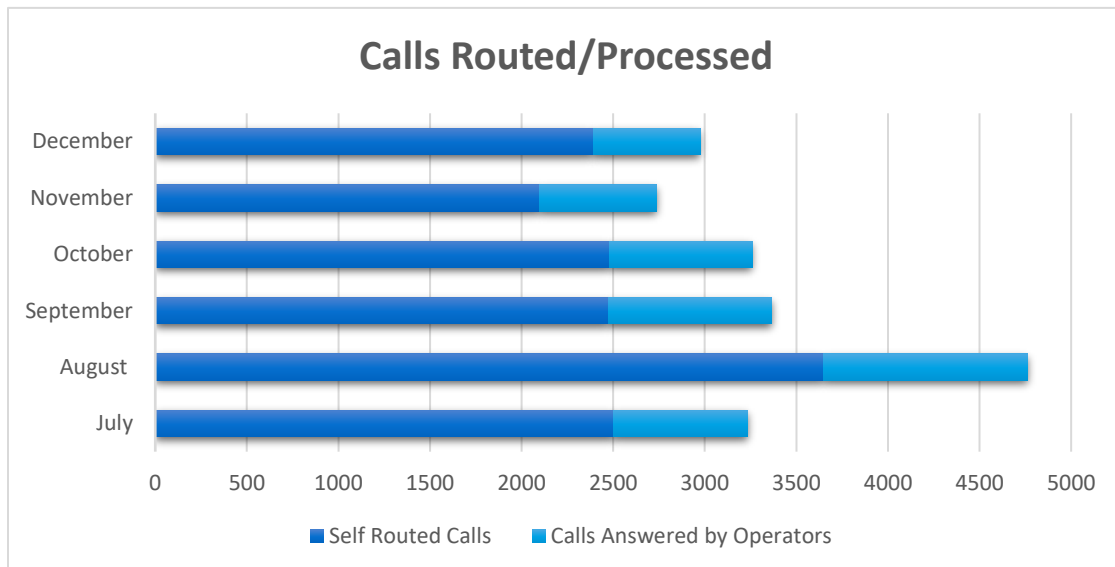
Building Network Infrastructure

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

- Completed 693 service tickets, including diagnostics, moves, and changes in voice jacks, data jacks, and phones.
- Marked University buried cable plant locations as required by Missouri Law for One Call services 169 times.

Academic Enhancement

The UMKC Academic Enhancement Department provided video production and streaming services for over 40 different academic and administrative projects during this reporting period, ranging from individual course materials to producing Convocation, Commencement, and Donor Gift Announcements, Enrollment Events, and other UMKC pieces.

SCHOOL OF PHARMACY
- Whitecoat Ceremony
- Donor Event

SCHOOL OF DENTISTRY
- Whitecoat Ceremony
- Dental Clinic video walkthrough steps

PROVOST'S OFFICE
- Chancellor's recording for Faculty Recognition event
- Alumni Awards
- Record Provost Admissions Welcome Video

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

MCOMM
- B-Roll University Playhouse Event
- Dental School Video

CONSERVATORY
- Conservatory Dance Livestreams Capstone 4 sessions
- Helzberg Hall Performance
- White Hall Performance Center

ARTS AND SCIENCES
- Graduation Celebration
- Graduates with Distinction
- Record Dean Toivanen

NURSING
- Graduation Celebration

SCHOOL OF COMPUTING AND ENGINEERING
- Luncheon Video

- Graduation Celebration

BLOCH SCHOOL
- Premiere Training
- First Wednesday
- Bloch Launchpad Video editing

Continuing Education / Special Events
- Emeritus College Event coverage
- Livestream virtual event
- Mid-Year Commencement
- Cockefair Event
- Keynote Presentation Pam Hoelzel

DIVERSITY AND INCLUSION
- Social Justice Lectures
- Virtual Women's Counsel
- Freedom Breakfast Recording

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

School of Nursing and Health Studies
- Livestream event
- UMKC Students- Orientation Steps Video Updated
- Orientation video welcome Updated
- AU Advising Session Roo Advising Vide Updated

UMKC Foundation
- Student testimonials videos

Network Architecture

Security

Network Architecture is responsible for the installation and maintenance of departmental-level firewalls. These firewalls protect specialized hardware or data (HIPPA, PCI, etc.) in specific locations across the UMKC network. Activities include maintaining appliance firmware and security rules.

- Equipment managed
    - Cisco physical firewalls = 7
    - Cisco virtual firewalls = 15
    - Fortigate physical firewalls = 19

Highlights and key initiatives

- Migrated Cisco physical firewalls to Cisco virtual firewalls
- Implemented centralized monitoring & management of Fortinet firewalls

Wired Network

Network Architecture is responsible for the installation and maintenance of UMKC's wired network switches & routers and their physical connections to our remote offices, Internet service providers & research networks.

- Equipment managed
    - Routers
        - Internet Edge routers = 2
        - Core Network routers = 2
    - Switches
        - Building Network switches = 420
        - Data Center switches = 13

Highlights and key initiatives

- Upgraded campus Internet uplinks to dual 100 Gigabit connections
- Completed migration of network device monitoring to Zabbix
- Installed network connection to University Academy for Dental School clinic
- Integrated clinical simulator labs at Med School & Nursing school with MU's CAE installation
- Worked with SCE & Athletics to create an e-sports lab network
- Worked with CFM to deploy FM radio-based synchronized clocks at the School of Education

Wireless Network

Network Architecture is responsible for the installation and maintenance of UMKC's wireless networks. These networks include the UMKCWPA, EDUroam, UMKC Media in the residence halls, and a few other specialized networks for Internet of Things (IoT) devices.

- Equipment managed
    - Wireless Controllers = 2
    - Access Points = 1355

- Installed the latest software on the wireless controllers and 1300+ access points
- Expanded the wireless coverage in the Miller Nichols Library
- Worked with Residence Life to install wireless leak detectors in Hospital Hill Apartments

Servers

Network Architecture operates physical and virtual servers to host the applications used to provide network, voice, and network monitoring services. These servers run both Linux and Windows operating systems and are hosted on equipment maintained by Network Architecture as well as equipment maintained by IS-Foundation Services.
- Equipment managed
  - Cisco UCS blade servers = 4
  - Cisco UCS rack mount chassis = 1
  - VMware ESXi Virtual Servers
    - Voice VMs = 18
    - Infrastructure VMs = 20

Highlights and key initiatives
- Upgraded Cisco Data Center Network Manager software to the latest release
- Started a project to add a UCS chassis in the Admin Center data center to improve resiliency

Voice

Network Architecture is responsible for the installation and maintenance of UMKC's voice network. This includes the servers, routers, gateways, and their physical connections to our public telephone & long-distance service providers.
- Equipment managed
  - Voice routers = 2
  - Analog voice gateways = 6
  - Voice Applications
    - Cisco Unified Communications Manager Servers = 2
      - Physical phones = 2584
      - Analog lines = 597
    - Cisco Unity Connection Voicemail Servers = 2
      - Voicemail boxes = 2213
      - Call handlers = 233
    - Cisco Unified Contact Center Servers = 2
      - Queues = 12
      - Agents = 75
    - Cisco Unified IM & Presence Servers = 2
      - Jabber Softphones = 2207
    - Cisco Emergency Responder Servers = 2
    - Verba call recording Servers = 1

Highlights and key initiatives
- Started Dental School student – Jabber Softphone pilot
- Upgraded software on Voice Gateways

- Upgraded software on Voice Routers
- Installed the latest security patches to Cisco Unified Contact Center servers
- Upgraded the Jabber softphone client to version 14.0 campus-wide

Registrar Services

Network Architecture is responsible for maintaining UMKC's consolidated domain name registration service. This includes registering and renewing .com, .org. net, etc. domain names, SSL certificates, DNS records, and other services for these domains.

- Domains managed = 140

Highlights and key initiatives

- 17 domain names registered or renewed for 6 departments
- Total registration duration = 32 years
- Updated campus domain names to use Office365 for inbound email

Information Access

Database Server Design, Implementation & Administration:
- Administration and support of all central campus Oracle servers
    - Oracle Enterprise Manager Cloud Control monitoring text and email alert notifications for server outages to DBA staff.
- Administration and support of all central campus MySQL servers
    - Migrated several MySQL databases to the new 8.0 server
- Administration and support of all central campus MS SQL server
    - Migrated several applications from Oracle to SQL Server
- Administration and support of all central campus FileMaker server
    - Continual support and maintenance:
        - Office of Research Services LAMS application
        - Academic Support and Mentoring Tutoring
        - Academic Support Major Map
        - University College Writing Studio
        - UMKC Conservatory Application
        - UMKC Law Review Application
        - African Art History Database Applications
- Administration and support of the central campus secured external-facing Oracle server for third party vendor data collaboration
- Continual support for third party vendor, Civitas to enable required access to campus resources
- Administration and support of all CHI/HealthFacts and RedCap database server
- Continual performance tweaks and SQL query tuning tasks for the HealthFacts research database
- Administration and support of all School of Dentistry Axium and auxiliary database servers.
    - Worked with dental school officials on two Axium reports and one application upgrade
- Administration and support of all UMKC Data Warehouse Oracle servers
    - Continual work with Data Warehouse staff on enhancements to DW data availability and reliability

- Administration and support of all UMKC OneCard Office's CBORD Gold Application Oracle server instance.
- Administration and support of all UMKC Police Department database server instances
- Administration and support of the UMKC Counseling, Health, Testing & Disability Services SQL Server
- Administration and support of the Environmental Health and Safety MySQL Server

Application Software Engineering, Design and Development:

Maintenance & Support was provided for the following software applications & websites during this period:
1. Canvas Gradebook Export
2. Exam Scheduler
3. Kasey-Kudos
4. UMKC Lookup
5. Bloch Appointment Scheduler
6. TerraDotta Billing Administration
7. IAP Terms of Use
8. IS LabTime
9. UMKC Automated Box Account Provisioning
10. Commencement CMS
11. Commencement RSVP
12. Bloch Regnier Hatchery
13. Writing Studio Appointment Request Form
14. IS Change Management & Outages
15. Diversity Event Registration
16. UR-Links
17. ALEKS Exam Registration
18. Bloch Event Request
19. Cashiers Service Request
20. Civics Exam Data Feed into UMDW - Multi-Campus Feed
21. DB Tracker
22. DL Metadata
23. Exit Exams
24. Foundation Service Request
25. HLC Directory
26. IA Schedule
27. IS Retiree Email
28. IS Service Orders
29. LMS Access Checker (LACH)
30. UMKC PD Property Registration
31. QR Scanner Kiosk
32. RooRequest
33. Scantron Orders
34. SEARCH & SUROP

35. Special Accounts
36. Studio Logs
37. Business Travel Request
38. Zabbix
39. UMKC QR Code Generator
40. OneCanvas Data Feed
41. Starfish (UMKC Connect) Data Feed
42. Digital ID Feed to CBORD & AWS
43. Civitas Illume PeopleSoft Integration
44. CourseLeaf Catalog Data Feed
45. ALEKS Math Placement Data Feed to Pathway
46. TerraDotta Data Feed
47. TerraDotta Billing Feed
48. RooEval
49. UM System Canvas Request System
50. Missouri Online Event Scheduler
51. Faculty Credentialing Database (RooCredential)
52. IS Shift Tracking System
53. UMKC Law Attendance App
54. UMKC Library Service Application Website
55. UM System Application Inventory Database
56. CBORD data feed for Library and Swinney Rec Center
57. UMKC Online Workshops
58. Chatbot Q&A Administration and Reporting
59. RadioGoldin – UMKC Library Radio Program Database
60. Automated Syllabus Generator
61. SDS AIM Data Feed
62. SRC Fusion Data Feed
63. CBORD OneCard Expiration Data Feed
64. UMKC Polls
65. Cliff Benefits Tool
66. SRC Fusion Member Feed to CBORD
67. EHS Safety Training Application
68. EHS Data Feeds to HSI EHSA Application
69. UMKC Pearson MyMath Course integration with OneCanvas

New features and enhancements for the following software applications, integrations & websites were implemented during this period:

1. EHS Safety Training Application
2. EHS Data Feeds to HSI EHSA Application
3. Pearson MyMath Evaluation Course integration with OneCanvas
4. Automated Syllabus Generator
5. UM System Canvas Request System
6. UMKC Library Service Application Website

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

Software and Website Administration:
- WordPress website setup and administration
- Weekly termination reports processing
- Bloch School Website Administration
- IS Website Administration

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

Exams Scanned
College of Arts and Sciences - 51
Henry W. Bloch School of Management – 20
Law School – 12
Biological Sciences – 75

Total Exams Scanned: 158

Security

Below are the key accomplishments in the Information Security space for this period.
- Started cleanup of older Alumni accounts, as per the new policy of reducing retention of email accounts.
- Started review of Microsoft Secure Score, applying recommended security policies on-campus machines.
- Group continued security training and certification renewal.
- Implemented compromised machine self-isolation for UMKC.
- Worked with cloud vendors on possible network tunneling solutions for our multi-cloud configuration.
- Worked on unified admin security roles in AzureAD.
- Worked on correcting Device Based Licensing for Office 365 Apps.
- Worked on security and policy updates to allow Windows 11 usage.

- Completed yearly PCI security reviews for UMKC.
- Continued migration of policies and machines to the UMAD domain.
- Updated the student security awareness training for the new Canvas.
- Implemented security enhancements for certain shared accounts.
- Assisted with eSports firewall adjustment.
- Assisted with fixes for listserv email relaying.

Foundation Services

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

Data Center/Server Virtualization
- Upgraded vCenter from 6.7 to 7.0
- Patched vSphere infrastructure as part of log4j vulnerability mitigation

Storage/SAN/Backup
- Patched CommVault infrastructure as part of log4j vulnerability mitigation

Research/HPC/Cloud
- Overview of HPC Computing at UMKC training class held on-demand
- Upgraded the GCP projects report generation script to filter out Legacy projects and to provide a breakdown by top-level campus
- Deployed new Linux research workstations for MIDE and Nursing
- Coordinated and implemented storage upgrade for a Dental research workstation
- Provided ongoing NEXTGen/dSAIC projects consultation and support, including:
    o Mitigated AWS Security Hub findings across multiple AWS technologies
    o Enabled Web application firewalls for i2b2 and service workbench
    o Created and managed a Windows workstation image in CloudFormation including preinstallation of various software packages (Git, Java, Firefox, RStudio, etc.)
    o Configured networking for Cerner data ingestion using serverless transit network orchestrator
    o Managed user accounts and groups and provided reviewable data on all accounts and groups within AWS SSO
    o Adjusted S3 to intelligent tiering for cost-saving
    o Provided training to users on how to access systems

Miscellaneous

- Remedied and closed 502 support tickets. Ticket completion times continue to be held low, and customer surveys results show very high satisfaction rates
- Multiple application/OS upgrades, including:
  - Atlassian
    - JIRA
    - Confluence
    - Bitbucket
  - REDCap
  - Synopsys
  - Bomgar
  - Windows
  - Linux
- Deployed SCE Machine Learning Lab 40 GPU cluster
- Continued cleanup of Active Directory legacy domain for UMAD migration including server and group migrations
- Deployed SLEDS 2.6.10, 2.70, and 2.7.1, removing support for EOL Ubuntu 16.04 and updating the boot ISOs
- Designed, deployed, and supported the online SCE Security Cybercamp infrastructure using Ansible, Guacamole, Kali Linux, and Windows 10.
- Developed a custom framework for populating contact objects in Cadence Mongoose for use in enterprise texting
- Deployed 15kW UPS in FERC data center
- Setup KC-ISIA-SFTP01 SFTP server for use with the Cadence and TEDU ISIA projects
- Deployed PowerBI gateway server for DSAS group
- Decommissioned KC-DC07 domain controller running at S&T
- Deploy Cayuga video surveillance platform

Appendix A

Individual Project Updates – Completed Projects

P336 – AchieveIt

UM System mandated that all campus partners author strategic plans for 2018-2028. The PM is the point of contact between UMKC and System regarding AchieveIt, the system that tracks progress related to strategic plan goals and metrics. The PM also updates the metrics as indicated and ensures all other data input occurs promptly. During this review period, UM System reevaluated its use of AchieveIt and this project was closed.

P356 – Swinney Recreation Center Scorer's Table

Swinney Recreation Center moved its power and data connections further back from the courts to meet NCAA requirements. IS relocated voice and data jacks to the new locations once the construction work was done. The work was completed and this project was closed.

P384 –Inter-Campus Network Upgrade

UM system-wide Information Technology –Infrastructure and Architecture Committee recommended evolving the network that is connecting UM System universities and the MORENet consortium to eliminate the existing custom UM network infrastructure in favor of a standard topology, lowering costs, simplifying management, and reducing the current barrier to performance. During this review period, MORENet brought up the 100 GIG links and completed campus cutovers for all campuses by 10/10/2021.

P390 – ISPM Documentation Reorganization

Phase 1 of this project is to move all the project documentation off Confluence and into OneNote before the license expires in February 2021. Phase 2 is to then move all the OneNote project documentation from the old format into the new format in OneNote. Both phase 1 and phase 2 were completed and this project was closed.

P402 – School of Nursing CAE upgrade

The school of Nursing upgraded its simulation lab to CAE hardware and software. IS installed the data jacks, and network gear and configured firewalls to allow access to Columbia servers. CAE installed the hardware and software and SKE finish the programming for the project. All of this work was completed and this project was closed.

P403 –Student Union MSA Renovation

The Multicultural Student Affairs space was remodeled and IS upgraded the A/V system in the conference room space. During this review period, IS completed the physical installation of all A/V equipment and the programming on 9/23. The training was conducted on 10/14 with faculty and staff. The project was moved to close out on 10/14/2021 with the warranty period running until 1/14/2022.

P405 – GROUSE Cloud Data Enclave

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

P409 – Cadence Mongoose Implementation

UMKC Information Services purchased the Cadence Mongoose texting solution for the UMKC campus. A PM was assigned to coordinate implementation, including onboarding initial user groups, and helping to establish policies and best practices. During this review period, onboarding was handed over to the Information Services Support Services team, and the project was closed.

P410 – ASSC 112 Displays

The Admissions Office added some new displays in their area for various uses including signage. IS ordered the needed equipment and installed the hardware and software. The project was completed and closed.

P412 – Student Union Displays

Sodexo requested that 5 displays and network jacks be installed for Baja Fresh and a pop-up location in Union for digital menus before the start of the Fall semester. During this review period, displays were ordered on 6/30 and received on 7/15 and IS techs completed the installation of 3 displays at Baja Fresh, 2 displays at the pop-up location, and a network jack at each location on 8/2. The project was closed on 8/20/2021.

Individual Project Updates – Implementation Phase

P314 – AC Digital Signage

This project is to add digital signage to the first and second floors of the Administration Center so that guests would see university notices, schedules, and directories. The first phase of the project was to install non-touch screens that included the RISE program. One screen is to be placed on the first floor in the entry space as guests walked in. CFM was brought in to paint the baseboards, and a window cling and wall image was installed. The other screen is to be placed on the second floor on the wall adjacent to the Parking office as guests walk in. No painting was done in this space. The second phase of the project includes replacing the non-touch screens with touch screens, which will be addressed in a separate project in the future.

P318 – School of Pharmacy Video Distance Classrooms Upgrade

This project is the redesign and update of current video classrooms to reduce overall operating costs while maintaining current functionality and support levels. This project is being executed in 3 phases: Phase 1 involves upgrading conference rooms (HSB2300, BC400, BC416) with the ability to run a software-based conferencing system. (Zoom, WebEx, etc.). Phase 2 involves updating the microphones

in the larger spaces (HSB3301, HSB5301, HSB5309). This will require significant software changes and a possible 3rd party vendor partnership. Phase 3 is the final phase to tie in all the spaces and complete the upgrade. During this review period, technicians continued to fine-tune HSB spaces and Brick City (Springfield), the Lewis Hall system was installed and programmed, and SKC completed the system upgrade for the Columbia classroom spaces. During the next period, IS will continue to fine-tune the HSB classrooms and push the final programming updates to the HSB and Brick City classrooms.

P337 – OCR Brainware

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

P343 – UMKC Cell Tower

One of the carriers on the cell tower is upgrading their equipment and IS reviewed their plans and the carrier is scheduling the work for the summer of 2022.

P371 – Qognify Camera Conversions

This project is to determine the cost for Qognify to move UMKC's cameras (422 as of 11/14/19), including a phased-approach recommendation, migration, and training to migrate to the latest version (from Qognify to VisionHub). Additionally, converting all remaining cameras to this system, including the dorms, Animal Labs, and Bookstore. During this review period, IS and Foundation Services worked with Qognify reps to migrate the campus cameras over to the new Qognify platform (VisionHub) but due to ongoing issues with the Qognify software, the campus reverted to the old NICE system. Qognify reps presented a new camera viewing software (Cayuga) that better met the needs of the campus and worked with Foundation Services to migrate over to the new system on 10/15/2021. During the next review period, IS will work to establish a monthly cost structure to charge campus units for camera storage fees and operations.

P380 – Bloch Heritage Hall Renovation

This is a grant-funded project to completely renovate Bloch Heritage Hall. The IT/AV scope includes an upgrade of the network infrastructure of the building, IT closet builds, and ILE technology updates to the classroom and spaces in the building. During this review period, IS demoed telecom closets and networking equipment from the building, tracked the contractor's progress on the building renovation, and designers began to coordinate A/V wants and needs with the client and put together a design. During the next review period, IS will look for A/V budget approval from the client, order A/V equipment, begin the initial infrastructure scope for cabling and continue to track GC progress.

P383 – 3rd Floor MNL Addition

MNL has received a grant to create a new Digital and Public Humanities Center and update SHSMO space on the 3rd floor. The IT/AV scope has not been finalized but plans call for new signage locations and A/V technology upgrades. During this review period, IS techs completed the installation of A/V equipment in all the spaces and programmed all spaces except the Recording Studio and Production Imaging Lab. Staff and Faculty were trained on how to use the equipment in the completed spaces. During the next review period, techs will complete programming equipment in the Recording Studio and

Production Imaging lab and then coordinate training with faculty and staff. Expectations are that the project will be closed out upon completion of training.

P393 – CARES Funds for Classrooms
This project was created based on an expectation that the University will receive CARES funding to use in classroom spaces for COVID mitigation and remote-learning technology improvements. During this review period, work began on two spaces, MNL-C 451 and MNL-C 452. Work is expected to be completed in these spaces during the next review period.

P394 – CRM Advance
This is a UM System project to move all four campuses from the on-premises server-based software to CRM Advance cloud-based software. During this review period test data was loaded into the system and each campus test feature and functionality.   The reporting system was also demonstrated and tested. UMKC has a planned go-live date in August of 2022.

P396 – Workstation Replacement Project
This is an IS internal project to manage the yearly Workstation Replacement program by Support Services. During this review period, IS worked with vendors to get updated quotes on computer hardware equipment, Update the WRP ordering site, test readiness of ordering site, communicate schedule and timelines for WRP ordering period, and successfully complete the ordering period. During the next period, we will place equipment orders with vendors and begin the distribution of equipment.

P399 – MED Media Center Remodel
The Medical School is planning on remodeling the Media Center along with some audio-visual equipment upgrades. Plans have been developed and IS has provided its estimate for the work. The estimate was approved, and work will start after the first of the year.

P400 – ResLife Camera Upgrade
This project is to install new cameras at Johnson and Oak Hall and brought up on the NICE camera system. There was no physical work completed on this project during this period. This project is being left open until IS determines a solution to charge campus units a monthly fee for camera storage and operations. During the next review period, IS expects to implement a monthly fee for units with cameras starting with the ResLife department.

P404 12twenty Implementation
12twenty is a product that allows Career Services and other groups to interact with and track students, employers, etc. This project will implement 12twenty with Career Services and will bring on Bloch School and potentially others down the line. During this review period, data integrations were planned and uploads began.

P407 –SPARK Classroom Renovation
The SPARK facility would like to upgrade A/V in classrooms, 112 and 124. During this review period, all equipment was ordered for the project on 7/1/2022. Due to classroom needs, IS temporarily set up an interim A/V design for one of the spaces for staff to conduct meetings. The physical installation for both

spaces was completed on 12/23/2021. During the next review period, IS will meet with the client to conduct training on the system and then move the project to closeout.

P411 –SCE ITAR Addition

SCE would like to renovate the shell space on the 3rd floor for ITAR. This space was intended to be completed as part of P174 but due to funding, it was cut from the project. Funding has now been established and IS will be adding A/V and networking infrastructure in the space. During this review period, IS secured approval for A/V design and budget, submitted equipment orders on 9/10, and, completed infrastructure cable pulls. A/V install was delayed due to GCs schedule and supply chain issues. During the next period, IS techs will complete physical installation and programming.

P414 – TEDU Implementation

This project is for the implementation of TEDU software for use with Academic Support and Mentoring. TEDU is a tool to facilitate supplemental instruction by creating groups for students, managing interactions between tutors and students, managing documents, and collecting analytics regarding attendance. Data services worked on the data integration as well as delivering files to the TEDU team to integrate the software.

P415 – E-Sports Upgrade

Classroom space in Flarsheim Hall is being renovated into an E-sports space. The scope of the project is for IS to work with an E-sports vendor supplying hardware equipment for the space and provide a networking solution for the room. During this review period, IS and Network designed a solution, pulled fiber, installed server switch, and patched out cables by 11/22. The space was then handed over to the client and E-sports vendor to install gaming PCs and confirm connectivity. During the next period, the client will confirm no issues with connectivity, and then the project will be moved to closet out.

P417 – SCE Machine Learning Lab

This project is to provide a solution for students to have lab equipment to do machine learning. This solution includes installing equipment from Lambda Labs into the FERC Data Center. An uninterruptible power supply was also installed. This project also involves the installation of MATLAB software and licenses.

P418 – AC Conference Room Upgrades

This project is being used to track multiple A/V system upgrades for the Admin Center conference rooms. During this review period, IS designers began designing a system for the Telepresence space. Equipment for the telepresence space was ordered on 10/20. IS met with Marilyn Turbish to review Gillham, Hyde, Brookside, Loose, and Swope conference rooms and set a priority list for an upgrade schedule. IS completed the physical install, programming, and training sessions for Gillham, Brookside, Loose, and Swope spaces by 12/2. Upgrades for the Focus Room A/V system were added to the project on 10/1/2021. During the next review period, IS will complete the Hyde conference room installation and prioritize additional spaces that may be added to the project.

P422 – Google Storage

UM System IT asked all campuses to investigate a new contract for Google services, based on some usage/chargeback changes implemented by Google. The scope of this project is to procure the contract and identify which contract options are appropriate, as well as to determine how to divide costs among

campuses for usage. During this review period, the project team was established and the contract was procured. A document containing recommendations, questions, and next steps was prepared and shared with the CIOs for feedback.

Individual Project Updates – Development Phase

P413 – General Services Building 103 AV upgrade
Campus Facilities Management would like to upgrade the audio-visual equipment in their conference room.   We are currently working on a design for this space.

P416 – KIVA Upgrade
This project is to upgrade the A/V in the KIVA auditorium space. During this review period, IS met with the client to propose a new A/V system design, provided an A/V design estimate, received project approval, and worked with a vendor for equipment pricing. During the next review period, IS will submit equipment and order and plan A/V estimate with the client.

P419 – UMKC Data Warehouse Migration
The UMKC Data Warehouse license for Oracle is set to expire in September 2022. In preparation for this, and for potentially significant cost increases if/when the contract is renegotiated, the team would like to investigate options for moving the data warehouse to another platform, most likely Oracle Autonomous Data Warehouse. During this review period, the team started to identify options and steps required for migration.

P421 – Panoscape Video Wall
SCE will be adding two 5 display video walls on the 2nd and 3rd floors in the transition space from Flarsheim to SCE. During this review period, IS worked with Panoscape vendor to determine networking needs and space requirements. IS provided 2 different design options for furniture to house Panoscape computer equipment. Design approval was received from the client on 10/19 and ordered on 10/20. IS completed networking infrastructure and installed video displays for Panoscape vendor on 11/19/2021. During the next review period, IS will complete the installation of furniture under the displays for ADA compliance and move the project to close out upon completion.

P423 – Student Union AV Upgrades
This project is to upgrade both the theatre space and conference room/classroom spaces in the Student Union. The project is broken into two sections as a result. The theatre space calls for a complete upgrade of all theatre equipment. The classroom spaces call for a redesign of screen placements, microphones, monitors, and the addition of cameras and one of the spaces. AV is involved in the upgrade of the classrooms, while SKC has taken on the work of the theatre upgrades.

P424 – UMKC Cloud Storage Review
The scope of this project is to review current cloud storage offerings to determine use cases, needs, etc., and to make recommendations around which tool(s) are most appropriate for various situations. During this review period, a project team was put together and a charge to the team for work on this project was drafted.

P425 – Grant/PAC Classrooms
Campus Facilities is planning a project to remodel some classrooms in Grant and PAC.   IS will be pulling the needed voice and data cables for this project. Bid documents are currently being prepared.

P426 – Cherry Hall 117 Lab upgrade
This computer lab is being upgraded with new computers and some additional desks. IS will be installing some large computer screens at the front of the classroom, and AV equipment, and adding the additional data jacks needed.

Individual Project Updates – On Hold

P360 – Miller Nichols Library 114 AV Upgrade
This project is to upgrade the audio-visual gear and provide distance education/learning options in this space. During this review period, we provided designs, cost estimates, and room layout options. We also brought in CFM to provide a furniture cost estimate. This project is currently on hold awaiting Library budget decisions.

P369 – Cliff Benefit Tool
A prototype online calculation tool for low-income families to understand the effects of wages on their government benefits has been developed as part of a hackathon sponsored by Commerce Bank. IS will assist in the deployment of this tool in two phases. Phase I will be to get the tool up and running with current data. Phase II will involve expanding data and rolling it out to a larger audience. During this review period, the IS team completed Phase I work. The project was then placed on hold pending the next steps from Dr. Brent Never.

P373 – CBORD/Mobile Pay Upgrades
This project is to work with various UMKC units to determine card reader inventory, work with the vendor to determine the cost to replace all mag stripe card readers across campus with proximity cards/Mobile ID, and plan/coordinate a phased migration. During this review period, IS and the UMKC Building Security Committee worked with the OneCard Office and the vendor to have initial discussions on campus readiness for the Mobile-ID transition.

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

P375 – Panic Buttons Conversion
This project involves compiling an inventory of all existing panic buttons on campus, verifying they are still needed, and developing a campus-wide cost to convert them from non-standard systems to the CBORD Platform. During this review period, we completed the inventory process and compiled costs to

convert all needed panic buttons. The UMKC Building Security Committee send our recommendation to senior leadership to request funding.

P376 – iGATE Upgrade
UMKC Networking technicians will replace the UMKC Edge router due to outdated gear that is failing and unreliable. The UMKC Edge router provides connectivity to the Internet, and services like Peoplesoft, Canvas, Pathway & Email. Outages will be temporary and communicated to campus as needed and will take place over the winter break before classes resume for the semester. Post-cutover planning includes adding redundancy with a second ASR and adding a redundant route between 1102 Grand and the Med School.   During this review period, we place this project on hold due to ongoing legal issues between Zayo and Show-Me on the use of fiber. During the next review period, we will continue to wait for updates as the fiber vendor work out their legal issues

P392 – Software Procurement Investigation
This project is to define processes, people, and tools needed to manage the requisition, procurement, renewal, and compliance of software and software services in a common system-wide approach. During this review period, the project was placed on hold while awaiting feedback from campus CIOs on the next steps.

P395 – Building Lockdown Planning
Some discussions that have come out of the UMKC Building Security Committee involve the investigation of feasibility and cost related to creating building lockdown capabilities on the Volker and Hospital Hill campuses. This project was created to track activities related to these efforts, but because there is no funding for this project, it is on hold.

P398 – OneCard Mag Stripe Transition
This project is to transition the entire campus from mag stripe cards to proxy cards/readers. During this review period, IS met internally to begin identifying all units using mag stripe as part of their business operations and began communicating with units about future changes. During the next review period, IS will finalize the list of units that are still using mag stripe technology, determine which units are ready to transition, and determine what information cannot be transitioned from the mag stripe cards to the proxy cards.

P420 – Law School Signage
This project is to add informational digital signage to the area just outside of the law school offices. We met with networking, CFM, and AV to determine options on where and how the screen should be mounted. This project was placed on hold while the Law School discusses other options for signage.

Project Management - Other/Programs

AD and O365 Tracking
A project manager has been assigned to meet with UMKC's Information Services AD team to track work and issues related to Active Directory, Office 365, account management, and security related to all of the above.

Building Security Committee

The UMKC Building Security Committee is comprised of representatives from IT, Student Affairs, Police and CFM focused on developing campus security standards, ensuring campus-wide involvement on security issues/requests, and developing recommendations to UMKC senior leadership on the same. During this review period, the team focused on projects centered around campus security cameras.

Foundation Services Program Management

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

IS Newsletter

A project manager has been assigned to assist with compiling and preparing an IS Newsletter, in cooperation with IS Directors and UMKC MCOM. The PM solicits article ideas every month, develops articles from ideas, reviews and edits articles submitted by IS Directors, and sends a completed version of an IS Newsletter to MCOM contacts for inclusion in UMatters.

Networking Program Management

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

UMKC Coronavirus Response Team

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