

July – December 2022

Accomplishments Report Information Services



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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 ambitious 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 latest ideas, both basic and innovative.

- Continuously striving to improve how we work and deliver services.
- Recognizing, embracing, and celebrating ideas and innovative 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 2022.

The Technology Support Center handled over 9K support tickets (phone, chat, online, email, etc.) over the last six months of the calendar year. This department also moved to a more visible location on the Volker campus located in the Cherry Street building garage. The department handled over \$4.25M in hardware and software purchases during this timeframe.

The TSC was involved in a number of academic and administrative support unit projects. One example was the imaging and installing 25 Dell research computers with a portable laptop cart for the UMKC GenCyber Camp for High School Students. These projects helped IT support the surrounding community in support of the university goals and vision.

Technology Management Services (TMS) completed 8 large projects and had 21 active projects highlighted by work on the Bloch Hall renovation. Many members of this team lead work by the Campus Security council which led to improvements in security cameras, door locks, access panels and other behind the scenes work necessary for a large university to function properly.

The UMKC phone operators handled over 18K phone calls on hundreds of different topics.

Networking and Security were involved in several behind-the-scenes projects. Networking current supports over 600 switches or campus networking. 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.—The campus added a new Networking as A Service option in the Education building with Nile using a zero trust network approach.

Information Access supports over 30 Oracle database for the local campus. The same group supports almost sixty data feeds, fifty custom applications and tens of APIs.

Foundation Services supports multiple data centers and all the major cloud providers (AWS, GCP and Azure). UMKC supports GCP for the entire UM system.

Looking forward, Information Services is establishing new long-range staffing and budget planning processes. Information Services 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 Science 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 give us an opportunity to discuss new projects and IT changes and are vital, particularly with SSE's continually changing lab environments and their expanding curriculum.



During this period, we worked to align services with the Campus Academic Unit realignment, in which we saw the School of Computing and Engineering join with Biology, Chemistry, AUPD, Physics, and Geosciences to form the new School of Science and Engineering.

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

SCE Projects

- Imaged and installed 25 Dell 3420 research computers with portable laptop cart for the UMKC GenCyber Camp for High School Students.
- Moved computing equipment in multiple offices in Flarsheim Hall to support new carpet installation.

Bio/Chem Projects

- Begin integrating SBC technician with SCE technician to provide backup to SCE and added support for new SSE departments.
- Dispose of legacy hardware in old lab spaces to make room for new faculty.

Geosciences Projects

- Import the users for the two Introduction to Graphic Information Systems (GIS) classes into the ESRI system and assign licenses. An email is sent out for the students to set up their username and password to use the ArcGIS software.
- Import the users for the Advanced Graphic Information Systems (GIS), GEOG 401 and 5507, classes into the ESRI system and assign licenses. An email is sent out for the students to set up their username and password to use the ArcGIS software.
- Import the users for Urban Planning and Design Graphic Information Systems (GIS), 203 and 403, classes into the ESRI system and assign licenses. An email is sent out for the students to set up their username and password to use the ArcGIS software.

Custom Services (SCE)

- Departmental Computer Lab Support
 - Provided specialized hardware and software support for 181 lab computers. This included systems located in Flarsheim 364, 374, 406, 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 189 computers many of which have non-standard specialized builds, this is an increase of 25% over the last period.
- 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.
- Machine Learning Lab
 - Application support, Hardware Maintenance, OS OpenHPC and Open OnDemand Maintenance, and Backup Services. Added 5 new applications this period.

Custom Services (Biology/Chemistry)

- Research Computing Support
 - Provided support for 11 Biology Research Labs with specified equipment. Support included 69 total research computers.
 - Provided support for Chemistry Research Labs with specified equipment. Support included 57 total research computers.
 - Provided specialized NMR Linux Controller Support
- Departmental Computer Lab Support
 - Provided specialized hardware and software support for 28 Biology lab computers.
 - Provided specialized hardware and software support for 28 Chemistry lab computers.
- Dedicated App Support
 - Provided support for Exam Scheduler, Polls, and Studio logs with QR Code Generator & Scanner

Custom Services (Geoscience / AUPD / Physics)

- Departmental Computer Lab Support
 - Provided specialized hardware and software support for 124 lab computers. This included systems for the AUPD, Geosciences, Astrophysics, and Psychology groups.
- Research Computing Support
 - Provided support for 12 research workstations for Geosciences.
 - Provided support for 12 research workstations for Physics.
 - Provided support for 6 Linux Research workstations.

Humanities and Social Sciences (HSS)

Over the last 6-month period Information Services worked with the Humanities and Social Sciences to support their technology needs and assist with many projects.

During this period, we worked to align services with the Campus Academic Unit realignment, in which we saw the creation of the School of Humanities and Social Sciences and shifting of many academic units.

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

Projects

- Assisted in replacing 2 specialized printers for the Media, Art, and Design department. These are high resolution printers that need to print to a variety of paper sizes.
- Purchased and configured 25 Android tablets and cart for a data collection project.
- Assign student licenses for Adobe Creative Cloud

Custom Services

- Departmental Computer Lab Support
 - Provided specialized hardware and software support for 84 lab computers. This included systems for the Digital Humanities, Fine Arts, Communications, and Psychology groups.
- Research Computing Support
 - Provided support for 6 research workstations for Psychology and Economic. Support included account support non-affiliated UMKC guest accounts.
- Desktop & Application Support
 - Hardware and application support for KIC scanner

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

Projects

- Work with Folio to test and troubleshoot recent updates to better integrate with Dematic EMS functionality on robot crane error messages.
- Create new automated security groups to better access to Library resources for new faculty, staff, and students.
- Help Library negotiate a better Dematic support contract for FY 23 by carrying over hours from the previous FY that otherwise would have expired.

Custom Services

- Departmental Computer Lab Support
 - Provided specialized hardware and software support for 8 computer lab environments with a total of 120 computers 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**
 - Folio Catalog access and ASRS integration. OCLC ILLiad system support, Monolithic desktop application deployment and support, BSCAN support. Liaise with contracted vendors. KIC Scanners support, SenSource People Counter
- **Digital Signage**
 - Provided campus RISE digital signage support services for 7 signage displays in MNL.
- **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, Mobile Device Management (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

- Hire and train new IT support technician for Biology and Chemistry.
- Assist in gathering complete inventory data for all Research computers in preparation for SBC's merging with SCE.
- Support Academic Unit Realignment which changes Biology and Chemistry to the School of Science and Engineering starting on July 1st. This included the updating of many back-end processes, scripts, and tools to reflect the new structure.

Custom Services

- **Research Computing Support**
 - Provided support for 11 Biology Research Labs with specified equipment. Support included 69 total research computers.
 - Provided support for Chemistry Research Labs with specified equipment. Support included 57 total research computers.
 - Provided specialized NMR Linux Controller Support
- **Departmental Computer Lab Support**
 - Provided specialized hardware and software support for 28 Biology lab computers.

- Provided specialized hardware and software support for 28 Chemistry lab computers. This included systems located in the SCB 223 and FH520 computer lab spaces.
- Dedicated App Support
 - Provided support for Exam Scheduler, Polls, and Studio logs with QR Code Generator & Scanner

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 successfully completed several projects over the last 6 months. We also provided many Custom IT Services for advanced support. These include:

Projects

- Collaborated with Bloch executives and other IS units to plan, order, and install equipment needed for the Bloch Heritage Hall renovation. This included configuring and supporting modern technologies which were purchased for the renovated building and classrooms.
- Relocated technology for displaced Bloch faculty/ staff from locations across campus to their new offices in BHH.
- Provided support for grand re-opening events for BHH.
- Hired and trained additional student workers to provide AV/ technical support for Bloch Heritage Hall.
- Supported on-site events held at Bloch Executive Hall through the Summer and Fall.
- Upgraded the computers in the Finance Lab, including disassembling and surplusage of the 33 outdated machines.
- Trained new instructors on ILE classroom equipment who came to campus in the Summer and Fall, as well as learning management system (LMS) training for these users.
- Supported/ updated RiseVision digital signage at Bloch and the Admin Center.
- Identified, procured, and configured many software applications for Bloch Faculty and Staff.
- Provided technical support for Bloch's Professional MBA program, which consists of multiple methods of teaching, both in person and online, including weekends.
- Managed team of student workers for Bloch, in conjunction with Technology Management lead.
- Assisted Bloch with the transition of data and information from two departing associate directors.
- Continued support for Dean Klaas' collaborative podcasting project.
- Worked with Bloch Faculty and start migration from Bloomberg to FactSet.
- Bloch has 5 new faculty that started in the Fall Semester. We worked with them to get new computers purchased, set up, and installed in their offices ready to start the semester.
- We worked with Faculty to change the ESRI – BAO instance from Bloch to the UM System instance. We set up two groups and setup the students accounts. After the accounts were set up, we put them in the correct groups.

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 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.
 - Provided dedicated staff to provide daily onsite support for all standard AV/Classroom and Event spaces within the Bloch buildings.
- Digital Signage
 - Provided Rise Vision campus digital signage support services for 8 signage PCs and 8 signage displays throughout the Bloch buildings.
- Custom Desktop Support
 - Provide dedicated support for Bloch Mobile LCD/computing carts, Huddle Spaces, and Hall of Fame computer systems.
- Departmental Computer Lab Support
 - Provided specialized hardware and software support for 55 lab computers. Includes the Bloch Executive Finance Lab and the newly created Bloch Heritage Hall Laptop Lab.
- 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 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

- Worked with Harvest Productions to replace the Media Matrix in the Thompson Courtroom.
- Worked with the Law School Student Services group to grant them access to the files that populate the Law School RooLaw intranet.

Custom Services

- Dedicated App Support
 - Provided programming and application support Attendance App
- AV/Classroom/Event Support

- Provided dedicated staff to provide daily onsite support for all standard AV/Classroom and Event spaces.
- 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.
- 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.
 - EZ Proxy Support and configuration
- 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

- Work with the School of Nursing on a security plan for using restricted-use data, due to not being allowed to be on a network and still maintain the proper licensing.
- The Bachelor of Health Sciences Degree faculty were moved from 5317 Holmes to fourth floor of Royall Hall.
- Imaged and installed 12 computers to be used in the simulation rooms.
- Providing liaison assistance with UMKC online to faculty for the support of online teaching tools.
- 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
- Began removal of obsolete classroom AV equipment and re-cabled several classrooms.

Custom Services

- Departmental Computer Lab Support
 - Provided specialized hardware and software support HSB 3309 50 seat Computer Lab

- AV/Classroom/Event Support
 - Provided dedicated staff to provide daily onsite support for all standard ILE/AV/Classroom 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.
- KbPort / Gaumard Support
 - Provided AV system support.
 - Provided desktop and technical support.
- Research Computing Support
 - Provided Support Services Support for 6 research workstations.

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

Projects

- Supported Examsoft and provided/imaged older computers to ensure students had access to Examsoft as they worked to update their software.
- Transitioned new IT Staff to provide full time support for Pharmacy.
- 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
- Supported newly upgraded CAE Learning Space in collaboration with the School of Medicine and School of Nursing
- Onboarded new staff.
- Providing one-on-one training and assistance for faculty adjusting to remote and hybrid teaching models, as well as recently upgraded classroom environments.
- Began removal of obsolete classroom AV equipment and re-cabled several classrooms.
- Replaced ILE computers in the CAE lab.

Custom Services

- AV/Classroom/Event Support
 - Provided dedicated staff to provide daily onsite support for all standard ILE/AV/Classroom 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 46 computers with specialized equipment.

Conservatory

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

Projects

- Provided in-person support for executives, faculty, and staff with hardware/ software installation, updates, and configurations.
- Worked in conjunction with other IS groups to update computer hardware, reconfigure software applications, and AV equipment in ILE classrooms.
- Worked with Dean Crappell to onboard the Conservatory for Teams/ OneDrive usage for cloud storage and staff communication, moving away from the Box platform.
- Ordered and installed technology for a complete refresh of the iMPACT Center in PAC 521.

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 existing PPT digital signage.
 - Migrated 7 digital signage systems to the Rise platform 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.

Education, Social Work, & PSY

IS continues to work with the School of Education, Social Work, & PSY to support their IT needs.

During this period, we worked to align services with the Campus Academic Unit realignment, in which we saw the creation of the Education, Social Work, & PSY and shifting of many academic units.

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

Projects

- Helped test and onboard SOE to the new NILE internet solution.
- Provided in-person support for executives, faculty, and staff with hardware/ software installation, updates, and configurations.
- 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.
- The Regional Professional Development Center received a grant to create 8 new positions. Worked to purchase new computers and equipment and configured for new staff.

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
- Departmental Computer Lab Support
 - Provided specialized hardware and software support for 20 computers in the School of Education 109 computer lab.
- Digital Signage
 - Provided campus Rise Vision digital signage support services for 1 signage system in the Education building.
- Desktop / Application Support (CCAS)
 - Provided desktop and application support for unit Titanium PCs, application, and relates security.
- Research Computing Support
 - Provided Support Services Support for 7 research workstations.

School of Dentistry

Since the implementation of a new MOU for technical services we have met with the School of Dentistry on a regular basis to discuss their needs and ongoing technical projects.

Projects

- Completion of phase 1 and 2 of the Dental School Clinic update. This included the installation of over 250 new workstations and arms.
- Revamped imaging process to allow more efficient deployment of clinic workstations.
- Created new naming conventions to provide better inventory management and reporting.

- Upgraded scanner Equipment and associated software.
- Completed Group Policy migration to UM-AD
- Tested Windows 11 with clinic workstations.

Custom Services

- Database Administration
 - Provided Dedicated IT Database Administrator
- Digital Signage
 - Provided campus Rise Vision digital signage support services for multiple signage system in the Dental Building
- Desktop / Application / Clinic Support
 - Support for 800 workstations, specialized software, hardware, and server administration
- Specialized Software Applications
 - EZ Proxy Support and Configuration

School of Medicine

IS continues to 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 their general IT needs. We also provided Custom IT Services for advanced support. These include:

Custom Services

- Grant Support – IT Security
 - Provided Dedicated IT Security Support Staff for policy creation, secure Active Directory configuration, secure M365 environment 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

- Met with the Midwest Innocence Project to demo Neon, a Customer Relationship Management software for nonprofit organizations to organize donations.
- Designed better computer and software configurations for TMM's QuickBooks instance. Continued discussions to take place in Spring 2023.
- Provided in-person support for executives, faculty, and staff with hardware/ software installation, updates, and configurations.
- Helped TMM reduce the multiple locations of data storage to Teams/ OneDrive, streamlining their process for data retention.
- Supported/ updated RiseVison digital signage, as needed.

Custom Services

- Technical Support
 - Provided Dedicated IT Support Staff for technical support, break/fix, workstation deployments, software installations, specialized software support.
- Specialized Software Applications
 - Specialized support and troubleshooting for QuickBooks Online and accounting software. Work with vendor on hardware 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

- New data connection installed at transmitter extending UMKC network to provide primary data connection with Spectrum as a backup connection, replacing legacy T1 connection.
- Assist in Fall pledge drives.

Custom Services

- Desktop / Application 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 and many special projects. Below is a list of projects/efforts completed during this period:

Projects

- Provided in-person support for executives and staff with hardware/ software installation, updates, and configurations.
- Worked with Executives and Staff to identify, procure, and configure many hardware upgrades and software applications.
- Coordinated with Administrative Center units to physically relocate technology to different areas within building, including Admissions, Enrollment Management, Human Resources, and the Chancellor's office.
- Updated RISE digital signage located in the entrance of the Administrative Center.
- Helped onboard student affair units to Cadence messaging platform, which was instrumental in communicating university information to future and current students.
- The Police Department requested a quote for some changes to the Dispatch Center. They would like two displays removed and add a 4-monitor rack in front of the dispatcher station.
- Multiple technicians with IS were fingerprinted and took the Security Awareness training. This needs to be done every two years to comply with the FBI Criminal Justice Audit.
- Work with the Athletics department to get Daktronics for the sideline video boards in the gymnasium running. Their laptop was stolen, and it had to be set up again.
- Work with the UMKC Students in Academia, Health, and Research Partnership (STAHR) to get 13 Orbic 4G hotspots activated for them.
- We worked with the Manager of Operations at the Atterbury Student Success Center to purchase a mid-sized printer to take care of the printing needs for 5 employees in their group.
- Update 10 micro form factor computers that are used for Rise, the University digital signage software. We replaced 3 in SCE, 4 in the PAC lobby, 2 in Grant Hall, and 1 in the Charlotte House.

Information Services – Departmental Updates

Support Services

Technology Support Center Move

During this period, the TSC fully vacated the offices located at 4825 Troost in preparation to move into the Cherry Street Garage in early January. This included the packing of significant computing equipment, relocating technicians to continue to provide technology support to campus, and planning for the new space.

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.

Cadence continues to be a popular tool for campus and IS has worked with multiple groups to onboard and enable texting for their department.



UM-AD Migration / Project

We continue to work towards migrating all workstations and servers to the UM-AD domain by the end of 2023. During this period over **1000** objects have been migrated with around **2100** remaining. Starting July 30th of this period, no new objects will be created in the legacy UMKC-USERS domain. Migrations are still facilitated by technicians on an ad-hoc basis to limit downtime for Faculty and Staff.

During the Summer and Fall of 2023, we plan to deploy an automated process to migrate any remaining workstations.

Office 365 / Project

- Worked with other campuses to support and build upon our usage of O365.
- Updated webpage as new applications and programs became available.
- Enabled new Bookings for Me service.
- Assisted Faculty and Staff with how to take advantage of O365.



Re-aligning IT Services Agreements / Project

Supported the Campus Academic Realignment, which included the updating of a substantial number of back end systems so ensure that our data aligned with the realignment.



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, we started to look at what's next in this space. During the next period, an official instigation into other ticketing platforms will start.

Workstation Replacement Program (WRP)

During this period, a new WRP ordering system was developed and used for the FY23 WRP session. This new ordering system allows fiscal officers and key members of departments to review their existing workstation inventories and easily order replacements for out-of-warranty systems. These replacement orders can be placed in batches and approved by fiscal officers throughout the WRP ordering period. The workstation inventories are also available year round to allow departments a real-time view in addition to our annual Workstation Budget Reports.

Windows 11

We transitioned to Windows 11 as our standard operating system for new hardware for UMKC. Windows 10 will still be our standard for hardware that is not compatible with Windows 11. During this period, we updated and standardized on Windows 10 22H2 and Windows 11 22H2 to ensure Students, Faculty, and Staff had access to the most recent software.



Windows 11 will be installed on all PCs deployed through the FY23 Workstation Replacement Program.

Mac OS

The Apple Enterprise Team deployed the Apple Kerberos Client to all Mac OS devices. This provides better account management integration with Microsoft Azure AD, making password changes and authentication easier and more reliable. The Apple Enterprise Team also completed testing the new Mac OS Ventura update, making it the new standard OS version during the thin imaging process.

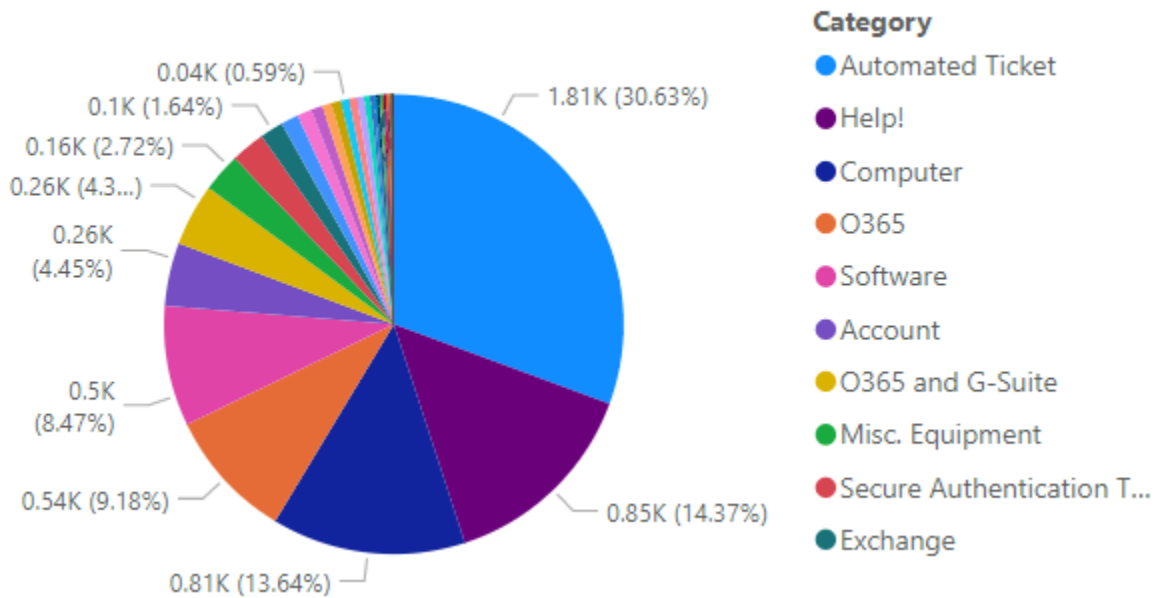


More than 200 licenses for mobile device management have been utilized within JAMF Pro as devices continue to be migrated from AirWatch to JAMF. This streamlines our Apple hardware management to a single tool and will eventually allow for the decommissioning of AirWatch.

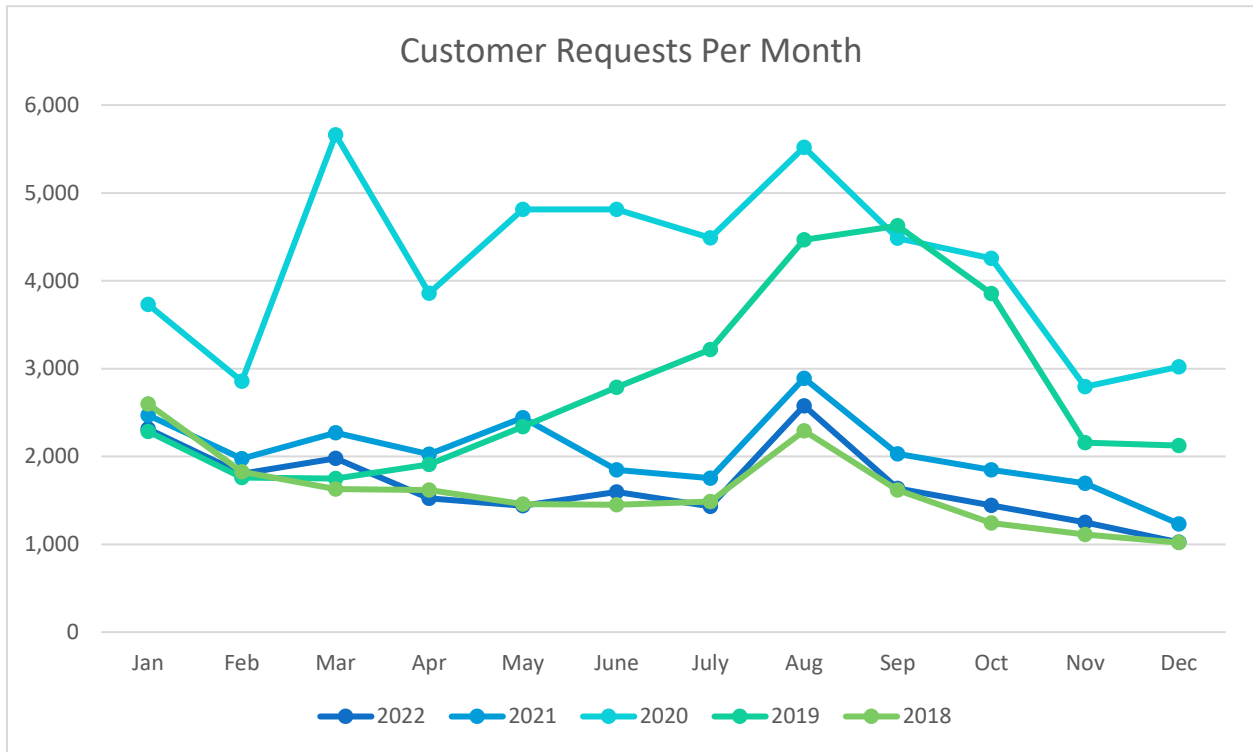
Support Services – Customer Requests

During the last 6 months of 2022, 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 9,358, which is comparable to the 2018 pre-pandemic period. The most requested areas for support were related to Office 365 and new hardware installations.

Tickets by Category



Year	Jan	Feb	Mar	Apr	May	June	July	Aug	Sep	Oct	Nov	Dec	Total
2022	2,314	1,805	1,980	1,524	1,438	1,594	1,433	2,577	1,636	1,441	1,249	1,022	20,013
2021	2,470	1,973	2,271	2,025	2,442	1,847	1,753	2,890	2,030	1,848	1,693	1,233	24,475
2020	3,730	2,855	5,663	3,859	4,812	4,814	4,490	5,521	4,484	4,255	2,794	3,021	50,298
2019	2,284	1,760	1,748	1,909	2,340	2,788	3,216	4,466	4,625	3,855	2,158	2,123	33,272
2018	2,598	1,827	1,629	1,616	1,458	1,449	1,485	2,291	1,616	1,244	1,111	1,019	19,343
Total	13,396	10,220	13,291	10,933	12,490	12,492	12,377	17,745	14,391	12,643	9,005	8,418	147,401

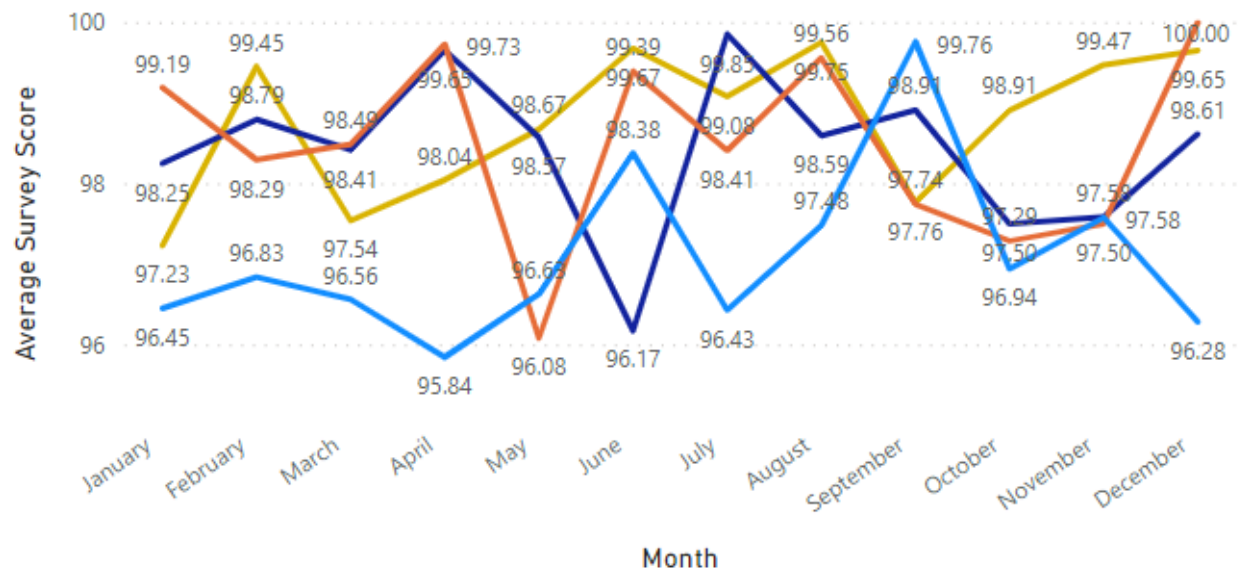


Customer Requests for Five Years

- Customer satisfaction continues to remain extremely high. Over the last six months, Support Services has a **97.2% Very Satisfied** rating. The following chart represents customer satisfaction data collected from **221** surveys completed for Support Services during this period.

Average Survey Score by Month and Year

Year ● 2019 ● 2020 ● 2021 ● 2022



Remote Support Metrics from July 2022 through December 2022

- Remote Support fielded **9,358** requests for help via phone, emails, and online web submissions.

2022	Phone Requests	Online Requests	Email Requests	Totals
July	1,065	77	291	1,433
Aug	1,932	121	524	2,577
Sep	1,196	118	322	1,636
Oct	1,045	92	304	1,441
Nov	954	70	225	1,249
Dec	818	58	146	1,022
Totals	7,010	536	1,812	9,358

Account Management

- Began a courtesy account cleanup process to identify and reduce the overall number of unused/ outdated courtesy appointments with email accounts in preparation of UM-System policy to move their licensing from A1 to A5, which would significantly increase cost.
- Ryan Murphy was added as an Identity Management committee member.
- Actively participated in UM System Identity Management committee meetings to design, test, and implement account policy.
- Addressed SSO account creation and maintenance issues with UMKC and UM partners.
- Supported former students and employees whose accounts were deprovisioned due to the updated eligibility account policies, helping transfer information to outside platforms.
- Guest and resource accounts generated as requested.

AIMS – Account Management tool, which is used by UMKC, MST, MU, and UMSL

- Employee auto deprovisioning went live on Sept 20th, reducing the need for manual deprovisioning of outgoing employee accounts.
- Helped plan solutions for retention of retiring staff accounts that meet new UM-System account policies. The agreed upon process will be implemented at a future date. Emeriti accounts are still retained per policy.
- Collaborated with UM-System Identity Management and UMKC IS AD Consolidation committees to revise account management policy and procedures for the AIMS system.
- Continued to test and provide feedback for AIMS updates, continually working to improve the system.

Cherwell – IT Service Management tool.

- Worked in partnership with all major Cherwell stakeholders on the Cherwell Steering committee to oversee improved functionality/ address issues of the shared system.

Box – Cloud storage option for faculty and staff

- The Technology Support Center supports UMKC Box account provisioning/ de-provisioning for employees.
- Daily Box account provisioning and account maintenance.
- Worked with Foundation Services and Internal Applications to resolve more complex Box account issues.
- Deleted inactive Box accounts as part of an ongoing cleanup effort.
- Worked with UMKC partners to determine solutions for future cloud storage options.

Bomgar – UMKC-hosted remote support solution used by UMKC, MST, MU, and UMSL

- Coordinated appliance and instance upgrades with UM System stakeholders.

Zoom Webinar Support

- Continued hands-on support for all the Chancellor's Zoom Webinars.

Cadence

- Continued to be UMKC's point-of-contact to help answer onboarding questions for Cadence, the campus supported SMS platform.

Campus Wide - Enterprise Support

Mobile Device Management

Continuing to transition from AirWatch to JAMF Pro for mobile device management. During this period **78** devices were migrated or added to JAMF Pro, bringing the total number of mobile devices managed by JAMF Pro to **157**. We plan to have this transition completed before the next renewal of our AirWatch contract.

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 **10282** pieces of software and image **1366** faculty, staff, and lab PCs. Of these software installations, **842** were initiated via our Software Deployment webpage by IS technicians and IT liaisons.

During this period, SCCM environment was upgraded to release 2207 to support the 22H2 releases of Windows 10 and Windows 11.

RoosLabs / RemoteLabs

We continue to use RoosLabs 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. This service was updated to the latest version available during the Fall Lab Refresh.

The Remote Labs environment was refreshed with Windows Server 2019 and updated software. This was a side-by-side refresh to limit downtime and involved spinning up a dozen new server VMs and installing 50 application packages.

Universal Image

During this period, Windows 11 was transitioned to be our operating system supported for new faculty and staff PCs. Windows 10 will remain supported on older PCs that do not meet the hardware requirements of Windows 11. Both the Windows 11 and Windows 10 universal images were updated to the 22H2 releases. We continue to update to new versions of our base software as they are released, including updates for Adobe Reader, Microsoft Teams, and Zoom. We continue to add new driver support as Dell releases new OptiPlex desktop and Latitude laptop models.

License Servers

Updated **17** individual license managers 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 included ArcGIS, HyperWorks, Mentor Graphics, Modelithics, OxygenXML, and many others.

Local Admin Rights

To align with new UM System guidelines on local administrator rights on Windows workstations, our admin rights approval process was augmented with new Group Policies that control the granting and removal of local admins to ensure only approved users have these permissions. During this period, we continue to process admin requests as needed to ensure that our computing environment is secure.

Website/Reports

Continued the project to migrate the IS website into the Cascade CMS platform. In a coordinated effort with many members across Information Services, the majority of website content was recreated within Cascade. This included over **80** pages for the new service catalog, known as Technology Resources.



Updated several reports for the Workstation Replacement Program to align with the new WRP ordering system.

Software

Adobe Creative Cloud

Upgraded Adobe Creative Cloud to the latest version across campus.

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.



Jira

Continued refinement of Jira to streamline the procurement process, including using linked issues.

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

Continued the use of our software renewal portal to efficiently process a large number of renewals.

Labs / Classrooms

Completed the Fall Lab Refresh with the re-imaging of **1053** student lab computers with Windows 10 21H2 and updated software.

During this period, over **80** lab systems were replaced, including:

- 18 systems in the newly renovated Bloch Heritage Hall.
- 32 systems in Bloch Executive Hall.
- 24 systems in Cherry Hall.
- 8 systems in the Plaster Free Enterprise and Research Center

Student Computing Facilities

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

- Restricted access
- 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 **7,818** distinct individuals use computing sites between 7/1/2022 and 12/31/2022 for a total of **95,989** times. This is an increase of 10% over the last period. The large use of on-campus labs exemplifies the usefulness and importance of these student computing facilities.

In addition to the physical computer sites, we had **1,106** distinct individuals who logged into RemoteLabs **11,676** 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 **105,000** print jobs were printed in these sites, totaling over **821,000** pages.

Completed joint project with University Libraries to provide wide format poster printing to the general student body. This is a much requested service we are happy to provide. This is available in the Miller Nichols Library and utilizes student's existing print quota.



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:

- Assisted in transfer of IS web pages to new web site while maintaining current information available to students.
- 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 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.

- Launched new wide-format plotter printer service. Developed training and web documentation in support of plotter use for both operators and patrons.
- Hired and trained new Lab Supervisor.
- Worked with Admissions on ten New Student Orientation/Admissions events and the ISAO on three New Student Orientations.
- Assisted Student Union with Unionfest event.
- Began work to transfer Student Assistant reference materials to new communication platform and updated documentation.
- Provided multiple detailed reports on equipment and operation costs for various campus computer labs.
- Reviewed lab furniture to determine if replacements were necessary.
- Ensured that all Student Assistants completed Title IX and other required training.
- 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.
- Processed around 2,650 shifts and supervised over 8,670 Student Assistant person-hours.
- Maintained sufficient student employees to staff labs by processing over 200 applications for Student Assistant positions, interviewing 30 prospective new hires, and conducting 4 new hire orientations for 7 new Student Assistants in IS-managed labs.
- Worked with HR to optimize hiring and payroll communication and procedures.
- Worked with ISAO on updating hiring documentation to remain in compliance with federal mandates.
- Completed reviews for 27 Student Assistants to keep employee performance at optimal levels.



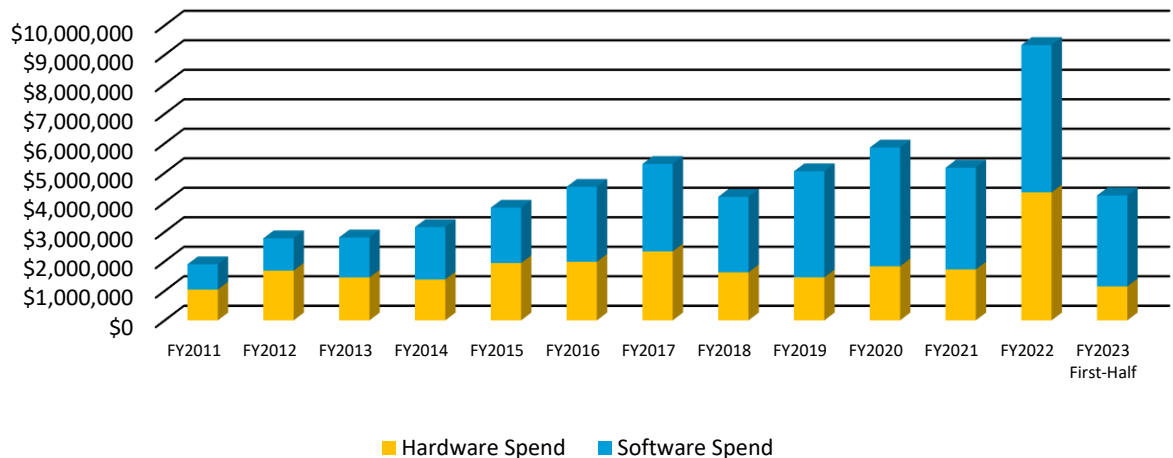
Totals and Trends in IT Procurement

- Purchased a little over \$4,235,000 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 slight overall decline of 6% in total IT spend over the same period last year.
 - The primary drivers were as follows:
 - An expected fall off from the hyper-aggressive buying trends that marked the second half of the FY2022 period.
 - Institutional reorganization slowed the pace of some purchases as reporting structures and fiscal environments took time to resolve.
 - However, this was mostly offset by Campus leadership’s generous funding on the annual Workstation Replacement Program with its largest single system stipend.
 - IT Hardware and Software spends varied.
 - The total spend on IT Hardware was about \$1,150,000, a decrease of 23%
 - The total spend on IT Software was about \$3,085,000, an increase of 21%
 - Supply chain issues eased for most market commodities, and this aided the procurement process, especially on the IT Hardware side.
 - Printers and some specialty components were still elusive to find, but most items were more reliably available with decent delivery timetables.
 - It was a great relief to minimize the frequency of cancelled order and backorders that would never be fulfilled, forcing multiple orders to be made for the same request.

Trends by Fiscal Year

- IT Procurement purchased a little over \$4,235,000 between July 1 and December 31
- If current trends continue, FY2023 totals will be very respectable and likely to be one of the two busiest fiscal years for which we have records.

IT Procurement Spend by Fiscal Year (2011-2023)



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 64% of the total IT Hardware spend.
 - This is typical for this time of year wherein the Workstation Replacement Program featuring Dell standard predominates the hardware purchase totals.
 - 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	\$ 734,183.38
Connection	\$ 89,212.36
Apple	\$ 82,479.00
MU Bookstore	\$ 80,640.00
SumnerOne	\$ 71,600.95
Amazon	\$ 43,781.72
B&H	\$ 11,384.35
CDW	\$ 10,371.60
MacSales	\$ 4,415.73
Ufactory	\$ 3,349.00

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

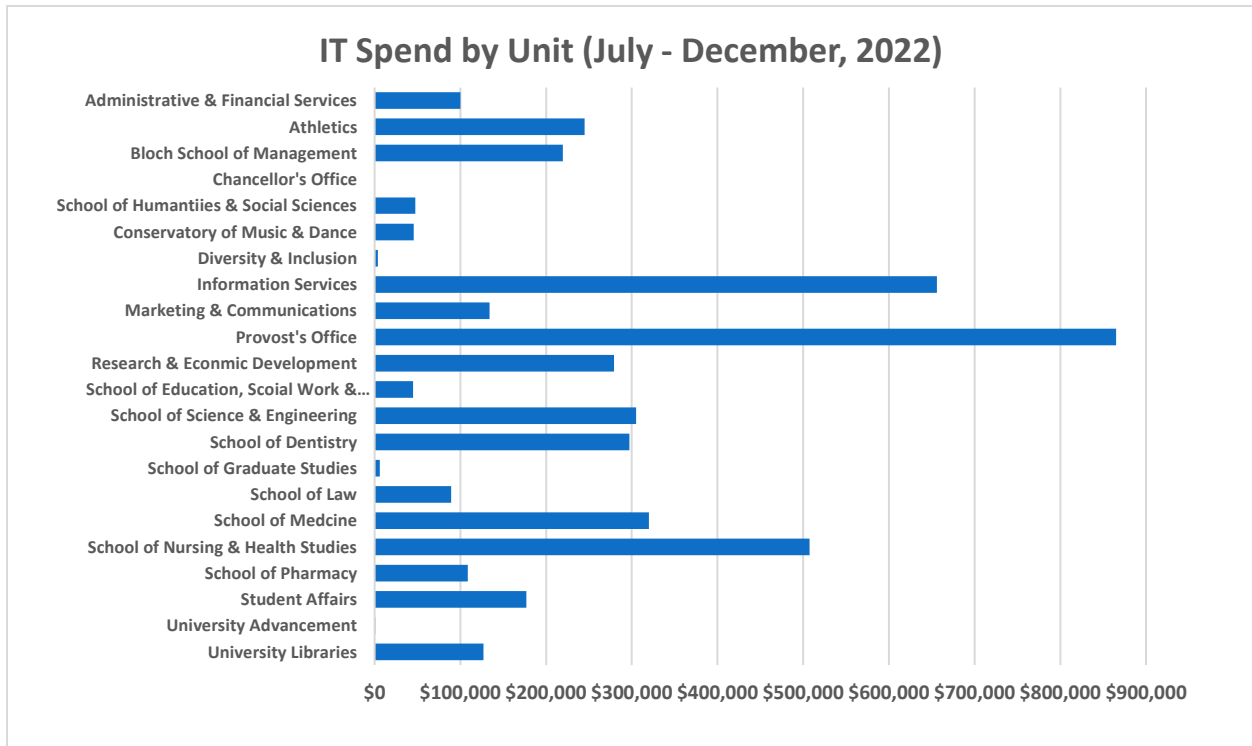
IT Software Vendor	Spend
CDW	\$ 312,784.98
Lanitek	\$ 141,000.00
EASE Learning	\$ 128,000.00
PlatformQ	\$ 100,000.00
Technolutions	\$ 100,000.00
ZAP Solutions	\$ 93,250.00
MoodleUS	\$ 74,232.50
BurningStar	\$ 60,000.00
Compustat	\$ 58,000.00
CEWebinar	\$ 53,500.00

- 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 hardware and software requests.

- Continued to improve and expand the Software Database to include the following records.
 - Vendors – 942, an increase of 3.0%
 - Product Titles – 1689, an increase of 2.0%
 - Licenses – 18,497, an increase of 6.8%

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.



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 FY2023 Workstation Replacement Program saw a dramatic change in funding once again Campus Leadership granted up to \$1500 stipend for eligible computer and users.

- This drove a lot of interest and allowed us to replace a sizable number of aging workstations.
- Additionally, IS Support Services made technical enhancements to the order website and process.
- The total investment of over \$790,000 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
FY2023	\$473,866.00	\$317,076.00	602	\$790,942.00

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.
- Developed JIRA tracking tool for IT Hardware requests and purchases to improve the delivery and record keeping management tasks.
- Integrated and trained an additional staff member to assist with IT Procurement tasks after 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.
- Assisted UM Supply Chain and UM Accounting with the implementation and training department stakeholders in the new Lease Management processes adopted for FY2023.
- Reviewed and provided IT approval for eProcurement orders input by other departments.
- Worked with UM and UMKC fiscal staff 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 2022

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, which consumed a significant amount of IS resources' time during this last review period (July through December 2022).

Completed Projects



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

- **P371 – Qognify Camera Conversions**

IS completed transition to new camera viewing software, QVMS for the campus. IS also implemented a cost structure to charge departments a monthly fee for storage and maintenance of cameras.

- **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. During this review period, the product was fully implemented, and the project was completed.

- **P433 – RISE System Additions**

IS installed RISE signage systems for three departments (School of Computing and Engineering, Miller Nichols Library and the Conservatory of Music) during this review period. All the equipment was installed, programmed and departments trained on the RISE systems. These projects were completed and closed.

Current Projects – Implementation Phase



IS progressed in implementing (21) IT/AV projects during this review period. The following projects were the most significant and time-consuming. *See Appendix "A" for individual project detail.*

- **P380 – Bloch Heritage Hall Renovation**

This is a grant-funded project to completely renovate Bloch Heritage Hall. The IT/AV scope includes an upgrade of the network infrastructure of the building, IT closet builds, and ILE

technology updates to the classroom and spaces in the building. During this review period, IS completed the A/V install and programming in 7 classrooms, activated the wi-fi network for the Bloch patio and began coordination with AVI vendor to install A/V in all of the huddle spaces/small offices. During the next review period, IS will continue working to complete the remaining spaces while working around the continued shipping delays. Also, at the request of Bloch leadership, designers will work to design adding AV to rooms 109 and 115 for RooFlex capabilities.

- **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 completed Chancellor’s office installation, finalized the Plaza room design, submitted, and received equipment order and began demo of the old equipment in the space. During the next review period, IS will complete the AV installation and programming and train clients.

- **P432 – Camera Replacement and Chargebacks**

At the request of UMKC’s CIO, IS was to use some of the remaining EOY funds on replacing cameras across the campus. IS decided that due to supply chain and resource issues it would be best to outsource this work to a contractor, Wachter. A total of 165 cameras were identified to be replaced or installed as new. During this review period, Wachter worked with suppliers to ship and receive camera stock for the project. During the next review period, IS and Wachter will begin to coordinate the pre-work before installation begins and then coordinate a start date for installation when Wachter has received enough equipment.

- **P437 – School of Education Networking Upgrade**

The campus has signed a contract with NILE for them to upgrade the wireless and wired network in the School of Education building. During this review period, NILE completed their full scope of the networking upgrade in Education and Networking and CTS will work on cutting over building equipment (User workstations, printers and A/V). During the next review period, CTS and networking will complete the remaining room that require A/V to be cutover to new network.

- **P439 – Newcomb Hall 3rd Floor**

Campus Facilities is remodeling the 3rd floor of NH and IS will do the wiring and AV equipment. IS provided a design and estimate for this project and after approvals equipment was ordered. We are currently waiting on the needed equipment to arrive.

Current Projects – Development Phase



IS has made substantial progress working with units to plan (3) IT/AV projects during this review period. The following projects were the most significant and time-consuming. See *Appendix “A”* for individual project detail.

- **P427 – Newcomb Hall Data Center Air Conditioning**

In 2021, the air conditioning unit in the Newcomb Hall data center started to fail. A temporary solution was implemented, but a long-term, reliable solution must be found. This project

investigates cooling options and will implement the accepted solution. During this review period, a finalized design was selected and funding was secured.

- **P441 – Infrastructure Upgrade**

IS will be working with CFM to upgrade the infrastructure in Swinney, Grant, and PAC. During this review period, IS met with CFM to review the requirements needed in Swinney for a complete upgrade of the building. During the next review period, IS will need to finalize plans with CFM and discuss a timeline for completing the scope of the project.

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.

- **Security Camera Updates**

- Summary of Accomplishments: Continued working with Wachter to plan the replacement and enhance campus security cameras on both the Hospital Hill and Volker campuses. Hardware is still inflight and hasn't been received yet. Physical installations are to begin once gear has arrived.

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



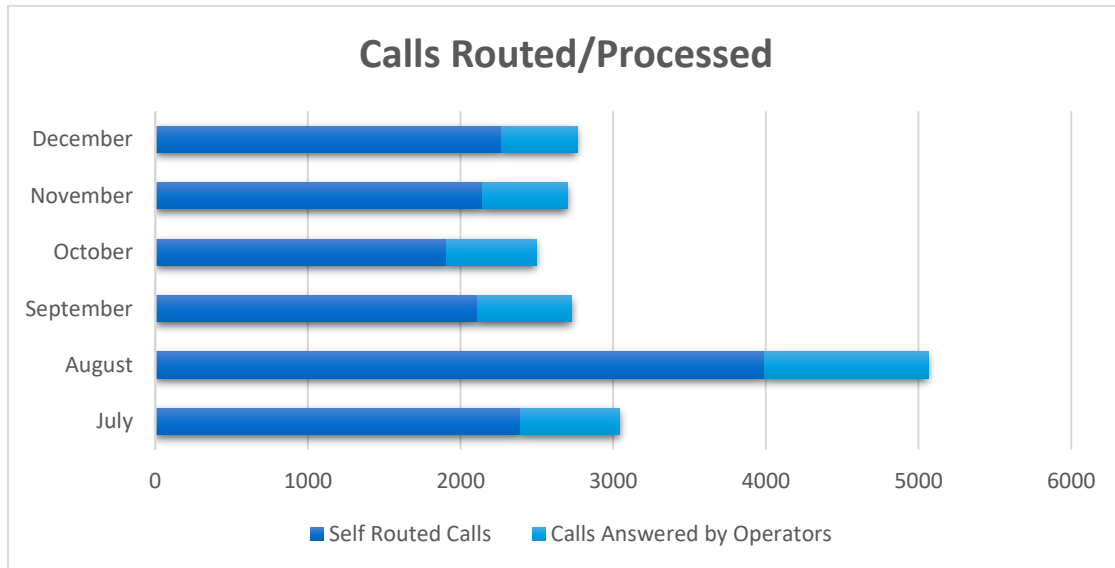
Information Services continued to support the hardware and software necessary to facilitate classes onsite as well as online (synchronously and asynchronously) while maintaining efficient issue resolution times, minimizing downtime, and the subsequent impact on students, faculty, and staff. Highlights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

- Demo/Installation Administrative Center - Plaza Room AV
- TMS responded to and resolved 136 Cherwell incident requests/problem tickets during this review period.
- School of Education, Infrastructure upgrades for NILE
- KIVA auditorium demo completed in preparation for AV upgrades.
- TMS covered over 700 hours of classes and labs, 40 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 18,794 phone calls during this review period. Of those calls, users were able to self-route approximately 73% of the time using our automated call routing tree. 26% of the calls required human interaction from campus operators.



Building Network Infrastructure



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

- Completed 293 service tickets, including diagnostics, moves, and changes in voice jacks, data jacks, cameras and phones.
- Marked University buried cable plant locations as required by Missouri Law for One Call services 139 times.
- Completed additional AV infrastructure installation in Bloch Heritage Hall construction project.
- Installed new Infrastructure as needed in Cherry Garage to support the relocated IS Support Services.
- Grant office suite upgrades

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 = 16
 - FortiGate physical firewalls = 19

Highlights and key initiatives

- Tested virtual firewall configurations for Data Center firewall replacement.
- Ordered 9 Fortigate 40F firewalls to replace aging Cisco & Fortigate 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 = 463
 - Classroom switches = 174
 - Data Center switches = 13

Highlights and key initiatives

- Upgraded Campus Edge Routers to latest software.
- Upgraded Data Center switches to latest software.
- Migrated School of Education network to Nile network equipment
- Installed new building network for Bloch Heritage Hall renovations.
- Continued design with CFM for Plaster Data Center fire suppression system
- Continued design with CFM for Newcomb Hall data center HVAC replacements
- Installed one of 29, NSF funded, 100G national FABRIC Testbed sites at UMKC.
- Connected Toy & Miniature Museum remote storage site to UMKC network.
- Installed Cisco Catalyst 9500 switches for Dental School distribution layer network.
- Replaced DC power battery bank in Newcomb Hall data center.
- Installed Google Fiber 25G testbed in Plaster Science & Technology building.

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 = 4
 - Access Points = 1357

Highlights and key initiatives

- Migrated School of Education network to Nile network equipment & expanded coverage
- Upgraded Prime Infrastructure to v3.10
- Worked with KCUR to install fixed wireless link to transmitter site.
- Worked with KCUR to develop on-campus backup radio transmitter site.
- Hospital Hill Apartments, Hallway Access Point upgrades
- Installed "AX" capable access points in Bloch Heritage Hall
- Began access point migration to Cisco Catalyst 9800 wireless controllers.
- Ekahau wireless site survey training for staff

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 = 8
 - Cisco UCS rack mount chassis = 2
 - VMware ESXi Virtual Servers
 - Voice VMs = 18
 - Infrastructure VMs = 20

Highlights and key initiatives

- Started Operating System upgrades to eliminate Windows Server 2012 & 2012 R2
- Worked with ISFS to load balance our VMs for redundancy across the two datacenters.

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 = 3
 - Physical phones = 2649
 - Analog lines = 516
 - Cisco Unity Connection Voicemail Servers = 2
 - Voicemail boxes = 2209
 - Call handlers = 233
 - Cisco Unified Contact Center Servers = 2
 - Queues = 12
 - Agents = 75
 - Cisco Unified IM & Presence Servers = 2
 - Jabber Softphones = 1737
 - Cisco Emergency Responder Servers = 2
 - Verba call recording Servers = 1

Highlights and key initiatives

- Upgraded Jabber for MAC to v4.1.3
- Upgraded Microcall billing platform to version 8.3.152
- Upgraded Contact Center platform to version 12.5.1
- Added 3rd Communication Manager server and rebalanced phones

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 = 141

Highlights and key initiatives

- 22 domain names registered or renewed for 12 departments.
- Total registration duration = 47 years

Information Access

Information Access is responsible for building, managing, and maintaining custom web applications for UMKC and as part of UM System IT. We also manage over 30 databases (Oracle, SQL Server, MySQL, Postgres, and FileMaker) for many departments at UMKC.

In the second half of 2022, Information Access maintained over 50 web applications and worked with EHS, SONHS, Student Affairs, and UMKC Library to deploy new departmental applications, data integrations, and enhancements to existing applications. Additionally, we continued our focus on our Cloud First Initiative in IS and deployed current updates to our custom Change Management and Outages tool in Google Cloud Platform.

Database Server Administration, Design, Implementation & Maintenance:

- Administration and support of all central campus Oracle servers
- Administration and support of all central campus MySQL servers
 - Migrated hundreds of MySQL/WordPress databases to new 8.0 server
- Administration and support of all central campus MS SQL server
 - Migrated several applications from Oracle to SQL Server
 - Migrated several SQL Server databases from version 2016 to 2019.
- 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.
- Administration and support of CHI/HealthFacts Oracle and RedCap MySQL database servers
- Continual performance tweaks and SQL query tuning tasks for the HealthFacts research database
- Administration and support of all School of Dentistry Axiom and auxiliary database servers.
 - Worked with Dental School officials on Axiom version upgrade.
 - Started migration of Oracle servers to licensed physical server.
- Administration and support of all UMKC Data Warehouse Oracle servers
 - Continual work with Data Warehouse staff on enhancements to DW data availability and reliability
- Support for 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
- Administration of shared campus Reports Server
 - Application reports: RooEval, Faculty Credentials, Travel Request, ASMSI
 - Campus Distribution List Report

Application Software Engineering, Design and Development:

Maintenance and support provided for the following software applications and websites during this period:

1. Exam Scheduler
2. Kasey-Kudos

3. UMKC Lookup
4. IAP Terms of Use
 - a. TerraDotta Data Feed
 - b. TerraDotta Billing Feed
5. IS Lab Hours
6. UMKC Automated Box Account Provisioning
7. Commencement CMS
8. Commencement RSVP
9. Bloch Regnier Hatchery
10. Writing Studio Appointment Request Form
11. IS Change Management & Outages
12. Diversity Event Registration
13. UR-Links
14. Bloch Event Request
15. Cashiers Service Request
16. DB Tracker
17. Exit Exams
18. Foundation Service Request
19. HLC Directory
20. IA Schedule
21. Retiree Exchange Mailbox & Box Access Request
22. IS Service Orders
23. LMS Access Checker (LACH)
24. UMKC PD Property Registration
25. QR Scanner Kiosk
26. Scantron Orders
27. SEARCH & SUROP
28. Special Accounts
29. Studio Logs
30. Business Travel Request
31. UMKC QR Code Generator
32. OneCanvas Data Feed
33. Starfish (UMKC Connect) Data Feed
34. Digital ID Feed to CBORD & AWS
35. CourseLeaf Catalog Data Feed
36. TerraDotta Data Feed
37. TerraDotta Billing Feed
38. RooEval
39. UM System Canvas Request System
40. Missouri Online Event Scheduler
41. Faculty Credentialing Database (RooCredential)
42. IS Shift Tracking System
43. UMKC Law Attendance App
44. UMKC Library Service Application Website
45. UM System Application Inventory Database
46. CBORD data feed for Library and Swinney Rec Center OneCard Access

47. UMKC Workshops
48. Chatbot Q&A Administration and Reporting
49. RadioGoldin – UMKC Library Radio Program Database
50. Simple Syllabus Data Feed
51. SDS AIM Data Feed
52. SRC Fusion Data Feed
53. CBORD OneCard Expiration Data Feed
54. UMKC Polls
55. Cliff Benefits Tool
56. SRC Fusion Member Feed to CBORD
57. EHS Safety Training Application
58. EHS Data Feeds to HSI EHSA Application
59. UMKC Pearson MyMath Course integration with OneCanvas

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

1. EHS Safety Training Application
2. EHS Data Feeds to HSI EHSA Application
3. Garmin Device Data for School of Nursing and Health Sciences
4. IS Change Management & Outages
5. UMKC Library Service Application Website Migration

UM System IT:

- A UMKC Information Access representative serves on the Applications & Development Committee.
 - Provided software engineering resources for the following projects.
 - OneCanvas Canvas Request System
 - Missouri Online Event Scheduler
 - OneCanvas Graduation Course
 - 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

Scantron Exam Scanning Services:

Generated detailed reports for departments based on their evaluation scan data. Distribute forms to departments, and process documentation.

Exams Scanned

School of Humanities and Social Sciences - 4
Henry W. Bloch School of Management – 19
School of Law – 11
School of Science and Engineering – 109
School of Education, Social Work and Psychological Sciences - 26

Total Exams Scanned: 169

Security

Information Services Security – Accomplishments Report July 2022 to December 2022.

IS Security provides campus wide IT security services. For UMKC, this includes staffing 4 staff-days weekly in a multi-campus Security Operations Center. We manage campus and per-machine firewall configurations. We manage campus-wide desktop and server security settings. We assist with the multi-campus antispam and anti-phishing systems, to try to reduce the number of scam and phishing emails received by users. We handle data access requests as needed. We provide special support to groups with unique compliance needs. We handle security reviews of new and renewing software and cloud hosted services, to reduce the likelihood of one of these services being used to compromise campus data or users. We manage multiple remote access systems for the campus, ensuring that we have flexible yet secure methods for a variety of remote work situations. We assist with the management of multi-factor authentication systems. We handle account compromise and cleanup incidents. We handle security settings for major campus cloud services including GCP, AWS, and Azure. We handle security configurations and integration with Office 365 and AzureAD. We handle SSL/TLS certificates and encryption certificates for the campus. We assist with PCI audits and reviews for campus merchants. We handle proactive vulnerability scans for campus systems.

Key changes in security for this period:

- Completed last manual account deprovisioning of 700 user accounts.
- Switched to automated account deprovisioning, based on live HR and Student data.
- Completed migration of secure computer lab.
- Assisted with courtesy account changes and cleanup.
- Assisted with MyZou and MyRoo integrations.
- Implemented network file sharing security changes.

- Implemented Microsoft Security Score summer 2022 changes for the campus.
- Completed 2022 PCI security reviews.
- Tested cloud networking integration solutions.
- Implemented Google storage space restrictions due to Google charging for space usage.
- Assisted with Starfish sync changes.
- Implemented enhanced security software for Windows Servers.
- Campus completed 2022 end-user security awareness training.

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

- Added 4 Cisco UCS blade host server to VMware vSphere to improve cluster reliability for voice services.
- Retired the oldest Center for Health Insights (CHI) VMWare ESX 6 host and consolidated all virtual machines onto new single host, allowing ESX 7 upgrade to align with primary clusters

Storage/SAN/Backup

- Migrated CommVault deduplication database to larger volume.

Research/HPC/Cloud

- Overview of HPC Computing at UMKC training class offered on-demand.
- Research Managed Backup Service (RMBS) version 2 went into production backed by Google Cloud Platform (GCP) allowing virtually unlimited archive storage to researchers at a very affordable price.
- Provided ongoing NEXTGen/dSAIC projects consultation and support, including:
 - Configured metadata v2 on all Amazon Web Services (AWS) EC2 instances.
 - Performed comprehensive security audit of the entire environment.
 - Contributed to design, implementation, and testing of automated email notifications to NextGenBMI AWS workspace users who have workspaces left unused for 30 days or more.
 - Performed major-release upgrade from v2.5 to v3.0 of NextGenBMI AWS cloud tenancy.
 - Made major contributions to completion of the MUHC 2022 Security Assessment of the NextGenBMI AWS cloud tenancy.
 - Performed NextGenBMI AWS Service Workbench major-release upgrade from v3 to v5.

- Expanded SSE Machine Learning (ML) cluster with 3 new teaching, 3 new research nodes, 8 software installs, and a new UPS rack unit.
- Performed Google Cloud cost optimization analysis and implemented cloud storage archival tiering for Dental School Dr. Cox Lab genomics analysis hybrid cloud project.

Miscellaneous

- Remedied and closed 530 support tickets. Ticket completion times continue to be held low, and customer surveys results show exceedingly high satisfaction rates.
- Multiple application/OS upgrades, including:
 - Atlassian
 - Updated JIRA, Confluence, and Bitbucket
 - Migrated databases from Oracle to MySQL
 - Windows
 - Began major project to upgrade all remaining Windows 2012/R2 servers.
 - Upgraded .NET Core 3.1 to .NET Core 6.0 on .NET servers.
 - Linux
 - Released 3 hotfixes and 1 point release for Simple Linux Enterprise Deployment System (SLEDS)
 - Performed 13 Ubuntu 18.04 à 20.04 server migrations.
 - Qognify VMS
 - Performed multiple server/client updates.
 - Osler
 - Major-release upgrade of osler.umkc.edu Ubuntu OS on web and database server, from v18 to v20
 - Xilinx Vivado
 - Installed on Tux Cluster along with associated software modules.
 - REDCap
 - Performed monthly lifecycle maintenance across our four (2 dev, 2 prod) UMKC instances, from v12.2.7 through v12.5.15
 - Zabbix
 - Planned, tested, and migrated from 4.0 LTS to 6.0 LTS
 - Anaconda
 - Performed full Anaconda software environment upgrades and additional software deployments (denovocnn, denovogear, triodenovo, et al) for Dental School's genomics analysis workstation.
- Continued cleanup of Active Directory legacy KC.UMKC.EDU domain for UMAD migration including server and group migrations with the goal of completing migrations by 12/31/2023
- WordPress
 - Deployed ULS WordPress server
 - Deployed IUE WordPress site
- Reorganized the storage layout on SSE Tux Cluster for more efficient resource sharing.
- Facilitated move of kcroonews.com off university hosting
- Facilitated move of sce.umkc.edu, education.umkc.edu, career.umkc.edu, and umkctheatre.org to Cascade

Appendix A

Individual Project Updates – Completed Projects

P343 – UMKC Cell Tower

One of the carriers on the cell tower is upgrading their equipment and the work was completed during this review period. The Kansas City Police department also repaired water damage to their tower shed and has completed this work.

P371 – Qognify Camera Conversions

IS completed transition to new camera viewing software, QVMS for the campus. IS also implemented a cost structure to charge departments a monthly fee for storage and maintenance of cameras.

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, the project work finished, and the project completed.

P413 – General Services Building 103 AV Upgrade

IS upgraded the audio-visual equipment in Campus Facilities Management’s conference room. All the equipment was installed, programmed and the project was completed during this review period.

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. During this review period, the product was fully implemented, and the project was completed.

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, available cloud options were outlined in a document, along with use cases for each option. The document was shared with IS leadership for review. During this review period, the project was completed.

P426 – Cherry Hall 117 Lab Upgrade

This computer lab was upgraded with new computers and some additional desks. IS installed some large computer screens at the front of the classroom, AV equipment, and add the additional data jacks needed. The project was completed during this review period.

P433 – RISE System Additions

IS installed RISE signage systems for three departments (School of Computing and Engineering, Miller Nichols Library and the Conservatory of Music) during this review period. All the equipment was installed, programmed and departments trained on the RISE systems. These projects were completed and closed.

Individual Project Updates – Implementation Phase

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 involved upgrading conference rooms (HSB2300, BC400, BC416) with the ability to run a software-based conferencing system. (Zoom, WebEx, etc.). Phase 2 involved updating the microphones in the larger spaces (HSB3301, HSB5301, HSB5309). This required significant software changes and a 3rd party vendor partnership. Phase 3 is the final phase to tie in all the spaces and complete the upgrade. During this review period, this project was on hold due to competing high priority projects. The classrooms A/V systems were functioning and programmed to be able to hold a class. During the next review period, IS will work to coordinate pushing the final code to the control booths and fine tune the Springfield classrooms.

P360 – Miller Nichols Library 121 AV Upgrade

This project in the Miller Nichols Library is to upgrade the audio-visual gear and provide distance education/learning options in this space. IS completed the design and estimated cost and equipment was ordered for this project.

P374 – Starfish Analytics

The University of Missouri-System purchased Starfish Analytics for use by all system campuses. As described on the Starfish website: "Starfish Analytics is a cohesive suite of tools and services designed to transform campus-wide Student Success using data, analytics and intervention management. Starfish Analytics is fully integrated into the Starfish application, driving tactical action, and enabling strategic planning views of student success." This project will work with cross-functional teams to implement Starfish Analytics at the UMKC campus. During this review period, the project team moved forward and prepared to join an implementation cohort hosted by EAB to start in early 2023.

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 completed the A/V install and programming in 7 classrooms, activated the wi-fi network for the Bloch patio and began coordination with AVI vendor to install A/V in all of the huddle spaces/small offices. During the next review period, IS will continue working to complete the remaining spaces while working around the continued shipping delays. Also, at the request of Bloch leadership, designers will work to design adding AV to rooms 109 and 115 for RoofFlex capabilities.

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, this project was left open until the final piece of equipment arrives in late 2022. Late in the year the equipment order was cancelled due to extended delays. The equipment does not prevent the spaces from being used but will allow for more functionality when installed. During the next review period, IS designers will need to determine if a new solution is ordered.

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, the project team reevaluated which rooms would be the focus of future project efforts.

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 UMKC went live on the new system and the vendor is currently working on the other campuses. Integration with Peoplesoft's Student and HR systems have yet to be completed.

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 continued to be refined, and the team began continued investigations into using the API for data uploads.

P416 – KIVA Upgrade

This project is to upgrade the A/V in the KIVA auditorium space. During this review period, IS received all the equipment for the installation in 4Q2022. Pre-planning for the installation and programming was completed and an installation date was scheduled with the client for the first week of January in 2023. During the next review period, this project was completed.

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 completed Chancellor's office installation, finalized the Plaza room design, submitted, and received equipment order and began demo of the old equipment in the space. During the next review period, IS will complete the AV installation and programming and train clients.

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 continued to discuss cost sharing and license allocation.

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 and SKC has nearly completed this work during this review period. The classroom spaces call for a redesign of screen placements, microphones, monitors, and the addition

of cameras in one of the spaces. IS AV has ordered the equipment for these spaces and is waiting for the equipment to arrive.

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. The work in Grant Hall was completed by both CFM and IS and we are currently waiting on the construction to start in the Performing Arts Center.

P428 – Fine Arts 106 Remodel

Fine Arts 106 is getting remodeled into a film viewing room. During this review period we met with the department and designed the AV gear and other needed equipment. The contractor should start demolition in the room in July of 2022.

P431 – Scofield 109 AV Upgrades

The client in Scofield would like to use the unoccupied space in 109 as a meeting and event space. To do this, IS will be installing lights in the main space, installing AV equipment in the main space, and installing data jacks and an AV card in the conference room. During this review period, IS tracked equipment deliveries with the last item not scheduled to be shipped until Jan. 2023. During the next review period, IS will coordinate installing A/V with the client once all of the equipment is delivered, install/program AV and train client on the new system.

P432 – Camera Replacement and Chargebacks

At the request of UMKC's CIO, IS was to use some of the remaining EOY funds on replacing cameras across the campus. IS decided that due to supply chain and resource issues it would be best to outsource this work to a contractor, Wachter. A total of 165 cameras were identified to be replaced or installed as new. During this review period, Wachter worked with suppliers to ship and receive camera stock for the project. During the next review period, IS and Wachter will begin to coordinate the pre-work before installation begins and then coordinate a start date for installation when Wachter has received enough equipment.

P436 – IS Website Migration

This project is to migrate the content from the existing IS website into the Cascade platform. This work will require personnel from all IS teams to consult their departments page information, finding or creating usable images, conducting a team review, and performing a successful launch of the site. During this review period, project tasks were identified and work began to prepare the new IS site in Cascade.

P437 – School of Education Networking Upgrade

The campus has signed a contract with NILE for them to upgrade the wireless and wired network in the School of Education building. During this review period, NILE completed their full scope of the networking upgrade in Education and Networking and CTS will work on cutting over building equipment (User workstations, printers and A/V). During the next review period, CTS and networking will complete the remaining room that require A/V to be cutover to new network.

P438 – Troost rm. 201 A/V Add

This project is to convert room 201 at 4747 Troost to a usable classroom by installing a projector and computer equipment. During this review period, IS worked with the client to build an AV design, share project estimate and order equipment, During the next review period, IS will coordinate the equipment installation, program the system, train the client and close the project.

P439 – Newcomb Hall 3rd Floor

Campus Facilities is remodeling the 3rd floor of NH and IS will do the wiring and AV equipment. IS provided a design and estimate for this project and after approvals equipment was ordered. We are currently waiting on the needed equipment to arrive.

P442 – NMTM P2P/CRM Upgrade

The Toy and Miniature Museum (TMM) would like to upgrade their current payment and donor tracking systems so they are more secure and integrated across services. Working with IS staff, they have identified a potential solution involving QuickBooks Cloud, a P2P system through Commerce Bank, and Neon CRM. This project will help facilitate purchase and implementation of the identified solution. During this period, software and hardware options were identified and approved for purchase.

Individual Project Updates – Development Phase

P427 – Newcomb Hall Data Center Air Conditioning

In 2021, the air conditioning unit in the Newcomb Hall data center started to fail. A temporary solution was implemented, but a long-term, reliable solution must be found. This project investigates cooling options and will implement the accepted solution. During this review period, a finalized design was selected and funding was secured.

P441 – Infrastructure upgrade

IS will be working with CFM to upgrade the infrastructure in Swinney, Grant and PAC. During this review period, IS met with CFM to review requirements needed in Swinney for a complete upgrade of the building. During the next review period, IS will need to finalize plans with CFM and discuss a timeline for completing the scope of the project.

P443 – Grant Hall AV Upgrades

The Conservatory would like to upgrade the AV gear in 3 different room in Grant Hall. IS has met with the department and is currently working on a design and estimated cost for this project.

Individual Project Updates – On Hold

P369 – Cliff Benefit Tool

A prototype online calculation tool for low-income families to understand the effects of wages on their government benefits has been developed as part of a hackathon sponsored by Commerce Bank. IS will assist in the deployment of this tool in two phases. Phase I will be to get the tool up and running with

current data. Phase II will involve expanding data and rolling it out to a larger audience. During this review period, the IS team completed Phase I work. The project was then placed on hold pending the next steps from Dr. Brent Never.

P373 – CBORD/Mobile Pay Upgrades

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

P375 – Panic Buttons Conversion

This project involves compiling an inventory of all existing panic buttons on campus, verifying they are still needed, and developing a campus-wide cost to convert them from non-standard systems to the CBORD Platform. During this review period, we completed the inventory process and compiled costs to convert all needed panic buttons. The UMKC Building Security Committee send our recommendation to senior leadership to request funding.

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. IS 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, O365, & GSuite 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, GSuite, 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 U Matters.

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 team.