

UMKC IS ADVISORY COUNCIL



Tuesday, April 23rd, 2024



WELCOME



2024 – IS Strategic Planning

IS Strategic Goals

- IS has defined new 1-year and 3-year goals for each IS unit.
- IS has moved away from a 5-year planning period
 - Technology evolution is simply too unpredictable that far out.
- For more details – feel free to review the following file:
 - https://www.umkc.edu/is/docs/is-1-and-3-year-goals_2024-external.pdf





Courtesy Accounts and email

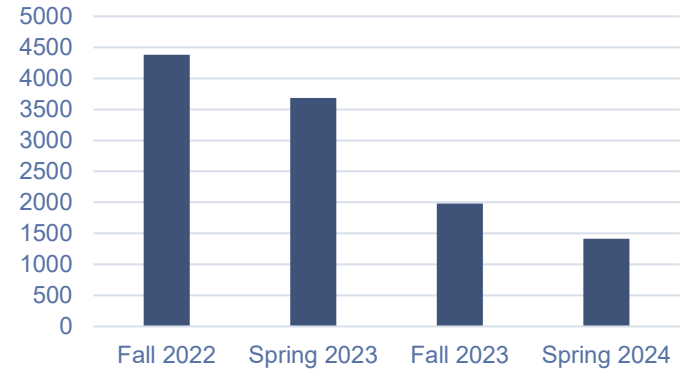
Updates

- Webpage updated with details of Courtesy / Volunteer accounts and what each can access
 - <https://umkc.edu/is/resources/courtesy-appointments.html>
- **Starting in FY25 all Courtesy accounts that have email will need a Microsoft A5 license**

Cleanup Process

- Just under 1,500 courtesy accounts, down from 4,382 when the cleanup process started.
Continued effort with HR and individual departments to clean up accounts on a 1-1 basis
- Cleanup options include
 - Deleting courtesy account
 - Updating courtesy account to no longer have email, will continue to have access to other UMKC resources (computers, printers, shared files) – Job Code 9996
 - Keep the courtesy account with email – Job Code 9993

of Courtesy Accounts





Software Updates

Statistical software

- Campus/IS have been funding 3 different statistical software packages – SPSS, SAS, and Maple
- Due to flat FY25 budget must remove one of the three packages
- Usage analyzed over 2 years and Maple has by far the least usage
- Survey sent out to all Maple users to gauge need and determine next steps

MatLab

- Moved to UM System site-license
- This summer will migrate to Named User Licenses
- Home use option now available
- <https://umkc.edu/is/resources/matlab.html>

UM Application Tracker

- Includes all approved applications from across system
- Reduces duplication of effort when reviewing news software
- <https://appinventory.umsystem.edu/Client/>





Team Dynamics Updates

Ticketing System

- UM System has identified and purchased TeamDynamix (TDX) as the replacement for Cherwell
- Better user interface for both F/S and technicians
- Full mobile support and responsive web design
- Streamlined ticket submission process
- Built in virtual and live chat to provide additional support channels, will be coming after initial go live.
- Implementation work to define Service Catalog and create custom forms well underway.
- Target Go Live is July

The screenshot displays the UMKC Service Catalog website. At the top, the UMKC logo is visible on the left, and a search bar is on the right. Below the logo, there is a navigation menu with 'Home', 'Services', and 'Knowledge Base'. The main content area is titled 'Service Catalog' and shows 'Categories (10)'. The categories are arranged in a grid:

- Accounts & Access**: Password and MFA issues. Faculty, staff, student, resource, courtesy, volunteer, and guest accounts.
- Classroom & Computer Labs**: Ideal Learning Environment (ILE) and classroom audio/visual technology. Student use Computer Lab software and printing.
- Computers & Devices**: Support for laptops, desktops, tablets, smartphones, and printers.
- Email & Collaboration**
- IT Procurement**: Information on purchasing computers, printers, mobile devices, and software for your office.
- Phone**: Office phones, phone service, fax, and voicemail.
- Security**
- Server & Database Administration**
- Software**: Technical support and purchasing information for a variety of software.
- Wi-Fi & Network**: Wired and wireless connectivity on-campus. Remote network connectivity from off-campus.

On the right side of the page, there are two vertical panels: 'Popular Services' and 'My Recently Visited Services'. 'Popular Services' includes links for Phone, WiFi, Voice & Data, Printing, and Desktop Software. 'My Recently Visited Services' includes links for Phone, WiFi, Printing, Voicemail, and Computer Labs. At the bottom right, there is a 'Popular Tags' section.

Kuali Build

- Designed for Higher Education
- Multiple campus use – UMKC and UMSL online, MU in procurement
- Drag and Drop Online Form Creation
- Automate Workflows & Approvals
- More info: <https://www.kuali.co/build/home>
- This is one of the tools we will use to address upcoming ADA rules changes and free ourselves of PDFs.
- Several apps are now online including the complete suite of student Leave of Absence processes.
- Over 60 forms have been submitted so far. This number will grow exponentially as more apps are created.
- Development currently being done by a small team in IS but anticipate allowing units to create their own forms in the near future.
- For a demo contact Bryan Scrivener





Information Access / DSAS / Data Warehouse

DSAS Team is with IS - Information Access team

- DSAS Services: Reporting & Data Requests, Data Warehouse, and Student Success PeopleSoft & Data Services
- Working closely with IE/IR
 - ✓ New IE/IR Director – Melvin Tanner

Power BI Reports, Data Requests & Integrations

- Reminder: No new reports in Cognos – maintenance only
- Reports and integrations scheduled into next year
- Purchasing data catalog software
- Advancement data request changes – info coming on data request site

Data Warehouse

- New, upgraded instance now running in parallel
- Contacting users with direct connections to DW

RooEval

- All departments using RooEval for course/instructor evaluations





Cloud Storage

Box

- Current Box usage (~175TB) is very high

OneDrive

- OneDrive, included as part of Microsoft 365
- Integration with Windows and Teams
- Easy sharing and collaboration
- Default storage for new Faculty/Staff

Migration

- Started project with Microsoft FastTrack team to identify the best way to migrate all Box data to OneDrive over the next year.
- Exact process is still a work in progress
- More to come in next couple of months



Workstation Replacement Program

Workstation Replacement Program

- \$1,500 stipend to be provided by Campus Leadership
- Will cover 1 primary computer replacement for Faculty/Staff every 4/5 years.
- Over 315 workstations purchased this year with over 90% deployed.

Research Workstation Replacement Program

- Funding established for FY24 but not available for FY25
- Program closed and all orders were placed last week
- Total of 48 research workstations ordered
- Deployments to start as soon as workstations arrive

WRP Home	Current Offerings	Place Orders	Approve Orders	Review Orders	Full Inventory
Department: <input type="text" value="Not Filtered"/>		Computer Status Color Legend:		Computer has been eligible in the past but was not replaced. Replacement is p	
User Eligible: <input type="text" value="Not Filtered"/>		Computer meets eligibility requirements for the first time this year. Suggested			
User Type: <input type="text" value="Not Filtered"/>					
Specific User: <input type="text" value="Not Filtered"/>					
Specific Computer: <input type="text" value="Not Filtered"/>					
<input type="button" value="Clear All Filters"/>					
<input type="checkbox"/> Select all computers in filter to Order Now					
<input type="button" value="Submit"/>					
Replace	Computer	Primary User	Model	Serial	
<input type="checkbox"/>	FY21 KC-ISSS-1AZGG7D	unknown	iMac16,2	D25QW1AZGG7D	
<input type="checkbox"/>	FY22 KC-ISSS-D9MY282	Bissen, Michael S.	OptiPlex 5040	D9MY282	
<input type="checkbox"/>	FY22 KC-TEST-3WL1382	Johannesen (admin), Jamie D.	OptiPlex 5040	3WL1382	
<input type="checkbox"/>	FY22 KC-TEST-3WNZ282	Morgan, Serra	OptiPlex 5040	3WNZ282	
<input type="checkbox"/>	FY22 KC-TEST-3WRT282	Nedblake, Dennis	OptiPlex 5040	3WRT282	
<input type="checkbox"/>	FY22 KC-ISSS-5T39XG2	Pate, Kyle	OptiPlex 7040	5T39XG2	





Large Format Printing

Large Format Printer

- Large Format Printer for Student Use located in Miller Nichols Library
- Students can print from any lab computer using their own print quota
- Faculty/Staff can print using a MoCode
- Can print up to 42" wide

Usage

- Over 325 pages printed submitted since launch
 - 253 student pages
 - 95 departmental pages
 - 64 pages printed this month – largest month to date!

Support

- MNL Staff are handling the print jobs and distributing printouts
- IS providing technical support and consumables
- Web page with more information linked from the Labs Printing page:
<https://www.umkc.edu/is/resources/lab-printing/wide-format-printing.html>

Expansion

- Initial discussion about expanding services to Hospital Hill (any suggestions on a location?)





Security Projects

Security Camera Replacement Project - Completed

Divine 9 Monuments - Camera project

- Completed – New lighting, cameras, emergency phone and outdoor Wi-Fi added to this area.

Building Access

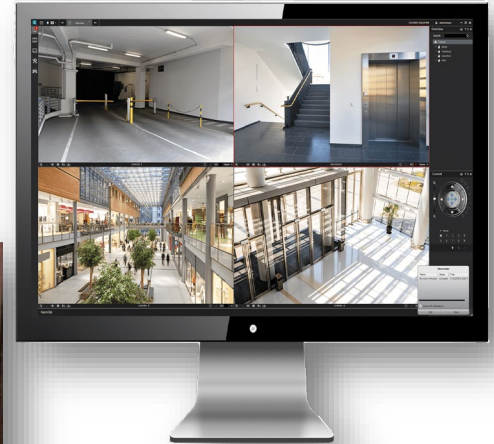
- Video phones being added to Newcomb and HSB entrances
- Student Union Dock – complete
- Newcomb Hall & Health Science Building – underway

Campus Security Alarm Upgrades

- Current platform is end of life
- Alarm monitoring to move to new UM contracted vendor
- Campus funding provided to upgrade needed alarms
- Targeting alarm upgrades completed by June 30th

Rave on Campus Digital Signage

- Unit Rise instances configured to allow this now
- Simulated test completes on Mar 25 with success
- Plan to meet with MCOMM and Provost office on next steps





Campus Construction & Renovation Projects

Recently Completed

- ASSC Career Services renovation completed with new data cabling

Projects Underway

- Student Union 401 - 90% of new AV equipment installed
- AC Telepresence upgrades - near complete
- MNL 4th Floor Renovation – in design
 - Working on AV/IT estimates now
 - Additional IT scope areas to be defined
- SOM St. Joseph – in design
 - IT estimates shared with CFM
 - Pending approval to proceed
- Healthcare Innovation & Delivery Building – in design
 - AV/IT budget established
 - Reviewing IT scopes now and working on estimates
- AC 3rd Floor South Renovation – in design
 - Furniture/space changes requiring new data cabling
 - Scope not finalized
- Student Union Computer Lab Move
 - Moving Lab to outside movie theater
 - Estimates approved – Start pushed to end of April





Classroom/Meeting Space Projects

Recently Completed

- MNLK classrooms 351 & 352 – full AV upgrade
- ASSC meeting rooms 236, 237, 238 – AV upgraded
- Grant 140, 221, & piano lab classrooms – AV upgraded
- Student Union AV Upgrades – all meeting rooms but 401
- Education 307 & 356 meeting rooms – AV upgraded
- Fine Arts 106 Classroom – AV upgraded
- Bloch Room 220 meeting room – AV upgraded

Projects Underway – Pending Completion

- Bloch Room 03 – Phase 1 install complete
- Newcomb Faculty Lounge - Phase 2, selecting furniture
- ASSC 102 meeting room - AV upgrade in early may
- HSB 4308, 3303, 4302 – AV upgrades this summer
- LS 007 and 2-101 – AV upgrades in late summer/early fall
- CH 105 – AV upgrade by July
- PharmD program upgrades at MU – Equipment on order
- Bloch Executive Hall Video wall upgrades – Equipment on order
- Bloch Executive Hall Classroom Upgrades – defining scope now





Infrastructure & Network Projects

Recently Completed

- Dental School Fiber Replacement - Completed
- Quad Fiber Ring Replacement - Completed
- Divine 9 Surveillance – Completed
- Royal, Manheim & Haag wired/wireless upgraded

Projects underway – pending completion

- Quad Wi-Fi - underway
- Atterbury Student Success Center network upgrade
- Cherry Street Parking Structure network upgrade
- SRC Building wide infrastructure upgrades – Pending start
- UMKC Outside Plant Mapping – just started
- School of Medicine St. Joseph Expansion - Design
- New Dental School Building – Design
- MO OneCall - Ongoing





Networking Update – 1

Building Network Lifecycle Upgrades

Multigigabit desktop connections, 60 watts Power-over-Ethernet & 25Gb uplinks

- Atterbury Student Success Center & Cherry Street Garage - Ordered
 - New Cisco 9300 series network switches
 - Switch uplinks upgraded to dual 25G
- Miller Nichols Library 4th floor and building Distribution – Designed awaiting order
 - New Cisco 9300 series network switches
 - Switch uplinks upgraded to dual 25G
 - Cisco 9166 Series access points, 6Ghz capable

MoreNet Fiber Path Upgrade to Campus

Improve off-campus network resiliency with a direct fiber path from Hospital Hill to MOREnet

- Fiber path between downtown to Volker campus via Gilliam by Zayo.
- Fiber path between downtown to School of Medicine via Holmes by Everfast

Campus Phone System – Cloud Investigation

Reviewing options with multiple vendors for cloud hosted phone and contact center service.

- Jabber softphone migration to WebEx App client
- Phone features: SMS integration, PCI compliance
- Contact Center features: Multichannel agents, web client, AI bots





Networking Update – 2

Newcomb Hall Data Center Upgrades

HVAC system upgrades

- New chilled-water unit installed
- New condenser unit installed

Fire suppression system

- Starting a new project to replace the end-of-life fire panel
- Possibly replace FM-200 gas with more environmentally safe, inert gas

Data Center Firewall Replacement

Replaced the "DCL 3+ (PCI, HIPPA, etc.) firewall for protected data types

- New firewall allows faster data uplinks for the supported services
- Replaced 12 "workgroup" firewalls with newer models

Outdoor Wireless

Improve wireless coverage in outdoor spaces

- Replaced APs in Bloch Garden, Durwood Field, Berkley, Cherry Street Parking
- Added new AP to Divine Nine area, Flarsheim-Royall area underway

New Building Construction

Working with campus partners and architects to design building network and security systems

- Miller Nichols Library 4th floor – Design underway
- School of Medicine – St. Joseph – Design underway
- Health Innovation & Delivery Building – Design underway





Business Development

Terra Dotta

- Terra Dotta is a global engagement platform to facilitate cross-cultural learning experiences for students, faculty, and staff worldwide.
- Groups involved include Information Services, International Student Affairs Office (ISAO), Study Abroad and Global Engagement (SAGE)
- Current state of module implementation:
 - Working through implementation of four modules, with varied go-live dates scheduled throughout 2024

Cayuse / GEM

- Cayuse Graduate Education Manager (GEM) is a comprehensive solution for postgraduate researchers, supervisors, and graduate schools to streamline supervision meetings, progression monitoring, examinations management, and reporting
- Students, advisors, directors and other administrators can access student records as appropriate, tracking progress towards degree completion
- Project involves input from IT, School of Graduate Studies, the Provost's Office, Registrar, and all academic units with graduate/professional programs
- Current state/timelines:
 - Implementation begins August 2024-November 2024 with anticipated completion in Spring 2025

Canusia

- Will replace current HSCP/dual enrollment tools and processes
- Working with teams from Admissions, Student Support Services, and IT to identify project requirements
- Project will kick off later this spring





Administrative Updates

UM VP of IT and MU CIO

- Benjamin Canlas, selected for permanent roles
- Ben has been interim in these roles for several years now

Changes in IT Procurement

- Monte Churchman recently passed away
- IS filling this vacancy right away with former UMKC IS employee, Grant Akins
- IS is a bit behind but hopes to be caught back up by July 1st

FY25 IS Budget updates

- Several cuts made to meet FY25 budget targets
- IS training budget cut by 50% across the board
- No new positions or major changes to titles and pay expected
- May delay hiring some vacant positions
- Limited equipment budgets cut in various units
- \$75K in Software funding cuts:
 - Removing IS funding for Maple - \$25K
 - Removed funding to start box migration - \$50K
- WRP Research funding has been 100% cut





THANKS!

Any questions?