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Information Services Current Goals and Projects

Mission

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

2017 Goals

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

FY2015 IS Project List & Point Person

- Campus New Construction/Renovation – Guggenmos/Technology Management Services
  - Free Enterprise Center
  - National Museum of Toys & Miniatures Renovations
  - Whole Foods Development
  - MNL 3rd Floor Renovations
  - Education Lab
- Expansion of wireless coverage – Schonemann/Network Architecture
- ILE Classroom Lifecycle Upgrades – Guggenmos/Technology Management Services
- Investigate 3-D Printing – Reisenbichler/Support Services, Guggenmos/Technology Management Services

FY2015 Shared Services Project List

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

Details on each of the above projects can be found in the individual sections for the responsible department.
Executive Summary

Information Services is a strategic asset for UMKC’s missions of teaching and learning, research, service and economic development. We continued to make progress toward our defined goals and this document details the progress we have made during the first two quarters of FY2015.

The Technology Management Services department (TMS) has made great progress in working with the Special Projects Management Office (SPMO). The UM System Project Portfolio Management Tool, Innotas, went live during the review period. We completed campus training in December. A new Project Manager was hired and we began the onboarding/training processes. A PeopleSoft reconciliation template was created and is now required of every project to ensure a 100% account match when reconciling project expenses with campus departments. Since the last report, we have closed 10 projects with a total dollar amount of approx. $550,000.00.

UMKC participated in a shared services initiative to consolidate UM system data centers into two physical locations. The goal of this project is to contain costs by reducing duplication of efforts on each campus and align common organizational functions. The project will provide a core infrastructure for the UM System to support shared services operations moving forward. This work has been divided among five committees including security, unified network, core infrastructure, core services catalog and core finance. During the review period the IT departments on every campus contributed a significant amount of time and energy into the project. Progress is slow but steady and the teams are making headway.

In addition to the shared services initiatives we continue to provide IT/AV design and installation services for schools that need project work done. During the review period we completed projects for the following schools: Bloch School of Business, School of Education, School of Pharmacy, Engineering, Miller Nichols Library and the Institute for Human Development. We are currently in the implementation phase on projects for the School of Biological Sciences, Hospital Hill Student Housing, National Toy and Miniature Museum and the offices at Union Station. Projects in the design/planning phase include projects for the School of Chemistry, Chi Omega Sorority, Downtown Arts Campus, Hospital Hill Apartments, the Miller Nichols Library and the School of Dentistry.
The Ideal Learning Environment (ILE) classrooms continue to receive both regular maintenance and upgrades. We invested $21,200 in equipment and parts for ILE campus classrooms. Current projects include phase 1 of upgrades to select large auditoriums and phase 1 of the digital switching and transport in ILE rooms with wide screen projection systems. Future projects to update the ILE spaces include phase 2 of the program to upgrade select large auditoriums and phases 2-4 of the digital switching and transport plan. As the campus grows we continue to add more classrooms and technology equipment to the support pool. With the recent addition of 7 new systems we now support a total of 363 technology equipped environments on campus. This group has now installed software to remotely monitor the functionality of ILE equipment so that preventative maintenance can be performed reducing the time classrooms are out of service for an outage. Phase 2 of the Extron Global Viewer implementation is complete with 64 rooms currently being monitored.

Support provided to the Bloch School of Business now includes daily preventative maintenance checks, event support, upgrades to the Entrepreneurship Hall of Fame interactive display and support of students who act as front-line support for desktop support issues that may occur during classes. Support for the School of Pharmacy also includes daily preventative maintenance checks before classes start but front-line support for the school of provided by video services technicians. During the FS2014 term the Pharmacy faculty began transitioning to operating the video distance learning technology in the newly completed distance learning classrooms. We assisted with this transition by developing training documents, provided backup support services and we identified and resolved issues effecting the reliability of the equipment installed.

Information Services provides a tool for UMKC faculty and staff to play videos on computers, laptops and mobile devices. These videos are used to aid in instruction and promote university services. During the second half of 2014 we added 385 videos to our growing catalog.

During the review period IS Support Services led two university-wide technology projects that improved systems in use by campus helpdesk and desktop support teams. The first improvement included the purchase and installation of a new Bomgar virtual appliance which allows technicians to remotely assist customers with computer problems. The second improvement expanded our Mobile Device Management (MDM) system to include the other UM campuses and upgraded the software to the most current version. Both of these systems are hosted at UMKC.

After careful evaluation and testing, UMKC entered into an agreement with Box - an enterprise level cloud collaboration and file storage service. A Box pilot project was established during this period to
gather faculty and staff feedback and test account provisioning and de-provisioning processes. Feedback helped us to tweak processes prior to the launch date.

As more departments partner with IS on new service agreements, we continue to work closely with IT operations committees to ensure we have a clear set of priorities and a shared visions for how to achieve them. Consistent communication has helped to ensure inclusiveness and transparency as we work through technology initiatives and best practices. The planning and procurement of over 550 computers as part of the annual Workstation Replacement Program was completed during this time period. An updated online ordering website allowed departments to select from a variety of computer options and peripherals. The ordering phase was completed on December 31 with installations scheduled during the first quarter of 2015.

Two new departmental computer labs in Royall Hall 310 and SCE 527 were installed for the start of the spring semester.

The Call Center responded to 12,723 support requests, resolving 9,795 requests and escalating 2,928 requests. Support requests generated though our 24x7 online problem report tool remained consistent during this period. Feedback from our customer satisfaction surveys remains very positive.

The student computer labs remain a key resource for UMKC students. During this period we had 12,534 distinct individuals use the public computing sites. This represents a very large percentage of our student base and exemplifies the usefulness and importance of these student computing facilities. In addition to the physical computer sites we had 1,812 distinct individuals who logged into Remote Labs 29,903 times.

Remote Labs was expanded with the addition of DNASTAR (sequence analysis software for the School of Medicine) and SPSS for the School of Nursing.

Support Services facilitated the purchase of $950,000 in new hardware and $925,463.67 in software during the second half of 2014.

The desktop support teams resolved 3,167 requests for service during this review period. They also worked on numerous IT initiatives including improvements to the IT Service Management tool including data modifications, changes to Operational Category structure and the user database. The asset management system and reporting systems were updated as were numerous servers. They evaluated, tested and deployed hundreds of computers systems and peripherals. Many software applications were tested, packaged and deployed.

As a team, we continue to strengthen relationships with vendors including Microsoft, Apple, AirWatch, SCCM, Dell, Box, Jabber, Adobe, Absolute, B&H Photo, DataMax,
Xerox, Verizon, AT&T, Sprint, GovConnection and InfoPrint.

The Infrastructure Services department is currently working on the new Troost Street Residence Hall and Medical School. They will finish the Residence Hall for the FS14 term and hope to complete the Medical School upgrade to Category 6 cable over the next year. Upcoming projects for this group include bringing voice and data systems online in a new student residence hall on Hospital hill and the remodeled Miller Nichols Library. This group also handled 420 requests for moves, adds and changes on voice jacks, data jacks and phones and responded to (and resolved) 201 trouble tickets. They repaired outside plant fiber the same day it was cut and installed over 130 VoIP phones.

Network Architecture upgraded 8 campus house connections and converted all campus alarm panel phone connections during the review period. They began a pilot to explore Jabber, IM and Presence on campus. The network design for the Hospital Hill Apartments in complete and equipment is now on order. This project includes 8 IT closets, 30+ access points and 30+IP cameras. The design and installation of the wired and wireless network connections for the Brick City campus in Springfield, MO are now complete. The Network Architecture group also assisted with the move of the Ruffalo Cody call center from the 51st Street Annex to the Cherry Street location and moved the Campus call center to the Administrative Center. The Institute for Human Development was also moved from the 6th floor of the Union Station building to the 5th floor to accommodate a construction project.

The IS Security office assisted with the Workstation Password Management project, PeopleSoft Performance Monitoring project, Campus Web Server Re-design project, eDiscovery project for the Bloch School of Business and the Box cloud storage project. This group did PCI audit work for multiple campus departments and updated campus desktop protection to EMET 5.1. They closed out yearly Employee Security Awareness program for 2014. Work was also done on the UM System Mobile Device Audit and Penetration Test Audit review as well as a framework for new centralized event log collection system.

Currently the UMKC Data Warehouse has 97 reports logged into the Cognos Report Inventory. These reports are all designed and maintained by members of the UMKC Data Warehouse to help support reporting efforts on the campus. On behalf of the campus and various schools/departments, the UMKC Data Warehouse completes a variety of surveys from third-party organizations. This group offers a variety of online dashboards for campus users. The most popular of dashboards is rooPlan which contains a variety of historical counts on enrollments, credit hours, new students, and employment information. Major projects completed during the review period include FS14 Census process and Reporting, SS14 Degree Review and AT2014 Reporting, SS14 degree load for Advancement Services, 2014 Voluntary Support of Education (VSE) submission and the UMKC Frozen Internal census project (to provide student related data). External surveys completed include IPEDS Institutional Characteristics

Efforts of the Information Access Division during the period July through December 2014 were notable for the improvements made in measurements of customer response times despite a steady increase in requests for service. All divisions enjoyed singular and combined successes. Usage of ITS related tools including Blackboard, Moodle, Tegrity and Collaborate continues to be steady. The department is transitioning to a 24x7x365 support model for supporting ITS related products with a launch scheduled for January 2015. For the second half of 2014, ITS handled 1,168 chats. 84% of those chats were during office hours. The Foliotek program (ePortfolios) was used by 4 programs in the School of Dentistry with a total of 622 users in total. Blackboard Collaborate was piloted in 2013 and formally introduced to UMKC faculty in SP2014 as a replacement of Wimba Classroom. There is a significant increase of usage during the FS2014 semester since most instructors had made the Wimba to Collaborate transition.

VoiceThread was first introduced to UMKC instructors in the FS14 term. It now includes 48 courses and organizations who have either tested or used the application. Turning Technologies (clickers) have been used by (or investigated by) 100+ instructors and 35 instructors used ResponseWare for mobile devices. 7,000+ students have registered handheld clickers or mobile devices to use with this technology which is now available in 370+ (a 50% increase) ILE classrooms running on version 5.3. Listserv Maestro now has 17 active accounts, 51,146 tracking events and 1,280,234 directly distributed recipients. SharePoint now has 456 sites running for faculty, staff and research purposes with 2,453 unique users. There are 65 active course sites on Moodle.

Foundation Services provides secure, professionally managed data centers to meet the growing information technology needs of academic and administrative units at UMKC. FS upgraded our virtual server hosting platform, storage and backup software. Foundation Services continued to virtualize physical systems, and served as the primary system administrators for 500+ servers as well as provided assistance and technical support for campus IT Liaisons. The Foundation Services group has updated the primary backup product for the campus (Simpana by CommVault) to version 10SP9 for greater reliability. The department continues to support UM System Shared Service products as well as serve as an alternate data center site for other campuses. This group met the goal of 99.9% uptime in supporting the ITSM program. During the review period approximately 20 new virtual servers were provisioned and this number is expected to grow as we work with IT Liaisons to retire aging servers elsewhere on campus. The FS team remedied and closed 756 trouble tickets and the completion time continues to be held low. We reconfigured the AC datacenter for an influx of Columbia DR equipment and implemented RackMonkey software to improve rack space management.

Internal Applications works on large projects for a number of colleges and schools and performed semi-annual account cleanup processes. IA implemented additional project management, documentation and
sharing initiatives to increase effectiveness internally. Internal Applications’
database group applied Oracle patches to the UMKC Data Warehouse and IS IA
reporting servers and completed an implementation of Oracle Cloud Control.
They began the migration of MySQL databases from the old Linux server to a
new Windows server. Assistance was provided to the Registration and
Records department in managing the upgrade of AdAstra. They also
implemented fixes and applied patches related to the Heartbleed bug.

The Internal Applications Software Design and Development group worked on
numerous fixes and updates to the Grip, Grasp and Grade & International
Student Affairs Office eServices websites. They implemented numerous enhancements and bug fixes in
relation to the RooWriter project. The project moved from version 3.7 to version 5.7 during this period.
Several enhancements and bug fixes to the Starfish data feed files were implemented and they also
reinstalled SIS adapters on the Starfish data pump server. They then worked with MoreNet to set up a
persistent connection between their MySQL box and our Starfish data pump server. Miscellaneous bug
fixes and enhancements to the Conservatory website, including new pages and updated user profiles,
were completed. An enhancement to allow students who are not enrolled in the current semester to
access the Studio Abroad site were implemented and bug fixes for International Academic Programs
were applied. A new supplementary application website for the iPhD program was developed. This
team developed a prototype of a QR code mobile app and added a new myUMKC section on the UMKC
Mobile app. Worked on multiple enhancements to
the HR Performance Appraisal website and setup
the 2014 Orientation web site. Work was
completed to setup a RegOnline/eCommerce site for
the Bloch School Midwest Center Workshop and
they also setup the dental school appointment form
for use in the SP15 term. Performance has been
improved through work with Foundation Services to
roll out a new three tree architecture for app
development and updates to the automated SSO
email process. Setup of a new donation page for
UMKC Advancement and a RegOnline/eCommerce
site for the Purchase a Butterfly event were both
finished. These are just examples of the many
website changes and form updates performed by
this group.

Scanning services provided by the Internal Applications group included 683 exams scanned, 1 survey
scanned and 29,779 evaluations scanned in 16 different requests.

The Academic Enhancements group continues to provide academic support for instructors providing
supplemental material for courses. In the past six months the group produced many live streaming
events distributed to thousands of customers across the world. Academic Enhancements worked with
multiple academic units and provided streaming coverage and post production DVDs for nine
commencement ceremonies. Departments taking advantage of these services include the Conservatory of Music, Diversity & Equity, Economics, School of Education, School of Nursing, School of Pharmacy, School of Dentistry, School of Arts & Sciences, School of Law, Bloch Study Abroad Program, Chancellor’s Office, Student Affairs and Enrollment, Athletics, Alumni Association, Sigma Lambda Gamma and the Linda Hall Library.

The special initiatives detailed in this report were all completed in addition to the regular support we provide the campus including daily IT support for students, faculty and staff as well as other regular maintenance/upgrades/support necessary to sustain the needs of the campus.
Technology Management Services (TMS)

IS Project Management – General Update

Notable Accomplishments

- Continued adoption of OneNote for tracking IS project related communications
  - Recently added procurement and order tracking components to these efforts.
- Filled open Project Manager – IT position and began the onboarding/training process
- Established a PS reconciliation template to be used on every IS project going forward
- With templates we have provided 100% match to PS accounts and project charges
- Since last report, 10 projects have been closed with a total dollar amount of approx. $550,000.00
- We have gone live with the UM System Project Portfolio Management Tool – Innotas. UMKC completed campus training in December.
- The Strategic Project Management Office developed a Standard Operating Procedure Innotas.

Information Services Project Management

UM Shared Services Update

Core IT Data Center Consolidation Project

The overarching goals of the Data Center Consolidation/Core IT project are to

1) contain costs by reducing duplication of efforts/services, align common organizational functions into centers of excellence where appropriate, standardize/consolidate operations to maximize efficiency and efficacy,
2) provide a core infrastructure for the UM System which will support shared services operations at the application/functional level, and
3) consolidate all UM data centers into two physical locations (Columbia & KC).

The project is composed of five sub-projects:

**Security** – The CoreIT project and resulting consolidation of server infrastructure will require a review of firewalls and IDS/IPS infrastructure. This review will ensure that services in place during and post consolidation will meet or exceed Core IT and customer requirements.

The IDS/IPS and Firewall technologies/support structures currently in place vary from campus to campus. There are also operational differences. As part of this project we will develop standard processes to share daily decisions and activities between campuses, affected IT groups or customers as well as develop common change management processes, consolidate operational support as much as possible and improve the efficiency and effectiveness of these services.

**Unified Network** – Designing and implementing the networking hardware, protocols and interconnects utilized in the new consolidated data centers and their connectivity to the existing campus networks as well as developing the required network related operational policies and procedures.
Core Infrastructure – The CoreIT initiative has identified a need to create a shared virtual infrastructure service that can be leveraged by all business units to facilitate the consolidation of the various datacenters across the state into two new logical datacenters. These new datacenters will be created within the existing physical datacenter space in the Telecom datacenter in Columbia and the Admin Center datacenter in Kansas City. The project will leverage VMware ESX, a common virtual platform across all campuses, to provide the service. It should result in cost savings by reducing duplicative spend on hardware, software, training, and staffing. Staff savings are anticipated to be achieved by reallocating staff to other functions.

Core Services Catalog – Collect data and develop a catalog of services provided by each campus as they relate to the UM Core IT effort to consolidate datacenters and services. The “Current State” Service Catalog is expected to aid in determining the various aspects of services that are good candidates for consolidation and/or standardization across the various campus sites.

A UM CORE IT Service Catalog will be developed to identify shared services as they are consolidated into the new infrastructure and environment, identifying governance, SLA/MOU requirements, service delivery models, pricing, metrics, service owners, process owners, process managers, staffing plans and escalation procedures.

Core Finance - Establish Core IT financial processes, Core IT operational cost rates, Core IT financial ownership responsibilities by campus and to document financial impacts to each campus for the operation of Core IT.

Completed during this review period
IT Resources from every campus have contributed a significant amount of time/energy to this project in project management roles, team lead roles or in the SME role for a given technology/area. As a colossal system project progress is slow but steady. The project teams are functioning very well.

FINANCE
- Project charter development under way – completion scheduled for end of December
- Each campus has identified/shared cost information for virtual server services currently - these are under review

SERVICE CATALOG
- Project charter completed and approved by CIOs
- PMs and team leads assigned
- Virtual Server Service Level Agreement development underway – aiming for end of year completion

INFRASTRUCTURE
- Project charter completed and approved by CIOs
- PMs and team leads assigned
- Ongoing system discussions surrounding design direction for data center structure

NETWORK
- Project charter completed and approved by CIOs
- PMs and team leads assigned
- Preliminary design for ICN network updates very near complete
SECURITY

- Project charter completed and approved by CIOs
- PMs and team leads assigned
- Working to define procedural aspects of firewall/IPS/IDS maintenance, setting of rules, etc.

Information Services Project Management

UMKC IS Project Updates

As a division, we have worked with several academic/business units to renovate, design, install and, in most cases, provide ongoing support for multifaceted information technology and audiovisual systems. The following tables include projects with IT/AV scopes that bridges multiple departments within IS.

Completed Projects

<table>
<thead>
<tr>
<th>Project</th>
<th>Project Details</th>
<th>Lifecycle Cost</th>
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</thead>
<tbody>
<tr>
<td>BEH Hall of Fame (P150)</td>
<td>Relocation of exiting display, new signage kiosk with pilot software</td>
<td>$2,865.13</td>
</tr>
<tr>
<td>BHH Digital Signage Upgrades (P144)</td>
<td>Upgrade (2) digital signage AV systems with new displays, PCs and signage software in student lounge</td>
<td>$11,029.07</td>
</tr>
<tr>
<td>ED 245 Conference Room (P147)</td>
<td>(1) New LCD conference room system</td>
<td>$4,766.47</td>
</tr>
<tr>
<td>IHD Renovations (P148)</td>
<td>Moving office suite down one floor and installing new network</td>
<td>$33,057.80</td>
</tr>
<tr>
<td>MNL 2nd Floor Renovations (P120)</td>
<td>Conference room AV system &amp; computer lab upgrades</td>
<td>$24,282.69</td>
</tr>
<tr>
<td>MNL Digital Signage Upgrades (P143)</td>
<td>(1) New digital signage system</td>
<td>$9,020.60</td>
</tr>
<tr>
<td>MNL Donor Signage (P117)</td>
<td>(1) New donor recognition signage system</td>
<td>$9,936.55</td>
</tr>
<tr>
<td>NH 210 Conference Room Upgrades (P131)</td>
<td>LCD AV system with video conferencing capability</td>
<td>$8,465.28</td>
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<tr>
<td>Pharmacy Program - HSB 3301/5301 (125)</td>
<td>Upgraded (2) existing distance Ed classroom/control room environments with new video/audio systems, automation and control interface updates.</td>
<td>$410,574.20</td>
</tr>
<tr>
<td>RH Testing Facility (P133)</td>
<td>Expanded testing lab with (1) ILE Full classroom system, relocated another ILE system to RH 314, 38 new PC systems, and a new data network</td>
<td>$62,874.41</td>
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<tr>
<td>UMKC Engineering Zone (156)</td>
<td>(1) Presentation display, new wireless APs and network ID</td>
<td>$3,652.75</td>
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<tr>
<td><strong>Total</strong></td>
<td></td>
<td><strong>$580,524.95</strong></td>
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### Current Projects

#### IMPLEMENTATION PHASE

<table>
<thead>
<tr>
<th>Project</th>
<th>Project Details</th>
<th>Est. Lifecycle Cost</th>
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<tbody>
<tr>
<td>SBS 104 Renovations (P149)</td>
<td>Room expansion; added supplemental LCD displays to ILE system for better student viewing</td>
<td>$5,335.17</td>
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<tr>
<td>Hospital Hill Student Housing (P123)</td>
<td>Outside cable plant, building network infrastructure for wired and wireless networks, security systems, (1) LCD conference room, (7) displays for cable for the Fitness Center</td>
<td>$212,458.04</td>
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<tr>
<td>NMTM AV Upgrades (P124)</td>
<td>Conference room AV system, building wide paging/audio system, new building wired/wireless networks</td>
<td>$63,461.85</td>
</tr>
<tr>
<td>Union Station Upgrades (P139)</td>
<td>Updated (2) existing ILE training systems + added LCD conference room cart</td>
<td>$35,874.54</td>
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<tr>
<td><strong>Total</strong></td>
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<td><strong>$317,129.60</strong></td>
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#### DESIGN/PLANNING PHASE

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<tr>
<th>Project</th>
<th>Project Details</th>
<th>Est. Lifecycle Cost</th>
</tr>
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<tbody>
<tr>
<td>4825 Troost 102B Conference Room (P160)</td>
<td>Upgrading projector and screen to wide screen format, and adding a new audio system</td>
<td>$6,520.00</td>
</tr>
<tr>
<td>Chemistry ILE/AV Upgrades (P119)</td>
<td>General ILE upgrades to (7) teaching spaces</td>
<td>$126,000.00</td>
</tr>
<tr>
<td>Chi Omega Sorority Renovations (P121)</td>
<td>Upgrading all IS equipment</td>
<td>$18,000.00</td>
</tr>
<tr>
<td>Downtown Arts Campus- DTAC (P154)</td>
<td>New Downtown Campus for Performing Arts</td>
<td>$4,000,000.00</td>
</tr>
<tr>
<td>FH ILE/AV Upgrades (P130)</td>
<td>General ILE upgrades to (8) teaching spaces</td>
<td>$126,000.00</td>
</tr>
<tr>
<td>HHA Printer Station &amp; Cable TV display (P151)</td>
<td>Adding a student printer station in lobby and a wall display for cable TV in lounge area</td>
<td>$1,838.53</td>
</tr>
<tr>
<td>MNL 3rd Floor Renovations (P153)</td>
<td>(1) Conference Room, (3) Group Study spaces, (1) Digital Signage</td>
<td>$60,000.00</td>
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<tr>
<td>OPAC Lobby Renovations (P128)</td>
<td>(4) LCD Signage locations</td>
<td>$20,000.00</td>
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<tr>
<td>SOD MSSU Expansion (P152)</td>
<td>Distance Learning Classrooms/Labs</td>
<td>$1,300,000.00</td>
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<tr>
<td><strong>Total</strong></td>
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<td><strong>$5,658,358.53</strong></td>
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Individual Project Updates

COMPLETED

BLOCH EXECUTIVE HALL – HALL OF FAME SIGNAGE (P150)
We completed a donor-funded overhaul of an existing interactive digital signage system for the Entrepreneurship Hall of Fame. This included relocating the existing display and adding supplemental audio reinforcement to the display. This project also included a pilot of a new web based signage software which allows the client to easily update their signage content remotely.

BLOCH HERITAGE HALL – STUDENT LOUNGE DIGITAL SIGNAGE UPGRADES (P144)
We completed donor funded upgrades to the (2) current digital signage displays in the Bloch Heritage Hall student lounge. The new displays are higher resolution, larger and run on upgraded software with a centrally supported content management system in line with IS standards for digital signage. The ongoing content management will be handled by central IT.

SCHOOL OF EDUCATION 245 CONFERENCE ROOM UPGRADES (P147)
We completed the design/installation of an LCD presentation system for the newly remodeled Institute of Urban Education conference room in the School of Education.

IHD BUILDING RENOVATIONS (P148)
IHD is build out a new office suite area on a different floor of the building. Networking/Telecommunications had to relocate their building service to a different floor and pull new data services for wired and wireless networks.

MNL 2ND FLOOR RENOVATIONS (P120)
As part of a larger campus building renovation project, we completed the design/installation of a new presentation system for the Dean of Libraries Executive Conference Room. Desktop Support also updated the equipment/layout of the computer lab. Networking had to demo and reinstall all the data for the computer lab space and install some new lines in other areas of the renovation.

MNL DIGITAL SIGNAGE UPGRADES (P143)
We completed the design/installation of a digital signage display system for Miller Nichols Library. Content for this system will be managed by MNL staff.

MILLER NICHOLS LIBRARY DONOR COMMEMORATION SIGNAGE PROJECT (P117)
We completed the design/installation for a large donor funded digital signage display in the open atrium of Miller Nichols Library Learning Center. Content for this display will be managed by MNL staff.

INFORMATION SERVICES – NEWCOMB HALL (NH) CONFERENCE ROOM UPGRADES (P131)
We completed a design/installation for a new ILE/AV conference room system in Newcomb Hall. This space serves both as a conference room and as a sandbox for testing campus AV hardware and software.

SCHOOL OF PHARMACY-HEALTH SCIENCES BUILDING 3301&5301DISTANCE ED RENOVATIONS (P125)
This project included upgrading A/V systems in HSB 3301 and 5301 to match completed upgrades in HSB 5309 and at the Springfield MSU site. Upgrades included high definition video conferencing platforms, high resolution cameras and room displays, upgraded audio systems and automation controls for room cameras.
INFORMATION SERVICES – ROYAL HALL TESTING CENTER PROJECT (P133)
This project converted two existing ILE classroom spaces into a new single large computer based testing center with updated ILE equipment, new furniture, new PC/Lab equipment for 38 stations and a new data network. The old smaller testing center was converted into a small ILE classroom.

UMKC ENGINEERING ZONE (P156)
We upgraded a newly remodeled teaching/lab area for the Kansas City School District STEM Program with an LCD partial AV System. Networking also added access points and a unique wireless network for this group to use.

IMPLEMENTATION

BSB 104 RENOVATIONS (P149)
As part of a larger campus renovation project two existing lab spaces will be combined to support additional students in a single section. The recently installed ILE equipment will be augmented with additional LCD wall displays to accommodate the wider room. The projector/screen will also be re-located for better viewing.

HOSPITAL HILL STUDENT HOUSING (P123)
As part of the campus new construction project we will be installing multiple displays for cable TV and a distributed audio system for music in the new fitness center. We will also be installing an LCD conference room system for staff to use in the small administrative conference room.

NATIONAL MUSEUM OF TOYS AND MINIATURES (P124)
As part of the campus new construction project we will be installing an ILE/AV presentation system in the program room of the museum that will feature a single projector and distributed sound system. We will also be installing a building wide paging and background music system that will tie the A/V system into the campus VoIP system for easy end user applications.

UNION STATION CONFERENCE CENTER UPGRADES (P139)
As part of a client funded construction project to upgrade existing spaces we will be installing new equipment in two conference rooms to add HD video, digital switching, upgraded audio processing and the ability to allow computer based distance conferencing. We also plan to add a new LCD presentation cart for their corner conference room.

DESIGN/PLANNING

4825 TROOST 102B CONFERENCE ROOM (P160)
Updated projection and sound systems in Desktop Support conference room to align with current campus standards.

CHEMISTRY ILE/AV UPGRADES (P119)
ILE/AV solutions are currently being evaluated for a project to upgrade seven classroom/teaching labs via central funding in Spencer Chemistry Building with ILE Classroom AV Systems. These additional AV systems will increase the number of technology-enhanced teaching spaces from three to ten in the Spencer Chemistry Building.

CHI OMEGA SORORITY RENOVATIONS (P121)
As part of a donor funded renovation project, the Chi Omega Sorority House is getting a complete renovation of their existing IT systems. We are installing all new data jacks, network switches and
access points to bring the building to current campus standards. The client is also considering the addition of a surveillance system to improve security.

**DOWNTOWN ARTS CAMPUSS – DTAC (P154)**
As part of this campus new construction project, we are working with the conservatory and the project team to guide the AV/IT systems requirements and overall design. The new building will have a complex AV/IT network servicing 8-9 classrooms, 3-4 performance spaces, several control rooms, building signage, network connectivity to the Volker campus and the ability to record and stream throughout. We are currently in the early programing stage working to solidify the layout of the building and selecting the overall design team for the AV/IT package. Central IT will act as the client advocate on this project in concert with the conservatory to ensure the best system design and outline the ongoing support requirements.

**FLARSHEIM HALL ILE UPGRADES (P130)**
ILE/AV solutions are currently being considered/evaluated for a project to upgrade seven classroom/teaching labs via central funding in Flarsheim Hall with ILE Classroom AV Systems. These additional AV systems will increase the number of technology enhanced teaching spaces from twenty to twenty seven in Flarsheim Hall.

**HOSPITAL HILL APARTMENTS PRINTER STATION/CABLE TV (P151)**
We will be installing a standalone student printing station in the main lobby as well as a wall mounted display in the student lounge for cable TV.

**MNL 3RD FLOOR RENOVATIONS (P153)**
As part of a larger campus renovation project we will be upgrading the ILE/AV system in one large conference room, adding up to three digital signage systems, three group study AV systems, and new wired and wireless data networks throughout the renovated areas on the 3rd floor.

**OPAC LOBBY RENOVATION (P128)**
As part of a larger campus renovation project (2) current digital signage systems will be removed so renovations can occur and updated versions of these systems will be installed in the space following the completion of the renovations. The overall design for this space is still in the very early stages so it is likely that the IT scope will change as design continues.

**SON MSSU EXPANSION (P152)**
The School of Dentistry is in the early stages of a program study to expand to Missouri Southern State University in Joplin. Currently, the IT/AV scope includes upgrading (3) existing classrooms at the UMKC Dental School with technology to support distance education. The upgrades at MSSU include updating (4) classrooms to distance education platforms, a complete overhaul of a skills lab, the addition of a new conference room and a large office suite. There will also need to be a dedicated network between UMKC and MSSU.
ILE Classroom Lifecycle Upgrades
Below is the current list of approved strategic ILE initiatives we will be working on during FY 15/16

<table>
<thead>
<tr>
<th>Priority</th>
<th>Name</th>
<th>Est. Cost</th>
<th>Period</th>
<th>Initiative Description/Justification</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>CURRENTLY FUNDED</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1</td>
<td>Phase 1 - Select Large Auditorium Upgrades</td>
<td>$180K</td>
<td>FY15/16</td>
<td>Updating large ILE auditoriums to include improved projection systems, sound systems and infrastructure for recording to align with what students experience in newly designed auditoriums in both MNL and Bloch Hall. (Phase includes 3 Rooms at approximately $60,000 each)</td>
</tr>
<tr>
<td>2</td>
<td>Phase 1 - Digital Switching &amp; Transport - in ILE Rooms with Wide Screen Projection Systems</td>
<td>$408K</td>
<td>FY15/16</td>
<td>Replacing video switching gear, device &amp; transport cabling, and projection systems in classrooms to align with current user’s devices and video quality/resolutions/aspect ratios expectations. (This includes approximately 43 rooms with costs estimated at $9,500 per room for this phase.)</td>
</tr>
<tr>
<td><strong>FUTURE – NOT FUNDED</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1</td>
<td>Phase 2 - Select Large Auditorium Upgrades</td>
<td>$120K</td>
<td>TBD</td>
<td>Updating large ILE auditoriums to include improved projection systems, sound systems and infrastructure for recording to align with what students experience in newly designed auditoriums in both MNL and Bloch Hall. (Phase includes 2 Rooms at approximately $60,000 each)</td>
</tr>
<tr>
<td>2</td>
<td>Phases 2-4 - Digital Switching &amp; Transport - in ILE Rooms Wide Screen Projection Systems - in ILE Rooms</td>
<td>$1.2M</td>
<td>TBD</td>
<td>Replacing video switching gear, device &amp; transport cabling, and projection systems in classrooms to align with current user’s devices and video quality/resolutions/aspect ratios expectations. (This includes approximately 43 rooms with costs estimated at $9,500 per room for this phase.)</td>
</tr>
</tbody>
</table>

**TMS System Support Pool**
The number of classrooms, conference rooms, teaching labs and signage systems supported by TMS grows steadily every year with new construction and building renovations. During this review period, the number of supported systems increased to 363 due to the addition of 7 new systems.
TMS System Support Pool Count (by system type)

<table>
<thead>
<tr>
<th>System Type</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Full ILE Classrooms</td>
<td>86</td>
</tr>
<tr>
<td>Partial ILE Classrooms</td>
<td>2</td>
</tr>
<tr>
<td>Hybrid ILE Classrooms</td>
<td>70</td>
</tr>
<tr>
<td>ILE - Conference, Seminar &amp; Training Rooms</td>
<td>6</td>
</tr>
<tr>
<td>Departmental ILE (class &amp; conference rooms)</td>
<td>100</td>
</tr>
<tr>
<td>Departmental AV Systems</td>
<td>99</td>
</tr>
<tr>
<td><strong>Total Systems Supported</strong></td>
<td><strong>363</strong></td>
</tr>
</tbody>
</table>

Remote Monitoring for TMS Supported Systems
With the system support pool’s continued growth, we are working on an ongoing project to implement Extron’s Global Viewer software. This software, once fully implemented, will allow technicians to see all connected systems in order to quickly identify equipment failures and guide troubleshooting and other support responses. We are currently in Phase 2 of implementation with 64 rooms across 17 different buildings currently online and actively monitored.

Provide IT/AV System Design Services for Construction/Renovation Projects
During this review period we completed the last phase of a major multi-year project for the School of Pharmacy (HSB 3301 & 5301). Additionally, we completed several smaller renovation projects with some of our academic units. These projects include very complex IT/AV and computing systems that will be supported by IS to varying degrees.

ILE Lifecycle/Maintenance & Repair Investments
During this review period approximately $21,200 was invested in equipment and parts to keep the campus ILE classrooms and teaching environments up and running. This includes reactive maintenance and repair initiatives such as replacing defective equipment, projector bulbs, batteries, damaged cabling, etc.
Individual Project Updates
Completed – School of Pharmacy - Health Sciences Building (HSB) 3301 & 5301 Distance Ed
Renovations (UMKC)
As part of the School of Pharmacy’s plan to expand their program to Missouri State University we implemented upgrades to high definition video conferencing, a different student microphone solution and an automated camera tracking system for use during class sessions. The renovations to HSB rooms 3301 and 5301 are in the final phase of the larger Pharmacy project. The construction and A/V systems were installed and functioning for Pharmacy’s first classes of the fall 2014 semester.


Completed – Miller Nichols Library Donor Commemoration Signage Project
We completed a design/installation project for a large digital signage display in the open atrium of Miller Nichols Library Learning Center. Content for this display will be managed by MNL staff and this project was funded by a donor.

Completed - Information Services – Royal Hall Testing Center Project
This project converted two existing ILE classrooms into a large computer based testing center and an old computer lab space into a smaller ILE classroom. This project included demoing two ILE system, renovating two classrooms and a small IS lab space, installing newly modified ILE systems as well as all new computing hardware (38 systems).
Complete - MNL 2nd Floor Renovations
As part of a larger campus building renovation project we completed the design/installation of a new presentation system for the Dean of Libraries Executive Conference Room. After networking has to demo and reinstall all data lines the Desktop Support team updated the equipment/layout of the computer lab.

Complete – Education 245 Conference Room (P147)
We completed the design/installation of an LCD presentation system for the newly remodeled Institute of Urban Education conference room in the School of Education.
Complete – UMKC Engineering Zone (P156)
We upgraded a newly remodeled teaching/lab area for the Kansas City School District STEM Program with an LCD partial AV System.

Bloch School IT/AV Support
- Daily preventive maintenance checks are performed prior to the start of morning classes in order to minimize class disruptions.
- Student technicians provide front-line support for classroom and desktop issues daily from 6:30 am – 10:00 pm, including Saturdays until 6:30 pm.
- SKC (AV integration vendor) is involved only as an interface between UMKC and equipment vendors for replacement and repair.
- Event support continues to be a major feature of regular operations as the building averages 10-12 events each week ranging in size from 10-200 users with several events each month using multiple classroom spaces as a mini-conference center.
- All BEH IT/AV processes have been documented on a shared OneNote notebook which gives student technicians a reference for almost any technology-related issue that may come up.
- Upgrades to the Entrepreneurship Hall of Fame interactive display were completed in December in partnership with CFM.

Schools of Nursing & Pharmacy IT/AV Support
- Daily preventive maintenance checks are performed prior to the start of morning classes in order to minimize class disruptions.
- Video Services technicians provide front-line support for classroom and desktop issues daily from 8:00 am – 6:00 pm.
- SKC (AV integration vendor) is involved only as an interface between UMKC and equipment vendors for replacement and repair.
- As a result of recent Biamp training, Video Services was able to address and resolve an audio issue in the 5309 distance learning classroom, saving TMS resources.
- Functionality added to overcome video display limitations in lecture auditoriums 3301 and 5301 in December.
- In fall semester 2014, School of Pharmacy faculty began transitioning to operating the video distance learning technology in the newly completed distance learning classrooms. Video Services helped ease the transition in the following ways:
  - Developed faculty training documents
  - Temporarily maintained historical service levels so that trained technicians were available for help in every class
  - Identified and resolved issues effecting the reliability of room systems
On-Demand Video Hosting

Information Services provides a tool for UMKC faculty and staff to play videos on computers, laptops and mobile devices. These videos are used to aid in the delivery of instruction, or in some cases to promote schools, departments or their services. As an example, the Schools of Nursing, Pharmacy and Dentistry have submitted videos instructing students in specific procedures so that these can be handed out as homework assignments allowing more ground to be covered during class lectures.

To support these efforts, we provide and support internet links that can be incorporated into Blackboard, posted directly on websites or delivered by email. We maintain catalogued information on these videos, help troubleshoot issues with playback and, in collaboration with the UMKC Libraries Copyright team, help faculty and staff understand and comply with copyright laws and guidelines.

During this period, we added 385 videos to our growing catalog.

ILE/AV User Training

We continued our partnership with Desktop Support, the Call Center and Instructional Technologies to conduct additional ILE user training sessions for faculty that teach in the Miller Nichols Learning Center. The technology installed in this building differs from typical ILE systems. Training was necessary to help smooth the transition for faculty as they moved from older ILE systems to newer systems installed in this building. Several one-on-one sessions with faculty who teach in ILE environments were performed as needed.
Other Notable Accomplishments
During the summer/fall semesters (2014) utilization of full ILE classrooms was roughly 25% higher than non-ILE classrooms. Hybrid ILE classrooms utilization was also 18% higher than usage of non-ILE classrooms.

Technology Management Services provided maintenance and support for ILE and AV systems on the Volker and Hospital Hill campuses. This includes the new MNLC and BEH buildings. During this period 82% of all support tickets assigned to TMS were resolved within a 24 hour period and 53% were resolved within 1 hour.
Technology Management Services provided maintenance and first-tier technical support for all ILE and AV equipment in the Health Sciences Building. During this period 95% of all support tickets assigned to Video Services were resolved within a 24 hour period. 50% were resolved within 1 hour.

**Ticket Resolution Time**

<table>
<thead>
<tr>
<th>Time</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Less than 1 Hour</td>
<td>50%</td>
</tr>
<tr>
<td>1-24 Hours</td>
<td>45%</td>
</tr>
<tr>
<td>More than 24 hours</td>
<td>5%</td>
</tr>
</tbody>
</table>

Technology Management Services provided technical support for videoconferencing meetings on the Volker Campus and a portion of the Hospital Hill Campus. During this review period, we set up and supported 172 hours of videoconference involved meetings. We used a meeting room to provide a distance classroom for Labor Studies’ Saturday courses.

**Videoconferencing Set Up & Support Hours**

<table>
<thead>
<tr>
<th>Department</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>School of Pharmacy</td>
<td>42%</td>
</tr>
<tr>
<td>Labor Studies</td>
<td>16%</td>
</tr>
<tr>
<td>School of Nursing</td>
<td>31%</td>
</tr>
<tr>
<td>School of Medicine</td>
<td>4%</td>
</tr>
<tr>
<td>Missouri Library Assoc</td>
<td>5%</td>
</tr>
<tr>
<td>Other</td>
<td>2%</td>
</tr>
</tbody>
</table>
Technology Management Services provided technicians to support ITV Distance Education programs for a number of academic units with a majority of the support load dedicated to the School of Pharmacy. This group has supported 1,058 hours of ITV distance learning during this review period.

### ITV Distance Education Support Hours

![ITV Distance Education Support Hours Diagram]

- **School of Pharmacy**: 84%
- **School of Nursing**: 11%
- **Labor Studies**: 5%

### Continued Professional Development for Staff

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

- Scott Duncan (Designer) attended InfoComm’s Consumer Electronics trade conference in June.
- Chris Dechter (Designer) completed Extron Emerging Technology training in August.
- Scott Duncan (Designer) completed (8) different Crestron online courses in September.
- Scott Duncan (Designer) completed Biamp online course in September.
- All TMS staff completed Mandatory “Preventing Sexual Harassment” training in September.
- Scott Duncan (Designer) completed Extron Certification in October.
- Ben Zygmunt completed BiAmp Tesira Certification in November.
- All TMS staff completed Mandatory “UM Information Security” training in November.
- Donald Fuller (Programmer) completed Extron Control Certification in December.
- All IS Project related staff completed Innotas Project Portfolio Management Training in December.
Support Services

Helpdesk Initiatives

During the past six months IS Support Services led two university-wide technology projects that improved systems in use by campus helpdesk and desktop support teams. The first improvement included the purchase and installation of a new Bomgar virtual appliance. The Bomgar toolset allows technicians to remotely assist customers with computer problems. The second improvement expanded our Mobile Device Management (MDM) system to include the other UM campuses and upgraded the software to the most current version. This system provides a flexible model for asset management, policy enforcement and the ability to distribute profiles, applications and content based on device ownership. By working together on these shared services campuses reduce their overall costs and security risks while improving services. Both of these systems are hosted at UMKC.

New IT Services for Faculty and Staff

UMKC entered into an agreement with Box - an enterprise level cloud collaboration and file storage service. With an aggressive timeline of provisioning Box accounts to all faculty and staff in early 2015, project teams worked steadily throughout the fall semester to stay on track. A Box pilot project was established during this period to gather faculty and staff feedback and test account provisioning and de-provisioning processes. A new website was developed and published which contained a plethora of information about the new service along with valuable training resources. Feedback from faculty and staff who participated in the Box pilot also helped us to tweak processes prior to the launch date.

Agreements for Technology Support

More progress was made in partnering with academic units for IT support services. A new MOU was completed between the School of Pharmacy and IS to provide IT technical support for the new Pharm D program at Missouri State University in Springfield. An amendment to the Bloch School of Management MOU was also completed during this period. This MOU included the transfer of Bloch IT staff to IS along with the technology services they provide. More conversations are underway with other academic units for new service agreements in 2015.
Workstation Replacement Program
The planning and procurement of over 550 computers as part of the annual Workstation Replacement Program was completed during this time period. An online ordering website was updated and departments placed orders online after selecting from a variety of computer options and peripherals. Orders were placed by the end of the year with installations are scheduled for first quarter of 2015.

New Labs for Students
Two new departmental student computing labs were installed during this review period. These included a 36 station testing lab for the Online Learning group in Royall Hall 310 (pictured below) and a new 14-seat lab in the School of Computing and Engineering, room 527. Several other labs received a hardware refresh for the fall semester and all of the labs were re-imaged with new software for the start of the fall semester.
Customer Requests

Over the last five years the support volume in Support Services has fluctuated. We saw an increase in customer requests in both September and December.

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

![Customer Satisfaction Chart]

<table>
<thead>
<tr>
<th>Year</th>
<th>Jan</th>
<th>Feb</th>
<th>Mar</th>
<th>Apr</th>
<th>May</th>
<th>Jun</th>
<th>Jul</th>
<th>Aug</th>
<th>Sep</th>
<th>Oct</th>
<th>Nov</th>
<th>Dec</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>2014</td>
<td>4026</td>
<td>2538</td>
<td>2319</td>
<td>2764</td>
<td>2341</td>
<td>2488</td>
<td>2804</td>
<td>4567</td>
<td>3800</td>
<td>2932</td>
<td>2180</td>
<td>2701</td>
<td>35460</td>
</tr>
<tr>
<td>2013</td>
<td>3610</td>
<td>2259</td>
<td>2557</td>
<td>2699</td>
<td>2406</td>
<td>2311</td>
<td>2953</td>
<td>4628</td>
<td>3646</td>
<td>3315</td>
<td>2952</td>
<td>2284</td>
<td>34979</td>
</tr>
<tr>
<td>2012</td>
<td>3630</td>
<td>2272</td>
<td>2033</td>
<td>2440</td>
<td>2622</td>
<td>2851</td>
<td>2994</td>
<td>5120</td>
<td>3173</td>
<td>1870</td>
<td>2565</td>
<td>2003</td>
<td>34773</td>
</tr>
<tr>
<td>2011</td>
<td>3293</td>
<td>2137</td>
<td>2296</td>
<td>2347</td>
<td>2185</td>
<td>2689</td>
<td>2281</td>
<td>3863</td>
<td>2108</td>
<td>1986</td>
<td>2188</td>
<td>1841</td>
<td>29214</td>
</tr>
<tr>
<td>2010</td>
<td>4189</td>
<td>3932</td>
<td>3166</td>
<td>3105</td>
<td>2792</td>
<td>3204</td>
<td>3245</td>
<td>4775</td>
<td>3463</td>
<td>2797</td>
<td>2594</td>
<td>2168</td>
<td>39390</td>
</tr>
<tr>
<td>Total</td>
<td>18748</td>
<td>13137</td>
<td>12331</td>
<td>13355</td>
<td>12346</td>
<td>13543</td>
<td>14277</td>
<td>22953</td>
<td>16190</td>
<td>14100</td>
<td>11839</td>
<td>10997</td>
<td>173816</td>
</tr>
</tbody>
</table>

Customer Satisfaction Rates

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied

449
Call Center Projects
The Call Center responded to 12,723 support requests, resolving 9,795 requests and escalating 2,928 requests. The Call Center’s first-contact resolution rate was 77%.

<table>
<thead>
<tr>
<th>Time Period</th>
<th>Total Number of Call Center Support Requests</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q1 &amp; Q2 2012</td>
<td>12,084</td>
</tr>
<tr>
<td>Q3 &amp; Q4 2012</td>
<td>14,461</td>
</tr>
<tr>
<td>Q1 &amp; Q2 2013</td>
<td>11,272</td>
</tr>
<tr>
<td>Q3 &amp; Q4 2013</td>
<td>14,413</td>
</tr>
<tr>
<td>Q1 &amp; Q2 2014</td>
<td>11,753</td>
</tr>
<tr>
<td>Q3 &amp; Q4 2014</td>
<td>12,723</td>
</tr>
</tbody>
</table>

Support requests generated though our online problem report tool remained consistent during this period. This tool allows users to submit requests 24 hours a day, 7 days a week. The requests are generally addressed during business hours, however, we are able to spot trends in off-hours when multiple users report problems with the same services.

<table>
<thead>
<tr>
<th>Time Period</th>
<th>Total Number of Web Submission Requests</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q1 &amp; Q2 2012</td>
<td>517</td>
</tr>
<tr>
<td>Q3 &amp; Q4 2012</td>
<td>560</td>
</tr>
<tr>
<td>Q1 &amp; Q2 2013</td>
<td>344</td>
</tr>
<tr>
<td>Q3 &amp; Q4 2013</td>
<td>481</td>
</tr>
<tr>
<td>Q1 &amp; Q2 2014</td>
<td>420</td>
</tr>
<tr>
<td>Q3 &amp; Q4 2014</td>
<td>468</td>
</tr>
</tbody>
</table>

Account Management
- Preferred Name feature in PeopleSoft linked to AD Display Name – worked with UM team to make sure this implementation went smoothly and created documentation for Call Center on how to use this feature in Pathway
- Office 365 – The Call Center continues to be the primary support contact for students using the Office 365 email system. No new features were introduced into Office 365 during the last 6 months.
- Set up 14 Office 365 email accounts for alumni in conjunction with the Alumni Association
- Worked with Admissions, Registration and Records and various UM IT groups to address SSO account creation and maintenance issues

Box (cloud storage option for faculty and staff)
- Trained Call Center team on how to support the various Box features
- Created Box survey for Pilot users
Desktop Support
Responded to and resolved 3,167 Desktop Support requests. Breakdown of supported groups is below.

<table>
<thead>
<tr>
<th>Group</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employee-Student</td>
<td>135</td>
</tr>
<tr>
<td>Faculty</td>
<td>813</td>
</tr>
<tr>
<td>Generic</td>
<td>42</td>
</tr>
<tr>
<td>Retiree</td>
<td>16</td>
</tr>
<tr>
<td>Staff</td>
<td>1,621</td>
</tr>
<tr>
<td>Student-Admitted</td>
<td>16</td>
</tr>
<tr>
<td>Student-Applied</td>
<td>3</td>
</tr>
<tr>
<td>Student-Employee</td>
<td>370</td>
</tr>
<tr>
<td>Student-Enrolled</td>
<td>15</td>
</tr>
</tbody>
</table>

ITSM (IT Service Management tool used by UMKC, MST, MU and UMSL)
- Worked with ITSM Steering Committee, Service Desk Committee and technical teams to prepare for implementation of more ITSM modules and improve current processes and functionality
- Worked with Service Desk virtual team to improve and implement changes to Operational Category structure
- Led remote ITSM training for Brick City team in located in Springfield, MO
- Created several new templates for the Call Center to use when creating incidents
- Continued to update documentation and conduct training sessions for ITSM as necessary
- Performed People Data modifications as necessary and worked with Enterprise Management team to improve our ITSM Users database
- We have expanded the use of ITSM to facilitate reporting of problems in the IS Computer Labs. This has replaced a legacy form based reporting system. After implementation we’ve seen a 35% reduction in the number of incidents reported primarily due to enhanced logic/decision trees within ITSM.
Microsoft

WINDOWS

- Windows 7 continues to be the most popular operating system. We have seen a decrease of 59 Windows XP/Windows Vista computers in the last 6 months as we get closer to eliminating these out-of-date and unsupported operating systems. At this point all Windows XP systems have been removed from the network or firewalled.
- Updated Windows 7 Universal images to support new computer models and updated software versions
- Created Windows 7 PCI Compliant image and corresponding documentation
- We have updated Windows 8.1 Universal images to support new computer models and updated software versions. We currently have around 155 installations of Windows 8/Windows 8.1 across campus.
- Started testing of Windows 10 Technical Preview

OFFICE

- Continued our Office 2013 deployments across campus.
- We currently have Office 2013 deployed to 4,412 computers across campus
- We have Office 2013 installed on 89% of first tier supported computers

HARDWARE

- Evaluating Microsoft Surface 3 Pro including image support, warranty repair and asset management with the Niemi research group (Geosciences)
  - Identified models that meet campus minimum hardware support requirements
  - Updated standard Windows 8.1 image for device compatibility
  - Updated hardware asset collection methods to capture asset data for the Surface Pro

SERVERS

- Performed several server migrations from Windows Server 2008R2 to Windows Server 2012R2
- Installed new certificates on several servers

Apple

- We began evaluating mobile printing from iOS devices. Several products have been identified as potential candidates and are currently in the testing phase.
- Updated standard Mac disk image with OS X 10.10 and certified compatibility with standard site licensed apps in less than one month
- Incorporated Box Edit plugin into standard OS X disk image
- Production imaging server upgrades
  - OS X 10.10
  - OS X Server 3.1.2
  - Apple Service Toolkit 2

AirWatch

Expanded use of our Mobile Device Management solution, AirWatch. At this time we have around 600 tablets (a 300% increase) being managed by AirWatch. This includes several “labs” of iPads. We also enabled the Volume Purchasing Program and Device Enrollment Program to gain further efficiencies in managing these devices.
SCCM
Continue to use SCCM as our primary asset management tool and our preferred method of software installation. Specifically, over the last 6 months we have used SCCM to:

- Install 14,419 pieces of software across campus
  - 1,557 of these were initiated via our Software Deployment webpage by IS technicians/IT Liaisons
- Image 1,167 lab computers

Dell
- Updated Dell Warranty Script to ensure asset management system is up-to-date using automated tools
- Created online forms to collect data on non-Dell warranty information to ensure asset management is complete

Workstation Replacement Program (WRP)
- Created and sent 212 departmental inventories
- Identified ineligible provost funded orders
- Updated WRP to use single source database for Fiscal Officers
- Consulted with WRP ordering liaisons in each school to vet funding requests and help finalize orders
- Created new process/application to streamline the data transfer between old and new computers

Box
- Created and planned campus-wide deployment for Box Edit
- Created and planned targeted deployments for Box Sync
- Created Getting Started documentation customized for UMKC Box users
- Tested Box app integration with standard OS X software image (Sync, Edit)
- Recruited faculty and staff from each academic unit to participate as pilot users

Jabber
Participated in Jabber pilot program and deployed Jabber to multiple beta groups

InfoPrint
Worked closely with Columbia on the InfoPrint -> CUPS migration. Both systems are running in parallel now and we are ready for Columbia to switch to this new system.
Bloch School of Business

- Bloch Hall of Fame - developed custom image/configuration for large touchscreen
- Added additional Bloch staffing to the IS Desktop Support team to better support Bloch’s faculty/staff

School of Computing and Engineering

- Assisted with configuration and setup of the ACM Programming contest for SCE
- Replaced custom-configuration instructor PC in RHFH 366 (SCE)
- Installed new 14 seat computing lab for SCE

School of Education

Consulted with SOE to determine cost and feasibility design and support for a new TeachLive classroom simulator

- Vetted hardware requirements list and provided quote information
- Initiated project/cost tracking with Project Management office
- Project continues into the next reporting period

Residence Hall Move-In Support

- Updated software toolset used to address common malware and OS update issues that could prevent student laptop connections to the wireless network
Desktop technicians staffed Beacon Hill (8/20), Johnson Hall (8/22) and Oak Hall (8/22 & 8/23)

**Applications**
- Updated custom PXE imaging menu with support for additional images and technician tools
- Continually updated the following applications across campus to reduce security vulnerabilities and ensure our customers are kept up-to-date
  - Firefox
  - Flash/Shockwave
  - Adobe Reader/Acrobat
- Deployed WebEx plugin to all SOE PCs at the school’s request
- Evaluating Google Chrome and how it might fit as a campus supported web browser
- Updated PaperCut on several servers to latest version

**Multi-Function Office Devices**
- Evaluating new Xerox and Konica Minolta Multi-function Devices
- Liaised with departments in the market for a new MFD and approved vendors as appropriate
  - SCE 463 Lab - Konica Minolta C454e
    - Access and quota are managed on the backend with PaperCut
  - Theatre – Xerox WC5945
  - Women’s Center – Konica Minolta 454e

**Miscellaneous**
- Made numerous updates/additions to the IS Website including; Box, Remote Labs, VPN, Direct Access, Windows 8 and Android
- Implemented multiple QR Code kiosks to facilitate secure check-in/check-out in the ILC lab
- Assisted UMKC Police with BodyCam project
- Consulted with 4 new faculty (2 in SCE & 2 in SOE) to determine their office technology needs
- Provided custom lockdown environment in Urban Research Lab for two Economics exam events
- Provided guest Wi-Fi access for the yearly Math EXPO event hosted at UMKC
- Provided hardware lifecycle analysis for Conservatory Continuing Ed group to assist their budget planning
- Replaced and tested new KSICE2 Infoprinter
- Updated documentation for image building and AD binding/naming
- Continued to maintain WordPress installations of IS Blog and internal Support Services blog sites
- Staffed four New Student Orientation sessions
- Staffed one New Faculty Orientation

New color print/scan station with card swipe access in SCE 463 lab
- Hired and trained one new Call Center technician, Derrick Breshears
- Created and updated dozens of reports used across Information Services and outside departments including Remote Labs, Labs, ITSM and WRP
- Moved internal Student Assistant Support Website to primary campus web server

**Student Computer Labs**

Expanded support of additional computer labs across campus. This includes providing images to outside departments to ensure a consistent and stable computing environment for our students.

We had **12,534** distinct individuals use the public computing sites during the review period. This represents a very large percentage of our student base and exemplifies the usefulness and importance of these student computing facilities.

- In addition to the physical computer sites we had **1,812** distinct individuals who logged into Remote Labs **29,903** times over the same time period
- We completed the migration of the Remote Lab infrastructure to Windows Server 2012R2. All new Remote Labs as well as the back end processes are running Windows Server 2012R2.
- We expanded the use of Remote Labs by introducing two new labs:
  - School of Medicine: DNASTAR (sequence analysis software)
  - School of Nursing: SPSS (enables students to participate in classes and tests online from remote locations)
Departmental Lab Support

Art & Art History
Installed and imaged 21 iMacs

AUPD
KH 007
- Installed 9 new PCs and reimaged lab
- Added FME software package to OSD for spring semester
KH 202
- Reengineered cable management and reimaged lab

Communication Studies
- Reimaged and delivered 19 new iMacs and security cables

Conservatory
- Reimaged 20 iMacs in GH 221/222

Economics
- Identified 9 legacy PCs in use in graduate student offices and facilitated their replacement before the start of the fall semester

Foreign Languages
- Installed 11 new iMacs and reimaged lab and responded to Dean’s Office request for lab usage data to assist with the budget planning for this facility

Geosciences
- Fielded request for cost estimate to expand the 15-seat GIS lab to an (approx.) 25 seat facility that would merge two existing rooms in Flarsheim Hall
  - Began gathering preliminary data and process will continue into next reporting period

Psychology
- Installed and imaged 5 new PCs for Berkeley-Patton research lab

SOE
- Installed and imaged 13 new replacement PCs in ED 34 classroom

Theatre
- Consulted with Theatre on high-end workstation options for specialized projection control – this process is ongoing

General
Created/Updated **78 SCCM packages** for Labs, ILE and campus wide use.

<table>
<thead>
<tr>
<th>ACT AIm 3.0.11</th>
<th>Adobe Reader 11.0.10</th>
<th>Matlab 2014a x64</th>
</tr>
</thead>
<tbody>
<tr>
<td>Android Studio 1.0.2</td>
<td>Adobe Web Players</td>
<td>MediaLab 2014.1.111</td>
</tr>
<tr>
<td>AutoCAD 2015</td>
<td>AMD Catalyst Omega 14.12 x64</td>
<td>Microsoft Expression Web 4</td>
</tr>
<tr>
<td>Axium Client 5.20.08</td>
<td>AMOS 22.0.0.0 x86</td>
<td>Microsoft HyperV Integration Services 6.3.9600</td>
</tr>
<tr>
<td>EES 9.699</td>
<td>ArcGIS Desktop 10.2.2</td>
<td>Microsoft Visual Studio 2013</td>
</tr>
<tr>
<td>EMU8086 4.08</td>
<td>AutoCAD 2015</td>
<td>Mozilla Firefox 24.7.0 ESR</td>
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<td>BB Collaborate Launcher 1.1.0.0</td>
<td>Mozilla Firefox 24.8.0 ESR</td>
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<tr>
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<td>Version/Build</td>
<td>Software</td>
</tr>
<tr>
<td>--------------------------</td>
<td>--------------------------------</td>
<td>--------------------------</td>
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<tr>
<td>FTDI Driver</td>
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<td>Bomgar Jump Client</td>
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<tr>
<td>HEC HMS 4.0</td>
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</tr>
<tr>
<td>MASM16 Tools</td>
<td></td>
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<tr>
<td>MASM32 SDK 11r</td>
<td></td>
<td>Open Broadcaster Software</td>
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<td>Oracle 11g</td>
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<td>SWMM 5.1.006</td>
<td></td>
<td>Box Sync 4.0.5955</td>
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<td>Update</td>
<td>Mozilla Firefox</td>
</tr>
<tr>
<td>Adobe Acrobat 10.1.12</td>
<td>Update</td>
<td>Google Chrome</td>
</tr>
<tr>
<td>Adobe Acrobat 10.1.13</td>
<td>Update</td>
<td>Forex 10.0.0</td>
</tr>
<tr>
<td>Adobe Acrobat 11.0.08</td>
<td>Update</td>
<td>Fitbit Connect 2.0.0</td>
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<tr>
<td>Adobe Acrobat 11.0.09</td>
<td>Update</td>
<td>JSON2GO 1.6.22</td>
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<tr>
<td>Adobe Acrobat X (Latest</td>
<td>Version)</td>
<td>Google Chrome</td>
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<td>Adobe Acrobat XI (Latest</td>
<td>Version)</td>
<td>ESRI CityEngine</td>
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<td>ESRI CityEngine</td>
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<tr>
<td>Adobe Presenter</td>
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<td>Google Chrome</td>
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<td>Adobe Reader 11.0.08</td>
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<tr>
<td>Adobe Reader 11.0.09</td>
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<td>Google Chrome</td>
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<tr>
<td>Adobe Reader 11.0.09</td>
<td></td>
<td>Google Chrome</td>
</tr>
</tbody>
</table>
IS Managed Labs

We maintained operations in six IS-managed general use student computer labs, seven restricted access labs and supplied one associated computer classroom. 9,033 people used these sites during this time:

<table>
<thead>
<tr>
<th>Lab</th>
<th>Individuals</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bloch School of Management 005</td>
<td>644</td>
</tr>
<tr>
<td>Bloch School of Management 110</td>
<td>1,543</td>
</tr>
<tr>
<td>Health Sciences 3304</td>
<td>1,114</td>
</tr>
<tr>
<td>Johnson Hall</td>
<td>424</td>
</tr>
<tr>
<td>Miller Nichols 2nd Floor</td>
<td>2,012</td>
</tr>
<tr>
<td>Oak Place North</td>
<td>363</td>
</tr>
<tr>
<td>Oak Place South</td>
<td>540</td>
</tr>
<tr>
<td>Royall Hall 303</td>
<td>2,906</td>
</tr>
<tr>
<td>School of Computing and Engineering 364</td>
<td>843</td>
</tr>
<tr>
<td>School of Computing and Engineering 460</td>
<td>946</td>
</tr>
<tr>
<td>School of Computing and Engineering 462</td>
<td>1,209</td>
</tr>
<tr>
<td>School of Computing and Engineering 463</td>
<td>887</td>
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<tr>
<td>School of Computing and Engineering 464</td>
<td>1,155</td>
</tr>
<tr>
<td>School of Education 129</td>
<td>1,926</td>
</tr>
<tr>
<td>Student Union 210</td>
<td>3,920</td>
</tr>
</tbody>
</table>

- Continued to collaborate with various schools and departments to ensure student computing needs are met
- Worked with Desktop Support team to move our Student Assistant web-based reference site to a new server
- Consulted on ADA compliance for Beacon Hill equipment
- Staffed Miller Nichols Library computer lab for extended hours for fall semester finals
- Staffed School of Computing and Engineering labs for extended hours for fall semester midterms and finals
- Continued to align lab hours with usage
- Implemented software solution for tracking Student Assistant shifts
  - Assisted Desktop Support team with launching a parallel tool for their Student Assistant group
- Assisted with streamlining Lab Reports and guest account creation procedures
- Implemented software solution for tracking Student Assistant problem reports in labs
- Assisted with addressing outages as needed
• Continued to simplify back-office procedures and documentation to improve efficiency of operations wherever possible

• Assisted with renovation and reopening of the Miller Nichols Library second floor computer lab
• Worked with CFM to improve lab environments by scheduling deep cleaning of floors in Bloch School of Management room 110, Royall Hall room 303 and School of Computing and Engineering rooms 460, 462, 463 and 464 computer labs
• Assisted with multiple special events in the SCE computer labs
• Provided staffing and support for two special events in the Health Sciences Building room 3304 computer lab
• Staffed registration sessions during four new student orientations
• Scheduled five classes in the Health Sciences Building room 3304 computer lab
• Received over 253 applications for Student Assistant positions, conducted over 232 computer skills tests, interviewed 76 prospective new hires and hired 46 new Student Assistants for IS-managed labs
  o Conducted 8 new hire orientations
• Processed almost 5,000 shifts and supervised over 14,300 Student Assistant labor hours
• Completed reviews for 43 Student Assistants
• Supported student printing needs by keeping supplies on hand and printers ready for use
  o Over 283,000 print jobs were printed in IS-managed general use student computer labs, totaling over 1,891,000 pages.
Additional Accomplishments

- Continued building business relationships with numerous vendors most notably Dell, Apple, Microsoft, Adobe, Absolute, B&H Photo, DataMax, Xerox, HP, Verizon, AT&T, Sprint, Dell, GovConnection
- Represented UMKC on several University-wide committees:
  - ITSM Steering Committee
  - ITSM Service Desk committee
  - UM Volume Purchasing Agreement committee
  - UM Standards committee
- Served on the university wide committee to write an RFP for IT Training
- Updated space utilization survey data for UMKC IS Support Services campus buildings
- Coordinated the technical needs for the back-to-school resident hall support initiatives
- Continued to meet with Campus Facilities and define space requirements for the Support team
- Served as UM System’s central point of contact for the Dell TechDirect system
  - Established new university Dell certification accounts, worked through warranty parts discrepancies, etc.
- Organized and chaired regular, staff meetings, project meetings and IT Liaison meetings
- Began work on the purchase of a new departmental vehicle for IS Support Services as well as coordinating updates and repairs on three department vehicles
- Organized and attended numerous technical training sessions to keep the support team’s skillsets updated
- Continued to build business relationships with departments with a special focus on IT operational committees
  - Coordinated and met with groups on a regular basis to ensure changes and new projects are communicated and that all initiatives align with priorities and best IT practices
UMKC IT Hardware Procurement

- Purchased over $950,000 worth of IT hardware; including computers, tablets, printers, peripherals and related service warranties
- Distribution of spending over primary vendors -
  - Dell and Apple remain the primary computer vendors representing roughly 93% of the total hardware spend
    - Expenditures on Dell and Apple are up by a substantial 118% from the previous six-month period
    - This increase is primarily due to the large Workstation Replacement Program (WRP) purchase in this period where Dell and Apple are most visibly highlighted as the standards for campus computing
  - Apple hardware purchases accounted for about 17% of the spending
    - This represents a 43% decrease in percentile spending over the previous six-month period (January through June, 2014), however, it is right in line with the spending expectations for the first half of each fiscal year where Dell purchases dominate the WRP in terms of spend by vendor.

IT Hardware Procurement: Top Ten Vendors

The distribution of spending over primary purchase methods:
- eProcurement: $848,787.50
- Pro Card: $100,191.04
- UMKC Bookstore: $2,752.00
The percentile of payments via P-Card is at its lowest point for IT Hardware Procurement since records have been kept. This has resulted from the shift to centralized purchasing where eProcurement is heavily utilized and non-contract P-Card purchases are thus becoming rare. The addition of B&H Photo to eProcurement has also played a role as it provides competition in the IT peripheral space.

Historically, IT spending conforms to a well-known pattern that we see repeated again for the current review period wherein the first-half on the fiscal year sees roughly twice the spending due to WRP and the payment schedule of a few large UM System software contracts.
Workstation Replacement Program

- Provided pre-order computer inventory analysis, projections and hardware funding criteria
- Worked with vendors to achieve bulk discounts and create numerous standard and specialized quotes from Dell and Apple
- Placed orders with vendors for 558 computer system requests collected during WRP 2015 at a total cost of $476,832.34
- Communicated with vendors, IT Liaisons, fiscal officers and IS management about hardware models, ordering, funding eligibility, shipment, tracking and delivery
- Workstation Replacement Program configuration breakdown:

<table>
<thead>
<tr>
<th>WRP 2015 Models</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dell OptiPlex 7020</td>
<td>401</td>
</tr>
<tr>
<td>Dell Latitude E7440</td>
<td>59</td>
</tr>
<tr>
<td>Apple 21.5&quot; iMac</td>
<td>29</td>
</tr>
<tr>
<td>Dell Latitude E7440 plus ePort Plus Docking Station</td>
<td>12</td>
</tr>
<tr>
<td>Apple 13.3&quot; MacBookPro</td>
<td>11</td>
</tr>
<tr>
<td>Special Orders</td>
<td>11</td>
</tr>
<tr>
<td>Dell OptiPlex 7020 plus 22&quot; Wide-Aspect Flat Panel Monitor w/ AC511 Speaker Bar</td>
<td>8</td>
</tr>
<tr>
<td>Dell Latitude E7240</td>
<td>8</td>
</tr>
<tr>
<td>Dell OptiPlex 7020 plus Dual 22&quot; Wide-Aspect Flat Panel Monitors w/ AC511 Speaker Bar</td>
<td>5</td>
</tr>
<tr>
<td>Dell Latitude E7240 plus ePort Plus Docking Station</td>
<td>5</td>
</tr>
<tr>
<td>Dell Latitude E7440 plus ePort Plus Docking Station and 22&quot; Wide-Aspect Flat Panel Monitor w/ AC511 Speaker Bar</td>
<td>5</td>
</tr>
<tr>
<td>Dell Latitude E7240 plus ePort Plus Docking Station and 22&quot; Wide-Aspect Flat Panel Monitor w/ AC511 Speaker Bar</td>
<td>4</td>
</tr>
</tbody>
</table>

Mobile device and wireless service procurement

- Served as institutional point-of-contact for wireless device procurement processes, including day-to-day activities such as item selection, consultation, device and plan ordering, resolving issues with three (3) primary carriers and coordinating installation and support requests with IT Liaisons and the IS Desktop Support team
- Activated 23 lines of service on various devices (e.g., cell phones, air cards, hotspots, wireless tablets) including new lines, upgrades, ports and warranty replacements
- Processed requests for device swaps, wireless plan changes and transfers of liability
- Closed T-Mobile account with deactivation of all its lines of service
IT Hardware Procurement:
Line Activations by Carrier

- Verizon, 18, 78.3%
- AT&T, 3, 13.0%
- Sprint, 2, 8.7%

IT Hardware Procurement:
Total Lines of Service by Carrier

- Verizon, 166, 71.6%
- AT&T, 38, 16.4%
- Sprint, 28, 12.1%
Other Notable Activities

- Provided IT item selection and configuration consultation for 71 distinct departments in response to a myriad of different request scenarios
- Worked with vendors to create 154 customized price quotes for various and multiple products and configurations
- Reviewed and provided IT approval for 59 eProcurement orders input by other departments
- Worked with Procurement and fiscal officers to resolve seven (7) eProcurement budget errors
- Processed authorized returns for three (3) hardware items
- Reconciled P-Card orders on a monthly basis providing invoice/receipt documentation, written requests, mocode and PeopleSoft account code assignments for 256 individual financial transactions
- Instructed the creation of Journal Entry transfers to reallocate funds for two (2) Bookstore orders and one (1) interdepartmental equipment transfer
- Created, published and updated IT Hardware Procurement web pages to provide information on models, configurations and pricing on UMKC standards for computers and networked printers
- Communicated with IT Liaison community regarding changes to hardware procurement, standards and product availability
- Participated in campus, departmental and vendor meetings and training opportunities
- Assisted with software purchasing, consultation and deployment in the absence of our software procurement expert and as necessary
- Assisted in development of new policy affecting the purchase of IT-related items at UMKC
- Setup and enrolled UMKC as part of Apple’s new Device Deployment Program which allows IS to integrate our AirWatch management system and pre-configured profiles into iOS products on first boot without manual intervention
- Took an increased role in the configuration and purchase of server systems

UMKC IS Software Procurement

- Placed software orders and renewals totaling **$925,463.67**
  - Placed software orders for various departments on Pro Card ($121,188.40)
  - Placed software orders and renewals through eProcurement ($358,842.28)
  - Processed UMKC’s portion of shared System contracts ($445,432.99)
    - Microsoft Enrollment for Education Solutions - $213,011.17
    - Microsoft Exchange Mailboxes - $113,245.00
- Renewed annual licenses for Bomgar, Learning Objects Campus Pack, ListServ, NetAnatomy, PaperCut, RedHat, Respondus and Safe Connect
- Renewed departmental licenses for ERDAS, MathCAD, Matlab and Qualtrics
- Recovered $24,162.00 from various departments to partially cover Adobe ETLA costs
Software Purchase Methods
$925,463.67
July - December 2014

- ProCard, $121,188.40, 13%
- eProcurement, $358,842.28, 39%
- Shared System Contracts, $445,432.99, 48%

Software Purchases by Vendor
(92 unique vendors)
July - December 2014

- Microsoft
- Hobsons
- Blackboard
- Box.com
- AMP
- Kaltura
- CRSP
- Link-Systems
- CommVault
ISSS Software Database complete
- Continued to expand coverage of software database
  - Vendors - 337
  - Software Titles – 824
  - License Records – 5,914
- Added information on license agreement requirements to enhance reporting options
- Placed hardware orders in support of hardware buyer totaling $77,270.86
- Provided backup for hardware buyer on cell phone/hot spot purchase and support

**IS SS Procurement Methods**

<table>
<thead>
<tr>
<th>Method</th>
<th>Spending</th>
</tr>
</thead>
<tbody>
<tr>
<td>ProCard</td>
<td>$221,379.44</td>
</tr>
<tr>
<td>eProcurement</td>
<td>$1,207,629.78</td>
</tr>
<tr>
<td>Shared System Contracts</td>
<td>$445,432.99, 24%</td>
</tr>
<tr>
<td>Bookstore</td>
<td>$2,752.00, 0%</td>
</tr>
<tr>
<td>Vendor Spending</td>
<td>$1,877,194.21</td>
</tr>
</tbody>
</table>

- Worked with system campuses to increase efficiency through shared services
  - Provided Core IT Services Committee with complete UMKC software list
- Represented IS on Campus Sustainability Committee
Infrastructure Services
IS Project – Infrastructure Improvement
Upgrade Building Wiring Infrastructure

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

Critical Issues

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

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

Critical Issues

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

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

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

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

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

Individual Infrastructure Services Accomplishments This Period

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

July 2014
- Upgraded 8 campus house connections from 10mb to 1Gb fiber connections
- Converted all campus Alarm Panel phone connections to VoIP equipment
- We implemented Cisco WebEx conferencing service. This allowed us to discontinued offering MeetingPlace as a connection option.
- Started Jabber, IM & Presence Pilot Project
- Hospital Hill Apartment building network designed and orders for equipment have been placed
- Designed and built wired and wireless network connections for the Brick City Campus in Springfield, MO
- Ruffalo Cody call center network moved to Cherry Street location from 51st Street Annex

Aug 2014
- Completed the Hospital Hill Apartments wired & wireless network installation (8 IT closets, 30+ access points, 30+ IP cameras)
- Network access control enabled on Hospital Hill Apartments network
- “Campus Call” call center moved to Administrative Center

Sept 2014
- Cisco Video Control / Expressway equipment installed to allow easier firewall traversal for video services
- InstaGENI research cluster installed in data center and connected to Internet2 research networks
- Chi Omega House wired, wireless and security network design completed
- Migrated Med School IP Cameras to NICE Video DVRs

Oct 2014
- Relocated IHD network from the 6th floor to the 5th floor of Union Station as part of building construction project
- Increased bandwidth to Union Station and Pershing Street offices from 10mb to 50mb
- Created VPN connection to MS&T for titanium service hosting
- Attended the CBORD User Group Annual Conference

Nov 2014
- Created wired and wireless network for KC Engineering Zone at 4825 Troost
- Administrative Center Data Center software upgrade
- Expanded 10G port density in Administrative Center Data Center
- GPN Network - Netflix cache installation and configuration - Infrastructure Services
Security
Notable Items

- Assisted with Workstation Password Management project
- PeopleSoft Performance Monitoring project
- Campus Web Server Re-design project (servers based on security level)
- eDiscovery project for Bloch School of Business
- PCI audit work for multiple campus departments
- Assisted with Jabber testing
- Assisted with the Box cloud storage project
- Updated campus desktop protection to EMET 5.1
- Assisted with implementation of VCS video gateway
- Assisted MS&T with a remote protected server implementation

- Closed out yearly Employee Security Awareness program for 2014
- Worked on UM-System Mobile Device Audit
- Worked on UM-System Penetration Test Audit review
- Worked to migrate campus web site encryption certificates to SHA-2
- Implemented changes to Windows machines to enhance TLS encryption
- Worked on frame work for new centralized event log collection system
Data Warehouse

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

Data Requests Processed

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

<table>
<thead>
<tr>
<th>Request Area</th>
<th># of Requests Completed</th>
<th>Average Feedback</th>
<th>Average Turnaround Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Student Records</td>
<td>197</td>
<td>3.9 / 4.0 (N=25)</td>
<td>4.7 days</td>
</tr>
<tr>
<td>Admissions</td>
<td>40</td>
<td>3.3 / 4.0 (N=3)</td>
<td>3.5 days</td>
</tr>
<tr>
<td>Human Resources</td>
<td>31</td>
<td>3.8 / 4.0 (N=7)</td>
<td>9.1 days</td>
</tr>
<tr>
<td>Advancement Services</td>
<td>437</td>
<td></td>
<td>2.5 days</td>
</tr>
</tbody>
</table>

Cognos Reports

Currently the UMKC Data Warehouse has 97 reports logged into the Cognos Report Inventory. These reports are all designed and maintained by members of the UMKC Data Warehouse to help support reporting efforts on the campus.

These reports provide both automated, scheduled delivery and on-demand reporting for users. The chart below outlines the number of distinct renditions of reports that were generated by users on the campus during the last six months.

Total Reports Generated
Online Dashboards
The UMKC Data Warehouse offers a variety of online dashboards for campus users. The most popular of dashboards is rooPlan which contains a variety of historical counts on enrollments, credit hours, new students, and employment information. The chart lists the number of times a chart was accessed by a member of the campus community during the last six months.

Usage of rooPlan charts users

Completed Projects
Below is a list of major projects that the UMKC Data Warehouse completed during the review period.

- Fall Semester 2014 Census Process and Reporting
- Summer Semester 2014 Degree Review and AY2014 Reporting
- Summer Semester 2014 degree load for Advancement Services
- 2014 Voluntary Support of Education (VSE) submission
- UMKC Frozen Internal census project – student related data

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

- IPEDS Institutional Characteristics Survey
- Bloomberg Business School Survey
- US News – Best Schools of Engineering Survey
- US News – Best Schools of Education Survey
- US News – Best Schools of Business Survey
- Business Journal Top Area Colleges & Universities
- Business Journal Top Area MBA Programs
- Business Journal Top Area Public Employees Survey
- CUPA-HR National Faculty Salaries Survey
- College Board Annual Survey of Colleges
- Oklahoma State University (OSU) Faculty Salary Survey
- National Association of Schools of Music Annual Survey
- National Association of Schools of Dance Annual Survey
- National Association of Schools of Theatre Annual Survey
- ST. Louis Magazine Survey of Colleges
- EDUCAUSE Campus Computing Survey
Information Access

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

Instructional Technologies (ITS)

Usage of ITS related tools including Blackboard, Moodle, Tegrity and Collaborate continues to be steady. The department is transitioning to a 24x7x365 support model for supporting ITS related products with a launch scheduled for January 2015.

Foundation Services (FS)

Foundation Services provides secure, professionally managed data centers to meet the growing information technology needs of academic and administrative units at UMKC. FS upgraded our virtual server hosting platform, storage and backup software. FS continued to virtualize physical systems, and served as the primary system administrators for 500+ servers as well as provided assistance and technical support for campus IT Liaisons. The department continues to support UM System Shared Service products as well as serve as an alternate data center site for other campuses.

Internal Applications (IA)

Internal Applications works on large projects for a number of colleges and schools and performed semi-annual account cleanup processes. IA implemented additional project management, documentation and sharing initiatives to increase effectiveness internally.

Academic Enhancement (AE)

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

Blackboard Help Center
- The group initiated and collaborated with Internal Applications to improve user interface and functionality of the Blackboard User Request System.
- Operation hours remain from 7:00 am to 10:00 pm on Mondays, Tuesdays, Thursdays and Sundays (6:00 pm to 10:00 pm only) with the Live Chat tool. ITS is moving to a 24x7x365 support model with an external vendor starting in January 2015.

Blackboard Usage Data

<table>
<thead>
<tr>
<th>Tool</th>
<th>SP2014</th>
<th>SS2014</th>
<th>FS2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gradebook</td>
<td>1,185 (28.17%)</td>
<td>379 (28.80%)</td>
<td>1,337 (32.69%)</td>
</tr>
<tr>
<td>Announcements</td>
<td>1,086 (25.82%)</td>
<td>354 (26.90%)</td>
<td>1,196 (29.24%)</td>
</tr>
<tr>
<td>Discussion Board</td>
<td>415 (9.87%)</td>
<td>189 (14.36%)</td>
<td>433 (10.59%)</td>
</tr>
<tr>
<td>Testing</td>
<td>300 (7.13%)</td>
<td>121 (9.19%)</td>
<td>346 (8.46%)</td>
</tr>
<tr>
<td>Assignment Tool</td>
<td>451 (10.72%)</td>
<td>148 (11.25%)</td>
<td>546 (13.35%)</td>
</tr>
<tr>
<td>Document</td>
<td>1,255 (29.13%)</td>
<td>400 (30.40%)</td>
<td>1,285 (31.42%)</td>
</tr>
<tr>
<td>Number of Enrolled Courses</td>
<td>4,206</td>
<td>1,316</td>
<td>4,090</td>
</tr>
</tbody>
</table>

ITS Chat Statistics
For the second half of 2014, ITS handled 1,168 chats. 84% of those chats were during office hours.

Chat Usage
Year-Over-Year Comparison

<table>
<thead>
<tr>
<th></th>
<th>July</th>
<th>August</th>
<th>September</th>
<th>October</th>
<th>November</th>
<th>December</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>2013</td>
<td>212</td>
<td>420</td>
<td>223</td>
<td>217</td>
<td>119</td>
<td>83</td>
<td>1,274</td>
</tr>
<tr>
<td>2014</td>
<td>137</td>
<td>393</td>
<td>309</td>
<td>137</td>
<td>88</td>
<td>104</td>
<td>1,168</td>
</tr>
<tr>
<td>YOY Change</td>
<td>-75</td>
<td>-27</td>
<td>+86</td>
<td>-80</td>
<td>-31</td>
<td>+21</td>
<td>-106</td>
</tr>
</tbody>
</table>

ePortfolios
Foliotek enrollment during the review period:
- Continued successful usage by the School of Dentistry for 4 programs
- 622 users in total

Program Breakdown
(All numbers are accumulated)

School of Dentistry

<table>
<thead>
<tr>
<th>Program</th>
<th>Number of Active Students</th>
<th>Number of Registrations Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>BSDH Clinical Entry</td>
<td>203</td>
<td>323</td>
</tr>
<tr>
<td>BSDH Degree Completion</td>
<td>14</td>
<td>21</td>
</tr>
<tr>
<td>Dental Hygiene Graduates</td>
<td>55</td>
<td>61</td>
</tr>
<tr>
<td>Predoctoral</td>
<td>215</td>
<td>217</td>
</tr>
</tbody>
</table>

Blackboard Collaborate
Blackboard Collaborate was piloted in 2013 and formally introduced to UMKC faculty in SP2014 as a replacement of Wimba Classroom. There is a significant increase of usage during the FS2014 semester since most instructors had made the Wimba→Collaborate transition.

<table>
<thead>
<tr>
<th></th>
<th>01/14-06/14</th>
<th>07/14-12/14</th>
<th>Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sessions Launched</td>
<td>970</td>
<td>3,543</td>
<td>+265%</td>
</tr>
<tr>
<td>Recordings</td>
<td>284</td>
<td>1,107</td>
<td>+289%</td>
</tr>
<tr>
<td>Max Concurrent Sessions</td>
<td>8</td>
<td>9</td>
<td>+12%</td>
</tr>
<tr>
<td>Attendees</td>
<td>5,393</td>
<td>13,930</td>
<td>+158%</td>
</tr>
<tr>
<td>Mobile Access</td>
<td>774</td>
<td>1,014</td>
<td>+31%</td>
</tr>
</tbody>
</table>
## Wimba

### WIMBA VOICE

<table>
<thead>
<tr>
<th></th>
<th>01/14-06/14</th>
<th>07/14-12/14</th>
<th>Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Presentations</td>
<td>5</td>
<td>0</td>
<td>-100%</td>
</tr>
<tr>
<td>Board</td>
<td>88</td>
<td>123</td>
<td>+39%</td>
</tr>
<tr>
<td>Podcaster</td>
<td>10</td>
<td>12</td>
<td>-20%</td>
</tr>
<tr>
<td>Email</td>
<td>21</td>
<td>24</td>
<td>-14%</td>
</tr>
<tr>
<td>Authoring</td>
<td>29</td>
<td>27</td>
<td>-6%</td>
</tr>
<tr>
<td><strong>GRAND TOTAL</strong></td>
<td><strong>153</strong></td>
<td><strong>186</strong></td>
<td></td>
</tr>
</tbody>
</table>

### WIMBA CLASSROOM

<table>
<thead>
<tr>
<th></th>
<th>01/14-06/14</th>
<th>07/14-12/14</th>
<th>Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rooms</td>
<td>990</td>
<td>287</td>
<td>-70%</td>
</tr>
<tr>
<td>Users</td>
<td>23,316</td>
<td>3,991</td>
<td>-83%</td>
</tr>
</tbody>
</table>

## Campus Pack

*(Wikis, Blogs, Podcasts, and Personal Learning Space)*

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Content in Course</td>
<td>109,827 (+1%)</td>
<td>113,019 (+2%)</td>
<td>114,633 (+1%)</td>
<td>115,729 (+1%)</td>
<td>116,917 (+1%)</td>
<td>108,606 (+1%)</td>
</tr>
<tr>
<td>Content in PLS</td>
<td>37,381</td>
<td>37,407</td>
<td>37,418</td>
<td>37,423</td>
<td>37,432</td>
<td>37,374</td>
</tr>
<tr>
<td>Content in Group Spaces</td>
<td>5,548</td>
<td>5,769 (+3%)</td>
<td>5,988 (+3%)</td>
<td>5,993</td>
<td>5,996</td>
<td>5,542</td>
</tr>
<tr>
<td>Data Transfer (monthly)</td>
<td>1.99 GB (+8%)</td>
<td>2.99 GB (+50%)</td>
<td>3.74 GB (+24%)</td>
<td>5.29 GB (+41%)</td>
<td>3.28 GB (-38%)</td>
<td>1.82 GB (-39%)</td>
</tr>
<tr>
<td>Storage Quota Used (total)</td>
<td>43.84 GB (+1%)</td>
<td>46.59 GB (+6%)</td>
<td>47.59 GB (+2%)</td>
<td>49.35 GB (+3%)</td>
<td>49.86 GB (+1%)</td>
<td>43.37 GB (+5%)</td>
</tr>
<tr>
<td>Peak Active Weekly Users</td>
<td>187 (-29%)</td>
<td>565 (+202%)</td>
<td>544 (-3%)</td>
<td>437 (-19%)</td>
<td>435</td>
<td>265 (-46%)</td>
</tr>
</tbody>
</table>

## VoiceThread

- VoiceThread was first introduced to UMKC instructors in FS2014
- 48 courses and organizations had either tested or used the application

## Turning Technologies (Clickers)

*(All numbers are accumulated)*

- 100+ instructors have used, are using or have expressed interest in this technology
- 35 instructors used ResponseWare (mobile devices)
- 7,000+ student registrations have accumulated (handheld clickers or/and mobile devices)
- 670+ (50% +) ILE Classrooms are TT enabled
- ILE classrooms are currently equipped with software version 5.3

**REDCap**
The use of REDCap has steadily increased.

**Tegrity**
Tegrity is one of the most popular teaching tools for UMKC faculty. They like Tegrity because it is easy to use and it integrates well with their course content. Students appreciate that the robust app allows them to connect with Tegrity from various type of devices. Over the years the trend towards streaming more continues and the number of downloads continues to decrease.

<table>
<thead>
<tr>
<th>Times Viewed</th>
<th>Viewing Duration</th>
<th>Number of Recordings</th>
<th>Recording duration</th>
</tr>
</thead>
<tbody>
<tr>
<td>163,500</td>
<td>77,247:48:05</td>
<td>3,868</td>
<td>3,145:57:00</td>
</tr>
</tbody>
</table>

**Downloads from January 2014 to July 2014**

<table>
<thead>
<tr>
<th>Podcast Downloads</th>
<th>MP3 Downloads</th>
<th>M4V Downloads</th>
<th>Recording Downloads</th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
<td>306</td>
<td>5,022</td>
<td>200</td>
</tr>
</tbody>
</table>

**Listserv**

<table>
<thead>
<tr>
<th>Term</th>
<th>Lists</th>
<th>Subscribers</th>
<th>Postings</th>
<th>Emails Sent (millions)</th>
</tr>
</thead>
<tbody>
<tr>
<td>FS 2014</td>
<td>528</td>
<td>228,303</td>
<td>13,518</td>
<td>4,030,897</td>
</tr>
</tbody>
</table>

**Listserv Maestro**
- Active Accounts: 17
- Tracking Events: 51,146
- Directly Distributed Recipients: 1,280,234

**SharePoint**
UMKC has 456 sites running for faculty, staff and research purposes.
- Total unique users: 2,453

**Moodle**
Active course sites plus organization sites: 65
Foundations Services (FS) Accomplishments

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

Storage/SAN/Backup

Our primary backup product (Simpana by CommVault) was upgraded to version 10SP9 allowing for even greater reliability.

ITSM

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

Server Virtualization

- The vSphere environment was upgraded to 5.5U2 and four ESXi host servers were added to our production cluster
- Provisioned approximately 20 new virtual servers
- Foundation Services continued to target physical server infrastructure for virtualization by working with IT Liaisons to retire aging hardware

Miscellaneous

- Removed home drives of archived user accounts to free up a large amount of storage
- Reconfigured AC Datacenter for influx of Columbia DR gear and implemented RackMonkey software for rack space management
- Represented UMKC on CoreIT Server Infrastructure and CoreIT Service Catalog teams
- Confluence implemented and brought into production
- Redesigned web application servers to allow isolation of ColdFusion and ASP.net applications according to their DCL
- Migrated several college/department websites to WordPress
- Remedied and closed 756 Remedy tickets. Ticket completion times continue to be held low.
Internal Applications Accomplishments

Database Server Design, Implementation & Administration
- Applied Oracle patches to the UMKC Data Warehouse
- Applied Oracle patches to the IS IA Reporting server
- Set up Oracle Cloud Control
- Began migration of MySQL databases from the old Linux server to new Windows server
- Assisted Records and Registration with AdAstra upgrade
- Implemented fixes and applied patches related to the Heartbleed bug

Software Design and Development
- Led the Grip, Grasp, Grade & ISAO eServices transition to a joint IS - Student Affairs team
- Made numerous bug fixes and code changes in relation to the Grip, Grasp, Grade & ISAO eServices websites
- We implemented numerous enhancements and bug fixes in relation to the RooWriter project. The project moved from version 3.7 to version 5.7 during this period.
- Multiple administrative options were added to the Student Kiosk website.
- New e-commerce forms for Study Abroad students were added to the student kiosk website
- We implemented several enhancements and bug fixes to the Starfish data feed files. We also reinstalled SIS adapters on the Starfish data pump server.
- A new data pull for the Blackboard activity accumulator tables was developed. Additionally, we built a companion site that allows administrators to generate a variety of reports.
- Miscellaneous enhancements and bug fixes to the Conservatory website – including new pages and updated user profiles.
- A new HTTPS based template for videos for the streaming videos was developed.
- An enhancement to allow students who are not enrolled in the current semester to access the Studio Abroad site were implemented.
Bug fixes on the Studio Abroad site for International Academic Programs were applied.

- These fixes include resolving an issue with special characters in passwords.
- Set up a RegOnline form for ATTC's SoNHS Conferences
- Multiple tweaks to the CBORD feed based on requests from the One Card office
- A new supplementary application website for the iPhD program was developed.
- We set up a new web app to support the ALEKS program.
  - This site allows users to log in via Shibboleth, accept terms and pulls score information from the ALEKS program.
- A new myUMKC section on the UMKC Mobile app was launched.
- We worked on a gradebook app that combines data from multiple inputs into one standardized input.
- Set up the 2014 Orientation website
- Set up the testing scheduler application for use in SP2014
- Built a billing app for International Academic Programs
- Began work on version 2 of the Blackboard User Request System
- Added enhancements to the Bloch Scheduler to support group registrations
- Began conversion process of the Exit Exams Website from VB.Net to C#.Net
- We implemented a number of enhancements to the Blackboard SIS integration.
- Worked on multiple enhancements to the HR Performance Appraisal website
- Provided code changes on the Writing Center Request form
- Developed a prototype of a QR code mobile app
• Setup a RegOnline/eCommerce site for the Bloch School Midwest Center Workshop
• Setup the dental school appointment form for use in SP2015
• Worked with Foundation Services to roll out a new three tree architecture for app development
• Began work on version 2 of the IS Change Management and Outages Website
• Implemented a prototype for the Major Maps On-Track/Off-Track project
• Implemented a tool that sends out automated SSOID notifications for new Dentistry applicants
• Setup a site to allow WGS to administer their program affiliation
• Updated the High School registration pages for the WOCLC conference
• Updated the automated SSO emails process
• Migrated the commencement website backend to Oracle

• Multiple enhancements to the UMKC Attendance App’s instructor module
• Setup a new donation page for UMKC Advancement
• Created a RegOnline/eCommerce site for the Purchase a Butterfly event
• Implemented several changes on the SGS iPhD student database
• Multiple updates and enhancements to the SBS website
• Implemented enhancements to the Starr Hall of Fame Nomination eCommerce site
• Developed a new form for the Bloch School in relation to the Mentors Initiative
• Wrapped up edits and moved new Conservatory website to production
• Enhanced the Outlook Photos project
• Setup a new registration site for the 2014 Cesar Chavez event
• Updated the School of Dentistry’s MDC Handouts site
• Set up a process to extract Moodle gradebook data
• Worked with MoreNet to set up a persistent connection between their MySQL box and our Starfish data pump server
• Made edits to the Cashier’s Office’s fee calculator website
• Made edits to the Women’s Center’s Walk a Mile in Her Shoes registration form
• Assisted with the uAchieve pilot
• Made edits to the History department’s NEH Border Wars form
• Made edits to the HSCP course offerings form
• Setup a new RegOnline/eCommerce form for WOCLC

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

Scanning Services
• Total exams scanned: 683
• Total surveys scanned: 1
• Total evaluations scanned: 29,779 in 16 scan requests

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

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

Linda Hall Library
- Dr. Ashworth’s lecture Event Coverage
  - four separate events

UMKC Conservatory of Music
- Jazz & Barbecue Fundraiser Video
- Conservatory Wind Symphony
  - 3 camera shoot live streaming
- Children’s Choir
  - 3 camera shoot live streaming
- UMKC Graduate Fellowship Brass Quintet
  - 3 camera shoot live streaming
- Crescendo
  - 3 camera shoot live streaming
- Chancellor’s Concerto
  - 3 camera shoot live streaming
- Wind Bands Joint Concert
  - 3 camera shoot live streaming
- UMKC Jazz night
- Helzberg Hall- Finale
  - 3 camera shoot live streaming
- Dusk Video
  - Graphics
- Intergenerational Concert
  - Event coverage single camera
  - Editing and graphics with 2 cuts
  - Link creation

UMKC Diversity & Equity
- Social Justice Lecture
- Mendoza Breakfast Lecture
- MLK Lecture Event Coverage
- Edward Almos Lecture Event Coverage
- Latino Speaker Series
  - Single camera event coverage
  - Live streaming

UMKC Economics
- Fred Lee Interview
- Economics Conference
  - Single Camera Live Streaming
- Bruce Greenwald Lecture
- "What Should We Have Learned from the GFC?"
- Jamie Galbraith Keynote
- Lord Robert Skidelsky Keynote
- Lord Robert Skidelsky "Economics After The Crash"

**UMKC School of Education**
- Hollins Lecture
- 50TH Anniversary Promo
- Emmanuel Cleaver Lecture

**UMKC School of Nursing**
- MEC Wheel Project
- BHS Promo Interview Students Location Shoot
- ATTC Counseling Videos (series)
- Dean Carey Conference Video

**UMKC School Pharmacy**
- Pharmacy Springfield Grand Opening
- Village Doctors Video

**UMKC School of Dentistry**
- Don Brown Speaker Series Event Coverage
  - Live Streaming

**UMKC School of Arts & Science**
- Visiting Lecturer
  - Every Wednesday for 4 consecutive weeks
  - Single camera event coverage

**UMKC School of Law**
- Imported & exported Brown vs Board footage

**Bloch Study Abroad Promo**
- Talking Head Interview
- Editing and motion graphics
- Link creation
- DVD production
Chancellor’s Office
- American Idol Video
- Hospital Hill Housing Project

Student Affairs & Enrollment Management
- Two location shoots
- Editing and graphics
- PowerPoint supplementation
- Link creation

Athletics Department
- Assist with multiple sports shows
  - Graphics & audio
- Continued training and mentoring with their producers

Alumni Association
- Alvin Brooks video editing and graphics
- Alumni Award DVD Production

Sigma Lambda Gamma
- Probate Event Coverage

Digital Media Accomplishments
Digital Signage: Bloch Executive Hall/Bloch Heritage Hall
- Launched the Entrepreneurship Hall of Fame interactive touch screen display
- Designed new templates and layout for the 2 new Scala Digital Signage displays in the Bloch Heritage Hall Student Lounge
  - Layouts include RSS/XML feeds displaying live news, weather and stock data in addition to content playlists
Ongoing content design and management breakdown

- Number of live events supported: 34
- Number of promotional & recruiting advertisements: 37
- Number of service & informational advertisements: 24
- Number of major animations (created in external software) for the video wall: 8
- Total: 103 published scripts
- Curved LED Stock Ticker Messaging:
  - Displayed custom messaging for the Entrepreneurship Hall of Fame Inductee Ceremony
- Total: 103 published scripts