



# 1-Page Strategy Breakdown

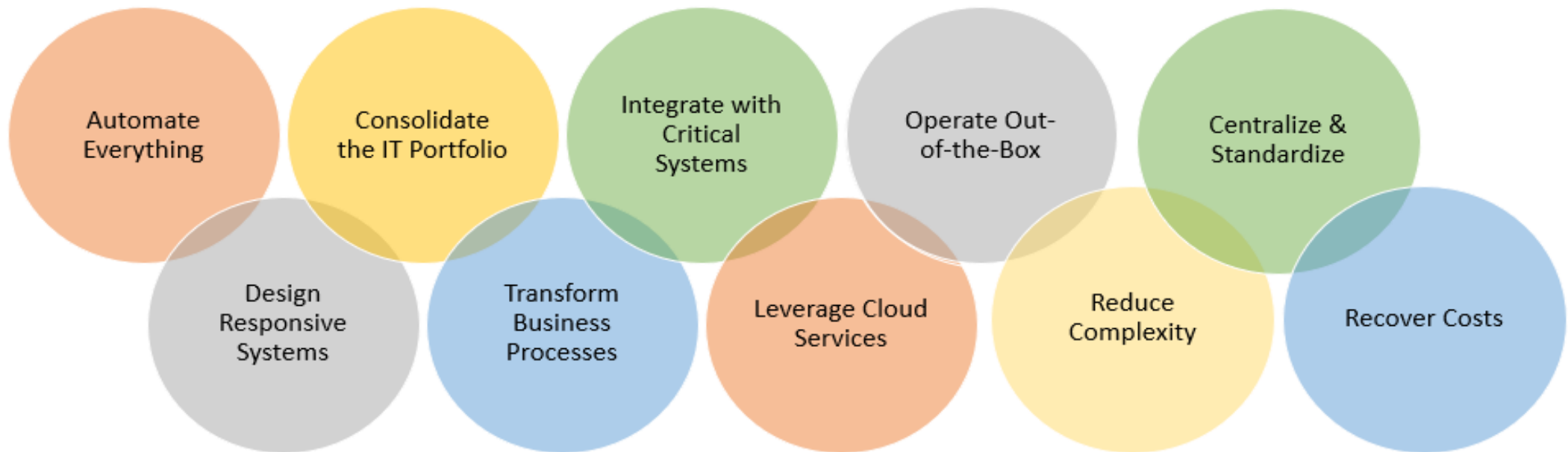
December 2019

# Operational Management

## IT Cost Optimization






Key tenets that undergird investment and design decisions

*Will this decision enable us to ...?*



# 1-Page Strategy Organization

## UTA Goals & OIT Portfolios

<p><b>UTA GOALS</b></p>	<p><b>Transform the Student Experience</b></p> 	<p><b>Engage In High-Impact Research &amp; Scholarship</b></p> 	<p><b>Reimagine Efficiency &amp; Effectiveness</b></p> 	<p><b>Ensure Student Access &amp; Success</b></p> 	<p><b>Serve the Community Near &amp; Far</b></p> 
<p><b>OIT SUPPORTING PORTFOLIOS</b></p>	<ul style="list-style-type: none"> <li>Enhance Digital Student Experiences</li> </ul>	<ul style="list-style-type: none"> <li>Strengthen Digital Research</li> </ul>	<ul style="list-style-type: none"> <li>Optimize University Administrative Systems</li> </ul>	<ul style="list-style-type: none"> <li>Expand Recruitment &amp; Retention Systems</li> </ul>	<ul style="list-style-type: none"> <li>Digitally Extend Service Activities</li> </ul>

Create personalized experiences for our students when they interact with UTA's digital systems.

Enable researchers to conduct high-quality research and publish their findings using state-of-the-art digital research services and support.

Improve inefficient business processes, automate manual processes, and/or improve decision-making capabilities.

Improve an applicant's ability, become a student at, and graduate from UTA.

Aid UTA in achieving its community service mission

# IT Programs & Projects

**OIT Foundations:** Ensure that the people, processes, and technologies are in place to enable OIT to support UTA's strategy and to attain the OIT vision.

UTA GOALS	Transform the Student Experience	Engage in High-Impact Research & Scholarship	Reimagine Efficiency & Effectiveness	Ensure Student Access & Success	Serve the Community Near & Far
	Enhance Digital Student Experiences	Strengthen Digital Research	Optimize University Administrative Systems	Expand Recruitment & Retention Systems	Digitally Extend Service Activities
OIT SUPPORTING PORTFOLIOS					
UTA GOALS	IT PROGRAMS & PROJECTS				
	MAR 19 – AUG 19	SEP 19 – FEB 20	MAR 20 – AUG 20		
Transform the Student Experience	Implement the Future LMS	11/1			
	Digital Signage				8/2020
	Web Mod Phase I	10/30			
	Evaluate Toolset and Org. for Campus Classrooms				6/2020
Engage in High-Impact Research & Scholarship	Upgrade High Performance Computing	10/30			
	Establish Centralized Research Support				2/2020
Reimagine Efficiency & Effectiveness	Implement Oracle Cloud Tools	8/19			
Ensure Student Access & Success	Support Adoption of Analytics	8/30			
	Implement CRM to Support Enrollment				12/2020
	Modify MyMav for UTA Digital				12/2020
Serve the Community Near & Far	UTA Guest Library Card	11/8			
OIT Foundations	Service Catalog				11/15
	Build OIT a Great Place to Work				4/2025
	Refresh Campus Infrastructure & Security				3/2024
	Move Teams Closer to Customers				7/2021

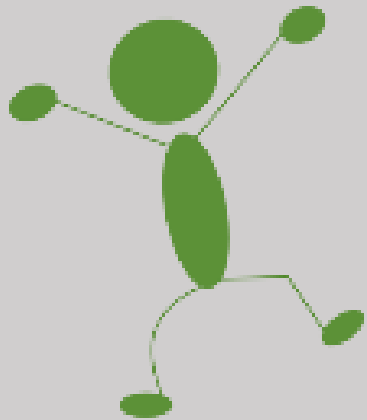
Status: Not Started  on Target  Caution  Risk  Complete

# OIT Goals Dashboard

## Success Measurements: Goals - Actuals

OIT Goals Dashboard	Success Measurement	Goal	Actual (Sep – Nov)
Remarkable Service	1. Customer Satisfaction (CS): ServiceNow Ticket Completion	99%	93%
	2. Ontime High Quality Critical & High Project Status Reports	80%	70%
	3. CS: OIT Computer Lab Customer Service	80%	90%
	4. CS: OIT Computer Lab Operational Efficiency	80%	80%
	5. CS: OIT Computer Lab Software Availability	80%	80%
	6. Modernize Web Applications	80%	85%
Impactful Research	7. HPC Cluster Utilization (# of Computing Hours Used / CPU Time available)	90%	--
	8. Research Network Consumption	60%	--
Rapid Delivery of IT Solutions	9. Student Applicant NetIDs Created within 48 Hours	98%	99%
	10. 24 Hours Resolution of Priority 1 Incidents**	80%	20%
	11. 48 Hours Resolution of Priority 2 Incidents	80%	33%
	12. 3 Day Delivery of Service Requests	80%	76%
	13. Successful IT Changes	98%	98%
	14. EIR Accessibility Requests Resolved	95%	95%
	15. Budget Consumed on New Technology*	6%	6%
	16. Budget Reclaimed on Sunset Technology*	6%	2%
Resilient, Hybrid Infrastructure	17. Web Latency	500ms	1,291ms
	18. Web Uptime	99.9%	98.56%
Great Place to Work	19. Utilization of Training Budget*	95%	63%
	20. High Performer Employee Retention*	95%	99%
	21. New Employee 6-Month Retention	90%	100%
	22. Internal Recruitment	30%	43%

\*Based on Fiscal year 2019 (Not last quarter)



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# Transform the Student Experience

# Implement the Future LMS

OIT Portfolio: Enhance Digital Student Experiences



## Implement the Future LMS

### Contact Information

BO: Maria Martinez-  
Cosio  
PM: Ana Millan

### Scope

Implement Canvas as the University Learning Management System (LMS) to replace Blackboard. This implementation focuses on setting up Canvas, migrating courses from Blackboard to Canvas, integrating Canvas with required systems of records and approved third party tools, providing training to campus stakeholders, and decommissioning Blackboard.

The **Canvas** platform includes **products** that improve and streamline learning management, assessment, analytics, registration, video learning, and professional development. Bridge is an employee development and engagement solution built to help employees strengthen their skills and drive their careers.

### Status

#### No change in current status

- Finalized course migration and currently providing required support.
- Completed system integration (grade extract and canvas - digital measures). This is part of the adoption plan for the Canvas LMS.
- Continue working on support and training for academic and non-academic groups to support Fall Semester.
- Continue working on decommission activities for Blackboard.
- Continue working on project closeout activities.

### Risks

- No upcoming risk or issues

### Planned Activities

#### No new planned activity

- Continue providing training sessions for non-academic and academic groups.
- Continue working on Canvas adoption plan - grade extract.
- Finalize project closeout document and close project.



1/10/20



# Web Modernization

## OIT Portfolio: Enhance Digital Student Experiences



### Web Modernization

Contact Information  
BO: Salma Adem  
PM: Mai Tran

#### Scope

This Web initiative and project is to design, build, test and deploy a modern Web Platform residing on AWS Sitecore, which is robust and flexible tool to support the UTA website hosting public-facing content for marketing, branding and campaign information of UTA. This new UTA website is to support the following desired business outcomes

- Help in efforts to increase student recruiting and retention
- Aid to improve brand recognition
- Improve marketing abilities such as coordinated campaigns
- Optimize navigation and search
- Decrease custom development
- Create full support organization
- Enhance personalization
- Improve general site usability

Additionally to create a complete support organization and common Web standards and processes across the UTA institution ( Institutional Advancement, OIT, Colleges and Departments).

Move 'cleaned-up' content to new platform. 'Cleaned up' defined as meeting compliance requirements, removing broken links, correcting spelling, rewording as desired – general corrections needed in the current content.

#### Status

The UA team has completed the launch with the Orientation team to build a new UTA Orientation site on Sitecore on 10 Oct 2019.

The project closeout will occur on 30 October 2019 and that will be the official end date of Web Mod phase 1.

#### Risks

No new risks or issues identified at this time

#### Planned Activities

- Continue to address any issues as needed for the Orientation team.



10/30/19



# MachForms Server

## OIT Portfolio: Enhance Digital Student Experiences



### MachForms Server

Contact Information  
BO: Douglas Bergère  
PM: Andrew Mbiam

#### Scope

- A majority of the University's Departments and staff use MachForm to collect and process data from the public as well as people affiliated with the university. The problem with the current offering is it is out of date, and no longer supported by the vendor, so we must upgrade to a current version of the software. Once this project is finished, we hope to have a service with vendor support, easy for clients to user and meets accessibility standards the University aims to achieve.

#### Status

##### No change in current status

- MachForm Version 2, or V2, is what we are upgrading from. The version that we aim to use is MachForm Version 8, or V8.
- Current offering, V2, is tightly coupled with custom applications which hampers adoption by larger stake holders.
  - At the moment the project is on hold, while site core is rolling out
  - Time allotted for the project is used in testing environments and troubleshooting for users on the future offering, V8
  - Implementing policy for directing new user's to V8 is the next steps. We have to gradually stop the flow of new content going to V2 and increase it for V8
  - SiteCore roll out is continuing smoothly. Preparing to restart rolling out V8

#### Risks

##### No new risk identified

Schedule: Schedule has to accommodate other projects rolling out towards the end of summer and early fall. No timeline set at the moment.

1. Updating Tasks list
2. Timeline for additional testing
  - Directing Users To new Join MachForm URL
  - Inform Help Desk of the updated URL
1. Refer Service Now MachForm Requests to Updated Sign up URL
2. Disallow new Form Creation on Version 2
  1. Communicate with help desk the Updated URL is only place for sign up
  2. Forward from old sign up link to new signup link
3. Open up new department form sign up.

- Scope: ImageNow integration is creating a bit of scope creep
- Additional Features needed for importing forms into Image Now
  - Testing for Image Now Integration.

#### Planned Activities

- Contact clients, migrate all accounts after UTA commencement
- Organize migration for the 17th of December



11/8/19

# UTA Digital Signage

## OIT Portfolio: Enhance Digital Student Experiences



### UTA Digital Signage

Contact Information  
BO: John Hall  
PM: Mai Tran

#### Scope

UT Arlington plans to implement digital communications platform throughout its classrooms, computer labs and high-traffic collaboration areas where current alert messages may face challenges being delivered successfully. This project is a collaboration between OIT, University Communications and the Campus Police Department. The purpose of this project has two distinct goals, and will be deployed in phases:

1. Provide the University with a Digital Emergency Alert Communication channel which will integrate with our existing ENS system "RAVE".
2. Provide the University a collaborative digital communication service which will allow faculty and staff to share information on campus activities, videos, social media, in a dynamic and innovative way.

#### Status

##### No change to current Status

##### Campus Roll-out Activities

The remaining buildings with the 180+ rooms are being addressed for cabling of Network and Power drops. Don Lane is going to validate the list of rooms for accessibility and availability for the installation of both the Power and Network drops.

**Cost Sheet Update-** Waiting on \$estimates from Nouveau for power and network drops in the remaining rooms, the cost of the switch upgrade, the additional cost from SKC for the additional equipment and installation of 58 more rooms

**Project Management Change:** Per Nikki, the original completion date for this project is May 2020 and will confirm with project sponsors, Jeff Neyland and John Hall later. It was made clear that this project is competing for the same UTA resources who are working on the installation of the new phone system.

#### Risks

- No upcoming risk or issues

#### Planned Activities

- Coordinate the access to the rooms for Nouveau to start the installation of ports.
- Don Lane needs to manage between the access between Nouveau and SKC.
- The plan is for Nouveau to start installing the electrical power ports in all the rooms which already have the data ports in them.



8/28/20

# Academic UNIX Service

OIT Portfolio: Enhance Digital Student Experiences



## Academic UNIX Service (Omega/Gamma)

Contact Information  
BO: Keith Halman  
PM: Nikki Knight

### Scope

Build out new general purpose Unix compute platform to replace Omega and Gamma servers  
There is a current security risk with the old and insecure Omega and Gamma servers. These servers are also running on outdated software versions. This project aims to retire omega.uta.edu by creating a new general purpose Unix server for academic use. This new server would be in a security zone along with other academic servers that is isolated from the rest of the data center.

### Status

No update Week October 14th -2019  
9/25/19 - Executive Team meeting attendees were: Keith H, Douglas B, Jason Hardy - to discuss next steps for Omega. Identified:  
Business owner - Nikki as this service falls under Academic - Responsible for client engagement and making sure all requests are logged and distributed to various IT teams for fulfillment  
Server management & maintenance - Jason Hardy - will coordinate a server upgrade to bring it to compliance  
Douglas - Share survey information with NK - Current users are CSE & COB  
Pricing - MySQL - \$5200/yr and JAVA - TBD  
Action Items:  
Meet with clients (CSE & COBA) come up with a wish list - Nikki & Team  
New Server - Jason & Team

### Risks

- No new risk or issue identified
- Schedule: Restarted project with goal to have in production by end of year.
  - Resources: This project will require help from the Systems Administration team, Staffing Constraints - Academic & Client Technology Team
  - Scope: On Hold - Resource Constraints

### Planned Activities

- No change to planned activities
- Work on design for new solution architecture. Finalize Omega communication.



12/31/20



Engage In High-Impact  
Research & Scholarship

# Upgrade High Performance Computing

OIT Portfolio: Strengthen Digital Research



## Upgrade High Performance Computing (HPC)

Contact Information  
BO: Douglas Bergère  
PM: Mitul Patel

### Scope

- Support the entire community at UTA through the use of a shared platform. This effort is being directed by the VP of Research working with the Research Advisory Council to develop and implement a strategic plan.

### Status

- For Accounting setup, we got firewall open between db and aaaahpc servers. Database team just created Database for accounting.
- I am now working on setting up accounting with Slurm, so that way it can get reports on CPU, mem, time, job status reports.
- Updated Intel License manager and updated Intel Parallel studio 2019 update 5 on test HPC.
- Working on updating Parallel studio on Prod HPC.
- Installing new apps on test HPC after that will do the same on Prod HPC.

### Risks

- No risk identified at this time

### Planned Activities

- Adding Accounting, installing new apps to HPC, moving M100e Chassis, and Dr. Endel New servers to CRB.



10/30/19

# Centralized Research Support Org.

OIT Portfolio: Strengthen Digital Research



## Centralized Research Support Org.

Contact Information  
BO: James Grover  
PM: Douglas Bergère

### Scope

The Office of OIT Research Services is charged with providing information technology and application to support the University's mission as a Tier 1 research institution. This department procures, advises, provisions, and supports information technology services for faculty engaged in research at the University

Core Functions:

- Provide single point of contact for technology requests from the research community.
- Provide a menu of services available to the university research community
- Act as customer advocate for requests for OIT services
- Provide architectural and topical expertise on OIT matters to the research community.

### Status

No change in current status

- Project is in the early phase determining needs while already providing campus services

### Risks

- No new risks identified at this time

### Planned Activities

- Get position posted



2/28/20

# Mentis Replacement RFI

## OIT Portfolio: Strengthen Digital Research



### Mentis Replacement RFI

Contact Information  
BO: Duane Dimos  
PM: Stacey Fraser

#### Scope

This project surfaced as need from the President to explore options of moving UTA's grant management solution to an OOO solution. The scope of this project is to review options available in the market and locate a possible replacement product to Brainwire that can support the following: Pre-award, Proposal routing, Post award, IRB protocols, IACOC (animal research).

#### Status

The RFI was officially published on 11/18/19 and will be out for roughly 3 weeks ending on 12/13/19. We will evaluate the number of responses prior to closing the RFI on 12/13/19. The submittal deadline for this RFI was 12/9 at 3pm and we received 7 responses! We have a meeting scheduled on 12/18 to review these and discuss thoughts and overall cost. Tom has created a matrix that lays out this information side by side and more easily compare responses. Steering Committee Regroup the week of December 16th to review results Risks Schedule: we will be delayed from our original timeline to wrap up this RFI due to the changes Procurement advised we need to make. Cost: at this time we are unsure of the budget for this project. This project does not have a defined timeline, budget, or scope at this point.

#### Risks

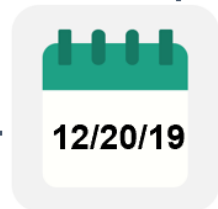
No new risks identified

- **Schedule:** we will be delayed from our original timeline to wrap up this RFI due to the changes Procurement advised we need to make.
- **Cost:** at this time we are unsure of the budget for this project.
- This project does not have a defined timeline, budget, or scope at this point

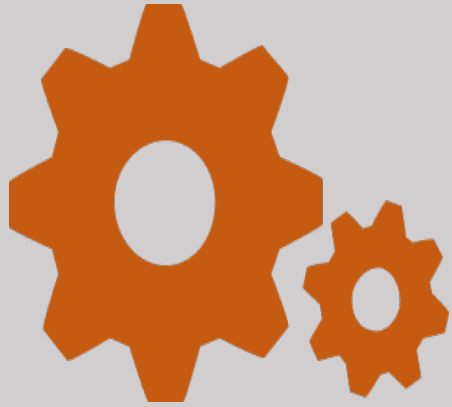
#### Planned Activities

Next steps:

- Steering Committee Regroup the week of December 19th to review results
- Decision on next steps with replacing Mentis







# Reimagine Efficiency & Effectiveness

# Implement Office 365 Group Standard

OIT Portfolio: Optimize University Administrative Systems



## Implement Office 365 Group Standard

Contact Information  
BO: Terrill Richardson  
PM: Phil Gilmore

### Scope

This project is to develop standard role-based security constructs for use with Office365. Over the course of the past year, Microsoft has released a myriad of features and functions as part of the A5 licensing. UTA is investigating these features for applicability within the academic environment. Security is divided into 4 conceptual levels: Global Policy, Document Level, User Level, Application/Location Level.

### Status

- ServiceNow programming is complete. Help Desk has completed testing and team has performed final review.
- Coordinating with Helpdesk to implement Mon or Tues, Dec 09 or Dec 10.
- The only remaining project items will be to conduct the closeout review.

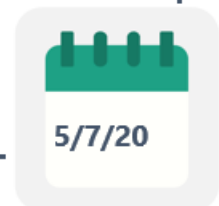
### Risks

#### No new risks identified

- Schedule: Schedule is red to do working the tasks differently than they were planned. Documentation was planned sequentially but all document types are being worked simultaneously. They will all complete early than scheduled completion for the last task. So the schedule looks red the red tasks are not currently driving the critical path. Schedule slip is now impacted by two additional factors: resource availability and software defect.
- Resources are constrained by high number of incidents. The incident demand is causing project tasks to be deferred. Software defect was discovered with automatic domain updates not performing the update correctly. Defect has been raised with Microsoft and we are waiting on resolution from Microsoft before proceeding with re-implementing the ability to create O365 groups.
- Resources: Resources were problematic over the last month and both Kevin and Carla had vacation time and when one is gone the other must cover for them which limits their availability for project work. High level of incidents has created a recurring problem on this. Documentation tasks have slipped due to availability of key resources. This is not expected to get better in the short term.

### Planned Activities

- Implement ServiceNow changes and conduct closeout review



# Time Clock

OIT Portfolio: Optimize University Administrative Systems



## Time Clock

Contact Information  
BO: Kelly Davis  
PM: David Moore

### Scope

- This project is to procure and implement a Time Keeping System that interfaces with HR ERP systems. Give departments time clock functionality that integrates with PeopleSoft. This system is designed to help manage auxiliary and student work forces.
- The benefit of this project is to help control labor costs and minimize compliance risk, while improving workforce productivity

### Status

#### No change to current status

- RFP is in the final stages
- Defining project deliverables including mapping of user groups.
- Starting to map Payroll and Absence Management current state process to create current state packet to jump start Time Clock Plus project

### Risks

- No risks identified at this time

### Planned Activities

- Start working on project plan and kickoff project with stakeholders and project team
- Defining project deliverables including mapping of user groups
- Rescheduling mapping exercise with Payroll for existing process to create current state packet to jump start Time Clock Plus project
- Rescheduling mapping exercise with Absence Management for existing process to create current state packet to jump start Time Clock Plus project
- Complete final contract negotiations and PO - ETA expected 12/6/19



8/31/20

# OBIAA Campus Solutions Data Load

OIT Portfolio: Optimize University Administrative Systems



## OBIAA Campus Solutions Data Load

Contact Information  
BO: Troy Johnson  
PM: David Moore

### Scope

In an effort to complete the OBIA launch of all pillars loaded to the data warehouse, this project is to track the efforts required toward building the most performance efficient load plan of Campus Solutions business modules. An out of the box OBIA solution will be delivered for Student Records, Financial Aid, Admission & Recruiting, and Student Finance. Any job failure due to out of the box mapping issue will be fixed and data load time should be in reasonable time.

### Status

#### No change in current status

1. A Full load has been completed but determined to be too slow.
2. GoldenGate product that reduces time in managing tables and data deletions is being considered to remediate the load time issue - currently paused due to re-priority of validating data within Campus Solutions.
3. Engaged business units for SME's to assist BA's and DA's in validation efforts.

#### Validation meetings with:

1. **Finance - General Ledger, Budgets, Accounts Payable / Vendors** - ID'd and met with QA team, clearing through security for access and determining critical reports to begin analysis, discussed and categorized key reports; Next Steps - determine effort and assign to BA team
2. **Campus Solutions - Student Records** - ID'd and met with QA team, clearing through security for access and determining critical reports to begin analysis, discussed and categorized key reports; Next Steps - determine effort and assign to BA team
3. **Campus Solutions - Student Financials** - ID'd and met with QA team, clearing through security for access and determining critical reports to begin analysis, discussed and categorized key reports; Next Steps - determine effort and assign to BA team
4. **Finance - Accounts Receivable, Purchasing, Asset Management** - ID'd and met with QA team, clearing through security for access and determining critical reports to begin analysis, discussed and categorized key reports; Next Steps - determine effort and assign to BA team

### Risks

- No Risk Provided

### Planned Activities

- All functional SME's / QA teams have MARS Access
- Following up with functional SME / QA for key report submission
- Work proceeds with BA / DA / SME's performing QA to validate all reports



02/11/20

# MARS Datawarehouse Implementation

OIT Portfolio: Optimize University Administrative Systems



## MARS Datawarehouse Implementation of Quick Analysis Subject Areas

Contact Information  
BO: Keith Halman  
PM: David Moore

### Scope

Implement a segment of the MARS data warehouse to allow approved users with create reporting using source system transaction tables from HCM / FMS / and Campus Solutions. This will provide PS Query equivalent functionality to users on campus in a safe, simplified format and boost the value of the MARS tool set. Users can then prototype basic report definitions and give them to the BTS Data Analyst team to formalize into distributable reports.

Project will involve leveraging the BTS BA team to develop the MARS RPD meta data while the master data warehouse reporting schema is continued to be built by Data Analysts.

### Status

- CURRENT - Build outs and refinements of presentation and logical layer completed
- DEPENDENCIES - none.
- Project overall is within Scope and Budget

### Risks

#### No new risk identified this time

- Schedule:
  - Project re-baselined on 9/17/19 to target full complete date of 12/20.
  - Continuing to refine tasks and work estimates.
  - Transferring Admissions, Records & Advising work to Mital N. as she has bandwidth to complete work in parallel with MARS validation priority
- Resource:
  - Resource work re-leveled but continues to be constrained due to existing high priority work

### Planned Activities

- Continue to refine tasks and work estimates in project plan
- Continuing to emphasize urgency of completion to teams
- Begin training and communication tasks for rollout
- Completion of security approval / access to MARS for Business QA teams
- Work proceeds on mapping departmental PS Queries to MARS



12/20/19



Ensure Student Access  
& Success

# Institution Wide CRM

## OIT Portfolio: Expand Recruitment & Retention Systems



### Institution Wide CRM

Contact Information  
BO: Kelly Davis  
PM: Jorge Rodriguez

#### Scope

- Implement a CRM product to streamline and coordinate student recruitment efforts, unify student services, and improve collaboration between internal departments. The outcome of this project is to complete implementation of a comprehensive CRM tool that will track every touchpoint of a student through his/her UTA life cycle and provide valuable data for predictive analytics. This tool should also increase collaboration and coordination of effort between faculty/staff and students.

#### Status

##### No change to current status

- Top four vendors selected were Huron / Sales Force, Apex IT / Oracle, Target X / Sales Force and Technolutions / Slate.

#### Risks

##### No change in risks or issues

**Schedule:** Initial set of project activities related to purchasing are in progress according to schedule. In addition, new target date (Dec 2019) to issue PO has been reviewed and approved with the President.

#### Planned Activities

- Complete vendor scoring.
- Review pricing proposals.
- Work on project communication plan and send required announcement/notifications.




12/18/20

A calendar icon with a green header and a white body, showing the date 12/18/20.



# Transfer Portal

## OIT Portfolio: Expand Recruitment & Retention Systems



# Transfer Portal

### Contact Information

BO: Troy Johnson  
PM: Stacey Fraser

### Scope

The University of Texas at Arlington (UTA), enrollment 60,000, proposes to launch an online transfer guide to increase the success of community college transfer students. We will introduce a powerful, dynamic, and user-friendly online platform designed to facilitate the transition from community college to university. UTA will procure a tool from the market to respond to transfer students' emerging needs: to quickly understand and respond efficiently to admission requirements, map out degree plans with precision, and connect education to career goals. The **platform promises to improve the admission and transition process** with positive impact on retention and completion rates. Transfer students will receive early, convenient, and purposeful guidance that helps them avoid excessive courses or waste financial aid, factors that contribute to lack of student success.

### Status

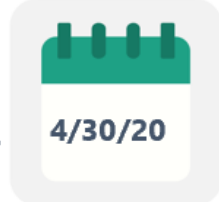
Program Update Decisions made during the 12/9 Steering Committee Meeting: Cost | Troy & Ashley are discussing and should have a final budget on 12/16 Branding | reevaluate on 1/10/20 about changing the name and the strategy around this Huron | Signature on the Addendum [In progress] Decisions needed during the 12/16 Steering Committee Meeting: Frequency of steering committee meetings in 2020? Still every week or move back to biweekly because the Huron engagement has been extended?  
First meeting on 2020? 1/6 or 1/13? Could Huron provide update electronically Huron Update: During the Steering Committee Meeting on Monday, 12/2 Huron reviewed options and timelines with schedules and resources. The steering committee agreed to extend the timeline of Huron's engagement through the end of February to be able to Stand up New User Registration Stand up base Transfer Credit Evaluation functionality Stand up What If Advising Report to Transfers UI improvements (UTA Dev team) Create Prospect record Concerted Testing Ensure bugs and usability issues resolve Transferology Update: We went live with Transferology on 11/26 - <https://www.uta.edu/admissions/apply/transfer> Communication Update Prospective Student Blast Postcards 12/30 - Alexis Student Success Marketing & Social Media 12/19-1/20 - Alexis Feeder School Training Via Lunch & Learn, early Feb. - Rebecca Steering

### Risks

No risks provided

### Planned Activities

Next Steps:  
Transferology Communication Planning Communication Update Prospective Student Blast Postcards 12/30 - Alexis Student Success Marketing & Social Media 12/19-1/20 - Alexis Feeder School Training Via Lunch & Learn, early Feb. - Rebecca Our next steering committee meeting is on 12/16. In person. Decisions needed during the 12/16 Steering Committee Meeting: Frequency of steering committee meetings in 2020? Still every week? First meeting on 2020? 1/6 or 1/13? Huron Update on 12/16 Huron - Confirm best option for moving forward with multiple institution entr - Finalize process for prospect creation - Allow returning users to recover password - Configure web services for the login page - Security issues






Serve the Community  
Near & Far

# UTA Guest Library Card

OIT Portfolio: Digitally Extend Service Activities



 **UTA Guest Library Card**

Contact Information  
BO: Rebecca Bichel  
PM: Chris Cox

**Scope**

Provide method and technology to allow Library staff to on-board vetted individuals access to library resources. The library will print ID Cards for each person. MavExpress will grant the ability for those account to have charge privileges.

**Status**

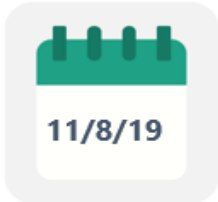
- This project will be closed-complete (OIT facing project management perspective).
- The Library will reach out to OIT with access for its student workers when ready.

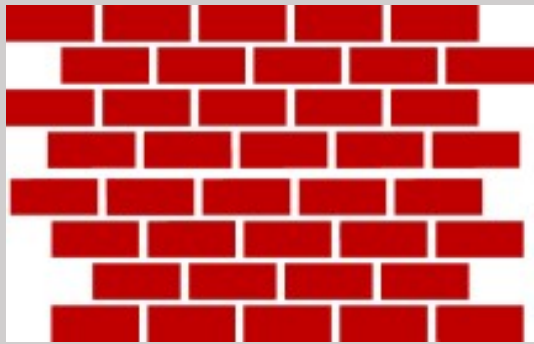
**Risks**

- No risks or issues identified at this time

**Planned Activities**

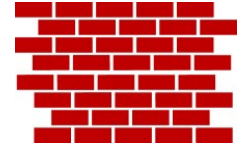
- None





# OIT Foundations

# Telephone-Teams Calling Solution



## Telephone - Teams Calling Solution

Design And Implement Microsoft  
Teams Calling Solution

Contact Information  
BO: Jeff Neyland  
PM: Kevin Krawzik

### Scope

- Design And Implement Microsoft Teams Calling Solution. A vendor will be procured to create the MS Teams back-end in support of the new calling solution. The vendor will design, train and implement the solution as scoped by the SOW. Key items include user provisioning, E911, analog connectivity, training and pilot roll-out of solution to campus. This will replace our current Nortel Solution.

### Status

**No change to current status**

#### Setbacks:

1. Common area phones are not working as expected. We've got two tickets open with Microsoft to resolve the issues. The phones are requiring the place call button to be selected from the dial pad. No ETA on fix.

#### Successes:

1. 933 calls (test 911) should be able to be made on 11/13 at 4 PM
2. Yealink at UTA 11/13
3. Teams update confirmed from MS before the end of the month.

### Risks

No changes to current risks

**Schedule :** Schedule is dependent on E911 response and CenturyLink SIP service.

Planning on Mid to late September pilot. LCDO will be the first pilot location.

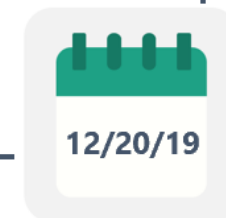
Pilot location of LCD slated pending E911 and 911 issues.

Schedule is yellow as we are delayed because of 911 issues.

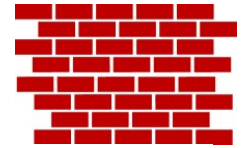
Task Name	Duration
Library Collections Depository (LCD)	9 days
Office & Classroom Building (OCB)	10 days
Studio Arts Center (SAC)	10 days
Amphibian and Reptile Diversity Research Center(ARDRC)	10 days
Chemistry Research Building (CRB) basement	10 days

### Planned Activities

- Continue E911 work
- Continue site surveys (Nov 26st at FAAAA )
- Working session with West/Intrado on 11/26 at 1 PM
- CI on site 11/26 to work on location services.



# Telephone – Contact Center



## Telephone - Contact Center

Contact Information  
BO: Troy Johnson  
PM: Kevin Krawzik

### Scope

- Genesys PureCloud 2 has been chosen as the solution center of choice for the Communication Center and OIT. This cloud-based deployment is slated to last until June 28th(including enhancements and integrations). The Communication Center is slated to be up and running first in mid February.

### Status

- No change in current status
- Email support, chat and out calling campaign enhancements are working in DEV environment. Telecom will work with the contact center owners to implement over the next two weeks. MOU expected to be complete by **Sept 13th**. Project transition to support phase is started. Communication center will not implement chat functionality. BTS, Help Desk and CONHI are working on communication to campus and best practices for chat conversations.

### Risks

- No risks identified at this time

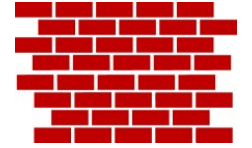
### Planned Activities

- No change in planned activities
- Project closeout meeting occurred on 11/18. Final documents complete by 11/27.



12/13/19

# Telephone – Network Infrastructure



## Telephone - Network Infrastructure

Contact Information  
BO: Jeff Neyland  
PM: Kevin Krawzik

### Scope

Currently the campus uses multiple calling lines (trunks) that are based on aging technology and have little redundancy built in. The situation causes multiple calls to get dropped and no redundancy if one of the lines fail. The purpose of the RFP is to acquire one 10 GB line, 2 SIP trunks and 2 session boarder controllers to provide better call quality and a redundant environment. This project is needed as the backbone of moving to a Microsoft Teams calling environment as SIP service is required. Over 6000 phones on campus will be impacted by this change.

### Status

#### No change in current status

The current milestone is configuring the SBC's. UTA resources are working with AudioCodes implementation team on correctly programming SBC's. UTA has 2 - 2600 and 2 - 800 model SBC's on campus. Those will be provided using the LEARN IP scheme over the next two weeks. Once the order has been processed by CenturyLink for connectivity, the LEARN path will be used temporarily for SIP service until physical build out is complete.

Physical build out of infrastructure will take many months and is dependent on city of Arlington permitting. No date has been given when this will start.

### Risks

#### No new risks identified

Current risks and issues are:

- Losing carrier has 30 days to schedule port
- Pilot locations will be ported first.

#### Task Name

Library Collections Depository (LCD)

Office & Classroom Building (OCB)

Studio Arts Center (SAC)

Amphibian and Reptile Diversity Research Center(ARDRC)

Chemistry Research Building (CRB) basement

### Planned Activities

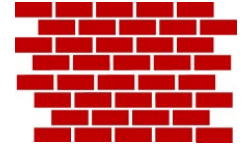
- Move Genesys on to Edge devices, saving PCV monthly cost (awaiting a date from Genesys) = Before start of spring semester.
- Continue work on physical buildout, Will talk with Jonathan for CL on 11/26
- 



12/31/19



# NetIQ IGA Implementation



## ISO-ER-2014-06 NetIQ IGA Implementation

Contact Information  
BO: Jason Hardy  
PM: Chris Cox

### Scope

- This product will provide 1) Empower manager level with automated access control for employees (with and without workflow approvals) across any connected system. 2) Provide support for access control auditing for any connected system. 3) Build and enforce Role Based Access Control. The project would include a 3rd party vendor to design and implement solution along with training of UTA resources so that we can provide operational support after the engagement.

### Status

- OIT SIS Dev continued development work on Web Services (API) endpoint creation.
- ServiceNow integration configuration testing completed by App Dev Team.

### Risks

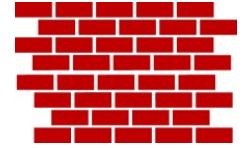
- No Risks provided

### Planned Activities

- MyMav data read connection into IGA (Role Harvesting) 9/27/19 - Completed
- Development of workflow for MMAR approvals. 12/10/19 - Completed / date updated to reflect testing once all other work is complete.
- API endpoint MyMav - (SIS development) - TBD - 12/9/19 - updated based on SIS DEV work completion.
- IDM Driver for MyMav connection (API) 11/11/19 - Completed - will need adjustments once the MyMav API endpoint is available.



# Trend Micro-End-point protection



## ISO-ER-2011-01 Trend Micro – End-point protection

Contact Information  
BO: Douglas Bergère  
PM: Matthew Campbell

### Scope

- In order to uphold the operating tenants of OIT, Operational Security (OpSec) is deploying to the campus the Trend Micro Smart Protection Suite. This will allow OpSec to consolidate the endpoint security tools (McAfee, Malwarebytes, and Microsoft SCEP) into a single tool. This will give the Information Security Office (ISO) a single pane of glass for compliance and reporting. Office Scan gives OpSec more control over endpoint security ensuring a safer environment. Deep Security will be deployed on the server network and VMWare environment providing a single point to manage

### Status

No change to current status

- Installation successfully pushed to endpoints participating in SCCM and JAMF, however currently showing 4,978 endpoints that do not have Trend Micro installed.

### Risks

- No Risks

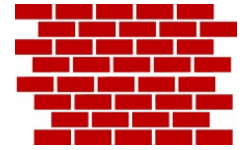
### Planned Activities

- Benson Matthews to meet with Nikki Knight, bring in Matt Campbell for further discussion if necessary.



1/31/20

# Microsoft Teams Phone & Headset Procurement & Placement



## Microsoft Teams Phone & Headset Procurement & Placement

Contact Information  
BO: Troy Johnson  
PM: Kevin Krawzik

### Scope

Deploy Yealink T58 phones and Jabra Evolve 40 headsets across campus to support out Teams Calling roll out. This will also include installing the MS Teams client on all workstations across campus.

### Status

Deployment is pending based on E911 and 911 functionality being in place for campus. Site Surveys are complete for:

EH&S and EH&S West  
DH 2nd floor (OIT)

Surveys will occur for

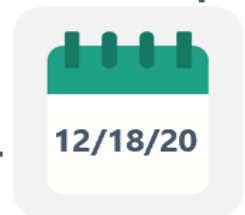
FAAA on 11/21

### Risks

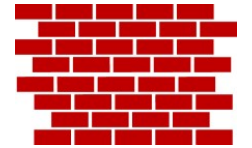
- No Risk Provided

### Planned Activities

- Complete site survey for FAAA on 11/21



# Network Radio Replacement



## Network Radio Replacement

Contact Information  
BO: John Hall  
PM: Kevin Krawzik

### Scope

The initial LEER grant was a collaboration between John Hall and Jeff Neyland. They were awarded \$1M. \$860K is for campus safety improvements with the campus radio system being one of those improvements.

The primary objective for this engagement is to upgrade or replace the current UTA radio system. The current system is a Motorola RKR1225 5-Channel Trunked Radio System with approximately 500 handsets assigned to various UTA personnel. The University is expecting the new system to provide a minimum of 16 digital channels, will allow inclusiveness of alternative delivery channels (i.e. "Push-To-Talk"), will provide reliable and efficient radio functionality for all UTA operational groups and shall accommodate the communication requirements between these groups.

### Status

#### No change in current status

- The contract is with legal for review and redlining.

### Risks

No new risk identified

- No upcoming risks or issues.

No upcoming risks or issues.

Because of the ownership of this project, Kevin will be functioning in a consulting capacity for this project. She'll track major milestones and maintain status reports and act as Chris Fulton's backup, as needed.

- 

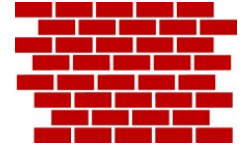
### Planned Activities

- 11/22 - Agreement is still in legal (would say we are very very close to getting final approval).. This is a key driver and additional activities cannot take place until agreement is signed.



8/25/20

# Wireless Network Upgrade



## Wireless Network Upgrade

Contact Information  
BO: Jeff Neyland  
PM: Kevin Krawzik

### Scope

Currently UTA is developing an RFP to replace aging wireless access points across campus to improve service. The anticipated budget for the is 930000. Additional funding may be required to complete each structure on campus.

The objective of this engagement is to explore wireless options that meet UTA's expected growth and current needs. The selected vendors' solution will include a wireless signal site survey to determine quantity and placement of access points necessary to provide required coverage and signal density, an implementation and operations/management plan to provide the wireless coverage, any necessary wireless network control system designs, parts and labor to complete installation of power over ethernet-enabled wireless access points to designated sites, and a fixed-cost services and maintenance schedule for all systems and infrastructure

### Status

#### No change in current status

- Total number of indoor and outdoor AP's has reached 4000 plus. . The cost in AP's and CI's services is approaching 4 million dollars. Additional line pulls will be needed assuming we can reuse 1500 of the current lines in place. This cost is estimated to be around 600,000. Total costs of project should be know by 11/26.

### Risks

#### No new risk identified at this time

- **Schedule:** Direction change will require two weeks additional survey time in order to come up with complete campus replacement cost (minus CPC and stadiums).
- **Cost** : unknown pending CI survey
- **Resources:** Mike Tyler's team at this point will escort CI around campus over the next two weeks.

### Planned Activities

- I&O Team will work on 11/23 to determine the total infrastructure cost to the university (this will include the UPS, Switches, Line Pulls, and AP counts along with the work from CI)
- Once cost has been established, total number will be presented to the president (along with coverage map) and funding sources will be determined.
- Update -
- Update from this weekend's work: We've asked CI to give us quotes for missing network equipment: Eighty (80) Juniper EX4300 switches, MPP+, support term uplifted to 5 years
- Seventy (70) Juniper EX3400 switches with layer 3 license, POE+, support term uplifted to 5 years
- Five hundred and ten (510) Juniper-compatible 10GB gbic modules
- Three hundred (300) Juniper DAC cables
  - Eighty (80) 5-meter DAC cables
  - Two hundred and twenty (220) 3-meter DAC cables
- We'll also need seventy-eight (78) UPSs.



5/14/21