



1-Page Strategy Breakdown

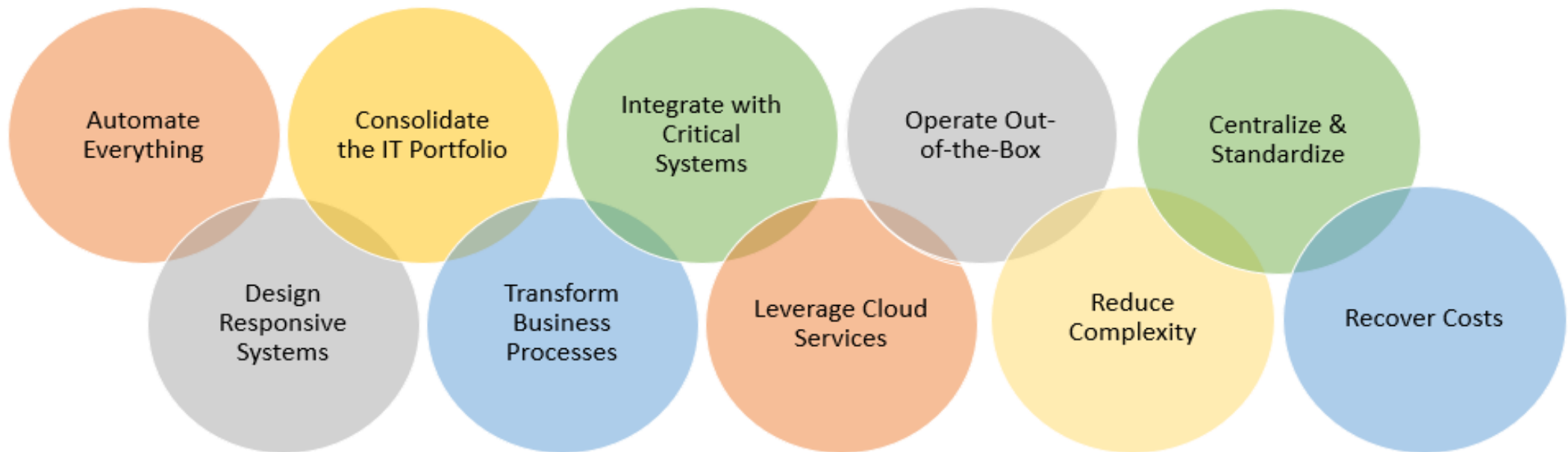
January 2020

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

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.

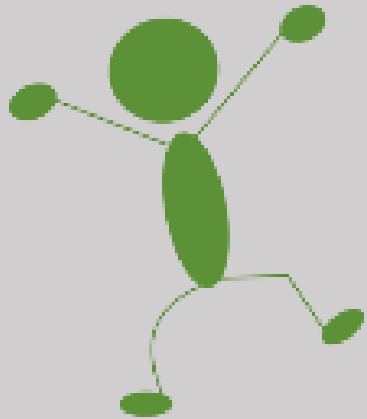
UTA GOALS	Transform the Student Experience	Engage in High-Impact Research & Scholarship	Reimagine Efficiency & Effectiveness	Ensure Student Access & Success	Serve the Community Near & Far
OIT SUPPORTING PORTFOLIOS	<ul style="list-style-type: none"> Enhance Digital Student Experiences 	<ul style="list-style-type: none"> Strengthen Digital Research 	<ul style="list-style-type: none"> Optimize University Administrative Systems 	<ul style="list-style-type: none"> Expand Recruitment & Retention Systems 	<ul style="list-style-type: none"> Digitally Extend Service Activities
UTA GOALS	IT PROGRAMS & PROJECTS				
	MAR 19 – AUG 19	SEP 19 – FEB 20	MAR 20 – AUG 20		
Transform the Student Experience	<ul style="list-style-type: none"> Digital Signage (8/2020) Web Mod Phase I (10/30) 	<ul style="list-style-type: none"> Evaluate Toolset and Org. for Campus Classrooms (6/2020) 			
Engage in High-Impact Research & Scholarship		<ul style="list-style-type: none"> Establish Centralized Research Support (2/2020) 			
Reimagine Efficiency & Effectiveness	<ul style="list-style-type: none"> Implement Oracle Cloud Tools (8/19) 				
Ensure Student Access & Success	<ul style="list-style-type: none"> Support Adoption of Analytics (8/30) 		<ul style="list-style-type: none"> Implement CRM to Support Enrollment (12/2020) Modify MyMav for UTA Digital (12/2020) 		
Serve the Community Near & Far		<ul style="list-style-type: none"> UTA Guest Library Card (11/8) 			
OIT Foundations		<ul style="list-style-type: none"> Service Catalog (11/15) 	<ul style="list-style-type: none"> Build OIT a Great Place to Work (4/2025) Refresh Campus Infrastructure & Security (3/2024) 	<ul style="list-style-type: none"> 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)



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.

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

- Begin Pointing users toward FAQ page Setting up FAQ
- Pointing more Users toward Department level applications
- Planning Best Practices Communications for Form Users



01/10/20

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

Project Milestone Description Phase I – Digital Signage Installation of infrastructure (data, power ports), network switch & configuration Installation of all Hardware (digital signs) & Integration Emergency Channel Implementation Managed Services – set up custom channel for communication Portal Creation Digital Communication Implementation for alerts and emergency messages only Completion of Phase I is scheduled for 15 August 2020. Campus Roll-out Activities The campus roll out is dependent on the rooms being ready with both the electrical power and data ports installed. The remaining buildings with the 180+ rooms are being addressed for cabling of Network and Power drops. Nouveau staff has submitted \$estimate for installation of both the power and network drops in the UTA rooms. The quote is approved by UTA decision maker, Jeff Neyland, to move forward with the installation of both power and data ports in preparation of the campus roll out. Deployment plan as follows : No Rollout Buildings Classrooms 0 Pilot (13) Architecture (CAPP) - 9 Science & Engineering Innovation & Research Building (SEIR) - 4 Architecture (CAPP): 204, 304, 319 OIT LAB, 324 OIT LAB, 329, 330, 401, 404 and 405 SEIR Building: 194, 198, 294 & 298 1 Group 1 (23) Pickard Hall (PKH) - 23 Pickard Hall (PKH): 102, 103, 104, 105, 107, 109, 110, 111, 113, 204, 205, 206, 212, 223, 227, 302, 305, 308, 309, 311, 313, 319, 321 2 Group 2 (18).

Risks

- No upcoming risk or issues

Planned Activities

- Continue to coordinate the access to the rooms for Nouveau to complete the installation of ports. Don Lane needs to manage between the room access between Nouveau. The plan is for both Nouveau to complete the installation the electrical and data power ports in all the rooms which are accessible to them.
- Continue to research and determine the risks of switching out the installation of digital signs in common areas versus the planned classrooms.



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

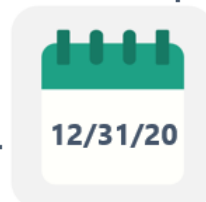
No update Week October 14th -2019
9/25/19 - Executive Team meeting attendees were: Keith H, Douglas B, Jason Hardy - to discuss next steps for Omega. Identified:
Business owner - Nikki as this service falls under Academic - Responsible for client engagement and making sure all requests are logged and 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.





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

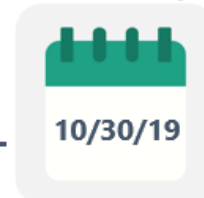
- For Accounting setup, we got firewall open between db and hpc servers. Database team just created Database for accounting.
- I am now working on setting up accounting with Slurm, so that way it can get reports on cpu, mem, time, job status reports.
- Updated Intel License manager and updated Intel Prallel 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

- Scope of work needs to be clear.
- External resources may be needed to get project back on line.
- Project has missed key dates and milestones. Refactoring project.

Planned Activities

Assess current status and get project back on track.



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

- Review applicant pool.



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

No Status Change. We met with Kris Kizer and Joe White in Purchasing on 1/22 and Joe approved the extension of Brainwire's contract for another year through 3/2021. Alicia submitted the last requisition and will need to submit another one for the coming year. Joe is also comfortable with our plan moving forward to eventually move into an RFP and we will include him on our project team regroup on March 10th. Following our meeting on 1/15, below are the key items/next steps discussed. (Jan 22) Book some time with Joe White to get him up to speed and get approval for Brainwire extension (Feb.) No work on the Mentis project will occur (March 1- March 6) Jeremy will attend weeklong conference and will request additional information from each vendor, 1st week of March (March 10th at 11am) Project Team Regroup on Jeremy's findings make sure to include Joe White (March 16-March 20) Project Team has decided to discuss the decision point with the President after Jeremy's conference in March. During that conversation with the President, we really need to highlight what services we are really talking about, and profiles should be removed from the discussion at that point in time. Decision Point Hold off on the RFP, and justify a sole-source Request additional budget dollars Risks Schedule: Due to the regroup meeting we held on 12/18, there is not sufficient information from the results of the RFI to make a decision. Jeremy will probe vendors

Risks

- **Schedule:** Due to the regroup meeting we held on 12/18, there is not sufficient information from the results of the RFI to make a decision. Jeremy is attending a conference the first week of March and would like to obtain more information at that time. The project will be on hold for the month of February and will resume in March.
- **Cost:** At this time we are unsure of the budget for this project. Dr. Grover will speak with the President in the middle to end of March to discuss budget needed for this project.

Planned Activities

Next steps: (Feb.) No work on the Mentis project will occur (March 1- March 6) Jeremy will attend week-long conference and will request additional information from each vendor, 1st week of March (March 10th at 11am) Project Team Regroup on Jeremy's findings (March 16- March 20) Project Team has decided to discuss the decision point with the President after Jeremy's conference in March. During that conversation with the President, we really need to highlight what services we are really talking about, and profiles should be removed from the discussion at that point in time. Decision Point Hold off on the RFP, and justify a sole-source Request additional budget dollars



12/20/19



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.

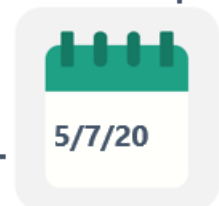
Risks

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

- Vendor Selection is complete and Time Clock Plus is the awarded vendor/product. Contract has been signed and PO issued. All future communication to the project team and the University will use Time Clock Plus as the name of the project and system/product (to remain consistent and to create awareness). The project is currently in Initiation Phase. Executive Leadership Committee, in addition to Steering Committee, is being established to provide overall project oversight and make timely decisions. HR and UT Share representation is required in the Steering Committee. Current business flow is documented; process maps are in review with the departments. Project Team to focus on communication to introduce project to the organization and disseminate consistent streamline information about the business goals, project timelines and overall system functionality

Risks

- No risks identified at this time

Planned Activities

- Meet with HR to discuss leave policies and entry in UT Share. Schedule Executive Leadership Committee meeting. Establish Steering Committee and schedule a UTA Kick-off meeting. Finalize and get the approval for the Project Charter. Build work breakdown structure (WBS) in ServiceNow. Continue holding working sessions with Payroll and/or other departments as needed to document the current business process and create future state business flow map. Continue working with Communications team (Lee Pierce) to create introduction communication package for UTA, finalize communication plan, FAC project website; get approval from Steering Committee.



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

- David Moore rolling off project to CRM Project – need to determine transition plan with Keith Halman

Risks

- No Risk Provided

Planned Activities

Project paused for GoldenGate installation; David Moore rolling off project to CRM Project – need to determine transition plan with Keith Halman



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

David Moore rolling off project to CRM Project – need to determine transition plan with Keith Halman

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

Project paused for GoldenGate installation; David Moore rolling off project to CRM Project – need to determine transition plan with Keith Halman



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. Technolutions / Slate was the Official Recommendation from the Evaluation Team. Continuing Procurement - now in BAFO Engaging other universities for lessons learned from their implementations Engaging SIG for strategies of implementation approach Crafting initial approach to Program / Projects for first two years Crafting recommendation for CRM Department roles

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

Continue discussions of current tools used by Student Services, Student Success, Alumni Services and Data Analytics to start generating detail requirements for the CRM contract. Continue Technolutions / Slate online training material review. Plan CRM vendor selection presentation for Executive Sponsors. Refine Program / Project plan for Executive Sponsors. Meet with current Slate clients (Wofford College, TAMU, Univ of Denver) to discuss implementation and support team structures Meet with SIG to determine next steps in completing business analysis, Slate mapping, and possible implementation partnership Continue with BAFO activities as needed.



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

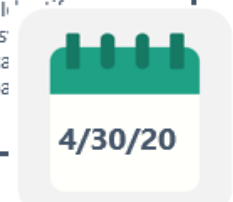
Program Update Cost | We will finalize the budget during the meeting on 1/28 Confirming a portion of the 3/25 Lunch N Learn cost with Rebecca Followed up with Rebecca/ Alexis on how the Transferology Postcards and Geofencing were purchased. Branding | re-evaluate on 1/27/20 about changing the name and the strategy around this Per 1/27 mtg, keep the same name, UTA Maverick Transfer Pathway Huron Update: Key Activities Planned - Move project to Test environment to allow user access for testing - Begin User Testing - Identify issues/changes/bugs through user testing - Resolve identified issues - Finalize password recovery, coordination with OIT to allow email service in Test environment - Next communication planning meeting will be on 2/11 Transferology Update: We went live with Transferology on 11/26 - <https://www.uta.edu/admissions/apply/transfer> Communication Update Faculty Newsletter Blast, 2/3/20 UTAAA Conference, 2/18/20 Feeder School Training Via Lunch & Learn, 3/25/20 - Rebecca

Risks

No risks provided

Planned Activities

Next Steps: Communication Planning for Project II, the Custom development with PeopleSoft will continue next week. We meet again the week of 2/10. Huron Update Key Activities and Accomplishments this week - All language revisions from Alexis incorporate into fluid pages - Fluid pages complete - Work ongoing to test password recovery - Held initial User Testing planning meeting - First pass of project migration in progress - Preparing for User Testing - Began planning communications on 1/28, there will be some overlap in communicating both tools in the communications for the Lunch N Learn and the UTAAA Conference Key Activities Planned - Move project to Test environment to allow user access for testing - Begin User Testing - Identify issues/changes/bugs through user testing - Resolve identified issues - Finalize password recovery, coordination with OIT to allow email service in Test environment - Next communication planning meeting will be on 2/11 Issues/Risks - Need to finalize solution to public landing page creation (coordination with Shared Services)





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

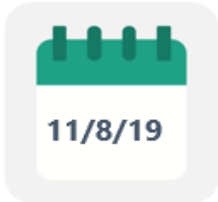
- This project will be closed-complete (OIT facing project management perspective).
- The Library will reach out to OIT with access for its student workers when ready.

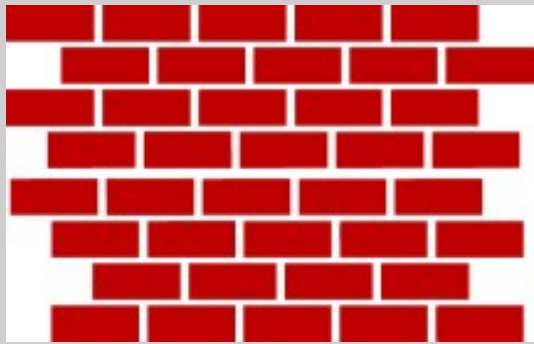
Risks

- No risks or issues identified at this time

Planned Activities

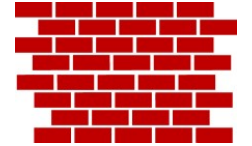
- None





OIT Foundations

Telephone-Teams Calling Solution



Telephone - Teams Calling Solution

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

Update: Issue with PIN lock and dialing 911 on Yealink has lead to firmware release. CI and UTA Teams will test Feb 3rd and Feb 4th

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

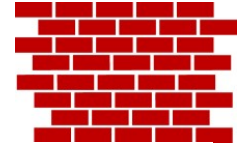
Planned Activities

CI/UTA to pilot OIT DH 2nd floor and basement starting Feb 5th CI/UTA to pilot LCD on Feb 7th CI/UTA to cutover EH&S and EH&S Feb 11th CI/UTA to cutover Finance and Administration Annex Feb 17th CI/UTA to start full rollout to campus on Feb 20th This is subject to: Locked PIN Firmware update testing successfully Direct dialing working as expected Virtual licenses procured Completion of testing scenarios Go ahead from leadership I'll keep everyone update if there are any changes.



12/20/19

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

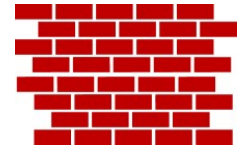
Planned Activities

- 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.

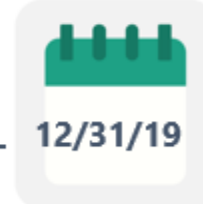
Physical build out of infrastructure will take many months and is dependent on city of Arlington permitting. No date has been given when this will start.

Risks

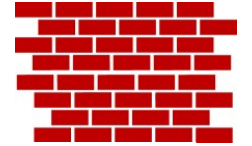
Scope Comments: The purpose of the RFP is to acquire one 10 GB line, 2 SIP trunks and 2 session boarder controllers to provide better call quality and a redundant environment.
Schedule Comments AT&T will be given notice that we will need to port numbers over. They have 30 days to provide a date. UTA will port the contact center numbers in the first batch, then port the rest.

Planned Activities

Activate AudioCodes Licenses for OVOC and Managed Services Schedule design and implementation session with AudioCodes Professional Services Schedule training for UTA Telecom staff on OVOC



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

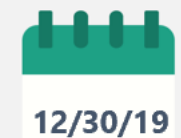
- OIT SIS Dev continued development work on Web Services (API) endpoint creation.
- ServiceNow integration configuration testing completed by App Dev Team.

Risks

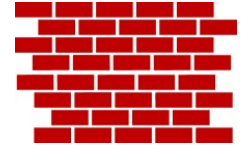
- No Risks provided

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

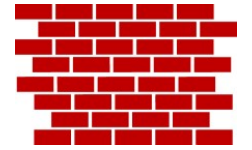
Planned Activities

- 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

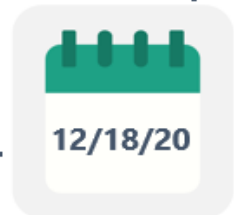
Deployment is pending based on E911 and 911 functionality being in place for campus.

Risks

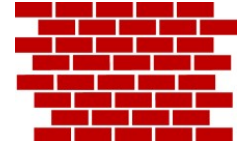
- No Risk Provided

Planned Activities

Place phones starting Feb 5th for OIT (DH 2nd Floor and Basement) Deploy phones at LCD Feb 7th.



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

Contract has been finalized. Cost centers have been sent to Renee for PO.

Risks

No new risk identified

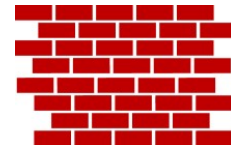
Planned Activities

- Chris Fulton and David Angel to schedule on site visit with Breakthrough Communication early the week of Feb 3rd. FAA communication frequencies to be finalized by EOD Feb 7th.



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

Update: Purchase is allowed to move forward. Expecting PO to be issued by EOD Jan 31st <https://mavsuta.sharepoint.com/:f:/r/sites/WAPReplacementProject/Shared%20Documents/General?csf=1&e=W3eViR>.

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

- Issue PO Meet with CI, subcontractor, OIT, facilities, PD and transportation to discussion implementation (to be scheduled before Feb 7th) Schedule campus wide kickoff meeting
-



5/14/21