



# 1-Page Strategy Breakdown

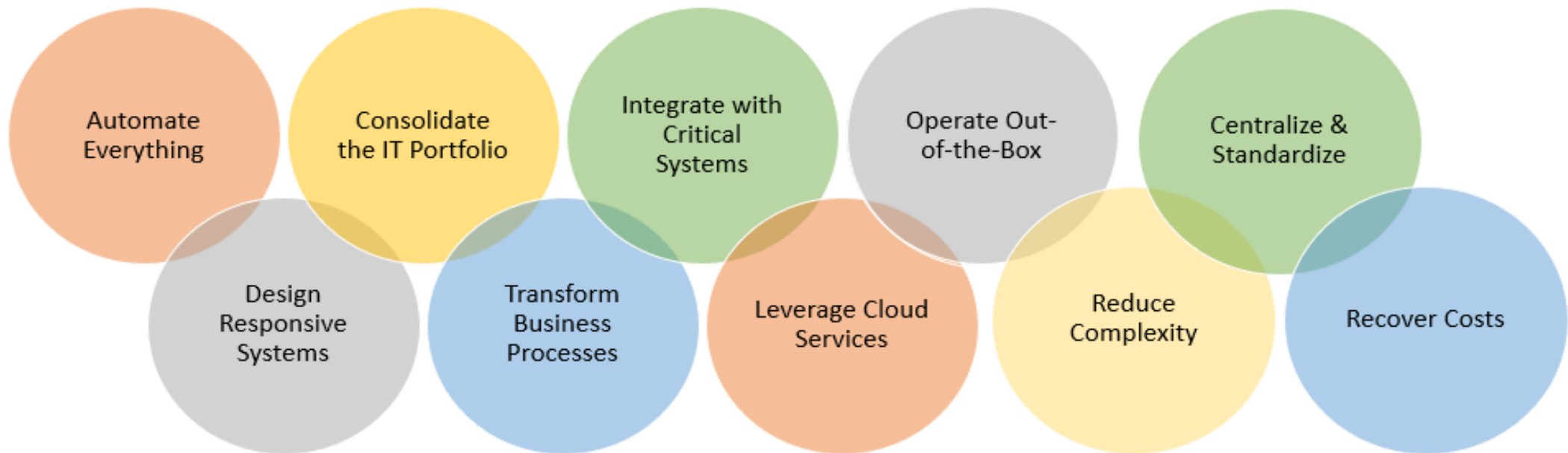
March 2020

# 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><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	
						
OIT SUPPORTING PORTFOLIOS	<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>	
UTA GOALS	IT PROGRAMS & PROJECTS					
	Dec 19-Feb 20	March 20-May 20	June 20-Aug 20	Sept 20-Nov 20	Dec 20-Feb 21	March 20-May 21
Enhance Digital Student Experience	Web Mod Phase II		07/2021			
	Digital Signage Phase II			08/2020		
Strengthen Digital Research	Upgrade High Performance Computing					
	Mentis Replacement RFI		4/20			
Optimize University Administrative Systems	Timekeeping				12/2020	
	Replace Box with OneDrive for File Storage			6/2020		
Expand Recruitment & Retention Systems	Implement CRM Phase I				01/2021	
	Implement Transfer Portal		05/2020			
Digitally Extend Service Activities						
OIT Foundations	Removal of Cisco Equipment from ARDC (AKA Network Migration)					
	Server Infrastructure Modernization					
	Uninterruptable Power Supply UPS		05/2020			
	Wireless Network Upgrade					05/2021
	Re-engineer SN Strategy					
MS Teams Phone & Headset Procurement & Placement				12/2020		

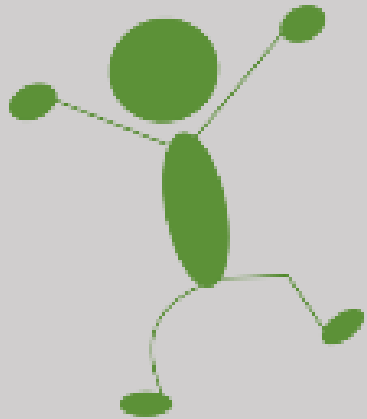
**Status:** Not Started  on Target  Caution  Risk  Complete

# OIT Goals Dashboard

## Success Measurements: Goals - Actuals

OIT Goals Dashboard	Success Measurement	Goal	Actual (Dec – Feb)
<b>Remarkable Service</b>	1. Customer Satisfaction (CS): ServiceNow Ticket Completion	99%	94%
	2. Ontime High Quality Critical & High Project Status Reports	80%	75%
	3. CS: OIT Computer Lab Customer Service	80%	80%
	4. CS: OIT Computer Lab Operational Efficiency	80%	80%
	5. CS: OIT Computer Lab Software Availability	80%	80%
	6. Modernize Web Applications	80%	85%
<b>Impactful Research</b>	7. HPC Cluster Utilization (# of Computing Hours Used / CPU Time available)	90%	--
	8. Research Network Consumption	60%	--
<b>Rapid Delivery of IT Solutions</b>	9. Student Applicant NetIDs Created within 48 Hours	98%	59%
	10. 24 Hours Resolution of Priority 1 Incidents**	80%	43%
	11. 48 Hours Resolution of Priority 2 Incidents	80%	42%
	12. 3 Day Delivery of Service Requests	80%	79%
	13. Successful IT Changes	98%	99%
	14. EIR Accessibility Requests Resolved	95%	94%
	15. Budget Consumed on New Technology*	6%	6%
	16. Budget Reclaimed on Sunset Technology*	6%	2%
<b>Resilient, Hybrid Infrastructure</b>	17. Web Latency	500ms	1,342ms
	18. Web Uptime	99.9%	99.94%
<b>Great Place to Work</b>	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%	32%

\*Based on Fiscal year 2020



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# Transform the Student Experience

# Web Modernization

## OIT Portfolio: Enhance Digital Student Experiences



### Web Modernization Phase II

Contact Information  
PM: Akin Akinwumi

#### Scope

##### Executive Summary:

This project is a continuation of the effort initiated by PRJ0011433, Build Modern Web Platform to host UTA Internet. During the first phase the UTA homepage, Admissions, campus map, about us, visit us, Academics, News, Orientation, College of Business, Provost Office, Giving, For Parents, Research, and Student Life and Student Affairs moved to the new platforms, Sitecore and Faculty and Staff Resources (Cascade).

The scope of this engagement is to move the remaining schools and colleges and Student Success to the new platforms over the next 12- 18 months.

547.501 days =18 months. It has been rounded up to 600 days for setting the initial projected timeline for this project.

#### Status

The primary areas of focus for this project right now are:

Training colleges as they are identified for migration  
Project Schedule-use a 14-16 weeks project migration schedule for phase 2 colleges

Develop Web Governance

Training

Continuous improvement to Sitecore training curriculum and training delivery for the phase 2 colleges.

The project team met to discuss this dependency and focused on:

What it would take to create a quality training product

#### Risks

No risks

#### Planned Activities

On-going working sessions between University Advancement (UA) and Training Team for training content development for the Department Managed migration

Identify the next wave of colleges to engage as part of the UA Managed migration

Finalize COE signoff on new Sitecore web pages

Continue SOSW migration activities

Continue project activities for CAPP and Student Success

Identify how the COVID-19 outbreak will impact the project and project team



07/30/21



# 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

MachFrom Version 2, or V2, is what we have upgraded from. We are currently running version 8, or V8.

- Gathering/Troubleshooting common questions and concerns
- Finalizing process to move clients from the Common Environment to their own Environment
- Looking into adding more documenting / auditing features.
- 404 Issues have been reported

### Risks

**Resource Comments:** No problems or constraints here. Dependent on availability of stakeholders and help desk personnel.

**Cost Comments :** No changes to cost.

### Planned Activities

Week 03/30 - 04/03  
Adding More Screenshots to FAQ Page  
directing users to FAQ Page  
Setting Up separate Git Branches for Updates





# 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

### Risks

**Cost Comments:** The upcoming cost risks or issues would be related to the scope expansion to include the common areas and using the wireless network. Currently approved project budget is on track as planned and revised in Dec 2019.

**Schedule Comments:** Project is currently on schedule. No upcoming schedule risks or issues.

### Planned Activities

Follow up with Don Lane on the status of found issues with the newly installed signs.



8/28/20



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 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 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

**Schedule Comments:** Project has missed key dates and milestones. Refactoring project. Project is on hold until resources become available.  
**Cost Comments:** External resources may be needed to get project back on line.  
**Resource Comments:** Need to assess if we have resources available to accomplish project. An HPC Lead position is expected to be available by the end of March 2020. Sr. HPC admin on paternity leave.  
**Scope Comments:** Project scope meeting delayed. Project scope needs clear definition.

### Planned Activities

None.



# Establish 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

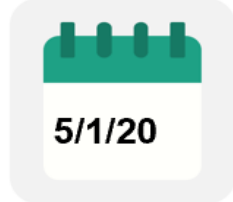
- Manager has **accepted** appointment to start 3/23. Interviews schedule for HPC Lead position.
- Reviewing student worker candidates.
- Requesting space for staff but no space is available.

#### Risks

- No risks

#### Planned Activities

- New manage start to onboard. Server inventory project progressing.



# 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 project team 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, on the research team, 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. During the month of February, no work will occur on the Mentis project because we are waiting for Jeremy Forsberg to attend the week-long conference and will request additional information from each vendor, 1st week of March. The risks to the project that remain in a yellow state are the schedule, which is pushing this project into March, and the cost which is uncertain at this time.

#### Risks

- **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

- (April 1st) Dr. Grover to discuss funding and resource request with Kelly and Jeff.
- (April 3- April 17) Dr. Grover to circle back with team on final decision/next steps



04/16/20



# Reimagine Efficiency & Effectiveness

# Timekeeping

OIT Portfolio: Optimize University Administrative Systems



## Timekeeping

Contact Information  
BO: Kelly Davis  
PM: Victoria Kolonikina

### 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

UTA internal Kick-off meeting and Vendor kick-off meeting were cancelled. Notifications sent to all regarding the project being on hold.

### Risks

- No risks identified at this time

### Planned Activities

Activities planned for next weeks: March 23-27

- Continue working with the core team on requirements collection and documentation
- Continue work on future process map (some clarifications are needed from TimeClock Plus to understand if our assumptions about the system are correct)



12/18/20



# OBIAA Campus Solutions Data Load

OIT Portfolio: Optimize University Administrative Systems



## Implement OBIAA Campus Solutions

Contact Information  
BO: Troy Johnson  
PM: Keith Halman

### Scope

OBIA Campus Solutions Data Load Project is focused on populating the MARS data warehouse with MyMav Student Information System sourced data. Scope is to pull the data as is from PeopleSoft CS to OBIA SIA for all modules: Student Records, Financial Aid, Admission & Recruiting, and Student Finance. The project will leverage Oracle's delivered data extract, transform, and load (ETL) logic as well as the pre-defined data models including reports as delivered in the OBIA product suite from the MyMav SIS.

### Status

User validation sessions are currently in progress. User validation and approval, originally scheduled for 3.20 is extending past due date as the users are expanding their validation team and requesting more time.

Campus Solutions is planning to go live with:

1. Financial Aid (approved and validated by the users)
  2. Student Records the user validation team is requesting extra time to determine which users will have access to the reports and dashboards; once this is determined the users will engage in the validation process. Date &ndash; unknown.
  3. Admissions and Recruiting (1st iteration of data validation and functional testing completed, defect resolution and new report change request in progress.). Next validation session is scheduled for 4.3.
- Go-Live date is still under discussions.

### Risks

- **Schedule Comments**
- User validation might take a longer than initially anticipated time. Users are expanding the validation group.

### Planned Activities

Planned for the week of 3.30-4.3

1. Verify data integrity
2. Review results with Admissions and Recruiting users. Get the final validation.
3. Schedule truncate and reload to Production. The date will be discussed during the next team meeting scheduled for 3.30
4. Identify Go-live date and communicate to the users



# Box to MS OneDrive File Storage/Sharing



OIT Portfolio: Optimize University Administrative Systems



## Box to MS OneDrive

### Contact Information

BO: Keith Halman

PM: Barry Oubre

### Scope

The business problem UTA needs to solve is the student, faculty, and staff users have multiple cloud storage options which create security risks with MavSpace and increase financial burden with Box.com. The desired solution of this project will migrate all UTA campus user data from Box.com and Blackboard share sites to Microsoft One Drive and SharePoint, which is part of the Microsoft Office 365 A5 Educational license. The desired outcome of this project will enable UTA faculty, staff and students to store and share content using a single repository, remove the Box.com licensing cost, and will create a better user experience. Project risks will be addressed by actively engaging all impacted faculty and staff in risk review activities (such as staff survey to determine use cases for Box.com and how to suggest new approaches with OneDrive and SharePoint) and with technical staff (Terrill Richardson / Lead, Phil Gilmore / Analyst,

### Status

Still planning to migrate groups per posted schedule. However, Technical team may accept requests to move up in published schedule.  
Also Note : Some groups are expressing interest in migrating their J or K Share Dives first instead of Box files. Currently they access J and K via VPN and it can be slow. Technical team is considering options to assist.  
However, At this time, Box migrations are still planned to be executed per published schedule  
One user noted difficulties during his self migration; Barry to review support plan

### Risks

- No risks identified at this time

### Planned Activities

Continue preparation for first April group migrations.  
Also Follow up to validate existing Support Process for users who choose to self migrate.  
One user noted difficulties during his self migration



06/05/20



Ensure Student Access  
& Success

# Institution Wide CRM

## OIT Portfolio: Expand Recruitment & Retention Systems



### CRM Project – Phase 1 Recruitment

Contact Information  
BO: Kelly Davis  
PM: David Moore

#### Scope

The business problem UTA needs to solve is a unified view of all communications to prospective students from recruitment to alumni status. The desired solution is to implement a Customer Resource Management (CRM) product to streamline and coordinate student recruitment efforts, unify student services, and improve collaboration between internal departments. The desired outcome of this project is to complete implementation of a comprehensive CRM tool that will track every touch point of a student through the UTA life cycle, provide valuable data for descriptive and predictive analytics, and increase collaboration and coordination between faculty, staff, and students. Project risks will be addressed by actively engaging all impacted faculty and staff in risk review meetings in which risks (known and unknown) are identified, reviewed for severity, impact, and probability, quantified if possible, and mitigated accordingly by avoidance, transference, acceptance, or other mitigation.

#### Status

CRM tool has been selected. Formal announcement will be made on selection when contract is signed. Currently, procurement is negotiating on renewal years, pricing. Project team refining high Level Program & Project Plan, Scoping, Staffing Plans and Process Mapping. Further research needed with Strata Information Group (SIG) higher education CRM consultants to determine full Scope. Final revised/proposed plans will be reviewed/approved by the President. Continue working with purchasing to negotiate Statement of Work (SOW) for Business Process Mapping and Implementation Consulting. Please note that project is dependent on SIG to assist and complete future state business process mapping of recruitment and enrollment of Undergraduate Domestic, Undergraduate International, Transfers, Graduate, and Online.

#### Risks

##### Resource Comments

COVID19 - Possible resource unavailability due to spread of COVID19; to date no impact but monitoring carefully

##### Schedule Comments

COVID19 - Possible delays in scheduled tasks due to COVID19 (Travel, availability of resources); to date no impact but monitoring carefully

#### Planned Activities

- Initial Scope Statement and Charter Signoff
- CRM Contract in review with Legal.
- Schedule meeting with Enrollment Management for SIG consulting approval; if positive draft SOW and gain signature from CIO.
- Training with CRM application



2/26/21

# Transfer Portal

## OIT Portfolio: Expand Recruitment & Retention Systems



### Implement a Transfer Student 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**

1. Project I Transferology  
- The Feeder School Announcement via Reception on 3/25/20 was cancelled due to COVID-19. The team plans to replace this communication by sending out postcards. Assessing vendors who can provide this service as well as estimating cost.

2. Project II Custom Development with PeopleSoft  
-Production link was finalized on 3/5/20, and went live on the website 3/6/20.  
<https://www.uta.edu/admissions/apply/transfer>  
-Development, project team met on 3/19 to finalize remaining changes.  
Development team is now working on the remaining changes and looking into accessibility issues.  
Timeline for this is 5/1/20.  
-Budget, roughly \$31K remaining in the budget. Looking into boosting marketing efforts and allocate some cost. Huron is working with our IT Owner's assistant to set up a meeting with the Huron strategy team

**Risks**

No risks provided

**Planned Activities**

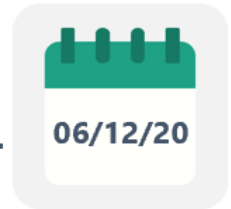
Week of 3/30

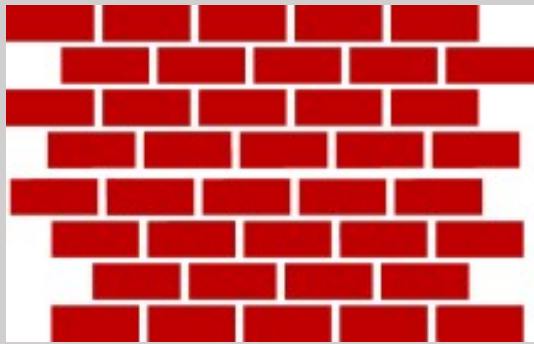
1. Communication  
-(4/1) Reoccurring communication planning for Project II, the Custom development with PeopleSoft will continue next week.

2. UTA Technical Team  
-UTA Technical Team to be prepared to fix any issues  
-(3/23-5/1) Work on making changes to the tool as agreed upon by Project team  
-Delays may occur due in light of COVID-19 requiring technical support

3. Huron Team  
-Final executive write up for UTA has been delivered and is located in the Huron Team folder in the Transfer Portal Project Team.  
-Document auxiliary queries developed for both Transfer Portal and Transfer Credit rules clean up

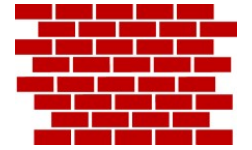
4. Next Steering Committee meeting is on 3/30 and will be moved to Teams





# OIT Foundations

# Design and Implement Microsoft Teams Calling Solution



## 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

Infrastructure has been complete to support the migration to the new MS Teams phones. This includes switches and UPS installation. The physical phone deployment is on hold (COVID-19). Nortel numbers are being ported

### Risks

No risks reported.

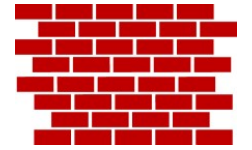
### Planned Activities

Wrap up Cloud Ingenuity portion of the work by April 15th (analog devices, documentation and knowledge transfer)





# Telephone – Network Infrastructure for MS Teams Phone



## 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 risks reported.

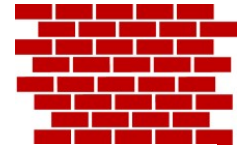
### Planned Activities

Begin planning for network cut over to physical CenturyLink infrastructure (date TBD) Receive quote from SHI (reseller) for one AudioCodes Mediant 2600 (Session Border Controller) for SEIR (Building) Keith Tharp (Manager, Telecom and project technical lead) to schedule OVOC (one voice and operations center) training (for late March) with Telecom team.



12/09/20

# 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 (Robert Montgomery's team) continued development work on Web Services (API) endpoint creation. Automation from SNOW catalog item is complete. Once the endpoint in MyMav is released Identity Governance can then provide approval and automated fulfillment activities.

### Risks

**Resource Comments** Resource allocation from partner along with UTA are still within the needs of the project. Identity team resources are being added to the project

#### Schedule Comments

Robert Montgomery's team is pushing back on delivery of the MyMav Web Service API endpoint.

The ServiceNow and Identity Governance work is completed with the exception of this endpoint testing for the actual fulfillment.

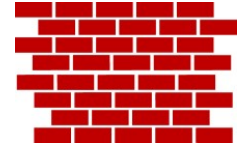
### Planned Activities

- MARS access request ServiceNow Catalog item with single step approval with automated access control (Azure Security Group)
- SiteCore access request ServiceNow Catalog item with single step approval with automated access control (Azure Security Group)
- MyMav elevated role provisioning - ServiceNow Catalog item with single (Role Owner) approval workflow with automated provisioning and provisioning of roles.



04/30/20

# 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

- Installation successfully pushed to endpoints participating in SCCM and JAMF, however currently showing only 1,705 managed systems with 8,347 endpoints that do not have Trend Micro installed because Trend Micro does not see other anti-virus or ISO exempt applications such as Deep Freeze.
- It appears that we may not have accurate numbers being reported through the Trend Micro console

### Risks

- No Risks

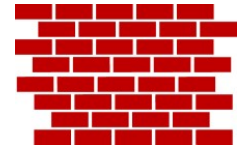
### Planned Activities

Spencer Simpson to file change requests and initiate updates. Second stage will require testing, so this process will take place over two maintenance windows.



04/17/20

# Network Radio Replacement and Upgrade- Procurement



## 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 update.

### Risks

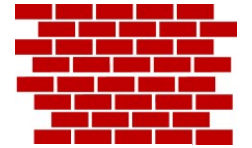
No new risk identified

### Planned Activities

No Update



# 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

Campus wireless contract has been awarded to Cloud Ingenuity and legal process completed on 2/12 and PO was processed on 2/14. MIST is the wireless solution to be deployed across campus. Project team currently working with Facilities and Police Department to discuss logistics of the implementation. The access points equipment will arrive on 2/28 and will be scheduled with Cloud Ingenuity for installation begin on 3/1. Project team will be focusing on detailed planning (logistics, training, communication, etc.) for the implementation with the vendor in the upcoming weeks

. Project documentation:  
Project Schedule

### Risks

No new risk identified at this time

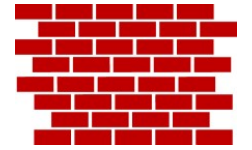
### Planned Activities

Send communications to campus about work at the Science Hall, CAPPA, and the University Center  
Start cable pulls and access point replacement at the Central Library and Nedderman Hall (slated to last through April 30th)



12/3/21

# 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

Update - Phone and headset deployment on hold (COVID - 19). Unknown time frame to resume deployment  
UTA faculty and staff do have the ability to port number over to Teams for remote work  
<https://oit.uta.edu/utaremote/phones-to-teams.php>

### Risks

- No Risk Provided

### Planned Activities

Continue to allow staff to sign up for Teams calling.



12/18/20