1-Page Strategy Breakdown
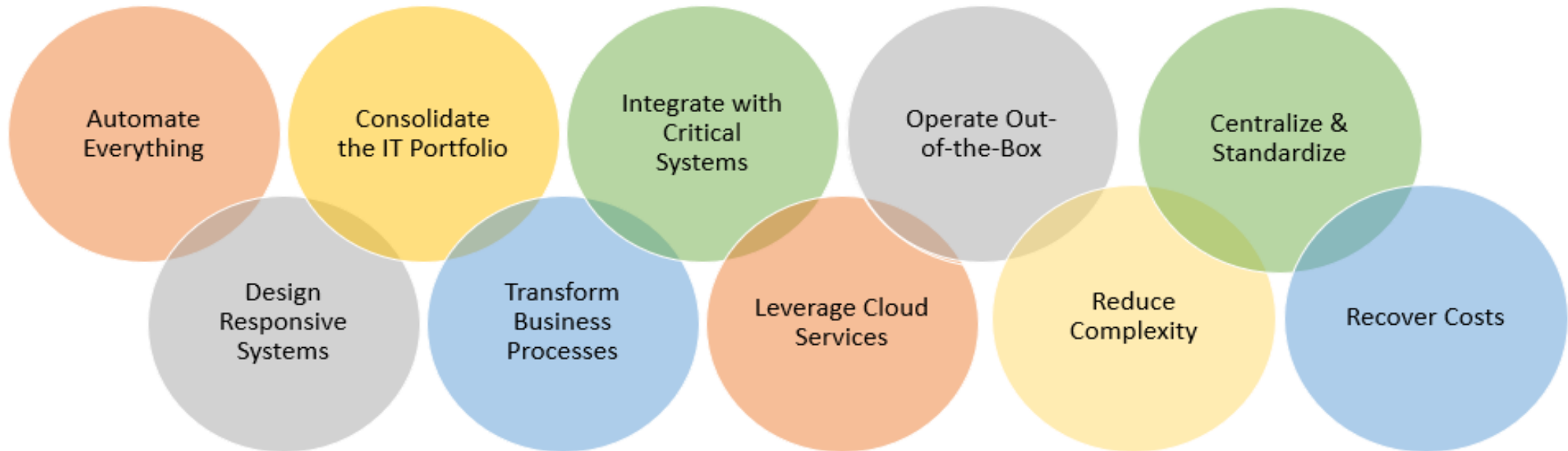
July 2020

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

	Transform the Student Experience	Engage In High-Impact Research & Scholarship	Reimagine Efficiency & Effectiveness	Ensure Student Access & Success	Serve the Community Near & Far
UTA GOALS					
OIT SUPPORTING PORTFOLIOS	• Enhance Digital Student Experiences	• Strengthen Digital Research	• Optimize University Administrative Systems	• Expand Recruitment & Retention Systems	• 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	• Enhance Digital Student Experiences	• Strengthen Digital Research	• Optimize University Administrative Systems	• Expand Recruitment & Retention Systems	• Digitally Extend Service Activities

IT PROGRAMS & PROJECTS

	Dec 19-Feb 20	March 20-May 20	June 20-Aug 20	Sept 20-Nov 20	Dec 20-Feb 21	March 21-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 (HPC)			10/20		
	Establish Centralized Research Support Org.		8/2020			
Optimize University Administrative Systems	Decommission Data Manager ETL Tool and Data Warehouse					05/2021
	Timekeeping				03/2021	
	Automation and Scheduling Orchestration tool selection			12/20		
	Implement Adobe Sign Enterprise		09/20			
	Design and Implement MS Calling Solution	6/20				
Expand Recruitment & Retention Systems	Implement CRM Phase I				02/2021	
	Implement Guest Access Functionality in MyMav	08/20				
	Implement Transfer Portal	06/2020				
Digitally Extend Service Activities						
OIT Foundations	Wireless Network Upgrade			12/20		
	Telephone – Network Infrastructure for MS Teams Phone System			12/2020		
	NetIQ IGA Implementation		08/2020			
	RFP for NAC Solution				02/2021	
	Trend Micro – End-point protection	06/2020				

Status: Not Started ⬤ In Progress ⬤ Complete ⬤

OIT Goals Dashboard
Success Measurements: Goals - Actuals

OIT Goals Dashboard	Success Measurement		Goal	Actual (Mar – May)
Remarkable Service	1.	Customer Satisfaction (CS): ServiceNow Ticket Completion	99%	96%
	2.	Ontime High Quality Critical & High Project Status Reports	80%	85%
	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%
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%	99.79%
	10.	24 Hours Resolution of Priority 1 Incidents	80%	82%
	11.	48 Hours Resolution of Priority 2 Incidents	80%	77%
	12.	3 Day Delivery of Service Requests	80%	77%
	13.	Successful IT Changes	98%	99%
	14.	EIR Accessibility Requests Resolved	95%	98%
	15.	Budget Consumed on New Technology*	6%	6%
	16.	Budget Reclaimed on Sunset Technology*	6%	2%
Resilient, Hybrid Infrastructure	17.	Web Latency	500ms	1,329ms
	18.	Web Uptime	99.9%	99.95%
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%	25%

*Based on Fiscal year 2020
**Due to the impact of COVID-19, we did not conduct surveys for this period.
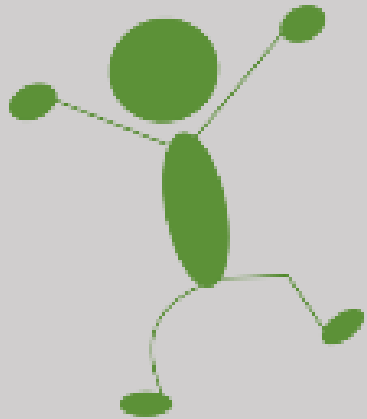
Transform the Student Experience

Web Modernization
OIT Portfolio: Enhance Digital Student Experiences

Web Modernization Phase II

Contact Information
PM: Akin Akinwumi

Scope

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:
Continue migration activities for both colleges and departments
Finalize training materials needed for the department managed migrations

Identify departments that are going to be part of the subsequent waves

Here is the link to the most recent timeline and rollout schedule:
https://mavsuta.sharepoint.com/sites/WebModPhase2/Shared%20Documents/Project%2
0Plan(s)/POC%20Meeting%20Docs/Timeline%20Estimate.pptx?web=1

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
- Continue project activities for all colleges and departments
- Next wave of Department Managed site: 8/5

07/30/21

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

1) Don Lane and Scott Hawk will continue to to check out the other digital signs to ensure their operations.
2) Don will create a KB article instead of a training video for long term support and maintenance.
3) The project closeout document will be shared with the project team before sharing it with the project sponsor and IT owner.

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: Edward Gonzales

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.
- Installing new apps on test hpc after that will do the same on Prod HPC.

Risks

Schedule Comments: SLURM accounting remains to be implemented. We are working to identify a resource to get SLURM accounting done. This is not having an impact on the use of the HPC by the existing HPC Users community.

Planned Activities
- Work on backlog on software install tickets, prioritizing those requested by active HPC users.
- Update public-facing HPC documentation.
- Continue to move forward with HPC lead hire.
- Possibly hire consultant to implement SLURM accounting

10/1/20
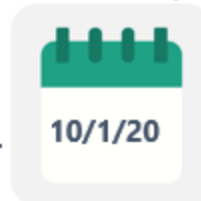
Establish Centralized Research Support Org.

OIT Portfolio: Strengthen Digital Research

Centralized Research Support Org.

Contact Information
BO: James Grover
PM: Edward Gonzales

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 started work on March 23 and continues to onboard to OIT and the team.
- Team continues to work remotely due to COVID-19 and stay-at-home and remote working orders, and regular team meetings are taking place.

Risks
- No risks

Planned Activities
- Refine and finalize initial set of service offerings.
- Continue search for HPC lead position. Continue work on TRECIS Post-Doc position.

8/31/20

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

During Requirements documentation sessions with the vendor the team realized that the initial implementation approach would not allow UTA to utilize the new timekeeping system to its fullest potential, and the university might have to deal with the same problems and potential noncompliance in certain areas. Upon thorough evaluation, the team proposed to change the implementation approach and make TimeClock Plus the system of records for all time (worked and absent); expand the leave management implementation scope to include FMLA and increase user base by 1100 users to include the Faculty. The Executive and Steering Committees reviewed and approved the proposal. The project team is currently evaluating the impact on the project timeline. Feedback from the vendor (TimeClock Plus) and UTSIS is required to establish the new timeline for the project. New SOW reviewed and approved by the Executive Sponsor (Kelly Davis). Hardware installation is not impacted by the scope change, and all planed activities are progressing as planned.

Risks

Schedule Comment: Project schedule is under revision.

Scope Comment: Scope change request documented and reflected in the new SOW. Project Charter is under revision.

Planned Activities

Activities planned for next weeks: August 3-14
1. Hold new requirements discovery sessions with the vendor and the project team.
2. Draft the new project plan; identify the new dates for the key milestones.
3. Process mapping session with Leave Management SME (Rosa Newman).
4. Process mapping session with HR SME (Robert James) to document and potentially improve employee activation process.
5. Installation lead (Jeff Johnson) to present proposal on how to safeguard RDTs (remote data terminals) as many of them will be installed in high traffic areas.

3/25/21
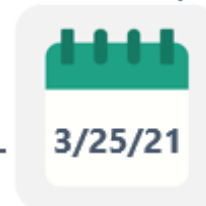
Box to MS OneDrive File Storage/Sharing

OIT Portfolio: Optimize University Administrative Systems

Box to MS OneDrive

Contact Information
BO: Keith Halman
PM: Robert Stack

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

1. Project Testing, Project Pilot, and Groups 1 - 7 migrations are complete
2. Migration of Group 8 is in progress
3. Migration of users not yet migrated with their Group began July 27

Risks

- No risks identified at this time

Planned Activities

1. Begin clean up of any outlier accounts that remain to be migrated
2. Complete Group 8 Migration
3. Provide end user support if needed

09/14/20

Operationalize UTA Re-population Committee Plans ⚙️

OIT Portfolio: Optimize University Administrative Systems

Operationalize UTA Re-population Committee Plans

Contact Information
BO: Lisa Nagy
PM: Stacey Fraser

Scope

This project aims to operationalize the plan to safely reopen the campus for the Fall 2020 semester. UTA has completed the formal repopulation plan and submitted the final report to UT System, which has been approved. Our focus now is on operationalizing and executing those plans. Six projects have been defined to address areas such as symptom monitoring, safely returning to work, personal safety practices, guidance for specific workplace scenarios, implementing safety measures across campus facilities, and addressing University Housing. The desired outcome for this program will be to safely reopen the campus for faculty, staff, and students for the Fall 2020 semester.

1 | Implement Symptom Monitoring | Heather Snow
2 | Safe Return & Retrenching off Campus Operations | Kwa Heri Harris
3 | Implement Personal Safety Practices | Leah Hoy
4 | Guidance for Specific Workplace Scenarios | Don Lange
5 | Implement Safety Measures across Campus Facilities | Jeff Johnson.

Status

1) Program Schedule Development: The project management team is working with each project lead to help them manage and update their schedules.
2) Program Risk Register: Reviewed the risk register with the program sponsors, aiming to finalize next week. The Enterprise Risk Manager, Ed Nieves, will begin engaging each identified risk owner over the next 2 weeks to create more robust risk response plans.
3) Communications: The Communication Lead for this program, Joe Carpenter, has identified Communication Liaison's for each of the 7 project teams.
4) Business Process Update: The maps for: 1) COVID-19 Positive Test – public documents, 2) COVID-19 Positive Test - internal training documents, and 3) No Face Covering Protocol has been distributed to the team for final review. In addition, the final version of the Event/Meeting Protocol map as been added to the Event/Meeting Protocol document. Items added this week include the Quarantine and Isolation (process, OFM (Facilities) responsibilities, and when to submit the Close Contact and Personal Diagnosis Form.

Risks

- No risks identified at this time

Planned Activities

1) Finalize the risk register with our program sponsors.
2) Begin development of the risk response plans working with each risk owner.
3) Aiming to finalize the process flows for the Positive Test Flow and No Mask Protocol Flow. Team will begin work on the next set of Process flows for Q&I, OFM, and when to submit the Close Contact and Personal Diagnosis Form.
4) Finalize the details and get some decisions on the "Dashboard". Holding UAB meeting for the Contact Tracing App next week.
5) Assist project leads with managing their project schedules.

08/31/20

Implement Adobe Sign Enterprise

OIT Portfolio: Optimize University Administrative Systems

Implement Adobe Sign Enterprise

Contact Information
BO: Terrill Richardson
PM: Jose Segura

Scope
Currently, users do not have an enterprise electronic signature solution that would satisfy the needs of all clients at UT Arlington. Adobe has made Adobe Sign Enterprise available to assist with the COVID-19 response at zero or no-cost.
OIT will Implement Adobe Sign Enterprise as the recommended document signing solution for UT Arlington clients. This project will look to identify features, train-users, and communicate availability of signage solution.

Status
1. Adobe Sign Enterprise is a solution that has been installed for use at UTA and has been tested for technical availability
2. Business Process Improvement has met with project team to map process flows for usage, support, training, and legal review
3. Goal is judicious use of 3000 available licenses supporting the full time employee needs

Risks

- No risks identified at this time

Planned Activities
1. Adobe Sign Process Plan review meeting
2. Finalize Legal Review Procedures
3. Communications plan update
4. Training plan update

09/18/20
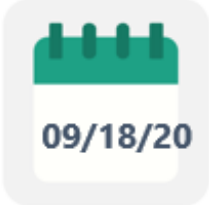
Automation and Scheduling Orchestration tool selection

OIT Portfolio: Optimize University Administrative Systems

Automation and Scheduling Orchestration tool selection

Contact Information
BO: Jason Hardy
PM: Naomi Watkins

Scope

Control M is a task-based software, which in its current form, does not allow the University to grow its footprint within the tool, without spending a large amount of money for customizations. In addition, there is a limited number of internal UTA resources available to maintain and enhance this tool if called upon. Finally, Integrating and connecting Control M to other tools is not at the same level of others within the industry. OIT has committed to Control M for an additional year, however our contract is scheduled to expire June 2021. This project was initiated to track the activities related to identifying and purchasing a replacement orchestration and scheduling tool that would replace Control M.

Status

In initial phase of project. Draft of Business Requirements Document is underway. Focused on obtaining sign-off from executive sponsor on Project Charter and completing Business Requirements Document (BRD).
The project is currently on-target within scope and budget, but it does not appear will meet the calendar year-end deadline, according to teams' WBS estimates and with factoring in school holiday schedule. Risk mitigation includes possibly extending the existing Control M contract.
A parallel effort being conducted by members of the Infrastructure & Operations team, analyzing the possibility of in-sourcing the effort leveraging Azure, is being demoed to IT Executive Leadership for their approval. If approved, it is likely the RFP project will be canceled.
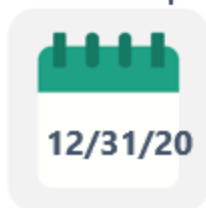
Risks

Schedule Comments:
Schedule is yellow due to WBS estimation;
estimated project end date is 2.18.21 To mitigate this risk, it is possible that the existing Control M contract can be extended OR we may potentially in-source the automation work.

Planned Activities

Null

12/31/20

Decommission Data Manager ETL Tool and Data Warehouse

OIT Portfolio: Optimize University Administrative Systems

Decommission Data Manager ETL Tool and Data Warehouse

Contact Information
BO: Keith Halman
PM: Robert Stack

Scope

The Enterprise Data Services Date Warehouse Production (EDSDWP) was originally built in 2004 to house data extracted from Campus Solutions. Most of the functionality of EDSDWP can now be provided using other tools such as MARS, SAS, PS Query, BI Publisher, and custom PeopleSoft applications. The software used to support EDSDWP, IBM Cognos Data Manager went out of support in 2015. The EDSDWP data warehouse is no longer sustainable and needs to be sunset. Sunsetting EDSDWP will save $6,000 in software cost and an estimated 1200 hours of labor annually. All dependencies on EDSDWP need to be identified to avoid interruption of business processes and loss of data.
The proposed solution requires: 1.The identification of all services that are currently served by EDSDWP 2.Perform gap analysis to determine what is obsolete, what is already supported by other solutions such as MARS, and what needs development work to support end user needs 3.Find or develop alternate solutions for identified gaps 4.Decommission EDSDWP and supporting infrastructure.

Status

1.The Legacy data warehouse and data manager tool are end of support and must be decommissioned
2.Current project activities include end user communication to determine requirements,
eliminate unused or obsolete items, and find and eliminate gaps
3.Planned activities include design and development of ETL jobs in Oracle Business Intelligence Applications (OBIA) data warehouse, user acceptance testing, end user training, and decommission of EDSDWP data warehouse.

Risks

- No risks identified at this time

Planned Activities

1.Team communications with end users to identify and analyze requirements for
Interfaces, DDB SQL Queries, Discoverer Reports, and DB Functions
2.Begin Gap Analysis and Design for 4 Interface subject areas, Over 120 Discoverer Reports across 13 subject areas, 9 DDB SQL Queries subject areas, and 1 DB Functions subject area (22 DB Functions to be deconstructed)
3.Update 3 red status subject areas; Recruiting-Jones SQL, Recruiting-Jackson SQL, and Housing Interface

05/28/21

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
1 CRM tool has been selected. Formal announcement will be made on selection when contract is signed. Currently, contract was sent to Vendor - now in final negotiations.
2 Project team refining High Level Program & Project Plan, Scoping, Staffing Plans and Process Mapping. Strata Information Group (SIG) higher education CRM consultants change order completed to determine full scope, deep dive process mapping, configuration, and integration consulting. Final revised/proposed plans will be reviewed/approved by the President, Executive and Steering Committees.
3 Continue working with procurement for tool Contract execution.

Risks

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

Schedule Comments
Was informed by Kris K / Procurement that Technolutions has issue with adding our SOW to their paper as exhibit (our requests in SOW do not meet their established standards) as well as HIPPA / FERPA language. Kris estimates it will be early/mid July 2020 before contract can be executed..

Planned Activities
1 Enroll in Launchpad - date TBD.
2 Send CRM Newsletter to OIT Communications for review.
3 Continue Configure Configuration & Technical Document Creation.
4 Updating and refining Project Plan and Schedule.
5 Continuing to search for Business Analyst candidates.

2/26/21

Implement Guest Access Functionality in MyMav

OIT Portfolio: Expand Recruitment & Retention Systems

Implement Guest Access Functionality in MyMav

Contact Information
BO: Karen Krause
PM: David Wallace

Scope
This Project will implement the delivered Guest Access Framework in PeopleSoft Campus Solutions 9.2 (MyMav), enabling students to designate non-UTA affiliated users with access and student directed viewing permissions to MyMav information regarding the student's account. Project has a direct dependency on the completion of the MyMav FLUID UI project.
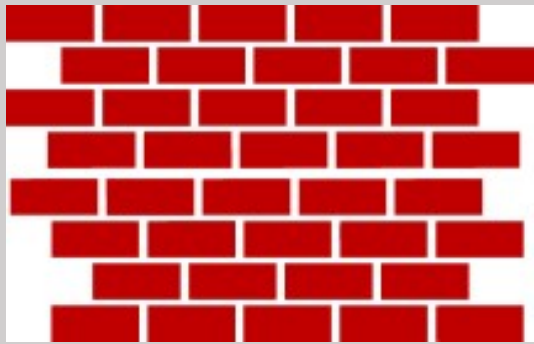
Status
The BTS-BA team is resource constrained. Keith Halman is looking for contractor to help get project underway.

Risks
- No risks identified at this time

Planned Activities
Moving all the programs from Test environment to UAT environment. The users will be working with the project team in the UAT environment to do the testing.
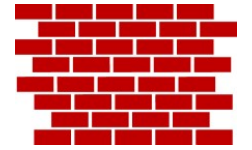
08/31/20
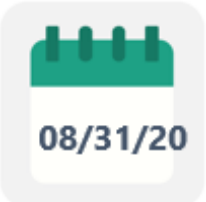
OIT Foundations

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

MyMav Roles assignment training development still in process.
Rick's team has provided DB table to manage the departmental approves list for access
control to a given area's content editor and administrator. Firewall rules to allow the reading of the table will need to be in place (Azure --> AWS) ROW level security process handling development started.

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

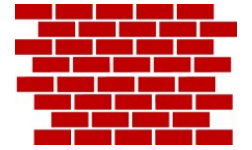**Cost Comments**
No cost overruns projected at this time.

Planned Activities

- SiteCore access request ServiceNow Catalog item with single step approval with automated access control (Azure Security Group)
- Training of MyMav role owners

08/31/20

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
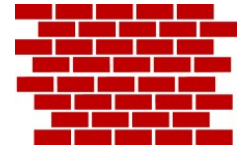
No new risk identified

Planned Activities

Monitor for issues
Start procurement closure

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

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
 Project Charter
 Project Costs

Risks

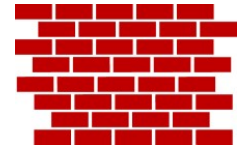- No new risk identified at this time
.

Planned Activities

Engineering And Research Building work slated to start August 3rd.

10/2/20

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

The current milestone is configuring the SBC's (Session Boarder Controllers). Project team continue 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 (Lonestar Education And Research Network)IP schemes.
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.
Continue working on city of Arlington permitting for the physical build out of infrastructure. Note that this is dependency to proceed with the permanent implementation and no date has been given to confirm when this will start.
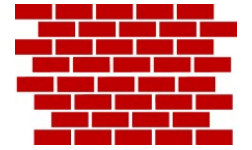
Risks

No risks reported.

Planned Activities

Begin planning for network cut over to physical CenturyLink infrastructure (date TBD)
Plan for removing remaining VM's at ARDC (assigned to Mike Tyler)

12/09/20

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

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
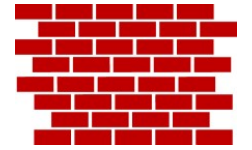
Risks

- No Risk Provided

Planned Activities

Continue to allow faculty and staff to sign up for Teams calling.
Test MS Bookings site to allow users to register for a device and set up a delivery date,
location and time.
Place order for an additional 100 headsets.

12/18/20
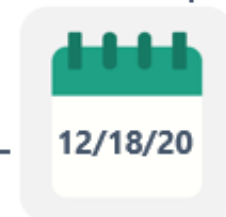
Backup & Recovery -RFP

Backup & Recovery - RFP

Contact Information
BO: Jason Hardy
PM: David Moore

Scope
Currently have aging backup retention infrastructure that is not suited for cloud-centric environment. Product was not renewed in FY20 and is a potential risk for business continuity.
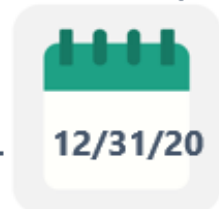
Status

This project is for RFP & product selection, a separate project will be put in place for deployment.
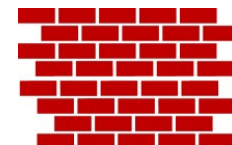
Risks

- No risks identified at this time

Planned Activities
1 Review Risk Register, Charter, Schedule with Business Owner.
2 Continue working on Statement Of Work.
3 Determine if Technical Requirements document is needed..

12/31/20

RFP for NAC solution

RFP for NAC solution

Contact Information
BO: Jason Hardy
PM: Mai Tran

Scope

Creation of a Scope-Of-Work (SOW) for an RFP, criteria to include:
NAC solution is to restrict access on the device level to the network based on:
1• Health of device
2• Devices that are non-compliant (infected w/ viruses, Malware, unauthorized applications) would be filtered into a quarantine zone
3• Ability to provide steps to remediate
4• If remediated allowed entrance to connect to the network
5• Automatically differentiate between type of device, BYOD, UTA Owned. NAC to automatically route devices to specific security zones based on device type
6• Block access to unsanctioned network hardware
7• Put together evaluation team representing a cross section of campus stakeholders to help select a solution

Status

The timeline has been set for the completion of RFP and contract award in Jan 2021 and end of procurement in Feb 2021.

Risks

- No risks identified at this time

Planned Activities

1• Revise the technical requirements based on the consultation with Gartner analyst on evaluation criteria of NAC solution
2• Continue to build the SOW (Scope Of Work) for the RFP
3• Follow up on the execution of the planned tasks and their status.
4• The project plan and timeline will be updated as tasks are completed
5• Will share the draft Scope-Of-Work with the evaluation team and VMA II.

02/24/21