1-Page Strategy Breakdown
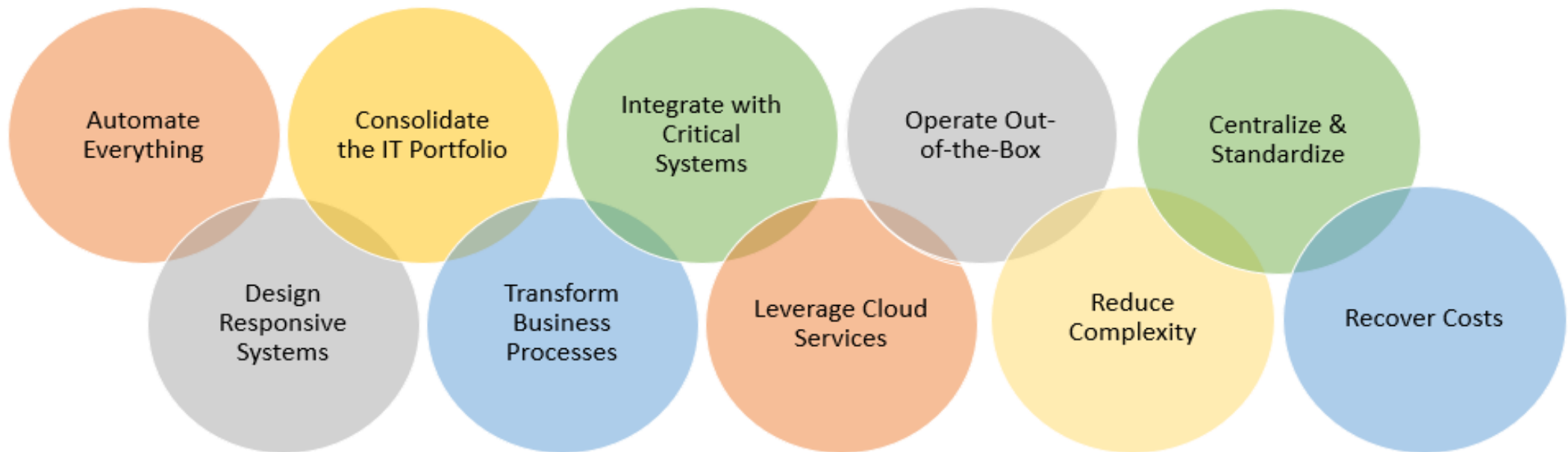
August 2020

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

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
	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				03/2021	
	Timekeeping					05/2021
	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			10/2020		
	Telephone – Network Infrastructure for MS Teams Phone System				12/2020	
	NetIQ IGA Implementation			09/2020		
	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 (Jun-Aug)
Remarkable Service	1. Customer Satisfaction (CS): ServiceNow Ticket Completion	99%	94%
	2. Ontime High Quality Critical & High Project Status Reports	80%	88%
	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%	98.28%
	10. 24 Hours Resolution of Priority 1 Incidents	80%	33%
	11. 48 Hours Resolution of Priority 2 Incidents	80%	63%
	12. 3 Day Delivery of Service Requests	80%	97%
	13. Successful IT Changes	98%	99%
	14. EIR Accessibility Requests Resolved	95%	95%
	15. Budget Consumed on New Technology*	6%	0.003%
	16. Budget Reclaimed on Sunset Technology*	6%	4%
Resilient, Hybrid Infrastructure	17. Web Latency	500ms	1,232ms
	18. Web Uptime	99.9%	100%
Great Place to Work	19. Utilization of Training Budget*	95%	32%
	20. High Performer Employee Retention*	95%	99%
	21. New Employee 6-Month Retention	90%	100%
	22. Internal Recruitment	30%	100%

*Based on Fiscal year 2020

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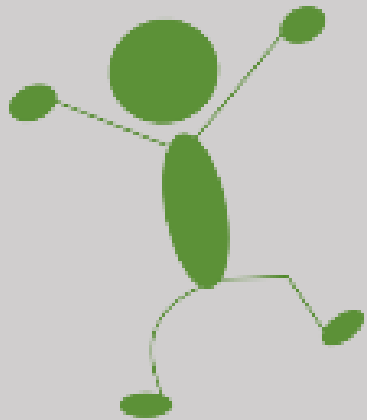
Transform the Student Experience

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 by 2021 Q2.

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%20Plan(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

07/30/21
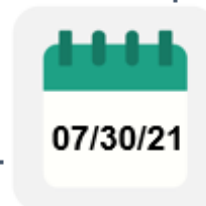
Engage In High-Impact Research & Scholarship

Upgrade High Performance Computing

OIT Portfolio: Strengthen Digital Research

HPCRNP Cluster

Contact Information
BO: Jason Hardy
PM: Edward Gonzalez

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.

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
- Test SLURM Accounting activation run plan on HPC Root Node Test and verify before attempting on HPC Root Node Production.
- We will be taking a few nodes and adding them to HPCRNT, which will require a change to HPCRNP, and hope to be ready for a test in the upcoming week

10/1/20

Establish OIT RSS Department
OIT Portfolio: Strengthen Digital Research

Establish OIT RSS Department

Contact Information
BO: Douglas Bergere
PM: Edward Gonzalez

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.
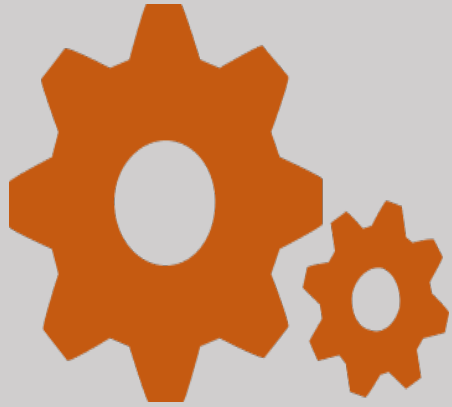
Risks
- No risks identified at this time

Planned Activities
Work on Service Now request items and Service pages

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

- The project team is currently evaluating the impact on the project timeline. Feedback from the vendor (TimeClock Plus) and UT SIS is required to establish the new timeline for the project. New SOW reviewed and approved by the Executive Sponsor (Kelly Davis).
- Working sessions with TimeClock Plus are back in progress. Business requirements sessions and process mapping sessions are taking place. UT SIS is re-engaged partially; full commitment date is still to be determined. Initial evaluation on the PeopleSoft integration took place. The team also evaluated the impact of disabling Absence Management and Time and Labor modules in PeopleSoft for UTA; more detailed review is required in order to make final decisions.
- The new concept of time reporting was presented to the Steering Committee and the Council of Chairs. The proposed changes and process improvements were perceived well. Once the core system configuration is built, a series of demos will take place to present the functionality to the Steering and Executive Committees, and the Council of Chairs

Risks

Schedule Comment:
Project schedule is under revision.

Planned Activities

Activities planned for next weeks: August 31-Sept 11
1. Continue requirements discovery sessions with the vendor and the project team.
2. Issue the new project plan; identify the new dates for the key milestones.
3. Start working on identifying integrations points with PeopleSoft.
4. Finalize FMLA and other types of leave process maps.
5. Review reporting requirements.

5/31/21

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, Group 1-8 migrations, and individually scheduled migrations are complete
2. Manage any special situations that arise when Box is set to inactive
3. Complete Decommission Task List assignments in accordance with project schedule and complete project close out

Risks

- No risks identified at this time

Planned Activities

1. Complete any one-off migrations and address any end user questions
2. Remove Box Knowledge Base Articles and deactivate Box accounts beginning 09/01/2020
3. Conduct Lessons Learned Back Brief to Business Owner scheduled for 09/10/2020
4. Conduct Steering Committee Project Close Out Meeting scheduled for 09/18/2020

10/15/20

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

No status reported.

### Risks

- No risks identified at this time

Planned Activities

1) Finalize process flows for employee reporting and Housing.
2) Continue development of the risk response plans working with each risk owner.
3) Continue progress on the Dashboard, Self-Assessment, & Contact Tracing app.
4) Host "Lessons Learned" sessions with project leads and sponsors.
5) Complete program close-out

08/31/20
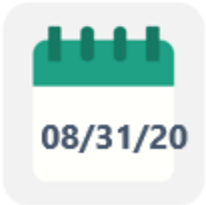
Implement Adobe Sign Enterprise

OIT Portfolio: Optimize University Administrative Systems

Implement Adobe Sign Enterprise

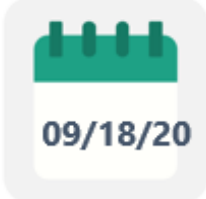**Contact Information**
BO: Terrill Richardson
PM: Jose Segura

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. Work with BTS for training and user acceptance
2. Complete the BPI plan
3. Update Campus Communications

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

Meeting held with stakeholders to discuss concerns/questions around Azure Automation. Team requested meeting with UTMB to find out how they are using Azure Automation and what their customer experience has been. Following this meeting, team should be ready to make go-forward decision. External to the project, the monthly UT Systems-Microsoft meeting focused around UTMB's use of Azure Automation for job scheduling/automation. This session had many members from UTA-OIT present, and helped to address some of the questions they had. 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. If the alternative solution is approved by executive leadership, 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

- Meet with UTMB to discuss their customer experience with Azure Automation. Project team to finalize go-forward decision.

12/31/20

Retire EDSDWP Data Warehouse

OIT Portfolio: Optimize University Administrative Systems

Retire EDSDWP 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 and Discoverer Reports
2.Continue Gap Analysis and Design for 3 Interface subject areas, 13 Discoverer Report subject areas, and 8 DDB SQL Query subject areas
3.Verify data needs (Service Now) with Pavel Mizilen and meet to walk through next steps and approvals needed for proposed solution

03/31/21

Defender ATP Deployment

OIT Portfolio: Optimize University Administrative Systems

Defender/Defender ATP Deployment

Contact Information
BO: Nikki Knight
PM: Robert Stack

Scope.
UTA currently spends over $116,000 annually for Trend Micro end-point anti-virus protection to cover approximately 15,000 end point devices. A problem facing UTA is that the present network has a growing number of end-points to which Trend Micro cannot connect.
The chosen replacement solution is Microsoft Defender Advanced Threat Protection (ATP), a solution that uses the same type of signature-based patterns for anti-virus detection as Trend Micro and has similar capabilities and features. Microsoft Defender ATP is a part of the existing Microsoft A5 licensing agreement in place and therefore will not require additional contract costs allowing savings by removing Trend Micro costs.
Switching to Microsoft Defender ATP will significantly reduce annual licensing costs, reduce the number of vendors to manage, and consolidate the network architecture with a more comprehensive advanced threat protection solution.

Status
1. Project Planning and Discovery will be conducted through the blackout period, up to 09/15/2020.
2. Project Testing and Documentation is planned up to 10/30/2020 with Campus Deployment to follow from 11/02/2020 to 04/30/2020.
3. Deployment includes removal of Trend Micro agents and activation of Defender ATP to cover Win and Mac platforms, communications, training, and reporting. Approximately $116,000 of divestiture savings is possible with cancellation of Trend Micro renewal before 05/12/2021.

Risks

No risk identified.

Planned Activities

1. Business Analyst findings and discussion of parallel roll out options with Microsoft Intune device management and hard drive encryption solution.
2. Project Kick Off 08/31/2020.
3. Project/Program approach decision.
4. Update project charter, review and approval with business owners.

5/31/21

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 - Slate by Technolutions. Formal announcement will be made on selection when contract is signed.
2 Project team refining High Level Program & Project Plan, Scoping, Staffing Plans and Process Mapping. Strata Information Group (SIG) higher education CRM consultants has completed deep dive process mapping - review of final deliverable underway. Final revised/proposed plans will be reviewed/approved by the President, Executive and Steering Committees.
3 Contract has been fully executed.
4 CRM Team finished training with Technolutions.
5 Project plan and schedule reviewed with PMO week of Aug 24

Risks

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

Planned Activities

1 Revise CRM Newsletter to OIT Communications for publishing.
2 Conduct Final Review of Recruiting Process for additional feedback.
3 Schedule Final Sign Off of Recruiting Process for Business Owners.
4 Continue Configuration & Interface work.
5 Present Project Plan and Schedule for review with Business Owners.
6 Continuing to search for Business Analyst candidates.

2/26/21
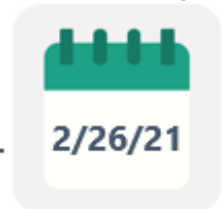
Implement Guest Access Functionality in MyMav
OIT Portfolio: Expand Recruitment & Retention Systems

Implement Guest Access Functionality in MyMav

Contact Information
BO: Karen Krause
PM: David Wallace

Scope

Allow students to grant Guest Access in MyMav for parents/sponsors, etc. to view their student information related to Admissions, Student Records, Financial Aid, Student Financials data.

Status

Moving Project all code/objects to production (ARCSPRD) this weekend--August 29, 30-2020
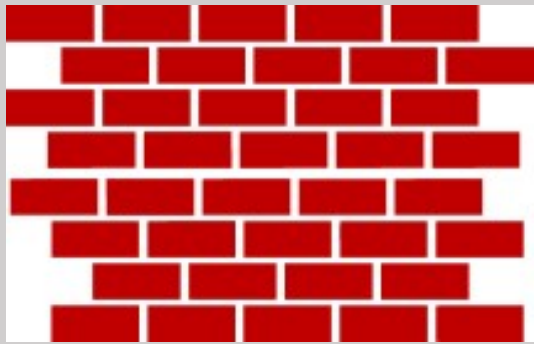
Risks

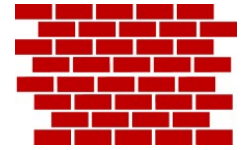- No risks identified at this time

Planned Activities

- Move all code/objects top ARCSPRD this weekend--August 30-2020
- Perform testing on all of the Guest and Student processing prior to Monday morning- August 31, 2020
- Complete documentation on the project

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.
- Final Testing and place into PROD SiteCore as an application within IGA

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
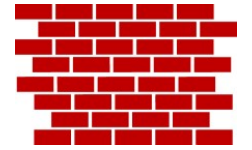
Cost Comments
No cost overruns projected at this time.

Planned Activities

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

09/30/20
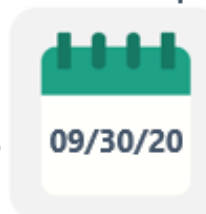
Network Radio Replacement and Upgrade- Procurement

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.
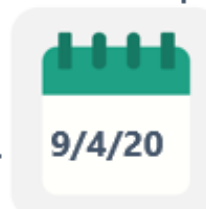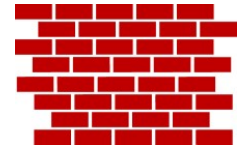
Status

No update.

Risks

No new risk identified

Planned Activities

Monitor for issues
Start procurement closure
Start project closure

9/4/20

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
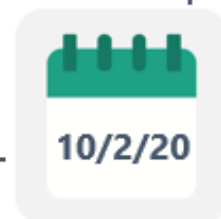. Project documentation:
 Project Schedule
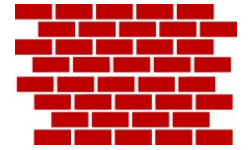 Project Charter
 Project Costs

Risks
- No new risk identified at this time
.

Planned Activities

PE Building, SMART Hospital, Mavericks Parking Garage and Studio Arts slated for completion by EOD 9/4.

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. .

Project website: https://oit.uta.edu/projects/microsoft-teamscalling-implementation/

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.
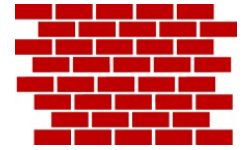
Risks

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)
- Brad Samek finishing up procurement of UPS for SEIR

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.
Project Documentation
Project Budget
Project Schedule
Project Website

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

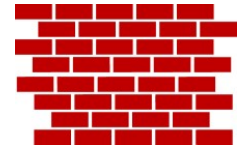### Risks

- 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.
- Perform inventory on equipment in storage

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.

The recommended solution is to purchase a product that will enable a total university backup both on premises and cloud in the short term and long term retention cycles.

This project is a subset of the larger project. Its goal is to work with campus stakeholders to draft the Scope of Work criteria for information systems backup for both on-premise and in cloud environments, submit a vendor-agnostic RFP , review vendor responses, select the appropriate tool , and negotiate contract with selected vendor .

Status

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

Work completed so far includes Business and Technical Requirements Document, Project Schedule, and Statement of Work. Team is currently focusing on including the correct technical specifications before Vendor engagement. Team is also working on developing Vendor Questionnaire for Vendors to complete during Vendor demonstrations
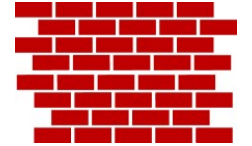
Risks

- No risks identified at this time.

Planned Activities

1 RFP to be reviewed by Evaluation Committee and signed off
2 Publish RFP
3 Vendor Meeting
4 Review Vendor submissions

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:
- Health of device
- Devices that are non-compliant (infected w/ viruses, Malware, unauthorized applications) would be filtered into a quarantine zone
- Ability to provide steps to remediate
- If remediated allowed entrance to connect to the network
- Automatically differentiate between type of device, BYOD, UTA Owned. NAC to automatically route devices to specific security zones based on device type
- Block access to unsanctioned network hardware
- 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

Schedule Comments
The project timeline has been delayed for a week. Per IT owner, Jason Hardy, has decided to check into the feasibility of using Juniper function as the NAC solution

Planned Activities
- Follow up with the IT owner for the solution of Juniper's function in place of a NAC solution.
- Follow up on the execution of the planned tasks and their status.
- The project plan and timeline will be updated as tasks are completed.

02/24/21