OIT Strategy at Glance
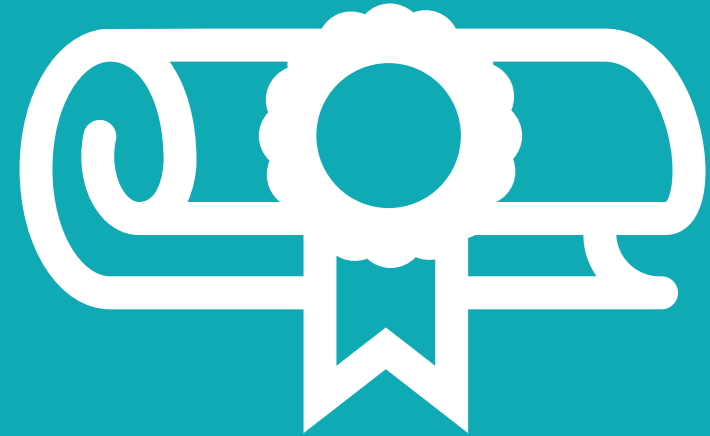
October 2021

Design for Campus Success

Our primary focus is on business needs and expected outcomes and then on technology solutions by using project and continuous improvement approaches that consider campus priorities, critical business processes, strategic planning, and organizational change practices.

Fit for Purpose

Security Wise: Ensure that security is top of mind in all solution designs to strike a balance between usability and data protection.

Automate Everything: Use workflows, machine learning and/or artificial intelligence to improve customer experiences and reduce manual processes.

Design Responsive Systems: Ensure information systems recognize the device type used by the customer and deliver an interface appropriate to the device (phone, tablet or computer)

Integrate with Critical Systems: Create connections between primary business applications to increase data sharing and reduce manual activities.

Operate Out-of-the-Box: Utilize pre-built functionality and processes to simplify upgrades and increase access to new features.
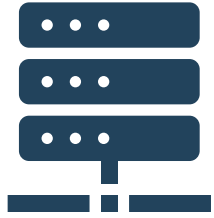
Resilient Infrastructure

LEVERAGE CLOUD SERVICES: Pivot from on-premises to cloud services to improve reliability and uptime.

REDUCE COMPLEXITY: Drive complexity out of network and computer infrastructure to prevent outages and streamline restoration of services.

Reduce Costs

Consolidate the IT Portfolio: Reduce the number of applications in the IT portfolio by expanding the features of existing applications to replace redundant applications.

Centralize and Standardize: Reduce UTA's total costs of ownership on point solutions by offering "common good" technologies at no or low fees.

Recover Costs: Chargeback for specialized IT solutions.
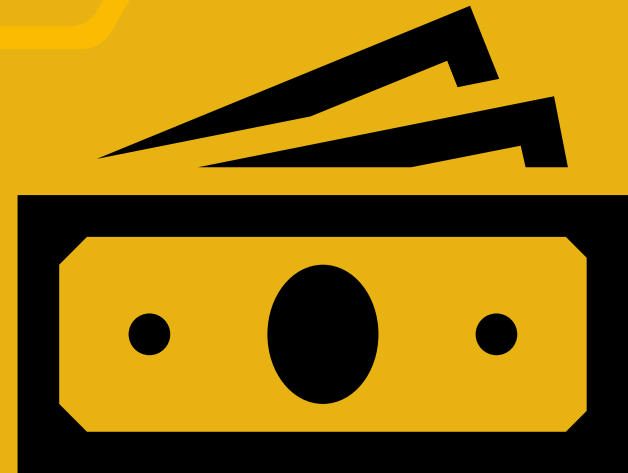
IT Programs & Projects

IT PROGRAMS & PROJECTS

	Sep 21-Nov 21	Dec 21-Feb 22	March 22-May 22	June 22-Aug 22	Sep 22-Nov 22	Dec 22-Feb 23
Enhance Digital Student Experience	UTA-Modo Mobile App Mod ● 02/22					E-Learning Transformational Model Project ● 01/23
					Conference/Classroom Technology Modernization ● 10/22	
Expand Recruitment & Retention Systems	CRM Project – Phase 1 Recruitment ● 04/22				CRM Project 2 ● 10/22	
						UTA Mavrick Online ● 01/23
Strengthen Digital Research	Faculty ● 11/21					
	Shared Compute Space ● 12/21					
	HPC Phase 1 ● 11/21					
Optimize University Administrative Systems	Robotic Process Automation ● 02/22					
	Timekeeping ● 03/22					
	Cost of Programs & Activities ● 03/22					
Prevent Security & Compliance Risks	Endpoint Management Project ● 05/22					
	Enterprise Risk Management ● 01/22					
	Improve SPAM ● 12/21					
Fortify OIT Foundations	Network Access Control Deployment ● 05/22					
	Telephone – MS Teams ● 01/22					
	Network Resiliency ● 12/22					

Status: Not started ◆   Completed ◆   In progress ●

CIO Business Vision Report

OIT Satisfaction Scorecard

Satisfaction		Value	
84% Satisfaction with OIT and its ability to support your needs	**72%** Net promoter score	**84%** OIT provides high value relative to perception of cost and staffing	**83%** Net promoter score
87% **Understands Needs:** Satisfaction with OIT's understanding of your needs		**84%** **Communicates Effectively:** Satisfaction with OIT communication	
82% **Executes Requests:** Satisfaction with the way OIT executes requests and meets your needs		**79%** **Trains Effectively:** Satisfaction with training quality and timing	

Security Friction

94% **Office and Desktop Security:** Friction is acceptable	**83%** **Regulatory Compliance-driven:** Friction is acceptable	**78%** **Remote and Mobile Device Access:** Friction is acceptable	**78%** **Data Access:** Friction is acceptable

CIO Business Vision Report

Business Satisfaction and Importance for Core Services

The core services of OIT are important when determining what OIT should focus on. The most important services with the lowest satisfaction offer the largest area of improvement for OIT to drive business value.

Project	Description	Satisfaction	Importance
Campus WiFi	Satisfaction with access, reliability, and speed of WiFi	91%	8th
Faculty and Staff Devices Provided by Departments	Satisfaction with desktop, laptop, tablet, and mobile devices	89%	13th
Help Desk	Satisfaction with supporting end user issues and problems	86%	6th
IT Security	Practices ensuring organizational devices / data are properly secured	85%	1st
Work Orders	Satisfaction with small requests / improvements to existing technology	83%	12th
Campus Infrastructure	Satisfaction with reliable networks, communication, and web portals excluding WiFi	83%	2nd
IT Policies	Satisfaction with policy design and enforcement around security, governance, et cetera	82%	14th
Courseware and Learning Management Technology	Satisfaction with virtual library, lecture capture, et cetera	80%	5th
Project Management	Satisfaction with large department or institution-wide initiatives	78%	4th
IT Innovation Leadership	Satisfaction with providing opportunities for innovation and innovation leadership to improve the institution	76%	11th
Classroom Technology provided by EduTech	Satisfaction with podiums, classroom recordings, audio, video, et cetera	73%	3rd
Administrative Data Quality	Satisfaction with providing reliable and accurate data	69%	10th
Administrative Analytical Capability and Reports	Satisfaction with effective standard reports, custom reports capability, and the ability to generate business insights	69%	8th
Administration Applications	Satisfaction with applications used by faculty / staff for running UTA	61%	7th

Student Access & Success

UTA-Modo Mobile App Modernization
OIT Portfolio: Enhance Digital Student Experiences

UTA-Modo Mobile App Modernization

Contact Information
BO: Lisa Nagy
PM: Robert Stack

Scope

UTA's mobile application was outdated in appearance, static in use, and stale in content due to lack of prioritization and attention. Mobile app premium features were not enabled. The goal for UTA mobile app modernization team is too enable premium features purchased through Modo Labs to help students, faculty, and staff get a useful, relevant, and rich user experience. The team will make the app a valuable tool for users by partnering with Modo Labs and UTA mobile champions on campus. The mobile app platform will provide communication notifications and a focus on useful tools and content to better meet user needs.

Status

The Modo Elevate 90 Day Program began the mobile app transformation journey by adding authentication/authorization, addition of Personas for Current Students, Faculty and Staff, and Guests, along with overall application redesign. The UTA Mobile App team is currently working with champions in Student Affairs, University Advancement, Admissions, Provost, Athletics, and Library to leverage the capabilities of the mobile app for their organizations. Future development is planned to provide incentive-based tools like student drawings, Advancement tools like goal paths and library gamification, bookstore integration, LinkedIn Learning integration, campus safety features, and virtual account accessibility. The mobile app team was instrumental in delivering the UTA Health and Safety response by providing the COVID-19 Dashboard Health Portal, Self Assessment Tool, and COVID news. The team is working with Service Now TEST to use the Agile Module for development work.

Risks*

No risks identified

Planned Activities

1. Mobile App Team will demo Agile 2.0 in ServiceNow TEST for OIT
2. Robert Leonard to create ticket for IDM to explore MFA on mobile app through the authentication app
3. Work on the current sprint using daily scrum

02/10/22

E-Learning Transformational Model Project

OIT Portfolio: Enhance Digital Student Experiences

E-Learning Transformational Model Program Phase I

Contact Information
BO: Amber Smallwood
PM: Stacey Fraser

Scope

UTA seeks to transform into a more dynamic, digitally-enhanced and responsive university with the ability to bring high-demand academic programs from inception to implementation through a clear and streamlined process. To that end, we have worked with faculty in colleges to identify certificates at various stages of conceptualization and implementation to track the process and document strengths, weaknesses and opportunities for improvement and provide a series of recommendations. These recommendations when adopted will serve as the foundation of transformational learning at UTA—the bigger project we are calling eLearning Transformational Platform/Ecosystem.

Status

Phase I: Empowering Faculty

-College Certificates - CoED is working on course development for their 4-course certificate program. COE is finalizing their new certificate proposal to restart and begin moving forward. Course development is continuing with COB, SSW, and CONHI. COB and CONHI have launched their first course.

-CDE & CRTLE are continuing to meet with faculty at a reduced pace on course design and continued professional development.

-Continuing work on the development of training videos for proposing a new academic program in Canvas. Targeting to complete 4 videos by the end of the calendar year.

-Focusing on faculty – Amber is meeting with all the Deans individually to finalize their online projects they are interested in pursuing in the coming year. Expect to have this wrapped up in the next 2 weeks.

-Reviewing/modifying the contract with the third-party consultant, Dr. Norma Scagnoli to finalize the plan to finish her engagement by the end of this year. Dr. Scagnoli is consulting on a number of key items including policy and sustainability, faculty focus, and marketing.

-CDE, in collaboration with CRTLE, will identify stakeholders to gather feedback and input on technology and immersive learning for the high-end multimedia production studios.

Risks

No risks identified

Planned Activities

Continue growing the online resources for proposal development, hope to launch in Canvas by the end of this calendar year.

Amber will continue to meet with Deans to finalize their high-priority projects. This might include a new certificate program, taking an existing certificate and offering it in an online modality, teaching aides, faculty peer review of online courses, faculty development to advance online pedagogy. Expect to have this wrapped up in the next 2 weeks.

01/31/23

Conference/Classroom Technology Modernization

OIT Portfolio: Enhance Digital Student Experiences

Conference/Classroom Technology Modernization

Contact Information
BO: Amber Smallwood
PM: Victoria Kolonikina

Scope

This project is to procure and install a standard variety of upgraded technology to support different classroom environments in UTA classrooms and conference rooms; train and provide easy to follow instructions to all who is utilizing the rooms and ensure ongoing support. Audience: Students, Faculty, Staff.

Status (Comments)

Analysis of teaching and meeting spaces is under way.
Focus groups with Faculty will be held to learn more about student engagement through technology (and thus needs for technology in the teaching spaces):
1. Student engagement in the classroom
2. Student engagement in the ECHO 360 classroom
3. Student engagement in the blended classroom (mix of in-person and online students)
4. Student engagement in the online classroom

Risks*

No risks identified

Planned Activities (Key Activities Planned)

Build stakeholder register.
Plan project kickoff.
Start building detailed project plan.
Hold focus groups (December 10 and December 13).

10/04/22

CRM Project – Phase 1 Recruitment
OIT Portfolio: Expand Recruitment & Retention Systems

CRM Project - Phase 1 Recruitment

Contact Information
BO: Kelly Davis
PM: Naomi Watkins

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 Constituent 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 through the 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 technique specified by project management.

Status
Work continues for remaining data load and issue.

Risks
No risks identified

Planned Activities
- Fix warranty items.
- Closeout Project 1.

04/28/22

CRM Project 2: Undergrad Admission Application, Expansion of Undergrad Recruitment Capabilities, and Grad Recruitment
OIT Portfolio: Expand Recruitment & Retention Systems

CRM Project 2: Undergrad Admission Application, Expansion of Undergrad Recruitment Capabilities, and Grad Recruitment

Contact Information
BO: Rebecca Lothringer
PM: Naomi Watkins

Scope

UTA does not have its own Undergraduate application, limiting our ability to unite student data into a 360-degree view. Without this holistic view, it is difficult to build relationships with a student, track their activities, or effectively communicate with them.
There is market value in having a coherent application system that will help students apply to UTA more easily and quickly.
Other undergraduate recruitment challenges faced by UTA include use of paper cards at events to capture student interactions, recruiters not having the ability to track what events are attended a student, determine their academic interests, or coordinate communications sent to students between central and college recruiters. Lastly, graduate recruitment is currently laborious and inefficient. Challenges faced by graduate recruiters are like those face undergraduate recruiters: inability to track events attended by students, determine their academic interests, or determine which communications have been sent and by whom.

Status

Technical, detailed planning meetings in progress to flesh out requirements for bidirectional integration and application checklists. Working sessions held with subset of both CRM teams to ensure alignment on Security roles, before proposing to college stakeholders. In-person query workshop held on 10/21, with college recruiters. Steering Committee deck draft reviewed with Communication Lead; content may change based on input received from Deans Council. CRM program at a critical point; want to see how colleges want to proceed; whether we move ahead with completing recruiting functionality only for Enrollment Management and bring in colleges after build is complete, or we bring them along while building. Dean input will hopefully help shape overall program strategy.

Risks*

No risks identified

Planned Activities

1. Continue design sessions for Release 4 deliverables.
2. Complete sprint planning for Release 4.
3. Schedule Deliver training for college recruiters.
4. Begin Communication Plan.

10/31/22
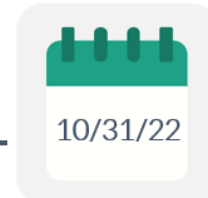
UTA Maverick Online

OIT Portfolio: Expand Recruitment & Retention Systems

UTA Maverick Online

Contact Information
BO: Pranesh Aswath
PM: Huong Pham

Scope

UTA leadership is reviewing the possibility of developing internal infrastructure to support online academic programs. This will position the University to save on overall costs, reduce risk and become more agile when it comes to delivering those services. The internal infrastructure would provide services which can include online student recruitment, online student retention and online course design. Each college would be able to access and utilize these services based on their program(s) needs.

Status

The CRM contract process continues. The team reported that they did identify another recruiter for the project and will work on getting them on board. Furthermore, we are working on mapping out the pilot program and are working on the list of requirements, steps, and tracking of budgeting. UPCEA (University Professional and Continuing Education Association) is still working on getting us some research lists to support online programs. They anticipate having lists back to us in the next few weeks.

Risks

No risks identified

Planned Activities

1. UPCEA to provide preliminary lists for research
2. Work on Stakeholder registry, list of requirements for pilot and start reviewing the template for the kickoff meeting in 4-6 weeks

01/27/23

Research & Creative Works

Faculty Profiles Web Site
OIT Portfolio: Strengthen Digital Research

Faculty Profiles Web Site

Contact Information
BO: Antoinette Sol
PM: Huong Pham

Scope

Currently faculty profiles are being served up off Mentis. This functionality is going away. In the future faculty profiles will be maintained in Digital Measures (DM). UTA will create an application to pull profile data from DM to SiteCore. There will be 4 screens that will be transitioned from Mentis to SiteCore and they are the faculty profile search, the faculty list, courses search and the faculty profile itself.

Status

Digital Measures (DM) has fixed most of the header issues on the faculty profiles. There are a few hard returns issues that we are still working through in DM. For our database, the clustering issues in Production are fixed and the team is working on the QA environment now. Based on the current fixes, we could go live on 10/31 or 11/7.

Risks*

No risks identified

Planned Activities

1. The hard return issues on the webpage will be addressed.
2. Our DBA team will continue to work on the QA environments.

10/29/21

Shared Compute Space
OIT Portfolio: Strengthen Digital Research

Shared Compute Space

Contact Information
BO: Edward Gonzales
PM: Edward Gonzales

Scope
Currently, OIT has many research resources located across multiple facilities, including new facilities and services which we wish to offer and make available to researchers.
This project aims to create a central database of all our research computing resources, and to establish procedures to facilitate distribution and use of these resources.
This project will be limited to locations CRB B11, ERB T5-2, SEIR (190B, 222A, 322A), and ARDC.

Status
Project kicked off on March 23.

Risks*
No risks identified

Planned Activities
Establish guidelines for SLA, physical access and device lifecycle with current occupants.

12/03/21

Community of Scholars

Robotic Process Automation (RPA) Grant Program
OIT Portfolio: Optimize University Administrative Systems

Robotic Process Automation (RPA) Grant Program

Contact Information
BO: Carolyn Record
PM: Huong Pham

Scope (Executive Summary)

Problem/Opportunity: Current processes are very labor intensive and prone to human error. The following processes have been reviewed by RPA Teams and will be automated using their RPA tools:
1. GRANT CASH - Current Description: Sponsor sends payment via ACH to bank. Accounting Services reviews file, filters for Grants payments, then sends Excel file to GCA. GCA applies payments manually to outstanding AR invoice. - Closed as of 12/3
2. DISPATCH PO's LESS THAN 15K - Closed as of 7/2/2021 as we can do it in PeopleSoft - no RPA needed

3. GRANT CLOSE OF PROJECTS - Current Description: 6 accountants are to close projects by running multiple UTShare queries and placing report summary data into worksheet. As variances are resolved, this process is repeated until there are zero variances remaining.
Recommended Solutions:
Automation of the following 1 process, transitioning task to virtual workers
-Grant Close of Projects

Status (Comments)

1. Grant Application: We have met with MDAnderson, and we have come to the consensus that Grant Application is not a good candidate for the RPA. This is now closed.

2. Grant Close Out: UT Systems was able to apply the patch over Thanksgiving week. MDAnderson is now able to connect VPN and connect to the virtual worker. Now they are working on automation of the queries that have been designed.

Risks*

No risks identified

Planned Activities (Key Activities Planned)

MDAnderson continue to code the automation.

02/11/22
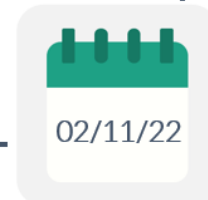
Timekeeping

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 and engagement. Optimization of UTA resources.
Project website: https://oit.uta.edu/projects/timekeeping/

Status

1. Sandbox 2 will be tested for 4 weeks: 9/27-10/22. All use cases end-to-end.
2. Pilot go/no-go decision will be made on 10/26. If approved, Pilot will start on 11/1.
3. The project team started preparation for the Pilot: : training sessions are in progress; all communication about the Pilot process has been sent out to all Police employees.
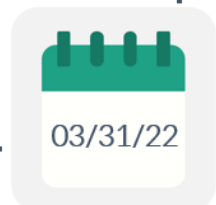
Risks

No risks identified

Planned Activities

Activities planned:
1. Test Sandbox 2: 9/27-10/26
2. Continue building/enhancing the training materials.
3. Work in collaboration with HR on communication re: reports-to.
4. Continue preparations for the Pilot (validate prod instance, train Police employees)
5. Pilot Go/No-Go meeting on 10/26/21.

03/31/22

Cost of Programs and Activities
OIT Portfolio: Optimize University Administrative Systems

Cost of Programs and Activities

Contact Information
BO: John Davidson
PM: Glenda Delgado

Scope
The University of Texas at Arlington (UTA) has experienced growth in student enrollment, academic programs, as well as the expansion of administrative support in support unit services. This additive trend intended to support the institution's mission places greater strain on institutional resources. While UTA continues to see growth, the impact on institutional resources is not clearly understood, and while new programs are added, there is not a clear understanding of efficiency, effectiveness, or sustainability. Currently, there is no specific resource (defined data sets, methodology, or other technology solutions) available when trying to identify the true cost of a college program and or activity a college offers. In addition, UTA will be implementing a new budget model for budget year 2022. This new budget model will be based on operating cost by program.

Status
The program code has been tested in FMS with no functional issues. A new business process needs to be developed to update and maintain Program codes in the future.

Risks
The chartfields have not been approved and based on the Go Live date of 9/1/21, the work by UTSIS would not be complete by 9/1 if the chartfields are approved.

Planned Activities
1. Begin discovery on creating an input screen for the ARPs to enter program code
2. Begin discovery on Error Report to track program code
3. Create SOPs for assigning and maintaining program codes

03/15/22

Endpoint Management Project

OIT Portfolio: IT Governance, Risk, & Compliance

Endpoint Management Project

Contact Information
BO: Keith Halman
PM: Kevin Krawzik

Scope

SecureDoc, our current drive encryption solution, has proved to be unstable, leaving many endpoints with outdated patches which compromises our security infrastructure. Further, to update and patch SecureDoc, users must be onsite and connected to our network domain to receive necessary updates. With COVID-19 and the change to remote work, the need to have systems that are dynamic and remotely updatable are critical. To modernize device management practices the project will address registering all newly imaged Windows endpoints using Microsoft & lsquo;s Intune. Leveraging Microsoft’s native encryption solution, Bitlocker, will allow OIT to deliver a more stable and secure client experience. It is already part of our existing A5 license. Migration to native encryption would consolidate our portfolio and reduce overall costs by potentially reducing the annual licensing cost of SecureDoc encryption.

Status

1. SWOT and support processes documented
2. Campus communication ongoing

Risks

1. Extended schedule to deal with shortages on resources.
2. Several competing priorities are relying on Communication and Business Process Resources.
3. Working closely with Communication and End Point Management Teams to finish tasks and prepare for Pilot
4. Currently two weeks behind on Pilot
5. Schedule has been adjusted from Dec 1st, 2021, finish to March 1st, 2022, project completion

Planned Activities

1. Continue messaging
2. Insure reimage process is fully functional and start accepting devices again

05/06/22

Enterprise Risk Management

OIT Portfolio: IT Governance, Risk, and Compliance

Enterprise Risk Management: Strategic Alignment

Contact Information
BO: Edgardo Nieves
PM: Victoria Kolonikina

Scope

Identify the top risks to UTA from an enterprise lens, prioritize those risks and then address those risks with planned and approved risk responses efforts. Evolve strategy management capabilities to align existing strategic planning, budget/planning, ERM, and performance management processes.

Two major projects included in this program:

1. Develop a performance management process that incorporates routine periodic (monthly/quarterly) review performance of financial and non-financial metrics by college/unit leadership with UTA senior leadership

2. Develop cyclical process for evaluating progress on ongoing strategic goals, refreshing the strategic outlook, and adjusting as needed. Align this process with the budgeting/planning process, ERM process, and performance management process.

Status

Project leads are working on developing a draft version of a calendarized process flow that will integrate the Financial Planning, Strategic Planning, ERM, and Performance Management processes. Towards accomplishing this the team will have a few working sessions and include SMEs as needed

Risks

No risks identified

Planned Activities

Key activities planned: Start working sessions for the Financial Planning process with the help of John Davidson. First session will take place on 10/26.

01/14/22

Improve SPAM Monitoring & Reporting

OIT Portfolio: IT Governance, Risk, and Compliance

Improve SPAM Monitoring & Reporting

Contact Information
BO: Michael Tyler
PM: Matthew Campbell

Scope (Executive Summary)

Implement DKIM on UTA email domain & sub-domains to mitigate reputation-based threats.
Implement DMARC reporting & monitoring to ensure email authentication.

Status (Comments)

Waiting for PRJTASK0041476 completion, currently in IO System Operations.
4 external banner exception requests made and in approval process. This includes a task to review against DMARC quarantine/deny policies.

Risks*

No risks identified

Planned Activities (Key Activities Planned)

Build production server for Parse DMARC.
Build OpSec process to review DMARC data.

12/17/21

NAC Deployment

OIT Portfolio: OIT Foundations

NAC Deployment

Contact Information
BO: Jason Hardy
PM: Kevin Krawzik

Scope

Currently, OIT has a solution in place on the identity side that allows for role-based access. However, there is no current process in place to curtail access on the device level for physical resources. Anyone can connect today, bring in a rogue device, that could have malicious or unauthorized software. This project was initiated to purchase a Network Access Control or NAC to allow for device-based access to our network. The NAC would allow for logical tiered access to areas of the network from a hardware standpoint (ex. All printers to be on the same segment). Allow differentiation between devices, UTA devices vs personal, to organize in network segments (ex. Guest devices only have access to the internet, but not to HR systems). Finally, the NAC will enforce specific security policies on workstations before granting access to our network based on how clean a device is. This item addresses multiple risks on the President's risk register.
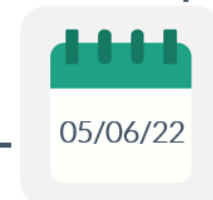
Status

1. NAC devices are online
2. Schedule being updated for Network Segmentation as new CI resources have been hired

Risks

No risks identified

Planned Activities

1. Session 10/ 25 to specifically for MIST –
2. Work with EPM on WMI decision points

05/06/22

Telephone – Network Infrastructure for MS Teams Phone
OIT Portfolio: OIT Foundations

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/
- Project documents:
- Project communication plan
- Campus Rollout Schedule
- Project costs
- Implementation design and plan
- Project kickoff

Status

Team is near completion on the AudioCodes analog replacement LUMEN pipes will be online within 30 days

Risks

No risks identified

Planned Activities

1. Finish Wetsel analog cutover
2. Finish elevator phone cutover
3. Finish procuring last of needed Avaya replacement equipment
4. Start cutover of analog devices at UTARI/Santa Fe and CRB
5. Finish network config for LUMEN circuits

11/05/21

Network Resiliency

OIT Portfolio: OIT Foundations

Network Resiliency

Contact Information
BO: Jason Hardy
PM: Michael Tyler

Scope

This project is needed to purchase the additional hardware, install the additional fiber path and plan the outages required to install all the redundant equipment. We are trying to reduce the downtime of the network and achieve our UEP goals and most of all provide network resiliency to ensure the best customer experience.

Status

Did assessment of the project tasks and the overall scope and working to get better updates into the individual Project Tasks. The project scope will need to be updated to better state the status of this project and what the actual deliverable is. It is tightly aligned with the Police dispatch resiliency and the SRX Clustering projects and the project tasks and scope will reflect that by the next project meeting.

Risks*

- Scope needs to be clarified
- Currently the power cost for SEIR are being discussed and are much higher than anticipated. More discussion required.
- The schedule is impacted but it is to clear to what extent due to the Fiber, power, and cooling requirements.

Planned Activities

I will schedule a working session with Keith Tharp, Bunmi, Muhammad and Kevin K to align all three of the projects and their project tasks. We will clarify the scope of each project and clearly define the deliverable.

12/02/22
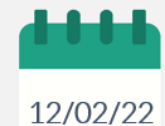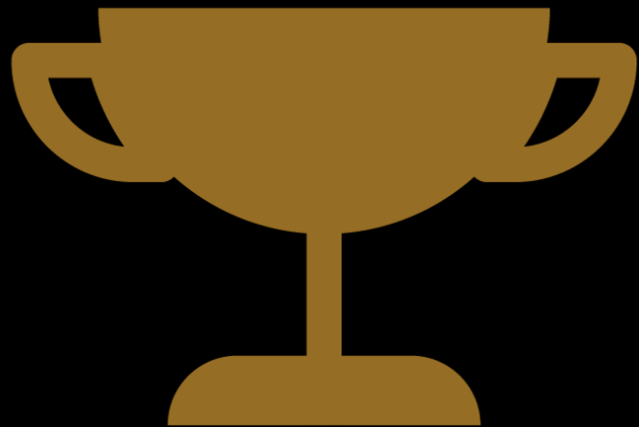
Appendix

eLearning TM Phase II | Project 1 - Procurement of a Marketing Firm

OIT Portfolio: Enhance Digital Student Experiences

eLearning TM Phase II | Project 1 - Procurement of a Marketing Firm

Contact Information
BO: Amber Smallwood
PM: Robert Stack

Scope

The University of Texas at Arlington Academic Planning and Policy Department desires to procure the services of a marketing firm to contribute market research, brand development, and a marketing plan and marketing plan execution for its emerging online for-credit certificate program called the eLearning Transformation Model (TM) Program. UTA seeks to effectively reach students and further student learning goals with this program. The marketing firm will begin engagement with UTA within 10 business days of selection and expect an engagement lasting at least 6 months but not more than 12 months. An aggressive timeline and complex decision-making process will be primary risks with strategy of seeking qualified vendors under contract or accelerated RFP process if required.

Status

The procurement of a marketing firm project team has received input from four marketing firm vendors via response to a published Request for Information (RFI). The project team is analyzing the vendor responses and developing a statement of work, timeline, and evaluation criteria for either a published Request for Proposal (RFP) or for use in discussions with existing marketing firms under contract terms with UTA. The goal remains for selection of a marketing firm prior to the start of Fall 2021 semester. This project will transition to management of the marketing firm, onboarded through execution and deliverables after vendor selection.

Risks

No risks identified

Planned Activities

1. CRM Request form completed and ready for Steering Committee review 10/22/21
2. SOW completed and ready for Steering Committee review 10/26/21
3. Scoring Criteria completed and ready for review 10/27/21

02/25/22

Police Dispatch Resiliency
OIT Portfolio: Optimize University Administrative Systems

Police Dispatch Resiliency

Contact Information
BO: Jeffery Neyland
PM: Michael Tyler

Scope

Police Dispatch, located in Davis Hall basement, is the Public Safety Answering Point (PSAP) for UTA. Many of the underlying IT technologies used to support the Police Dispatch operation are dated and/or suffer from single points of failure.

Status

Project Tasks have been updated to meet the current schedule. OOB management quotes have been submitted for purchase. Three sites will receive the OpenGear OOB and will provide access to the phone network devices. One of the SRX LTE's at the LCD will be used in testing the ability to provide failover connections to the Police Dispatch phones. We will set up a lab to do the testing.

Risks*

- Fiber costs are still pending discussion of actual requirements
- Schedule has been impacted by CenturyLinks lack of communication and availability to meet and discuss a plan for migrating phone numbers for the 50MB SIP trunk. Network outages have also had an impact due to resource constraint. Fiber installation lead times will also have an impact once the required redundant paths have been identified and paid for.

Planned Activities

Monday we will build a phone lab using the SRX320 to mimic the Dispatch phones and conduct failover testing.

10/31/22
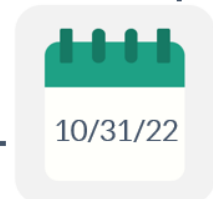
Apptio Bill of IT (OIT Chargeback Automation Tool) Phase 1

OIT Portfolio: Optimize University Administrative Systems

Apptio Bill of IT (OIT Chargeback Automation Tool) Phase 1

Contact Information
BO: Erin Morgan
PM: Tom George

Scope

Currently OIT does not have a unified process in place to provide services to our customer, automate the fulfillment and then deliver an itemized bill for those services to recoup cost. The only solution in place is a manual process that can be cumbersome, not easily reportable, and potentially prone to human error. As demand for OIT services increase, the need to automates the chargeback for those services also increases to avoid hiring additional staff to track manual chargeback efforts.

With the outcome of the Telcom Billing POC PRJ0012090, our strategic partner Apptio proved viability of the "Bill of IT" module to meet our Telcom Billing use case as well be expanded to meet OITs overall chargeback needs. OIT has moved forward with procurement of the module and is awaiting initiation from Apptio's professional services team to begin implementation activities.

Status

Project Update 10/22/21:
Configuration of data points needed for Bill of IT telecom module is still ongoing
 - All 3 points of data (MS Teams usage data, Purecloud and At&t data) have been provided to Apptio via manual one time data, Automation efforts to bring those data points in monthly is ongoing   -
    - AT&T Data: At&t Customer Rep John Walling still looking into automation efforts for At&t bill, however, has not been able to locate an appropriate resource, still waiting to hear back; for now, we will manually input the CSV version of the AT&T bill into Apptio 1 once a month
    - Teams Usage Data: Chris Cox is working to finalize automation efforts for Teams usage data, had to push completion date to November due to bandwidth issues
        - Camthy Nguyen and Team still working on cleaning up unassigned O365 data, remove duplicates and errors'... work should be completed by 10/29 ahead of the first formal bill
    - Purecloud Data: Purecloud API setup is ongoing. Sonny Dinh (Enterprise Data Services) is scheduled to finalize automation by 10/27
Training: Apptio Bill of IT Training sessions for admins has been completed
Communication - 2nd communication about release of new bill has been created and in the process of approval, communication scheduled to be sent out 10/25 as per communication plan

Risks*

No risks identified

Planned Activities

1. Continued work to automate data imports into Apptio on the following data inputs
2. AT&T Flat file
3. Teams monthly Telecom usage
4. Purecloud call-center data
5. Finalize O365 data cleanup
6. 2nd communication announcement
7. Compare Apptio billing output from September to Telemast output to identify variances and make changes

11/12/21

Create a Procurement HUB dashboard
OIT Portfolio: Optimize University Administrative Systems

Create a Procurement HUB dashboard

Contact Information
BO: Carolyn Record
PM: Tamara Ticknor

Scope
It is the policy of all UT System component institutions to promote full and equal opportunity for all businesses to supply goods and services needed to support institutional mission, administrative, and logistical operations. The is referred to as the Historically Underutilized Businesses (HUB) program.

The University of Texas at Arlington maintains the commitment to increasing the number of contracts awarded to small businesses, and those owned by women, service-disabled veterans, and minorities, by creating a fair and open competitive market and improving community awareness through its Historically Underutilized

The fundamental goal Increase HUB spend.

Current State: Currently there is no efficient way to review and evaluate vendor spend to seek out HUB spend opportunities. Current processes provide "soft" guidelines to seek out and use HUB vendors. The product sourcing is decentralized down to the departments in many cases, and they do not always have all of the relevant information necessary to evaluate alternative HUB vendors.

Future State: Provide a centralized interactive dashboard available to executive level and department level users to review spend, vendors, and transactions in many different visualizations to deep dive into opportunities where alternative HUB suppliers can be used for needed products.

Solution Tools: We plan to use MARS as the visualization tool to build and launch the HUB dashboard.

Status
Awaiting executive review and approval so we can launch phase I

Risks*
No risks identified

Planned Activities
1. Provide some edits to the job aid so it's complete and ready for phase 1 launch.
2. Wrap up the communication so it's ready when we launch.

11/22/21

Covid Test Record Storage
OIT Portfolio: Optimize University Administrative Systems

Covid Test Record Storage

Contact Information
BO: Lisa Nagy
PM: Naomi Watkins

Scope
Currently, the University does not maintain a database of Staff, Faculty or Student that have received their COVID 19 vaccination. Beginning July 2021, the State government of Texas rolled back all COVID 19 precautionary mandates which prompted UTAs pandemic response policies to also rescind. The University is looking to return to traditional learning modalities for its students; as well as bring back its staff to campus. UTA leadership asked for a COVID test record database be created to track the number of staff, faculty and students that are COVID 19 vaccinated. Due to the rise in COVID numbers in the DFW area our Campus Executive Leadership team is asking OIT to create a database to track COVID test records ahead of August 20th Student move in date. The database would track COVID negative test for both Students and Employees returning to campus. The leadership team would like to have this tested and deployed by August 17th to allow for a 72-hour interval before student move in date (8/20/21).
Solution proposed by the project team is to create this database record within MyMav. MyMav is rated to store this type of data and can pass audit requirements if inspected. The goal for this project is to have a real time COVID Test dashboard that can be used by our executive leadership team to review the most updated percentage of COVID vaccinated employees and students on campus.

Status

1. Formal project closeout activities have been started.
2. Lessons Learned meeting held with project team and business stakeholders for
3. retrospective purposes.

Risks*

No risks identified

Planned Activities

1. Closeout project.

10/29/21

Admissions Process Re-engineering and Perceptive Content Upgrade

OIT Portfolio: Optimize University Administrative Systems

Admissions Process Re-engineering and Perceptive Content Upgrade

Contact Information
BO: Scot Mertz
PM: Naomi Watkins

Scope

Problem or Opportunity: Problem/Opportunity:
Upgrade to Current Release Front end thick client is going out of support. Opportunity to change scanning licensing to allow scanning from any workstation. Single site license and elimination of tokens for machines that require scanners. Component software is greater than +/- 2 releases. Needs to be updated to allow transition to cloud environment on the subsequent release. Database version is out of support. The required DB update will provide us the opportunity to move to Microsoft SQL which is also a requirement from Hyland for movement to Cloud services. Promote software up to current release to take advantage of newer and more capable release. Re-engineer Admissions Process Re-engineer admissions processing and remove as much of the custom coding and extraneous use of queues. The effort to be supported by Hyland Professional Services staff to help modernize process flow and help rationalize and remove extra queues. Primary concern is that some pieces of the automated processing and the high number of queues add unnecessary complication to the basic process flow of the system. Hyland support is required to help understand and remove the extraneous queues. Modernize the admissions process. This process has changed dramatically over the last 10 years and no substantial system changes have been made to support the new business processes. This is aligned with strategic goals: Keep the software current, Move towards cloud services.

Status

Brain ware installation still in-progress; connectivity-related issues being encountered which the team is working through. Plan to begin User Acceptance Test (UAT) delayed to 10/25, given delay in software installation. Arrangements made to have Hyland resource perform PDT server upgrade within a week. Meeting requested with Hyland PM and account team to ensure alignment on resource availability.

Risks

No risks identified

Planned Activities

1. Complete software installation for Brainware module.
2. Planning scheduled with Hyland team for installation/configuration of Brainware+ module.
3. Begin UAT.

05/23/22

Microsoft Teams Phone & Headset Procurement & Placement

OIT Portfolio: OIT Foundations

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 Website

Status

UTA faculty and staff do have the ability to port number over to Teams for remote work https://oit.uta.edu/utaremote/phones-toteams.php

Risks

No risks identified

Planned Activities

1. Finish Wetsel 10/20
2. Start location sweeps 10/29

11/01/23

Network Edge Redundancy at SEIR
OIT Portfolio: OIT Foundations

Network Edge Redundancy at SEIR

Contact Information
BO: Jason Hardy
PM: Muhammad Khan

Scope

Problem or Opportunity: Implement network edge redundancy at SEIR Building to remove single point of failure with current link to campus. This redundancy would provide a geo-diverse and vendor diverse path off campus. Recommended Solution: Implementation of CenturyLink 10G Link to SEIR building. Link has already been installed and will be extended to ERB MX960 until ARDC MX960 and other ARDC networking equipment can be migrated to SEIR after UPS installation. ARDC MX960, ARDC SRX, and ARDC EX9214 will be moved to SEIR after UPS installation also. QFX will replace network equipment at ARDC to support infrastructure remaining.

Status

1. All implementation tasks have been completed.
2. Confirmation needed if current implementation is documented in network diagram and documentation.
3. Project completion sign-off required to close project.

Risks*

No risks identified

Planned Activities

1. Confirm and/or document current redundant connection implementation in Network Operations team documentation and current network diagrams.
2. Request leadership sign-off on project closeout.
3. Close project.

12/17/21

Project Resource Forecasting

OIT Portfolio: OIT Foundations

Project Resource Forecasting

Contact Information
BO: Ana Millan
PM: Mai Tran

Scope

Currently, OIT does not have a clear or defined process to establish project resource forecasting. The ability to quickly make a decision as to internal resources being available vs making the investment to hire contractors does not exist. Without proper project resource forecasting there is no easy way to identify if our teams are at capacity, and or have the bandwidth to take on more.

Status

The SOW's needed changes was sent back to the vendor on 18 Oct 2021. The vendor has sent back the SOW again to the UTA team for review. If there is a need to meet with the vendor again then a meeting will be scheduled.

Risks

- The known risks in the project charter are the issues to be effectively addressed.
- Timeline in this project is being evaluated considering the known risks and issues in terms of needed skills and knowledge of project resources. Following are the documented risks in the approved and signed project charter.
    - Knowledge of the tool
    - Communication with Directors
    - Change Management
    - The aggressive timeline

Planned Activities

1. The vendor's revised SOW on 20 Oct 2021 with UTA's required changes will be reviewed again by the UTA team. If there is a need to meet with the vendor again then a meeting will be scheduled.
2. Although the dates are still undetermined without the vendor's contract in place, the project team will discuss with Deepika about the suggested tin

03/31/22

Rubrik Backup And Recovery Solution Implementation
OIT Portfolio: OIT Foundations

Rubrik Backup And Recovery Solution Implementation

Contact Information
BO: Jason Hardy
PM: BJ Johnson

Scope

Below are the updates for the remaining databases being added into Rubrik.
MSSQL - Complete, which the except of five servers experiencing connectivity issues. MySQL - Complete.
Oracle - Complete.

Status

The radar feature was asked to be setup. Radar checks for abnormal file changes on the snapshots. This feature is already enabled, and functionality has been confirmed.

Risks

No risks identified

Planned Activities

Continue to monitor the progress of the databases being added into Rubrik and begin the project closeout task

10/29/21

Implement DMARC reporting and monitoring
OIT Portfolio: IT Governance, Risk, & Compliance

Implement DMARC reporting and monitoring

Contact Information
BO: Michael Tyler
PM: Matthew Campbell

Scope

Implement DKIM on UTA email domain & sub-domains to mitigate reputation-based threats. Implement DMARC reporting & monitoring to ensure email authentication.

Status

Currently have 60 'domains' of mail records identified and need to determine appropriate groupings by application, 3rd parties, or other use case for DKIM purposes.

Risks*

1. Have had to schedule time with staff from multiple departments for working sessions to complete the test server setup.
2. Multiple working sessions to get Parse DMARC working on test server

Planned Activities

1. Build production server for Parse DMARC.
2. Build OpSec process to review DMARC data.

10/22/21

Syllabus Compliance

OIT Portfolio: IT Governance, Risk, and Compliance

Syllabus Compliance

Contact Information
BO: Elizabeth Heise
PM: Huong Pham

Scope

Problem: Currently, there is a known discrepancy with the data sync integration between Canvas and Digital Measures (DM). Courses loaded in Canvas should have a 1:1 relationship with public course syllabi housed in DM, however, presently their numbers do not reconcile. Revision to syllabus compliance law (HB 2504) necessitate changes to the process. The revised law will require 100% compliance with syllabus visibility on the website and institute a penalty for lack of compliance. Revision is expected to go into effect on May 1, 2021; 100% compliance is expected by September 1. 2021. Opportunity/Recommended Solution: BPI will first capture the process and help the team design the changes to be made. Then, some technical improvements need to be made in the data sync automation to allow for the reconciliation of cross-listed courses to ensure compliance requirements are met. Additionally, the audit process needs to be reviewed and revised to match the updated requirements.

Status

We reviewed the Future State mapping this week and identified some gaps/issues that we will need some help, so it is suggested that we get help from a business analyst. We have reached out the the BA group and they will be in our meeting next week to help us map things out. In addition, we followed up with Digital Measures on their capabilities to do file delta comparisons. Based on their feedback, we will have to rebuild the process in MyMav. We will regroup next Tuesday to plan out our next steps and rebuild the schedule.

Risks

No risks identified

Planned Activities

1. 10/26 Team meeting

12/17/21

AWS Organization Creation

OIT Portfolio: IT Governance, Risk, and Compliance

AWS Organization Creation

Contact Information
BO: Jason Hardy
PM: Johnny Wallace

Scope

Acquired account and claimed our AWS environment on Tuesday (10/12). Once we receive confirmation from Amazon, we will continue our working sessions to complete our environment and begin the process of migrating the others.

Status

Acquired account and claimed our AWS environment on Tuesday (10/12). Once we receive confirmation from Amazon we will continue our working sessions to complete our environment and begin the process of migrating the others

Risks

No risks identified

Planned Activities

Work will continue in planning and preparation for organization creation and migration.

01/07/22

Nessus vulnerability scanning

OIT Portfolio: IT Governance, Risk, and Compliance

Nessus vulnerability scanning

Contact Information
BO: Jason Hardy
PM: Spencer Simpson

Scope

This project was initiated to meet requirements laid out by the ISO and to conform to the risk register. Currently OIT is only managing vulnerabilities for servers and this project will expand that to all UTA owned end points.
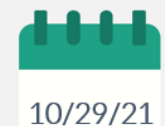
Status

No status identified

Risks

No risks identified

Planned Activities

Clean up the report and make it readable to match the needs of upper management

10/29/21

Replace F5 load balancer

OIT Portfolio: OIT Foundations

Replace F5 load balancer

Contact Information
BO: Jason Hardy
PM: David Sowder

Scope

Problem or Opportunity: Currently, our Big-IP F5 load balancer has an annual renewal cost of $99,502.26. Primary use of this system is to load balance web traffic and provide SSH/RDP access to the load balanced systems. Additionally, CEDAR LDAP traffic is balanced through the F5. Recommended Solution: Determine possibility of utilizing VMWare NSX load balancing or Azure load balancing/web application gateways to handle web traffic. Utilize Privileged Access Workstations (PAWS) to handle access to back-end systems. Continue to offload CEDAR based authentication to eDir, Shibboleth, or Azure as appropriate. Depending on viability of VMWare NSX or Azure, apply resources as appropriate to move systems over to new solution.

Status

Some time was borrowed again this week for other things Matt has prioritized, but it looks like that may not be needed in the future, depending on how other activities shake out. The progress on configuration generation prompted the need to develop/test actual implementations (versus the earlier days scanning of the docs to make sure it looked like the features could be implemented) of a fallback server, session persistent/stickiness, and load balancing algorithm selection; those actual implementations were developed and tested before resuming configuration generation work. Stats: ~27 apps on prod F5 Big-IP LTM depending on how one counts; one goes if all load balancers go away; one hasn't been moved yet; some waiting on decomm or another "stealth-decomm" review ~9 apps on test F5 Big-IP LTM depending on how one counts; one goes if all load balancers go away; some waiting on decomm or another "stealth-decomm" review

Risks

- I'm still not quite ready to talk to others about migrating anything, but will hopefully be ready in a few more days depending on how many other surprises I find in the backend monitoring behavior comparison review with the old load balancer; once I'm ready, it'll come down to the availability of others
- It's currently looking like I still have some issues to resolve in general, so the time needed for that is unknown; for at least one known issue, the trade off might be to replace backend certificates with currently valid ones

Planned Activities

Complete setup of getting new load balancer logs into Splunk Complete the review of the backend monitoring behavior of the new load balancer compare it with the old load balancers before, during, and after the following: Adjust the new load balancers' backend monitoring to match the behavior of the o load balancers, which is known to involve implementing some custom monitoring configurations since that would not been practical to generate configuration for fro old load balancer configuration Test behavior under load, adjusting resources for capacity needs anticipated Document how to configure the new load balancer for services such that other mem of the team should be able to do such configuration in my absence Move the rest of the service the F5 test environment, as well as non production services using the F5 production the new test environm and confirm feature parity

11/19/21

Infoblox replacement to Microsoft DNS, DHCP, IPAM for IP Management

OIT Portfolio: OIT Foundations

Infoblox replacement to Microsoft DNS, DHCP, IPAM for IP Management

Contact Information
BO: Jason Hardy
PM: Kameron Ingrando

Scope

Problem or Opportunity: Currently we use Infoblox to handle DNS, DHCP, and IP address management. Our software license is $65,510.21 annually, and the hardware went end of life in June 2020 so has not been renewed. Our current software license will expire in February 2021. Microsoft has server roles for both DNS and DHCP, and added IPAM functionality in Server 2016, with further updates in Server 2019. Additionally, the Microsoft IPAM may be able to integrate with Azure DNS services as we extend cloud infrastructure. Recommended Solution: Microsoft IPAM on Server 2019 with DNS & DHCP roles/functionality. Because of tie in with domain controllers, Identity would take on standup & maintenance of these roles, Network Ops would take on IP Addressing, and OpSec would retain DNS.

Status

Met with Ashley and Mike regarding resource utilization. Next week I'm going to finish the documentation and start working with leadership to flesh out the communication and scheduling.

Risks

Tasks are behind schedule due to higher priority items. Once I have reassessed the schedule next week, I should be able to readdress the end dates.

Planned Activities

I'm going to finish the documentation and start working with leadership to flesh out the communication and scheduling.

01/24/22

Azure services (Vmware Migration to Azure)
OIT Portfolio: OIT Foundations

Azure services(Vmware Migration to Azure)

Contact Information
BO: Chris Cox
PM: Glenda Delgado

Scope

Problem or Opportunity:
OIT needs guidance on migrating our virtual machines to Azure, to include an assessment of the environment, walk through of test migrations, and some production migrations.
Recommended Solution:
Work with 3Cloud to complete the Azure Foundation Assessment (AFA) and Planning/Pilot efforts

Status

We are in the discovery phase, gathering the needed data for each device.

Risks

No risks identified

Planned Activities

Complete the server survey and hand over to 3Cloud for them to populate Power BI. 3Cloud Kickoff meeting October 28th

04/15/22

Cloud Center of Excellence(CCOE)
OIT Portfolio: OIT Foundations

Cloud Center of Excellence (CCoE)

Contact Information
BO: Jason Hardy
PM: Lonnie Simpson

Scope

The Office of Information Technology is focused on supporting the university's broader mission of enhancing digital student experiences, strengthening digital research, optimizing university administrative systems, expanding recruitment and retention systems, and extending our digital service activities to serve the community near and far. In part to realize this mission OIT has adopted a cloud first approach. This project will create a Cloud Center of Excellence (CCOE) whose core mission is to support OIT's core tenants by providing cloud governance and centralized cloud-centric enterprise technical guidance for OIT and the UTA community.

With the creation of the CCOE, the CCOE will champion cloud adoption. The CCOE will help existing staff transition from mode 1 to bimodal (mode 2) by supporting staff upskilling, creating targeted documentation, providing training recommendations and coordination, and providing best practice guidance around the cloud platform. The CCOE will build and/or bolster two-way trust relationships between OIT and UTA departments that want to utilize or are already utilizing cloud services.

The staff that is designated to become core members of the CCOE would be highly proficient in their operational areas, have the capability to expand perspective to utilize strategic thinking, can create high level or targeted documentation, and can collaborate in developing strategic plans.

The CCOE would focus initially on deliver the following:
•Unified cloud strategy document

Status

Work is being done to complete a project charter for this project. The initial draft of the project charter has been completed. The project will be able to move forward once pending resource allocation and project charter acceptance is complete.

Risks*

No risks identified

Planned Activities

Research continues, working with PMO for PM resource allocation to assist the program strategy definition and identify other key technical resources to support this initiative This project is now part of a program and we are working on identifying the list of current and new projects that will be a part of this program strategy. Once this is completed work will be prioritized on the identified projects.
No new updates

09/20/21

Control-M Migration to Azure Automation

OIT Portfolio: Optimize University Administrative Systems

Control-M Migration to Azure Automation

Contact Information
BO: Chris Cox
PM: Glenda Delgado

Scope

Control M is our current task-based orchestration tool. The annual cost allocated to the licensing and support of Control M is approximately 75k and is up for contract renewal July 2021. Control M, in its current form, does not allow the University to grow its footprint without spending a large amount of money for customizations. Azure Orchestration provides an unlimited quantity of jobs that can be scheduled daily compared to the limited 2,500 daily jobs available in Control M. Additionally, Azure Automation is part of our existing operating tenant and can be used with no additional licensing cost. This project will migrate all active jobs inside of Control M to Azure.

Status

The team is continuing to migrate the jobs identified as Phase 1..

Risks

No risks identified

Planned Activities

1. Move Test validation jobs to Production validation
2. Move Test build jobs to Test validation
3. Get project site up and available to the clients

04/29/22

Refresh ServiceNow Catalog

OIT Portfolio: Optimize University Administrative Systems

Refresh ServiceNow Catalog

Contact Information
BO: Lee Pierce
PM: Mai Tran

Scope

The University of Texas at Arlington (UTA) is a Carnegie Research-1 "Highest research activity" institution. With a projected global enrollment of close to 57,000, UTA is one of the largest institutions in the state of Texas and timely fulfillment of customer requests for services signifies the desired organizational productivity. Hence the Refresh Services Catalog project for Self-Service Portal of ServiceNow is essential for thousands of transient students and teachers across the campus. The purpose of this project has two distinct goals: OIT Services are to be fully utilized by UTA customers. A refreshed Service Catalog will improve customer’s experience and will serve as a front-office tool. Help Desk will reduce time spent on manual ticket assignments from phone calls. Tasked groups will be able to start ticket resolution sooner to improve customer service and satisfaction .

Status

The approved project charter is uploaded and attached to ServiceNow. Erin Morgan and Lee Pierce has confirmed and signed the revised descriptions of the ServiceNow request items, which could be found in the spreadsheet at this link, https://xd.adobe.com/view/b438266b-1041-4cb3-9366-ebc0dd9a2db7-e16b/. Instead of creating a glossary to explain the acronyms in the ServiceNow catalog, the decision is made to update the request forms with explanation in them. So far there are
49 forms need updating. The OIT owning managers of the request forms have been contacted to update the request forms and the scheduled completion date is 4 Oct 2021 per Lee Pierce. Planning and task organization with identified responsible parties for the development of Refresh ServiceNow Catalog is complete on 19 July 2021. The development of Refresh ServiceNow Catalog is making progress to demonstrate to the stakeholders for feedback. The project team has been shown the progress of the development of the Refresh ServiceNow Catalog. The stakeholders have given feedback on the changes such as "Support Information" and "Search button" in the header versus OOB Search function of ServiceNow portal.

Risks

No risks identified

Planned Activities

1. Follow up on the completion of the tagging of the KB articles to relevant catalog items.
2. the approval of all the request forms of the catalog items.
3. Planning for the OIT staff and the focus group to start testing on the Refresh ServiceNow Catalog.

03/29/22

Police Dispatch Resiliency

OIT Portfolio: Optimize University Administrative Systems

Police Dispatch Resiliency

Contact Information
BO: Jeffery Neyland
PM: Michael Tyler

Scope

Police Dispatch, located in Davis Hall basement, is the Public Safety Answering Point (PSAP) for UTA. Many of the underlying IT technologies used to support the Police Dispatch operation are dated and/or suffer from single points of failure.
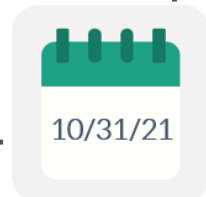
Status

1. This project has been combined with the Network resiliency project under a program.
2. I am still gathering data for the project tasks before this gets transferred to Kevin.

Risks*

No risks identified

Planned Activities

Update project tasks and documentation list.

10/31/21

Job Description Update
OIT Portfolio: OIT Foundation

Job Description Update

Contact Information
BO: Michelle Bell
PM: Matthew Campbell

Scope

OIT job descriptions have drifted from succinct overviews of essential job functions and necessary knowledge, skills, and abilities to long task lists performed by a unique individual.
Objectives:

Eliminate the rewriting of job descriptions throughout the position review process
Clearly identify minimum requirements Separate minimum qualifications from preferred knowledge, skills, and abilities Differentiate roles and responsibilities between positions within a job family
Reduce the number of candidates interviewed that do not meet minimum requirements
Create a listing of all jobs and pay grades aligned to the positions
within the job family

Status

This project would be focused on communicating and tracking the progression of the completion of a full update, review, and approval of new job descriptions across the organization utilizing the framework provided by the I/O Center in May.

Risks

No risks identified

Planned Activities

Continue 1-on-1 chats/sessions with managers that have not completed

01/03/22

Modern Authentication for Mail

OIT Portfolio: OIT Foundation

Modern Authentication for Mail

Contact Information
BO: Keith Halman
PM: Robert Stack

Scope

Microsoft is looking to deprecate the use of Basic Authentication for Exchange requiring UTA to move to Modern Authentication. If UTA does not react to their action, we run the risk of upsetting several of our customers, students, faculty and staff whose email platforms may stop working. This project will mitigate the risks of disruption by advising the impacted groups and users to ensure they are moving or upgrading their mail authentication. We will monitor and turn off the older means of authentication as the users drop out of the various methods. This can be monitored by existing reporting. This allows seamless transition to the Modern Authentication and gives UTA control on shutting off the older Basic Authentication on our schedule rather than on Microsoft’s schedule.

Status

Initial meetings to review objectives, scope, constraints and assumptions are completed. Carla Monk and Charlie Templeton completed analysis and assessment of technical next steps. Communications team have completed targeted messages, general message, and content for Knowledge Base. Approvals completed and Execution phase begins.

Risks

No risks identified

Planned Activities

1. ListServ weekly update for communications messages
2. Send targeted messages using ListServ addresses
3. Send general message using MavWire, Trailblazer, and FAN

12/17/21