Information Technology Services

Informational Report for the Board of Trustees
October 15, 2014
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### UPDATE ON PROJECTS & ACTIVITIES

| Wired and Wireless Network | Upgrading our network is an ongoing project and a priority.  
We plan to upgrade the wired and wireless networks to accommodate the additional data traffic demands.  
IntelliNet Corp. was engaged to provide the additional expertise and to help develop a remediation plan. In addition, IT will work with a wireless vendor to design and engineer the University’s wireless network for the future.  
A phased approach is being used to update the network. |
|---------------------------|---------------------------------------------------------------------------------------------------------------|
| **PHASE I**               | Completed prior to start of Fall 2014  
• Student Union  
• Bierce Library first floor  
In process of being completed  
• Coleman Commons  
Subsequent phases will address the needs of other areas of campus. |
| **Voice Mail System**     | The University’s current voice mail system has existed since 1999 without major improvements. The new voice mail system, AVAYA Aura Messaging, will provide improved stability as well as additional features and capabilities.  
Telecommunications anticipates that the new voice mail system will be operational during Fall 2014. |
| **Distributed Antenna System** | Verizon identified that it has certain cellular coverage issues on the main campus as well as within certain University buildings. Verizon desires to improve its cellular coverage.  
The University and Verizon are developing a five-year contract with four five-year renewable options for a total of 25 years, for Verizon, at its own cost or remuneration to the University, to connect its downtown fiber to equipment located in Shrank Hall. Further, Verizon will access the University’s fiber and install roughly 400 distributed antennas within and among select buildings and outdoor spaces, respectively.  
A working draft contract has been returned to Verizon for |
A project time line is being developed. However, the project is expected to take six to nine months to complete once started.

### The University of Akron PeopleSoft Split and Upgrades

The initial exercise of splitting Campus Solutions and HCM (Human Capital Management; HR) from a copy of the UA production environment (i.e., live data) was done with help from Cedar Crestone. This exercise resulted in a more comprehensive list of actual programming changes required and a list of areas in which data cleanup needs to occur. Both Campus Solutions and HCM are being analyzed more fully and considerable data cleanup has already begun.

The second set of “split” data (test 2) has been prepared and when properly configured will become the primary development area for IT to make changes in preparation for the next phase when user testing begins.

**PeopleSoft Portal**

The Portal project is on target to "go live" for the October 4 weekend, starting Friday evening.

**PeopleSoft Financials**

The financials upgrade is on target for a "go live" date of Nov. 23, 2014. The latest updates from Oracle have been incorporated into the project.

**PeopleSoft Human Capital Management**

The initial HCM upgrade is underway with the anticipated result to be an instance to be used for “fit-gap” business function analysis. Other than this type of analysis, the bulk of this project takes place after the completion of the “CS/HCM split” in November.

### LCCC PeopleSoft Split and Upgrades

UA worked with LCCC to develop a plan to split the Campus Solutions (CS) and Human Capital Management (HCM) databases. The plan closely mirrors that of the UA Split.

An assessment of the LCCC CS/HCM environment was performed by consultants Sierra-Cedar. UA created split instances for LCCC to test. The detail plan was presented to the LCCC development staff and work to cleanup data and test are in process.

Initially, the plan called for LCCC to go live on Dec. 6, 2014, but that date had to be moved to Jan. 10, 2015, to
accommodate the UA go live.
The next step is to bring in a security consultant to review the security tables and structure so that it will work in the split environment.

**PeopleSoft Portal**
The LCCC portal upgrade project was started on Sept. 15, 2014. At the urging of UA to stay on the proposed timeline, LCCC is now contracting a portal consultant to handle the PeopleTools upgrade and Active Directory changes. There are almost no customizations in the LCCC portal and the project is expected to move along quickly once started.

**PeopleSoft Financials**
UA is working with LCCC to develop a plan to take their PeopleSoft Financials application from V9.0 to V9.2. LCCC will self-manage its Financials upgrade. Plans are to bring in the consultant who originally created the configuration and customizations to support the project from the functional side.

LCCC will be also required to bring in another consultant to handle the technical portions of the upgrade since delaying the upgrade to V9.1 has taken them out-of-sync with the UA technical support staff.

The project is expected to begin Nov. 3, 2014.

**PeopleSoft Human Capital Management**
The project to upgrade the LCCC Human Capital Management application from V9.0 to V9.2 is expected to begin shortly after Jan. 2, 2015 and be completed by June 30, 2015.

Much of the upgrade work itself is expected to be done by the LCCC development staff due to the minimal number of customizations in their implementation.

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<tr>
<th>Education Advisory Board (EAB) Student Success Collaborative</th>
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<tr>
<td>The goal for the Education Advisory Board Student Success Collaborative (SSC) combines technology, research, and predictive analytics to help the University to positively affect outcomes with at-risk and off-path students.</td>
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<td>The solution is being piloted during Fall 2014.</td>
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<td>Completed Projects &amp; Activities</td>
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<td>Student Response System</td>
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<td>Taylor Institute Focus Groups</td>
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<td>The Taylor Institute for Direct Marketing held a series of focus groups in April 2014 with UA students. ITS is working with representative of Student Services and Student Success to find ways to best implement the recommended enhancements.</td>
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<td>Respondus Monitor Proctoring Tool</td>
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<td>Respondus Monitor is a virtual proctoring solution for courses that are fully online. Respondus Monitor protects the integrity of online assessments by recording the testing session for each individual student through the use of a webcam and microphone.</td>
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<td>LCCC Civitas Learning</td>
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<td>LCCC has acquired Civitas Learning, a predictive analytics platform, to help students learn well and finish strong. To support the new technology, which extracts information from their learning management system and PeopleSoft administrative applications hosted by UA, the Point-to-Point virtual private network between UA and LCCC had to be upgrade to use tunneling protocol in order to keep the data transmission secure. UA brought in a networking engineer to help setup that environment, which is now up and running.</td>
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<td>Service</td>
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### PLANNED PROJECTS & ACTIVITIES

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<th>Project</th>
<th>Details</th>
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| **Shared Evidence and Found Property (EFP) Center** | The University of Akron is working with the City of Akron and Summit County to investigate the development of a shared evidence and found property (EFP) center.  
The advantage of a shared center includes greater levels of service at a reduced cost to all participating agencies such as UAPD.  
The research will continue through the remainder of 2014 with a decision made in early 2015. |
| **DARwin Replacement**                      | **RFP issued: September 11, 2014**  
UA currently licenses the PeopleSoft Academic Advisement module and will be implementing the module to replace CollegeSource’s DARwin product.  
The overall implementation of the Academic Advisement module is intended to provide an integrated application and business process for supporting degree audits and degree confirmation.  
In addition, implementation of the Academic Advisement module will result in a savings of approximately $25,000 per year, as the DARwin license will be terminated.  
The tentative timeline is dependent upon the availability of consultants. |
| **Assessment of Third-Party Software**      | IT is reviewing all non-ERP (PeopleSoft) software.  
Third-party software includes a range of products such as statistical packages, software used by individual departments/colleges, Springboard, and so on.  
The effort is to identify redundancies and instances where the software can be incorporated into PeopleSoft modules, combined with other software tools, or eliminated.  
The goal is to find areas where it is possible to reduce software costs and streamline the number of third-party applications used at UA. |
• Solution for Development

Working closely with the Department of Development, IT is helping to identify a solution that will improve online fundraising efforts.

An initial assessment was made of various web offerings and software packages. The results of this assessment was presented to Development.

A next step in the process will be to advise and assist with implementation of the solution, if UA chooses to proceed.
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