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Information Technology Services
Report to Graduate Faculty

April 24, 2020
Agenda – Report on Key ITS Initiatives

- Infrastructure Services Initiatives
- Application Services Initiatives
- IT Support Services Initiatives
- Cybersecurity Services Initiatives
Infrastructure Services Initiatives

1. **Cabling Project**: Upgrading network cabling in 15 buildings. Will be completed by July.

2. **VoIP**: Replace current analog technology with digital technology with reduction of annual telecomm costs of $300,000/year. To be completed by December. First phase implemented a virtual IT Help Desk Call Center in time for the spring semester.

3. **Sharepoint Online Migrations**: Migrating data from shared departmental folders on the H: drive to Sharepoint Online. Working to complete by December.
Application Services Initiatives

1. **CRM System**: Implement Graduate College into Salesforce/TargetX admissions system.

2. **Proctored Testing**: Implement new proctored testing system. Current system does not work with Chromebooks.

3. **Microsoft Teams in Brightspace**: Integrate Teams/Office 365 into Brightspace.
IT Support Services Initiatives

1. **Microsoft InTune**: Implement InTune for management of laptops and desktops. InTune will manage devices connected anywhere on the internet. Current system can only manage devices connected on the UA network.

2. **LinkedIn Learning**: Pilot accessing over 12,000 online professional development courses and content for use by all faculty, staff, and students. Evaluation will guide decision to replace the current training provider; Hoonuit.
Cybersecurity Services Initiatives

1. Ohio Cyber Range: Implement hardware for Cyber Range using funds provided by state of Ohio. Cyber range will be used for activities associated for cybersecurity.

2. Two Factor Authentication: Provide capability for two factor authentication for all employees. This will provide an additional layer of protection to help prevent account compromises.
Please contact me on any questions!