

Information Technology Services

Informational Report for the Board of Trustees

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UPDATE ON PROJECTS & ACTIVITIES

Wired Network Upgrade

Start date: September 2016

Description: Redesign and replace campus wired network to increase performance, reliability, and support of new technologies.

Milestones:

- Phase 1 (Sep 2016 - Dec 2017) – Install new campus core network alongside existing legacy core network.
- Phase 2 (Jan 2018 - Dec 2018) – Install new wired end user access network.
- Phase 3 (Jan 2018 - May 2019) – Migrate, cleanup and cutover; remove legacy equipment.

Targeted completion: May 2019

Wireless Network Upgrade

Start date: September 2016

Description: Replace all legacy wireless access points with current technology offered by Aruba. This new technology will provide better performance, tighter security and will be easier and more cost effective to replace. 1,900 out of 2,800 access points have been installed.

Milestones:

- Phase 1 (Sep 2016 – Nov 2017) – Replace legacy wireless devices with new access points.
- Phase 2 (Dec 2017 – Sep 2018) – Review gaps in wireless coverage and install additional access points to improve and extend this coverage.

Targeted completion: September 2018

<p><i>Data Center Network Upgrade</i></p>	<p>Start date: May 2017</p> <p>Description: Install new network switches, firewall, and load balancer in the campus data center. This will provide increased performance, reliability, security, and integration with colocation and cloud infrastructure.</p> <p>Milestones:</p> <ul style="list-style-type: none"> • Phase 1 (May 17 – Dec 2017) – Install new data center hardware. • Phase 2 (Jan 2018 – Mar 2018) – Configure, test and migration. <p>Targeted completion: March 2018</p>
<p><i>Campus Cable Upgrade</i></p>	<p>Start date: August 2017</p> <p>Description: Upgrade cabling to modern cabling specifications. Install additional cabling to support campus wireless network.</p> <p>Milestones:</p> <ul style="list-style-type: none"> • Phase 1 (Aug 2017 – Sep 2017) – Capital Planning selection of Project Engineer; planning and estimation of upgrade efforts. • Phase 2 – Timeline to be determined by Project Engineer. <p>Targeted completion: To be determined</p>
<p><i>Campus Radio System Upgrade</i></p>	<p>Start date: May 2016</p> <p>Description: Convert outdated campus radio system from analog to digital for improved campus communication and support.</p> <p>Milestones:</p> <ul style="list-style-type: none"> • Phase 1 (May 2016 – Sep 2016) – Upgrade campus police dispatch system. • Phase 2 (Oct 2016 – Dec 2017) - Upgrade campus radio repeaters to handle digital signals. • Phase 3 (Jan 2018 – May 2018) – Deploy new digital radios to University staff. <p>Targeted completion: May 2018</p>

<p><i>Admissions & Recruiting CRM</i></p>	<p>Start date: April 2017</p> <p>Description: TargetX and Salesforce were selected to provide the admission and recruiting solution for prospective students. This solution includes a student undergraduate application to replace Royall. It will also be used to market prospects for admissions. Final testing activities and initial go live use of the new CRM and application was completed in July 2017. Completing initial interface setup between TargetX and PeopleSoft Campus Solutions to close out Phase 1 tasks.</p> <p>Milestones:</p> <ul style="list-style-type: none"> • Phase 1 (Apr 2017 – Sept 2017) – Initial deployment of CRM with new undergraduate application. • Phase 2 (Sept 2017 – TBD) – Development of initial marketing programs; Graduate School application. <p>Targeted completion: To be determined</p>
<p><i>Perceptive Document Imaging Migration</i></p>	<p>Start date: January 2017</p> <p>Description: Perceptive software is being implemented as a replacement for the Nolij document imaging product which is at end of life. Perceptive provides improved functionality including an enhanced workflow engine which will help to improve approvals for processes such as undergraduate and graduate applications.</p> <p>Milestones:</p> <ul style="list-style-type: none"> • Phase 1: Admissions (Jan 2017 – Dec 2017) <ul style="list-style-type: none"> – Definition and setup. – Migrate documents into Perceptive. – Complete user acceptance testing. – Training for Admissions staff. – Go live for Admission. • Phase 2: Non-Admissions (Jan 2018 – June 2018) <ul style="list-style-type: none"> – Definition and setup. – Migrate documents into Perceptive. – Complete user acceptance testing. – Training for departmental staff. – Go live for other non-Admissions groups. <p>Targeted completion: May 2018</p>

<p><i>Business Intelligence & Analytics Migration</i></p>	<p>Start date: August 2017</p> <p>Description: Migration of business intelligence and analytics systems and solutions to facilitate the institution’s growing analytics needs. New business intelligence technology will improve efforts at retention, enrollment, data management and achieve overall greater efficiencies. This migration involves two separate and concurrent initiatives. One initiative is a migration from Hyperion Analytics, which is at end of life, to Oracle Analytics. The second initiative migrates dashboards engineered and hosted by Ernst & Young to an on-premise, Tableau-based platform.</p> <p>Milestones:</p> <ul style="list-style-type: none"> • Oracle Analytics Migration (Aug 2017 – June 2019) <ul style="list-style-type: none"> – Definition and setup of environment. – Identification of existing reports to migrate. – Training and deployment. – Rewrite identified reports. – Shutdown of Hyperion system. • Tableau Migration (Aug 2017 - TBD) <ul style="list-style-type: none"> – Establish migration timeline with E&Y. – Setup on-premise hardware and software. – Establish and train support staff. – Import dashboards on-premise. – Conduct training for dashboard users. <p>Targeted completion (Oracle Analytics): June 2019</p> <p>Targeted completion (Tableau): TBD</p>
<p><i>Faculty Computer Refresh</i></p>	<p>Start Date: September 2017</p> <p>Description: The Faculty Senate Computing & Communications Technology Committee (CCTC) provided a recommendation for the replacement of computers, for the full-time faculty. An initial order of 550 units has been placed (MacBook Pro and Dell Latitude laptops).</p> <p>Milestones:</p> <ul style="list-style-type: none"> • Purchase orders for initial order issued with some devices delivered to the University. • Departmental and IT-assisted deployments begin in late September early October. <p>Targeted completion: December 2017</p>

COMPLETED PROJECTS & ACTIVITIES

<p><i>PeopleSoft Academic Advising</i></p>	<p>Start date: November 2014</p> <p>Description: Replace degree audit system called DARS with Oracle-PeopleSoft Academic Advising which is fully integrated within the PeopleSoft Campus Solutions ERP system. PeopleSoft Academic Advising will provide better service to students along with the ability to streamline business processes related to degree audit functions.</p> <p>Milestones:</p> <ul style="list-style-type: none">• Final conversion processes.• Go live. <p>Completed: August 2017</p>
<p><i>PeopleSoft Grants Post-Award</i></p>	<p>Description: Grant billing and collections is replacing a primarily manual process in Microsoft Access with Oracle-PeopleSoft Billing and Accounts Receivable. In addition, a chart field conversion, UA Research Foundation invoice reporting, PeopleSoft Grants Budgeting, cost share reporting and milestone reporting were implemented with all functionality integrated into the PeopleSoft Financials Management System.</p> <p>Milestones:</p> <ul style="list-style-type: none">• Final system testing activities.• Conversion load of billing data from legacy system.• Go live. <p>Completed: July 2017</p>
<p><i>Cloud Service Migrations for Design & Development Services</i></p>	<p>Start date: May 2017</p> <p>Description: Assist Design and Development Services with migration of Campus Learning Management System (Brightspace) and Lecture Capture System (Panopto) from an on-premise infrastructure to cloud-based managed services.</p> <p>Milestones:</p> <ul style="list-style-type: none">• Phase 1 (May 2017 – Aug 2017) – Migration planning, testing, and data transfer.• Phase 2 (Aug 2017) – Final deployment and cutover. <p>Completed: August 2017</p>

*Virtual Desktop Infrastructure
Implementation*

Start date: January 2017

Description: Implement 3D hardware accelerated Virtual Desktop Infrastructure to allow remote access to engineering and computational applications for teaching and learning.

Milestones:

- Phase 1 (Jan 2017 – May 2017) – Procurement, installation and setup of hardware and software.
- Phase 2 (June 2017 – Aug 2017) – User acceptance testing and pilot program.

Completed: August 2017

PLANNED PROJECTS & ACTIVITIES

Migration of Cable TV to Managed Services

Anticipated start date: September 2017

Description: Campus cable television distribution is provided on university owned equipment. Due to the need for an upgrade to fully support HDTV, an RFP will be released to select a partner to provide managed services to host the campus cable television service.

Milestones:

- Phase 1 (Sept 2017 – Feb 2018) – Develop and release RFP and select a vendor.
- Phase 2 (Mar 2018 – Aug 2018) – Convert and migrate to managed services

Targeted completion: August 2018

Eduroam Implementation

Anticipated start date: September 2017

Description: Eduroam is a wireless authentication service that allows members of participating Universities to access each other's wireless networks. This will allow visiting students and researchers to access University of Akron's wireless network, and allow University of Akron community members to access the wireless network at other participating institutions when visiting those locations.

Milestones:

- Phase 1 (Sept 2017 – Nov 2017) – Configure and test
- Phase 2 (Dec 2017 – Dec 2018) – Rollout and promotion of Eduroam to campus

Targeted completion: December 2018

IT Business Continuity and Disaster Recovery Implementation

Anticipated start date: October 2017

Description Identify and prioritize key business systems and recovery time objectives. Evaluate options for providing disaster recovery and business continuity.

Milestones:

- Phase 1 – Work with campus administration and stakeholders to identify key priorities for disaster recovery and business continuity.
- Phase 2 – Evaluate and implement required colocation facility and/or cloud infrastructure services.
- Phase 3 – Conduct ongoing test and refinement of disaster recovery preparedness.

Targeted completion: November 2018

TABLED PROJECTS & ACTIVITIES

No initiatives tabled this reporting period
