DATE: July 23, 2018

TO: Nathan J. Mortimer, CPA
    Vice President for Finance & Administration/CFO

FROM: John Corby
      Chief Information Officer

SUBJECT: ITS Informational Report for the Board of Trustees

As requested of me, I provide the accompanying report of the IT Projects and Activities for the Board of Trustees information at its August 15, 2018 meeting. The accompanying report includes:

- Update on Projects & Activities
- Completed Projects & Activities
- Planned Projects & Activities
- Tabled Projects & Activities
Information Technology Services

Informational Report for the Board of Trustees
August 15, 2018
Prepared effective July 31, 2018
Information Technology Services

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### UPDATE ON PROJECTS & ACTIVITIES

| Wired Network Upgrade                  | Start date: September 2016  
Funding: $1,650,000 Local Funds; $1,300,000 State Capital Funds  
Description: Redesign and replace campus wired network to increase performance, reliability, and support of new technologies.  
Milestones:  
- Phase 1 (Sept 2016 - Dec 2017 updated to Feb 2018) – Install new campus core network alongside existing network. (Completed)  
- 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  
Funding: $1,700,000 Local Funds  
Description: Replace all legacy wireless access points with technology offered by Aruba. This new technology will provide better performance, enhanced security, and be easier and more cost effective to replace.  
Milestones:  
- Phase 1 (Sept 2016 – Dec 2017 updated to Feb 2018) – Replace 2,300 legacy access points. (Completed)  
- Phase 2 (Jan 2018 – Sept 2018 updated to Sept 2019) – Review gaps in wireless coverage and install additional access points to improve and extend coverage.  
Targeted completion: September 2018 updated to September 2019 |

Note: For purposes of this report, local funds represent general fund resources.
<table>
<thead>
<tr>
<th>Project Description</th>
<th>Start Date</th>
<th>Funding</th>
<th>Description</th>
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<tbody>
<tr>
<td>Campus Cable Upgrade</td>
<td>August 2017</td>
<td>$4,800,000 State Capital Funds</td>
<td>Upgrade cabling to modern specifications. Install additional cabling to support campus wireless network.</td>
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<td><strong>Milestones:</strong></td>
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<td><strong>Targeted completion:</strong></td>
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<td>Eduroam Implementation</td>
<td>September 2017</td>
<td>None required</td>
<td>Eduroam is a wireless authentication service that allows members of participating universities to access each other’s wireless networks. Visiting students and researchers may access The University of Akron’s wireless network, and The University of Akron community members may access the wireless network at other participating institutions they visit.</td>
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<td><strong>Targeted completion:</strong></td>
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<td>Admissions and Recruiting Constituent Relationship Management System</td>
<td>April 2017</td>
<td>$200,000 Local Funds</td>
<td>TargetX and Salesforce were selected to provide the admission and recruiting solution for prospective students. This solution includes a student undergraduate application and constituent relationship management system to market prospects for admissions.</td>
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| **Business Intelligence and Analytics Initiatives** | **Start date:** August 2017  
**Funding:** $158,000 Local Funds  
**Description:** Migrate and enhance business intelligence and analytics solutions to facilitate the University’s growing analytics needs. New analytics technology is intended to help make informed decisions around retention, enrollment, and data management decisions. This migration involves three separate and concurrent initiatives. First, to migrate the existing “Zipreports” developed on Hyperion Analytics, which is at end of life, to Oracle Analytics. Second, to migrate dashboards, engineered and hosted by Ernst & Young, to an on-premise University platform also using Oracle Analytics. Third, the establishment of predictive analytics associated with student success as offered by Tower Insights using Oracle technology.  
**Milestones:**  
  - Setup environment, define scope and timeline.  
  - Train core team and deploy.  
  - Rewrite core Zipreports.  
  - Train department data owners and guide them in rewrite of their department reports.  
  - Shutter Hyperion Analytics.  
**Targeted completion (Zipreports):** June 2019  
- **Dashboard Migration (Jan 2018 – Dec 2018)**  
  - Setup environment, define scope and timeline.  
  - Rewrite dashboards.  
  - Train and provide access to dashboard users.  
  - End hosting services.  
**Targeted completion (Dashboards):** December 2018  
- **Student Insights Program (Jul 2018 – Dec 2018)**  
  - Define objectives and measures.  
  - Build student risk and early alert models integrating with UA data sources.  
  - Train, implement and provide access to users.  
**Targeted completion (Student Insights):** December 2018 |

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| **AdAstra Scheduler and Platinum**        | January 2018 | $498,000 Local Funds | Implement a class and event scheduler and analytics system. This will allow the University to schedule courses related to special programs and scheduling patterns and facilitate Five-Star Fridays. It will also provide specialized analytics and algorithms to provide students with better course supply and demand alignment. It will also allow the University to use event scheduling. | - Phase 1 - Academic Catalog (May 2018 – Aug 2018)  
  - Initial setup of academic catalog for fall 2018.  
- Phase 2 – Academic Catalog (Aug 2018 – Jan 2019)  
  - Enhanced setup of academic catalog.  
  - Setup curriculum proposal system. | August 2018 updated to January 2019 |
| **Analytics Migrations**                  |              |               |                                                                             |                                                                           |                     |
| **Curriculum Management and**             | May 2018     | $359,000 Local Funds | Implement a curriculum management and academic catalog system to support innovative program and curriculum design and development to create more responsive learning opportunities for students. |                                                                           | March 2019          |
| **Catalog Implementation**                |              |               |                                                                             |                                                                           |                     |

Note: For purposes of this report, local funds represent general fund resources.
No initiatives completed this reporting period
<table>
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| **IT Business Continuity and Disaster Recovery Implementation** | **Anticipated start date:** August 2018  
**Funding:** To be determined  
**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:** December 2019 |
| **Cloud Enterprise Resource Planning (ERP) System Migration** | **Anticipated start date:** To be determined  
**Funding:** To be determined  
**Description** Migrate from the Oracle-PeopleSoft and supporting third-party systems to a cloud-based enterprise resource planning (ERP) system to better manage and automate the University’s financial, human resource, and student administration functions and provide an improved user experience for employees, students, faculty, and other users.  
**Targeted completion:** To be determined |

*Note: For purposes of this report, local funds represent general fund resources.*
TABLED PROJECTS & ACTIVITIES

No initiatives tabled this reporting period