Information Technology Services

Informational Report for the Board of Trustees
February 14, 2018
Prepared effective December 31, 2017
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UPDATING ON PROJECTS & ACTIVITIES
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- Eduroam Implementation
- Admissions and Recruiting Constituent Relationship Management System
- Business Intelligence and Analytics Migration
- Faculty Computer Refresh
- Migration of Cable TV to Managed Services
- AdAstra Scheduler and Platinum Analytics Migration

COMPLETED PROJECTS & ACTIVITIES
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- Campus Radio System Upgrade

PLANNED PROJECTS & ACTIVITIES
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- IT Business Continuity and Disaster Recovery Implementation
- Cloud Enterprise Resource Planning (ERP) System Migration

TABLED PROJECTS & ACTIVITIES
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- None
### UPDATE ON PROJECTS & ACTIVITIES

<table>
<thead>
<tr>
<th>Project</th>
<th>Start date</th>
<th>Funding</th>
<th>Description</th>
<th>Milestones</th>
<th>Targeted completion</th>
</tr>
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<tbody>
<tr>
<td><strong>Wired Network Upgrade</strong></td>
<td><strong>September 2016</strong></td>
<td><strong>$1,650,000 Local Funds; $1,300,000 State Capital Funds</strong></td>
<td><strong>Redesign and replace campus wired network to increase performance, reliability, and support of new technologies.</strong></td>
<td>• Phase 1 (Sep 2016 - Dec 2017 updated to Feb 2018) – Install new campus core network alongside existing network.&lt;br&gt;• Phase 2 (Jan 2018 - Dec 2018) – Install new wired end user access network.&lt;br&gt;• Phase 3 (Jan 2018 - May 2019) – Migrate, cleanup, and cutover; remove legacy equipment.</td>
<td><strong>May 2019</strong></td>
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<tr>
<td><strong>Campus Cable Upgrade</strong></td>
<td><strong>August 2017</strong></td>
<td><strong>$4,800,000 State Capital Funds</strong></td>
<td><strong>Upgrade cabling to modern cabling specifications. Install additional cabling to support campus wireless network.</strong></td>
<td>• Phase 1 (Aug 2017 – Sep 2017 updated to Dec 2017) – Capital Planning selection of Project Engineer; planning and estimation of upgrade efforts. (Completed)&lt;br&gt;• Phase 2 – Timeline to be defined by Project Engineer.</td>
<td><strong>To be determined</strong></td>
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Note: For purposes of this report, local funds represent general fund resources.
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| **Wireless Network Upgrade** | September 2016 | $1,700,000 Local Funds | Replace all legacy wireless access points with current technology offered by Aruba. This new technology will provide better performance, enhanced security, and be easier and more cost effective to replace. To date, 2,300 out of 2,800 access points have been installed. | - Phase 1 (Sep 2016 – Dec 2017 updated to Feb 2018) – Replace legacy access points with new ones.  
- Phase 2 (Jan 2018 – Sep 2018) – Review gaps in wireless coverage and install additional access points to improve and extend coverage. | September 2018 |
| **Data Center Network Upgrade** | May 2017 | $350,000 Local Funds | Install new network switches, firewall, and load balancer in the Data Center. This will provide increased performance, reliability, security, and integration with colocation and cloud infrastructure. | - Phase 1 (May 2017 – Dec 2017) – Install hardware.  
- Phase 2 (Jan 2018 – Mar 2018) – Configure, test, and migrate. | March 2018 |
| **Eduroam Implementation** | September 2017 | None required | Eduroam is a wireless authentication service that allows members of participating universities to access each other’s wireless networks. Visiting students and researchers can access The University of Akron’s wireless network, and The University of Akron community members can access the wireless network at other participating institutions they visit. | - Phase 1 (Oct 2017 – Feb 2018) – Configure and test.  
- Phase 2 (Mar 2018 – Dec 2018) – Rollout to campus. | December 2018 |

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| **Admissions and Recruiting Constituent Relationship Management System** | **Start date:** April 2017  
**Funding:** $200,000 Local Funds  
**Description:** 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.  
**Milestones:**  
- Phase 2 (Sept 2017 – TBD) – Develop initial marketing programs.  
**Targeted completion:** To be determined |
| **Business Intelligence and Analytics Migration** | **Start date:** August 2017  
**Funding:** $400,000 Local Funds  
**Description:** Migrate business intelligence and analytics solutions to facilitate the institution’s growing analytics needs. New business intelligence technology is intended to help make informed decisions around retention, enrollment, and data management decisions. This migration involves two separate and concurrent initiatives. First, to migrate from Hyperion Analytics, which is at end of life, to Oracle Analytics. Second, to migrate Tableau dashboards, engineered and hosted by Ernst & Young, to an on-premise University platform.  
**Milestones:**  
- Oracle Analytics Migration (Aug 2017 – TBD)  
  - Setup environment and define scope.  
  - Train and deploy.  
  - Rewrite reports.  
  - Shutter Hyperion Analytics.  
- Tableau Migration (Jan 2018 – TBD)  
  - Setup environment and define timeline.  
  - Establish and train support staff.  
  - Migrate dashboards on-premise.  
**Targeted completion (Oracle):** To be determined  
**Targeted completion (Tableau):** To be determined |

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### Faculty Computer Refresh

**Start Date:** September 2017  
**Funding:** $1,300,000 Local Funds  
**Description:** The Faculty Senate Computing & Communications Technology Committee (CCTC) provided the data for the replacement of 750 computers, for the full-time faculty.  
**Milestones:**  
- Total order of 750 Dell and Apple units issued with all devices delivered to the University.  
- Departmental and IT-assisted deployments continue with 370 units delivered to faculty to-date.  
**Targeted completion:** December 2017 updated to February 2018

### Migration of Cable TV to Managed Services

**Start Date:** September 2017  
**Funding:** $150,000 Local Funds  
**Description:** Campus cable television distribution is provided on University owned equipment. Due to the need to upgrade to fully support HDTV, an RFP will be released 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

### AdAstra Scheduler and Platinum Analytics Migrations

**Start Date:** January 2018  
**Funding:** $498,000 Local Funds  
**Description:** 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 enable 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.  
**Targeted completion:** August 2018

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<th>COMPLETED PROJECTS &amp; ACTIVITIES</th>
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<tr>
<td><strong>Campus Radio System Upgrade</strong></td>
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<tr>
<td><strong>Start date:</strong> May 2016</td>
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<tr>
<td><strong>Funding:</strong> $410,000 State Capital Funds</td>
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<td><strong>Description:</strong> Convert outdated campus radio system from analog to digital for improved campus communication and support.</td>
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<td><strong>Milestones:</strong></td>
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<td>• Phase 1 (May 2016 – Sep 2016) – Upgrade campus police dispatch system.</td>
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<td>• Phase 2 (Oct 2016 – Dec 2017) - Upgrade 10 campus radio repeaters in order to handle digital signals.</td>
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<tr>
<td>• Phase 3 (Oct 2017 – May 2018 updated to Dec 2017) – Deploy 450 new digital radios to University staff.</td>
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<td><strong>Targeted completion:</strong> May 2018 updated to Dec 2017</td>
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<tr>
<td><strong>IT Business Continuity and Disaster Recovery Implementation</strong></td>
</tr>
<tr>
<td><strong>Anticipated start date:</strong> April 2018</td>
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<tr>
<td><strong>Funding:</strong> To be determined</td>
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<tr>
<td><strong>Description</strong> Identify and prioritize key business systems and recovery time objectives. Evaluate options for providing disaster recovery and business continuity.</td>
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<tr>
<td><strong>Milestones:</strong></td>
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<tr>
<td>• Phase 1 – Work with campus administration and stakeholders to identify key priorities for disaster recovery and business continuity.</td>
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<td>• Phase 2 – Evaluate and implement required colocation facility and/or cloud infrastructure services.</td>
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<td>• Phase 3 – Conduct ongoing test and refinement of disaster recovery preparedness.</td>
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<td><strong>Targeted completion:</strong> December 2018</td>
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<td><strong>Cloud Enterprise Resource Planning (ERP) System Migration</strong></td>
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<td><strong>Anticipated start date:</strong> To be determined</td>
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<td><strong>Funding:</strong> To be determined</td>
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<td><strong>Description</strong> 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.</td>
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<td><strong>Targeted completion:</strong> To be determined</td>
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**Tabled Projects & Activities**

*No initiatives tabled this reporting period*

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