

UMKC IS ADVISORY COUNCIL



Thursday, October 12th, 2023



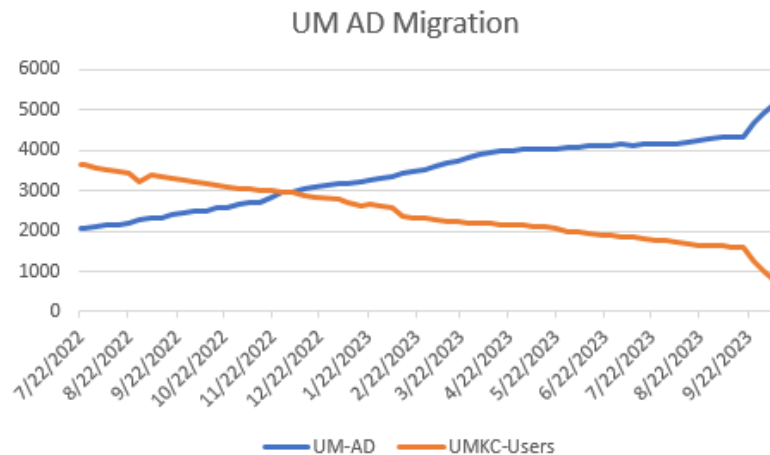
WELCOME



UM-AD Migration

Workstation migration

- All existing workstations must reside in UM-AD as of December 31st, 2023
- Self service option available to move objects
- 5,000 workstations migrated!
- Automated process in place for the remaining 1,000 workstations. Scheduled during weekly maintenance window.





Courtesy Accounts and email

Updates

- Webpage created with details of Courtesy / Volunteer accounts and what each can access
 - <https://umkc.edu/is/resources/courtesy-appointments.html>
- **Starting in FY25 all Courtesy accounts that have email will need a Microsoft A5 license**

Cleanup Process

- Over 2,000 unused mailboxes have been removed and accounts switched to Volunteer
Continued effort with HR and individual departments to clean up accounts on a 1-1 basis
- Cleanup options include
 - Deleting courtesy account
 - Updating courtesy account to no longer have email, will continue to have access to other UMKC resources (computers, printers, shared files) – Job Code 9996
 - Keep the courtesy account with email – Job Code 9993





Software Updates

Ticketing System Selection

- UM System has identified TeamDynamix as the replacement for Cherwell
- Better user interface for both F/S and technicians
- Easier to find and submit requests
- Built in virtual and live chat to provide additional support channels
- Implementation to start early 2024

UM Application Tracker

- Phase one tracked custom apps, enterprise apps, and integrations
- Phase two adds desktop apps and Faculty Staff visibility into all approved apps
- <https://appinventory.umsystem.edu/Client/>



Software Updates



Reporting Platform

- UM System retiring Tableau and Cognos
 - ✓ Tableau can continue to be used, but departments must fund themselves. UM System will not support.
 - ✓ Cognos retirement is a few years away - no set date yet
- Future reporting platform is Microsoft Power BI
 - ✓ All Faculty/Staff have Power BI Pro license
 - ✓ Go to app.powerbi.com and log in with your SSO@umsystem.edu
 - ✓ Outside faculty/staff may need to purchase Power BI license
- Better data visualizations
- Some sharing features disabled by UM System. Contact us for departmental report sharing



Kuali Build – Online

- Designed for Higher Education
- Multiple campus use – UMKC and UMSL
- Drag and Drop Online Form Creation
- Automate Workflows & Approvals
- More info: <https://www.kuali.co/build/home>
- Working with Student Services now
- Additional unit work forthcoming
- For a demo contact Bryan Scrivener



Cloud Storage

Box

- Box remains standard for UMKC
- Current Box usage (~175TB) is very high

OneDrive

- OneDrive, included as part of Microsoft 365
- Integration with Windows and Teams
- Easy sharing and collaboration
- Will become the standard in next 1-2 years

Google Drive

- Google is charging based on storage consumption
- Default quota is 5GB per user
- Creation of shared drives is now limited to request only
- All Campuses are trying to limit usage





DSAS / Data Warehouse

DSAS Team is now under IS, Information Access team

- DSAS Services: Reporting, Data Warehouse, and Student Success Technical Services
- Lead by: Nathan Horn & Andy Goodenow
- Working closely with: IR team & Campus Leadership

IS Data Request Site

- Requests for data sets/reports
 - ✓ New request portal from umkc.edu/data
- UMKC Data Dictionary and Acronyms
 - ✓ <https://www.umkc.edu/is/data-requests/>

Current and New Reports

- All new reports built in Power BI
- Existing Cognos Reports
 - ✓ Minor updates and maintenance only
 - ✓ Migrating reports to Power BI
- Engaging with UM System and consultants on migration and Power BI best practices



Workstation Replacement Program

Workstation Replacement Program

- \$1,500 stipend to be provided by Campus Leadership
- Will cover 1 primary computer replacement for Faculty/Staff every 4/5 years.
- Will not cover lab, student, or research workstations

Timeline

- Program to launch next week and close in late November
- Emails will be sent to Advisory Council, Liaisons, and WRP contacts with more details next week
- Full details will be available at wrp.umkc.edu

Research Workstation Replacement Program

- Funding in progress to allow this program to continue
- If funding allows program will start in February

Replace	Computer	Primary User	Model	Serial
<input type="checkbox"/>	FY21 KC-ISSS-1AZGG7D	unknown	iMac16,2	D25QW1AZGG7D
<input type="checkbox"/>	FY22 KC-ISSS-D9MY282	Bissen, Michael S.	OptiPlex 5040	D9MY282
<input type="checkbox"/>	FY22 KC-TEST-3WL1382	Johannesen (admin), Jamie D.	OptiPlex 5040	3WL1382
<input type="checkbox"/>	FY22 KC-TEST-3WNZ282	Morgan, Serra	OptiPlex 5040	3WNZ282
<input type="checkbox"/>	FY22 KC-TEST-3WRT282	Nedblake, Dennis	OptiPlex 5040	3WRT282
<input type="checkbox"/>	FY22 KC-ISSS-5T39XG2	Pate, Kyle	OptiPlex 7040	5T39XG2





Large Format Printing

Large Format Printer

- Large Format Printer for Student Use located in Miller Nichols Library
- Students can print from any lab computer using their own print quota
 - OneCard funds can be used to supplement print quota and cover costs
- Faculty/Staff can print using a MoCode
- Can print up to 42" wide

Usage

- Over 150 student jobs submitted
- 7 departmental jobs submitted this fall

Support

- MNL Staff are handling the print jobs and distributing printouts
- IS providing technical support and consumables
- Web page with more information linked from the Labs Printing page:
<https://www.umkc.edu/is/resources/lab-printing/wide-format-printing.html>





Security Projects

Security Camera Replacement Project

- 98% Complete - 166 of 176 cameras installed
- Working with contractor to get the last 4 installed

Building Access

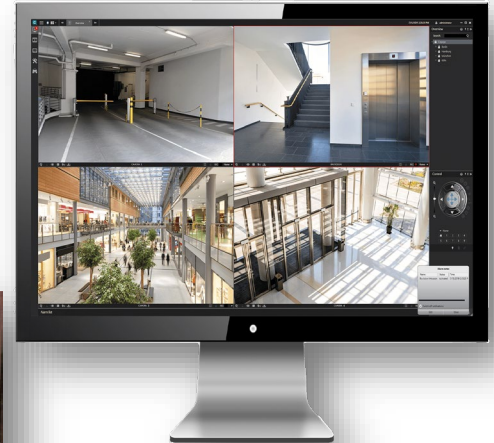
- CBORD upgrade to CS Gold V8 complete
- Video phones being added to HSB and Newcomb Hall

Campus Alarm Upgrades

- Current system is end of life
- New system in place but alarms need to be migrated
- Monitoring to be outsourced to UM contracted vendor
- Communications & Migration schedule TBD

License Plate Readers – in review

- Getting pricing for a 12-lane system
- Focus would be on parking garages
- Campus leadership to review soon





Space Renovation Projects

Recently Completed

- AC300
 - Renovated office spaces for MCOM/External Relations
 - Upgraded network cabling & new furniture
- Starbucks in the Union
 - Data cabling, firewall and a specialized network
- Newcomb Hall – Faculty Lounge & CAFÉ space
 - Wi-fi, network, AV, and PC systems

Projects underway – pending completion

- Student Union 401
 - New AV Equipment on order
 - Facility and aesthetical changes planned
- ASSC
 - Renovated spaces for Career Services
 - New network cabling & new furniture





Classroom/Meeting Space Projects

Recently Completed

- Scofield hall 109 AV
- CAREs Classroom – Ed 115, & 118
- Newcomb Faculty Lounge – Phase 1
- MNL Huddle Spaces
- MNL 121 AV upgrade
- AC Fin/Aid AV

Projects underway – pending completion

- Grant Classroom Upgrades – 2 of 3 Installed
- Student Union AV Upgrades – 6 of 7 Installed
- Education Conf Rooms – 2 room installed – Near Complete
- Fine Arts 106 Classroom Upgrades – Scheduling
- Bloch Room 220 and 03 – In Progress
- Newcomb Faculty Lounge - Phase 2 – Design
- Pharmacy at MU – Design
- MNLC 351 and 352 refresh – Planning
- AC Focus and Telepresence rooms – Planning





Infrastructure & Network Projects

Recently Completed

- SOM 2nd Floor Renovations (network)

Projects underway – pending completion

- Dental School Fiber Replacement - 90% completed
- SRC Building wide infrastructure upgrades – just started
- UMKC Outside Plant Mapping – just started
- Quad Fiber Ring Replacement – just started
- School of Medicine St. Joseph Expansion - Design
- New Dental School Building – Design
- Devine 9 Surveillance – Design
- Quad Wi-Fi – Design
- MO OneCall - Ongoing





Networking Update – 1

Building Network Lifecycle Upgrades

New hardware includes Multigigabit desktop connections & up to 60 watts Power-over-Ethernet

- Dental School
 - New Cisco 9300 series network switches installed
 - Building fiber backbone upgrade to support 25G uplinks – wrapping up
 - Wireless network to be replaced with Cisco 9166 series access points
- Medical School
 - New Cisco 9300 series network switches installed
- Swinney & Atterbury Student Success Centers are next buildings in planning

MoreNet Fiber Path Upgrade to Campus

Improve off-campus network resiliency with a direct fiber path from Hospital Hill to MOREnet

- Currently two fiber paths from downtown to Volker campus.
 - Original plan was to intercept one fiber near the Medical School
 - Create 1102 Grand to School of Medicine path
 - Ending up having to re-bid this connection – 30 Year IRU
 - New vendor selected – contracts signed path engineering underway

Campus Phone System Voice Carrier Upgrades

Increasing campus phone system resiliency by adding a second carrier connection and migrating existing uplink to diverse fiber connections

- All voice connections have been moved to redundant fiber uplinks
- Automatic failover verification testing underway with vendor





Networking Update – 2

Plaster Server Room Fire Suppression System

Project to install a gaseous fire extinguishing system in Plaster server room

- Construction final phase is wrapping up

Data Center Firewall Replacement

Replacing the existing "DCL 3+ (PCI, HIPPA, etc.) firewall for protected data types

- Current firewall is several years old
- New firewall will allow faster data uplinks for the supported services

New Building Construction

Working with campus partners and architects to design building network and security systems

- School of Medicine – St. Joseph – Design underway
- Health Innovation & Delivery Building – Design underway





Nile Network – School of Education

Managed Network-as-a-Service to improve wireless coverage and network security.

- Wired and Wireless networks operational since Aug 2022
- Nile core moved to the data centers to support multi-building design

Nile Network Expansion – Manheim, Royall, Hagg Hall

- Wireless network activated in Aug 2023
- Developing plans for wired network moves
- Each building will be migrated separately





Business Development

Starfish Analytics

- A student success solution that uses data, analytics, and intervention management
- Strategic Dashboards implemented as of September 2023
- Retention Scores and Intervention Inventory pieces will launch in 2024

Coursera Integration with Canvas

- The Bloch School has purchased Coursera as a supplemental instruction tool for their students and faculty
- Working with Bloch faculty, Missouri Online, and vendor to integrate Coursera into relevant Canvas courses
- Currently testing integrations and expect project to complete in Fall 2023

Othot Implementation

- Cloud-based predictive analytics software that uses AI to help make decisions across the student lifecycle
- Will be implemented in SSE in Fall 2023
- The School of Science and Engineering is implementing Othot for Fall 2023 for their respective Academic Unit

PAC Fund Module for Paciolan

- Kansas City Roos Athletics uses for ticketing, marketing, and other functionality
- Implementing the PAC Fund Module of Paciolan, serving as a new fundraising dashboard inside Paciolan
- Target for implementation is Spring 2024

Campus Operators

- Issues with IS learning of staff change and making necessary phone/contact updates
- Plan to work with Student Services groups each semester to ensure we have the best contact information for commonly requested support services/teams.





Custom Services Updates

Dedicated Technical Support Staff

- Existing staff to support Innovation Center
- In process of hiring dedicated technician for Institute for Human Development
- Hired dedicated technician for Missouri Institute for Defense and Energy

Dental school staffing discussions

- New building support

Career Services Loaner Laptop Program

- 70 loaner laptops
- To be checked out to students of need
- Check out managed by Career Services





Technology Support Center – Moved!

Primary location of the TSC is now located at:

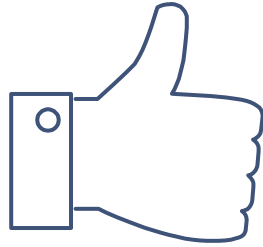
Cherry Street Garage
5009 Oak Street
KCMO 64110

Providing walk in support to Students, Faculty, and Staff.

Monday – Friday, 8:00 – 4:30

Stop by and visit!





THANKS!

Any questions?