Accomplishments Report
Information Services
Information Services Current Goals and Projects

MISSION
We are a strategic asset for UMKC’s missions of
- Teaching and Learning,
- Research,
- Service, and
- Economic Development.

2017 GOALS
- Infrastructure that delivers seamless, secure, reliable, anytime and anyplace user access
- User technologies and support that enhance and facilitate Teaching and Learning, Research, Service, and Economic Development
- Effective and efficient management of resources
- Accurate, understandable, and accessible communication, documentation and resource use
- Continuous improvement in services, facilities and professional development
- Further automation of campus procedures to increase our efficiency as a campus
- Investigate new sources of revenue to fund campus initiatives

FY2016 IS PROJECT LIST & POINT PERSON
- Campus New Construction/Renovation – Guggenmos/Technology Management Services
  - Robert W. Plaster Free Enterprise Center
  - SOD Expansion to MSSU
  - Down Town Arts Campus
  - Chemistry / Biology Renovations
  - SCE Education & Research Center
  - Cherry Hall 4th Floor Renovation
  - Whole Foods Development
- Expansion of wireless coverage – Schonemann/Network Architecture
- ILE Classroom Lifecycle Upgrades – Guggenmos/Technology Management Services
- Blackboard Analytics – Guggenmos/Technology Management Services
- Investigate 3-D Printing – Reisenbichler/Support Services, Guggenmos/Technology Management Services
- VoIP rollout – Johnston/Infrastructure Services

FY2016 Shared Services Project List
- Accounts Management – Goodenow/Information Access
- Expand Enterprise Architecture – Schonemann/Networking
- ITSM – BMC Remedy Deployment – Reisenbichler/Support Services
- UM Network Architecture – Schonemann/Networking
- ERP Review – Goodenow/Information Access
- Core IT – Fritts/CIO
- Knowledge Base – Reisenbichler/Support Services
- Implement UM IT Project Portfolio Management Tool - Guggenmos/Technology Management Services

Details on each of the above projects can be found in the individual sections for the responsible department.
Executive Summary

Information Services is a strategic asset for UMKC’s missions of teaching and learning, research, service and economic development. We continued to make progress toward our defined goals and this document details the progress we have made during the final two quarters of the fiscal year 2015.

The Technology Management Services department (TMS) has worked with several academic/business units to renovate, design, install and, in most cases, provide ongoing support for multifaceted information technology and audiovisual systems. Since the last report, 14 projects have been closed with a total of approx. $465,000.00 in expenses processed. Key projects include the Hospital Hill Student Housing project, the MNL 2nd Floor Renovation Project, and the IS Royal Hall Testing Center project.

TMS is currently managing the implementation of 13 projects valued at approx. $1.6 million. Key projects in this space include, a standardized patient simulation/testing center for Nursing, CBORD camera upgrades to both Oak and Rockhill parking garages, a new IS managed digital signage service for the campus, and phase one of a six-year project to upgrade approx. 30 ILE classrooms AV/IT systems each year. Among other projects, TMS Project Management is managing UMKC’s transition from MU hosted Blackboard to a managed/hosted instance from Blackboard. They are also in the early stages of a project to install the Blackboard Analytics for Learn tool which combines data from Blackboard Learn with student/course attributes from PeopleSoft to create comprehensive reports and dashboards for students, instructors, and staff.

TMS Project Management is also heavily engaged in several large campus new construction/renovation projects that are still in the funding/planning stages. These projects include, the Whole Foods Development Project, the Robert W. Plaster Free Enterprise Center, an Dental School expansion project to MSSU, the Downtown Arts Campus project, the phased renovations of the Spencer Chemistry and Biological Sciences buildings, and the SCE Educational Research Center building addition project.

IS Support Services (SS) has responded to and resolved 2,580 desktop support requests and expanded support of additional computer labs across campus. This includes providing images and support to external departments to ensure a consistent and stable computing environment for our students. In addition to this there are several new computer labs on campus that IS directly supports.

SS has executed two new agreements for technology services with the School of Law and the School of Nursing and Health Sciences. After several planning meetings this past Spring, on July 1st IT staff in these academic units became a part of the central IS team but they remain located in the academic units allowing them to continue to be responsive and understanding to the technology needs in their departments.

SS had 13,871 distinct individuals use the public computing sites. This represents a very large percentage of the student base and exemplifies the usefulness and importance of these student
computing facilities. In addition to the physical computer sites we had 1,759 distinct individuals who logged into Remote Labs 26,729 times over the same time period.

SS purchased nearly $990,000 worth of IT hardware including computers, tablets, printers, peripherals and related service warranties. This represents an increase of 117% over the same period one year ago and a decrease of 11% over the previous six-month period. This is largely due to increased spending on out-of-cycle workstation replacement of slightly over 100% as measured by Dell and Apple expenditures. Additionally, SS increased purchasing for select academic units that have historically made their own purchases.

SS also represented UMKC on four university-wide committees that meet quarterly; UM Volume Purchasing Agreement Committee, UM Standards Committee, ITSM Steering Committee and ITSM Service Desk Committee. Representatives also served on the university wide committee to write an RFP for IT Training. A new MOU with Honeywell was signed in partnership with campus facilities. The Toy and Miniature Museum support MOU was renewed as well.

Infrastructure Services has completed infrastructure upgrades in the Bloch School of Business, Health Sciences building, Union Station, Biological Sciences, Spencer Chemistry, Fine Arts, School of Education, Durwood Soccer Stadium, Johnson Hall, Pershing Place Bldg., Student Union, Law School, Miller Nichols Library, Student Success Center, Cherry Street Garage, Block Executive Hall, Miller Nichols Library Learning Center and are currently working on the new Troost Street Residence Hall and Medical School. Infrastructure Services will finish the Residence Hall for the Fall Semester 2014 and hope to complete the Medical School upgrade to Category 6 cable over the next year.

IS Security started 2015 PCI compliance renewal cycle with departments as well as starting a replacement log management system project. We increased security of encrypted IIS-hosted web sites at UMKC using campus group policies and rebuilt Microsoft Direct Access infrastructure for UMKC. This is a transparent VPN for UMKC owned Windows computers that ensures secure access to UMKC server resources when Windows computers are used off campus. This fixed an issue affecting Google Fiber remote users.

Information Access was involved in numerous projects spanning multiple departments. Instructional technology services is in the process moving Blackboard Hosting to Blackboard managed hosting. ITS is also undergoing a product space review for Tegrity with a possible change in 2016. Internal Applications launched new products including ALEKS (math entrance exam) and Courseleaf (replacement catalog management software) in addition to expansion of data for RooWriter and Starfish. The digital media group is moving to Kaltura as a primary video and streaming solution or the entire campus. UMKC is also replacing SCALA as the digital signage standard for the campus. Foundation services is exploring cloud based service solutions as part of UMKC’s hosting environment plan.

These special initiatives were all completed in addition to the regular support we provide the campus including: daily IT support for students, faculty and staff, making progress in the Infrastructure Services

Executive Summary
Division with the conversion to VoIP, completing video production and streaming events, security upgrades and other regular maintenance/upgrades/support necessary to sustain the needs of the campus.
Technology Management Services (TMS)

IS Project Management – General Update

Notable Accomplishments

- Continued adoption of OneNote for tracking IS project related communications
- With templates we have provided 100% match to PS accounts and project charges
- Developed several new distribution lists to streamline project communication
- Since the last report 10 projects have been closed with a total dollar amount of approx. $550,000.00 processed
- The Strategic Project Management Office developed a Standard Operating Procedure using Innotas
- Developing SOPs and defined roles/responsibilities for IS Projects

Information Services Project Management

Core IT Data Center Consolidation Project

During this review period the Division of IT implemented the following changes for the individual Core IT projects.

Networking

- Develop plan to move the DR role from S&T to UMKC and future target-state of the connection from Columbia to Missouri S&T
- Identify elements that need bolstering to support production role in Columbia and DR role of UMKC

Infrastructure

- Identify capacity barriers in the Columbia VM hosting environment
- Identify any infrastructure necessary in UMKC to use it as the DR site
- Examine the non-virtualized workload at each business unit and determine the least-cost means of providing the service if it must persist
- Submit a schedule for migration of existing virtual machines

Finance

- Use the existing Columbia campus rates for VM hosting, floor space and network elements and the same rate-setting model to create future rates as needed

Security

- Continues as-is, with recommendations for future-state changes

Service Catalog

A UMIT Service Delivery committee will be formed to:

- Review existing service catalogs to identify solutions that may be consolidated
- Respond to changes at each business unit that affect service delivery
- Document the cost of cloud-based services compared to existing on premise solutions
- Establish an ongoing process to monitor cloud service rates and maturity as they evolve, and report opportunities for potential savings to the CIOs
**Information Services Project Management**

**UMKC IS Project Updates**

As a division, we have worked with several academic/business units to renovate, design, install and, in most cases, provide ongoing support for multifaceted information technology and audiovisual systems. The following tables include IT/AV projects that bridge multiple departments within IS.

**Completed Projects**

<table>
<thead>
<tr>
<th>Project</th>
<th>Project Details</th>
<th>Lifecycle Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>P120 – MNL 2nd Floor RENO</td>
<td>AV system for Dean’s conference room, updated equipment/layout of computer lab, demo and install of network services</td>
<td>$24,282.69</td>
</tr>
<tr>
<td>P123 – Hospital Hill Student Housing</td>
<td>Installed building network switches, access points, IT closets, terminated data jacks, added multiple wall displays for cable TV and distributed audio system in fitness center, and a conference room AV system</td>
<td>$241,257.94</td>
</tr>
<tr>
<td>P133 – RH Testing Facility</td>
<td>Converted two ILE rooms into one, updating AV equipment, new PC/Lab equipment for 38 stations, new data network</td>
<td>$53,811.42</td>
</tr>
<tr>
<td>P137 – Networking Utility Corridor</td>
<td>New underway pathway for network utility from 51st Oak to Oak Place</td>
<td>$62,874.41</td>
</tr>
<tr>
<td>P139 – Union Station Upgrades</td>
<td>Upgraded AV in two rooms. Added one portable display cart</td>
<td>$36,103.66</td>
</tr>
<tr>
<td>P143 – MNL Signage Upgrades</td>
<td>Added digital signage system for MNL</td>
<td>$9,020.60</td>
</tr>
<tr>
<td>P146 – Lenel CBORD Replacement</td>
<td>Converted IT security systems in Newcomb and Royall Hall from Lenel to CBORD</td>
<td>$7,764.14</td>
</tr>
<tr>
<td>P149 – BDB 104 Renovations</td>
<td>Expanded ILE room combining two rooms into one, adding wall displays, moving projection system and minor network changes</td>
<td>$5,335.17</td>
</tr>
<tr>
<td>P150 – BEH Hall of Fame</td>
<td>Relocated signage system, adding audio, pilot of web kiosk for signage content</td>
<td>$2,865.13</td>
</tr>
<tr>
<td>P151 – HHA Printer &amp; Display</td>
<td>Added a student printer station in lobby and a wall display for cable TV in lounge area</td>
<td>$6,581.40</td>
</tr>
<tr>
<td>P156 – UMKC Engineering Zones</td>
<td>Added wall mounted presentation display</td>
<td>$3,652.75</td>
</tr>
<tr>
<td>P158 – TeachLive SOE</td>
<td>Added AV Cart to teaching space</td>
<td>$375.00</td>
</tr>
<tr>
<td>P160 – 4825 Troost 102 B Conf. Room</td>
<td>Upgraded projection system and audio system to conference room</td>
<td>$5,026.19</td>
</tr>
<tr>
<td>P161 – NH to AC Fiber Link</td>
<td>Added 96 strands of single-mode between data centers</td>
<td>$5,829.99</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td></td>
<td><strong>$464,778.49</strong></td>
</tr>
</tbody>
</table>
Current Projects

**IMPLEMENTATION PHASE**

<table>
<thead>
<tr>
<th>Project</th>
<th>Project Details</th>
<th>Cost/Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>P121 Chi Omega Sorority RENO</td>
<td>Upgrading all IT equipment including data network, switches, access points and surveillance                                                                OSE</td>
<td>$17,112.59</td>
</tr>
<tr>
<td>P128 - OPAC Lobby Renovations</td>
<td>Data network changes, and demo (4) signage system + reinstall</td>
<td>$1600.00</td>
</tr>
<tr>
<td>P153 - MNL 3rd Floor Renovations</td>
<td>Adding (1) AV Conference Room, and (1) Digital Signage system</td>
<td>$53,706.45</td>
</tr>
<tr>
<td>P162 - HSB Simulation Center</td>
<td>Upgrading (12) Exam rooms, (1) control room and (1) signage system with remote AV recording equipment to support standardized patient testing</td>
<td>$461,494.92</td>
</tr>
<tr>
<td>P163 - Parking Garage Cameras</td>
<td>Upgrading/adding surveillance cameras in Oak &amp; Rockhill parking garages and associated network &amp; electrical work</td>
<td>$205,733.17</td>
</tr>
<tr>
<td>P164 – Campus Digital Signage Upgrades</td>
<td>Shifting signage system to fee-for-service model, moving to new signage platform offered by Four Wind Interactive</td>
<td>$54,000.00</td>
</tr>
<tr>
<td>P165 – GIS 425 Computer Lab</td>
<td>Adding tier 3 ILE system, upgrading 29 lab PCs/monitors and changing room layout</td>
<td>$68,631.76</td>
</tr>
<tr>
<td>P167 – ILE Equipment &amp; Projection Upgrades</td>
<td>Upgrading 25 ILE rooms to HD widescreen digital video &amp; projection systems, enhanced audio processing, with web conferencing and VOIP features</td>
<td>$508,300.00</td>
</tr>
<tr>
<td>P169 – SOE TLL 129 Computer Lab</td>
<td>Swapping Lab PCs in two spaces, adding 25 new PCs, adding new data jacks, and installing new projection system</td>
<td>$13,631.47</td>
</tr>
<tr>
<td>P175 – Law Admin Conference Center Upgrades</td>
<td>Adding tier 3 ILE system with video conferencing features to conference room</td>
<td>$35,228.51</td>
</tr>
<tr>
<td>P179 – Hosted Blackboard Transition</td>
<td>Transitioning from MU hosted Blackboard to a managed/hosted instance from Blackboard</td>
<td>$85,000.00</td>
</tr>
<tr>
<td>P180 – Hosted Blackboard Analytics</td>
<td>Installing Blackboard Analytics for Learn tool which Combines data from Blackboard Learn with student/course attributes from PeopleSoft to create comprehensive reports and dashboards for students, instructors, staff and leadership.</td>
<td>$77,060.00</td>
</tr>
<tr>
<td>P183 – NMTM Drive-in &amp; Wayfinding Display</td>
<td>Adding projection system for Pedal car display, and a new wayfinding signage screen</td>
<td>$3202.45</td>
</tr>
</tbody>
</table>
## DESIGN/PLANNING PHASE

<table>
<thead>
<tr>
<th>Project</th>
<th>Project Details</th>
<th>Est. Lifecycle Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>P126 – Whole Foods Development</td>
<td>Whole Foods Marker, UMKC Office Space, 170 Luxury apartments</td>
<td>TBD</td>
</tr>
<tr>
<td>P127 – Free Enterprise Center</td>
<td>Flexible Tech Space, Visualization Cave, Computer Lab, and collaborative spaces</td>
<td>$1,400,000.00</td>
</tr>
<tr>
<td>P152 - SOD MSSU Expansion</td>
<td>Distance Learning Classrooms/Labs</td>
<td>$1,300,000.00</td>
</tr>
<tr>
<td>P154 - Downtown Arts Campus</td>
<td>New Downtown Campus for Performing Arts</td>
<td>$4,000,000.00</td>
</tr>
<tr>
<td>P166 – ILE Auditorium Upgrades</td>
<td>Select large auditorium AV/IT upgrades paired with facility enhancements</td>
<td>$180,000.00</td>
</tr>
<tr>
<td>P168 – Cherry Hall 4th Floor RENO</td>
<td>Renovations for Criminal Justice &amp; Psychology – includes network &amp; Phones, (2) conference room systems, TBD</td>
<td>$52,000.00</td>
</tr>
<tr>
<td>P170 – Weather Metrics Camera</td>
<td>Beta testing HD roof top camera streams on 1-3 buildings for branding &amp; campus exposure</td>
<td>TBD</td>
</tr>
<tr>
<td>P171 – Chemistry/Biology RENO</td>
<td>Building wide renovations which will include key IT infrastructure upgrades – exact scope TBD</td>
<td>TBD</td>
</tr>
<tr>
<td>P174 – SCE Educational Research Ctr.</td>
<td>New engineering lab building for SCE with building wide networking, security, and AV systems with various teaching labs</td>
<td>$1,491,900.00</td>
</tr>
<tr>
<td>P177 – BEH ILE 333 Conversion</td>
<td>Convert small room into teaching/seminar with capabilities similar to BEH classrooms</td>
<td>$40,000.00</td>
</tr>
<tr>
<td>P178 – BED 414 VTC Upgrades</td>
<td>Upgrades to existing classroom to add enhanced audio and video conferencing solutions</td>
<td>$40,428.38</td>
</tr>
<tr>
<td>P184 – Thompson Courtroom Projection Upgrades</td>
<td>Upgrading existing rear projection system with new hardware for better image</td>
<td>$21,652.54</td>
</tr>
<tr>
<td>P185 – Thompson Courtroom System Upgrades</td>
<td>Full refresh of existing feature set with upgrades to HD digital video, additional recording features and control features</td>
<td>$400,000.00</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td></td>
<td><strong>$8,931,980.92</strong></td>
</tr>
</tbody>
</table>
# ILE Classroom Lifecycle Upgrades

Below is the current list of approved strategic ILE initiatives we will be working on during FY 15/16

<table>
<thead>
<tr>
<th>Priority</th>
<th>Name</th>
<th>Est. Cost</th>
<th>Period</th>
<th>Initiative Description/Justification</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>CURRENTLY FUNDED</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1</td>
<td>Phase 1 - Select Large Auditorium Upgrades</td>
<td>$180K</td>
<td>FY15/16</td>
<td>Updating large ILE auditoriums with improved projection systems, sound systems and infrastructure for recording to align with what students experience in newly designed auditoriums in both MNL and Bloch Hall. (Phase includes 3 Rooms at approximately $60,000 each)</td>
</tr>
<tr>
<td>2</td>
<td>Phase 1 - Digital Switching &amp; Transport - in ILE Rooms with Wide Screen Projection Systems</td>
<td>$508K</td>
<td>FY15/16</td>
<td>Upgrading video switching gear, device/transport cabling, projection systems, audio processors, and conferencing hardware in ILE classrooms to align with current user’s devices and user video &amp; audio expectations. (This includes approximately 25 rooms with costs estimated at ~$19K per room for this phase.)</td>
</tr>
<tr>
<td><strong>FUTURE – NOT FUNDED</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1</td>
<td>Phase 2 - Select Large Auditorium Upgrades</td>
<td>$120K</td>
<td>TBD</td>
<td>Updating large ILE auditoriums to include improved projection systems, sound systems and infrastructure for recording to align with what students experience in newly designed auditoriums in both MNL and Bloch Hall. (Phase includes 2 Rooms at approximately $60,000 each)</td>
</tr>
<tr>
<td>2</td>
<td>Phases 2-6 - Digital Switching &amp; Transport - in ILE Rooms Wide Screen Projection Systems - in ILE Rooms</td>
<td>$2.76M</td>
<td>TBD</td>
<td>Upgrading video switching gear, device/transport cabling, projection systems, audio processors, and conferencing hardware in ILE classrooms to align with current user’s devices and user video &amp; audio expectations. (This includes approximately 29 rooms/year with costs estimated at ~$19K per room for phases 2-6.)</td>
</tr>
</tbody>
</table>
TMS System Support Pool
The number of classrooms, conference rooms, teaching labs and signage systems supported by TMS grows steadily every year with new construction and building renovations. During this review period, the number of supported systems increased to 365 due to the addition of 13 new systems.

<table>
<thead>
<tr>
<th>System Type</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Full ILE Classrooms</td>
<td>86</td>
</tr>
<tr>
<td>Partial ILE Classrooms</td>
<td>2</td>
</tr>
<tr>
<td>Hybrid ILE Classrooms</td>
<td>70</td>
</tr>
<tr>
<td>ILE - Conference, Seminar &amp; Training Rooms</td>
<td>6</td>
</tr>
<tr>
<td>Departmental ILE (class &amp; conference rooms)</td>
<td>101</td>
</tr>
<tr>
<td>Departmental AV Systems</td>
<td>100</td>
</tr>
<tr>
<td><strong>Total Systems Supported</strong></td>
<td><strong>365</strong></td>
</tr>
</tbody>
</table>

Remote Monitoring for TMS Supported Systems
With the system support pool’s continued growth, we are working on an ongoing project to upgrade to the newest version of Extron’s Global Viewer software. This software, once fully implemented, will allow technicians to see all connected systems in order to quickly identify equipment failures and guide troubleshooting and other support responses. We have previously completed Phase 2 of implementation with 64 rooms across 17 different buildings capable of being online and actively monitored. We are currently working through a lengthy process with equipment manufacturers and the software vendor to troubleshoot issues we are experiencing trying to bring non-Extron hardware online.

ILE Lifecycle/Maintenance & Repair Investments
During this review period approximately $24,400 was invested in equipment and parts to keep the campus ILE classrooms and teaching environments up and running. This includes reactive maintenance and repair initiatives such as replacing defective equipment, projector bulbs, batteries, damaged cabling, etc.

Individual Project Updates
Completed – P123 – Hospital Hill Student Housing
As part of the new building construction project for the Hospital Hill student housing facility, Information Services designed and installed the outside cable plant, internal building network, IT closets, wireless systems, conference room AV systems, a signage system, video and audio systems in the fitness center and a printing kiosk station for students.
Completed - Information Services – Royal Hall Testing Center Project
This project converted two existing ILE classrooms into a large computer based testing center and an old computer lab space into a smaller ILE classroom. This project included demoing two ILE system, renovating two classrooms and a small IS lab space, installing newly modified ILE systems as well as all new computing hardware (38 systems).

Complete - P137 – Networking Utility Corridor
In preparation for the Whole Foods Development project located at 51st street and Oak, Information Services completed a project to proactively develop/install a new underground network utility corridor from 51st St. to both Oak Place Apartments and Johnson Hall dorms. This project allowed IS to abandon existing aerial spans of networking cabling that services these facilities that were aging and subject to possible outages caused by weather, automobile accidents etc. Completing this work prior to the start of the Whole Foods projects also allowed IS to have all network utilities removed from the project worksite and to cutover to the new services in a controlled and virtually unnoticeable manner.

Bloch School IT/AV Support
- Daily preventive maintenance checks are performed prior to the start of morning classes in order to minimize class disruptions.
- Student technicians provide front-line support for classroom and desktop issues daily from 6:30 am – 10:00 pm, including Saturdays until 6:30 pm.
- On behalf of the Bloch School we have managed their contracted relationship with SKC. Currently SKC (AV integration vendor) is involved only as an interface between UMKC and equipment vendors for replacement and repair. Notable pieces of equipment pulled for repairs have been Crestron touch panels (4x since Aug 2013) and Tannoy line array speakers (3x since June 2014).
- Event support continues to be a major feature of regular operations as the building averages 10-12 events each week ranging in size from 10-200 users with several events each month using multiple classroom spaces as a mini-conference center. Most of these events are planned without IS
involvement, which makes things a little exciting at times, though Bloch is working on improvements with us.

- A new conference room presentation system was installed in Bloch Heritage Hall 226 (Dean’s Conference Room) in June 2015.

**Schools of Nursing & Pharmacy IT/AV Support**

- Daily preventive maintenance checks are performed prior to the start of morning classes in order to minimize class disruptions.
- Video Services technicians provide front-line support for classroom and desktop issues daily from 8:00 am – 6:00 pm.
- Performed additional daily afternoon system checks in video distance learning classrooms
- Worked with Pharmacy to make recommendations on and secure quotes for technology maintenance agreements
- Assisted IS Lab team by regularly “opening” HSB student computer lab early for students
- Identified/resolved AV problems in HSB ILE classrooms rendering them incompatible with WebEx

**On-Demand Video Hosting**

Information Services provides a tool for UMKC faculty and staff to play videos on computers, laptops and mobile devices. These videos are used to aid in the delivery of instruction or in some cases to promote schools, departments or their services. As an example, the Schools of Nursing, Pharmacy and Dentistry have submitted videos instructing students in specific procedures so that these can be handed out as homework assignments allowing more time to cover other topics during class lectures.

This period, Technology Management Services (TMS) worked with Instructional Technology Services (ITS) to integrate a new cloud based streaming service, called Kaltura, into UMKC’s digital ecosystem. TMS worked with ITS to transfer our media library to Kaltura, and with Information Access’ video production team on learning to stream live events with it.

As in past semesters, our on-demand video library has grown. During this period, **397** new streaming videos were added. Kaltura provides a graphical user interface allowing faculty to record or upload videos without help from Information Services. It is notable that 264 of the new videos were added by faculty.
ILE/AV User Training

We continued our partnership with Desktop Support, the Call Center and Instructional Technologies to conduct additional ILE user training sessions for faculty that teach in the Miller Nichols Learning Center. The technology installed in this building differs from typical ILE systems. Training was necessary to help smooth the transition for faculty as they moved from older ILE systems to newer systems installed in this building. Several one-on-one sessions with faculty who teach in ILE environments were also performed as needed.

Other Notable Accomplishments

During the winter/summer semesters (2015) utilization of full ILE classrooms was roughly 26% higher than non-ILE classrooms. Hybrid ILE classrooms utilization was also 18% higher than usage of non-ILE classrooms.
Technology Management Services provided maintenance and support for ILE and AV systems on the Volker and Hospital Hill campuses. During this period 83% of all support tickets assigned to TMS were resolved within a 24 hour period and 43% were resolved within 1 hour.

**Ticket Resolution Time**

- 17% resolved within 1 hour
- 43% resolved within 24 hours
- 40% resolved within more than 24 hours

Technology Management Services provided maintenance and first-tier technical support for all ILE and AV equipment in the Health Sciences Building. During this period 95% of all support tickets assigned to Video Services were resolved within a 24 hour period. 70% were resolved within 1 hour.

**Ticket Resolution Time**

- 25% resolved within less than 1 hour
- 5% resolved within 1-24 hours
- 70% resolved within more than 24 hours
Technology Management Services provided technical support for videoconferencing meetings on the Volker Campus and a portion of the Hospital Hill Campus. During this review period, we set up and supported 273 hours of videoconference involved meetings. We used a meeting room to provide a distance classroom for Labor Studies’ Saturday courses.

![Pie chart showing distribution of videoconferencing support hours by academic unit.]

Technology Management Services provided technicians to support ITV Distance Education programs for a number of academic units with a majority of the support load dedicated to the School of Pharmacy. This group has supported 897.67 hours of ITV distance learning during this review period.
Continued Professional Development for Staff
During this review period the following professional development sessions were completed.

- All TMS Staff completed mandatory Reporter training in April
- Gregory Holloway (Technician)
  - Completed Extron Control Specialist certification in May
  - Completed InfoComm CTS-Installer training in April
- Phillip Humphrey (Technician)
  - Completed Extron Control Specialist certification in May
- Matthieu Pickens (Technician)
  - Completed InfoComm CTS-Installer training in April
- Caleb Zenitsky (Technician)
  - Completed Extron Control Specialist certification in May
- Chris Dechter (Designer/Programmer)
  - Completed Biamp Tesira certification in February
  - Completed Crestron DMC-D-4K certification in March
  - Attended Crestron product roadshow in March
  - Completed InfoComm CTS certification in June
  - Attended InfoComm Training/Conference in June
- Scott Duncan (Designer/Programmer)
  - Attended the CES show in January
  - Attended the NAB show in April
- Jamie Rinehart (Designer/Programmer)
  - Attended Crestron product roadshow in Mar
Support Services

New Agreements for Technology Services

Two new agreements for technology services were recently completed with the School of Law and the School of Nursing and Health Sciences. After several planning meetings this past Spring, on July 1st IT staff in these academic units became a part of the larger central IS team, but they remain located in the academic units allowing them to continue to be responsive and understanding to the technology needs in their departments. This blended support model strengthens the communication between IT colleagues and creates new opportunities for the technicians and departments alike. It breaks down barriers and allows technical teams to share expertise and work as a unified team on shared goals. Departments benefit in many ways in that they avoid the one-deep IT problem and by working together we leverage combined resources and work to eliminate duplication of effort.

Life-Cycle Budget reports
New life-cycle reports for computing assets were created and distributed to departments this past spring to aid with FY16 budget planning. Computer inventories, lab equipment data and software licensing information was proactively communicated with departments so they could more accurately budget for the replacement of technology equipment. Good life-cycle planning for the regular replacement of computing systems is essential and helps minimize unexpected equipment failures. Investment in information technology is a recurring, ongoing commitment.

**Right Answers Knowledgebase**

Information Services in collaboration with the four campus system began planning efforts for a university wide knowledgebase called Right Answers early last semester. After working through several training sessions, the new solution was configured and installed by June 30. Our Call Center Manager, Lyndsey Magrone took the lead on this system and will develop training materials and classes for technical staff on the UMKC campus. Knowledgebase articles will gradually be developed and added to the new online resource. The system is scheduled to be available later this fall.

**Support Services – Customer Requests**

Over the last five years, the support volume in Support Services has fluctuated. During the last 6 months, we have had a marked increase in our traditionally “slower” periods of February, March, and April. This can be attributed to several factors, most notably the increase in technology-shifted services at UMKC. For example, in February and March of this year, the Call Center fielded a significant number of issues related to the Student Housing online application, which had previously been a paper form. Major problems with the application were ultimately resolved, but this illustrates how IS resources are taxed when other departments move away from paper and toward new technology.
Customer satisfaction continues to remain high. The following chart represents customer satisfaction data collected from surveys closed by IS Support Services for the period of January 2015 through June 2015:

**Call Center Projects:**

**Support Services - Customer Satisfaction Rates**

- The Call Center responded to 12,746 support requests, resolving 10,027 requests and escalating 2,719 requests.
- The Call Center’s first-contact resolution rate was 79%.

<table>
<thead>
<tr>
<th>Time Period</th>
<th>Total Number of Call Center Support Requests</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q3 &amp; Q4 2012</td>
<td>14,461</td>
</tr>
<tr>
<td>Q1 &amp; Q2 2013</td>
<td>11,272</td>
</tr>
<tr>
<td>Q3 &amp; Q4 2013</td>
<td>14,413</td>
</tr>
<tr>
<td>Q1 &amp; Q2 2014</td>
<td>11,753</td>
</tr>
<tr>
<td>Q3 &amp; Q4 2014</td>
<td>12,723</td>
</tr>
<tr>
<td>Q1 &amp; Q2 2015</td>
<td>12,746</td>
</tr>
</tbody>
</table>

Support requests generated through our **online problem report tool** remained consistent during this period. This tool allows users to submit requests 24 hours a day, 7 days a week, and the requests are generally addressed during business hours. However, we are able to spot trends in off-hours, when multiple users report problems with the same services.

<table>
<thead>
<tr>
<th>Time Period</th>
<th>Total Number of Web Submission Requests</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q3 &amp; Q4 2012</td>
<td>560</td>
</tr>
<tr>
<td>Q1 &amp; Q2 2013</td>
<td>344</td>
</tr>
<tr>
<td>Q3 &amp; Q4 2013</td>
<td>481</td>
</tr>
<tr>
<td>Q1 &amp; Q2 2014</td>
<td>420</td>
</tr>
<tr>
<td>Q3 &amp; Q4 2014</td>
<td>468</td>
</tr>
<tr>
<td>Q1 &amp; Q2 2015</td>
<td>408</td>
</tr>
</tbody>
</table>
Account Management

- Office 365 – The Call Center continues to be the primary support contact for students using the Office 365 email system
  - Worked with MU team to test O365 password reset tool – will be implemented in July 2015
  - Set up 11 Office 365 email accounts for alumni in conjunction with the Alumni Association
- Set up guest accounts for 290 guests, and worked with office of Operations and Administration to bill for $21,720
- Worked with Admissions, Registration and Records and various UM IT groups to address SSO account creation and maintenance issues

Bomgar

UMKC-hosted remote support solution used by UMKC, MST, MU, and UMSL.

- Received Bomgar System Administration Certification, along with Jeremy Schliesman from the Call Center, and Brian Olberding & Stephen Pottebaum from Desktop Support
- Upgraded Bomgar instances for UMKC, MU, and UMSL from version 14.1 to version 15.1
- Performed other appliance and instance upgrades as necessary

Box

Cloud storage option for faculty and staff

- Helped develop provisioning and de-provisioning processes

ITSM

- IT Service Management tool used by UMKC, MST, MU, and UMSL
  - Worked with ITSM Steering Committee, Service Desk Committee and technical teams to prepare for implementation of more ITSM modules and improve current processes and functionality
  - Created several new templates for the Call Center to use when creating incidents
  - Continued to update documentation and conduct training sessions for ITSM as necessary
  - Performed People Data modifications as necessary and worked with Enterprise Management team to improve our ITSM Users database
- Worked with UMKC Housing Office and UM EAS team to address issues related to the Housing Contract application
- Some Call Center team members assisted the Dental School with special projects on several weekends during this period
- Continued to maintain WordPress installations of IS Blog and internal Support Services blog sites
- Staffed five New Student Orientation sessions
- Hired and trained one new Call Center technician, Jory Collier
Desktop Support

- Responded to and resolved 2,580 Desktop Support requests. Breakdown of supported groups is below.

<table>
<thead>
<tr>
<th>Category</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employee-Student</td>
<td>119</td>
</tr>
<tr>
<td>Faculty</td>
<td>724</td>
</tr>
<tr>
<td>Generic</td>
<td>19</td>
</tr>
<tr>
<td>Retiree</td>
<td>11</td>
</tr>
<tr>
<td>Staff</td>
<td>1,273</td>
</tr>
<tr>
<td>Student-Admitted</td>
<td>8</td>
</tr>
<tr>
<td>Student-Applied</td>
<td>2</td>
</tr>
<tr>
<td>Student-Employee</td>
<td>327</td>
</tr>
<tr>
<td>Student-Enrolled</td>
<td>94</td>
</tr>
</tbody>
</table>

- Expanded support of additional computer labs across campus. This includes providing images and support to external departments to ensure a consistent and stable computing environment for our students. In addition there have been a number of new computer labs across campus that IS directly supports.

Number of IS Supported Student Accessible Computers

We had 13,871 distinct individuals use the public computing sites between 1/1/2015 and 6/30/2015. This represents a very large percentage of our student base and exemplifies the usefulness and importance of these student computing facilities. In addition to the physical computer sites we had 1,759 distinct individuals who logged into Remote Labs 26,729 times over the same time period. We
completed the migration of the RemoteLab infrastructure to Windows Server 2012R2. All new RemoteLabs are running Windows Server 2012R2 as well as the back end processes.

![Physical & Remote Distinct Lab Users](image)

![RemoteLab Total Logins](image)
Windows Updates

- Updated Windows 7 Universal images to support new computer models and updated software versions.
- Created Windows 7 PCI Compliant image and corresponding documentation
- Updated Windows 8.1 Universal images to support new computer models and updated software versions
- Continued testing of Windows 10 Technical Previews in preparation of supporting this operating system in the future

AirWatch

- Expanded use of our Mobile Device Management solution, AirWatch which allows us to efficiently secure and configure tablet devices. At this time we have around 600 tablets (a 300% increase) being managed by AirWatch including several “labs” of iPads. In addition we have upgraded this shared service to version 7.3. We are also in discussion with several departments on large mobile device deployments.

SCCM

Continue to use SCCM as our primary asset management tool and our preferred method of software installation. Specifically, over the last 6 months we have used SCCM to:

- Install 21,449 pieces of software across campus. 1,051 of these were initiated via our Software Deployment webpage by IS technicians/IT Liaisons.
- Image 139 lab computers
Workstation Replacement Program

- Imaged, deployed, and configured over 250 desktops and laptops

Misc

- Researched several password management solutions to assist with the logistics of managing local administrator passwords on 5,000+ Windows computers. After a long testing period identified and successfully implemented on all 1st Tier Windows computers.
- Worked closely with the Columbia campus on the InfoPrint -> CUPS migration. Both systems are running in parallel now and we are ready for Columbia to switch to this new system.
- Updated Dell Warranty Script to ensure asset management system is up-to-date using automated tools.
- Created online forms to collect data on Microsoft warranty information to ensure asset management is complete.
- Created and updated dozens of reports used across Information Services and outside departments including RemoteLabs, Labs, ITSM, and WRP.
- Updated custom PXE imaging menu with support for additional images and technician tools.
- Continually updated the following applications across campus to reduce security vulnerabilities and ensure our customers are kept up-to-date.
  - Firefox
  - Java
  - Flash/Shockwave
  - Adobe Reader/Acrobat
- Performed several server migrations from old Windows Server OS to Windows Server 2012R2
- Made numerous updates/additions to the IS Website including; RemoteLabs, IS Labs and Exchange
- Created Exchange Best Practices documents to help reduce number of problems with iOS Calendaring on Exchange
- Researched several different mobile iOS printing solutions. After reviewing/testing identified Presto as the top candidate. Presto was purchased, implemented, and is now in pilot mode. Presto gives iOS devices the ability to print wirelessly to existing network printers.
- Added Microsoft Surface 3 Pro as a supported device; including image support, warranty repair, and asset management.
- Added Google Chrome as a supported web browser in the SCE computer labs; all campus labs to follow for Fall 2015 semester.
- Installed new printer and custom print release station kiosk in new Beacon Hill Residence Hall.
- Installed and configured new computer lab for SCE – Flarsheim Hall 525/527
- Installed and configured new computers and monitors for SCE – Flarsheim Hall 364

- Major renovations in both the SOE 129 and TLL computers labs including setting up the IS lab in a brand new space with new All-in-One workstations
- Revamping print quota system per request of Student Government Association. Starting August 3rd students will get a semester quota of 850 pages instead of weekly quotas of 50 pages.
- Worked with the School of Law and School of Nursing on an MOU to provide Desktop Support services
- Updated PaperCut on several servers to latest version
- Created/Updated 155 SCCM packages for Labs, ILE, and campus wide use. See Appendix A.
Desktop Support - Academic

Tickets Closed by School

- Microsoft Surface tablet pilot for Dr. Niemi
  - Purchased 5 MS Surface tablets that meet current hardware support requirements
  - Adapted standard Windows image to include Surface hardware drivers
  - Installed custom software for student field work in Baja California during winter intersession
  - Feedback of tablet performance in the field was overall positive
  - Tablets continue to be actively used by Dr. Niemi’s research group

Lab updates

AUPD
- FME software packaged and deployed for Spring Semester
- Replaced AUPD studio color printer

Conservatory
- Prepared and submitted lab hardware inventory for the Dean’s review

English CH 105 iMac lab
- Removed and secure-wiped old equipment
- Lab is now decommissioned

Geosciences
- Adegoke research – Surplussed legacy Sun workstations and assisted with procurement of Dell-branded replacements
- GIS – Installed replacement PC and additional monitor for instructor station
Maths/Statistics

- Provided computer installation and security hardware for the new Math Success Lab in Royall Hall

Physics – Rulis research lab

- Assisted with warranty extension on PCs in Rulis research lab
- Will revisit with Dr. Rulis the issue of replacing these early in 2016

Psychology – CHY 117

- Secured warranty extension until July 30, 2016 for lab PCs
- Will revisit with Psychology & Social Work the issue of replacing these early in 2016

SCE

- Bloemker research – Image and set-up new computer for 3D printer
- RHFH 463 lab updates
- Rearranged furniture to accommodate new hardware
- Installed and imaged 4 new iMacs to bring the total iMacs to 8
- RHFH 527 – Assisted with new printer setup
- RHFH 535/537 teaching lab – Installed and imaged 14 new PCs.
- Stylianou research – Reimage 2 Dell Precision computers for research lab FH318

SOE – ED 34

- Installed and imaged 13 new PCs
- Theatre – Lighting Design
- Deployed new custom-configuration Precision workstation for projection

SOE TeachLive project

- Virtual reality solution that allows student-teachers the experience of interacting with a full classroom
  - Assembled cart, connected hardware, performed cable management in cooperation with CTS
  - Liaised with U. Central Florida to install/configure software

The TeachLive system incorporates an Xbox Kinect and a webcam to allow student-teachers to interact live with a virtual class.
**IS Accomplishment Report**

| January – June 2015 |

- Completed lifecycle funding reports for academic departmental labs
- Liaised with A&S Dean’s Office and Foundation Services to increase their N: drive share
- National Toy & Miniature Museum projects
  - Assisted with TMM computer disconnection/reconnection.
  - Reconfigured legacy color printer for use on new network subnet.
  - QuickBooks POS installation – Worked with ISFS and Big Hairy Dog consulting firm to configure server backend.
- SCE conferences
  - SIGSCE – Liaised with Brian Hare to provision 5 loaner laptops with software development tools and guest login account.
  - RooBuilders – Liaised with Megan Hart to provision guest wifi account for weekend conference.
- Provided new user training for SCE Burns & Mac lounge display system.
- Facilitated installation of new Konica Minolta MFD in A&S Dean’s Office.
- Liaised with Apple to unlock two university iPads that were locked by users who had forgotten their Apple ID passwords.
- Assisted Psychology research faculty with migrating research data to N: drive from local disk volumes.
- Drafted new RightAnswers KB articles.
- WRP – installed 119 new computers.
- Surplus project for School of Education
  - Combine and organize all tech surplus into SOE 108.
  - Pull HD’s from 13 lab 980’s left from the SOE 34 refresh and secure-wipe.
  - Pull HD’s from 30 old PC’s left in SOE 108 and secure-wipe.
  - Replace wiped HD’s from old PC’s in prep for surplus pickup.
- Liaised with ISSR to vet Charms cloud service for use by Conservatory to catalogue their music library.
- Added SOE charter school iPads to Apple Device Enrollment Program to allow for more reliable AirWatch tracking.
- Groups of legacy computers identified and replaced
  - SOE faculty/staff offices: 10 new PCs.
  - Economics GTA offices: 7 new PCs.

**UMKC IS Hardware Procurement**

UMKC IS Hardware Procurement

SS purchased nearly $990,000 worth of IT hardware, including computers, tablets, printers, peripherals and related service warranties. This represents an increase of 117% over the same period one year ago and a decrease of 11% over the previous six-month period. This is largely due to increased spending on out-of-cycle workstation replacement of slightly over 100% as measured by Dell and Apple expenditures.
Additionally, SS increased purchasing for select academic units that have historically made their own purchases.

- The distribution of spending over primary vendors:
  - Dell and Apple remain the primary computer vendors, representing over 79% of the total hardware spend.
  - Apple hardware purchases accounted for about 15% of the this spending. This is a typical percentile for the second half of the fiscal year. It does represent a 20% decrease in Apple expenditures over the same period one year ago.

- Hardware procurement continues to use ePro vendors and contracts for roughly 86% of purchases as measured by total expenditure.

- This period demonstrates a sharp break with historically spending patterns wherein the second-half of the fiscal year witnesses only one-half of the total expenditures of the first half.
  - In FY2015, the total IT spending was roughly $1,512,000 or over 80% of the first-half IT spending ($1,877,000).
  - In fact, if we isolate IT hardware separate from the software spend in the second-half of FY2015 it actually outpaced the previous six-month period by roughly $40,000.
  - This effect can also be measured in not only dollars spent but also the count of orders processed.
  - This is unprecedented since these numbers have been tracked and is largely due to the establishment of formal purchasing policies to concentrate the additional buying and consultation processes into the central IT organization.

### IT Hardware Orders

<table>
<thead>
<tr>
<th>Month</th>
<th>FY2013</th>
<th>FY2014</th>
<th>2-Year Average</th>
<th>FY2015</th>
<th>Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>July</td>
<td>48</td>
<td>33</td>
<td>41</td>
<td>51</td>
<td>26%</td>
</tr>
<tr>
<td>August</td>
<td>69</td>
<td>79</td>
<td>74</td>
<td>66</td>
<td>-11%</td>
</tr>
<tr>
<td>September</td>
<td>60</td>
<td>60</td>
<td>60</td>
<td>73</td>
<td>22%</td>
</tr>
<tr>
<td>October</td>
<td>49</td>
<td>47</td>
<td>48</td>
<td>57</td>
<td>19%</td>
</tr>
<tr>
<td>November</td>
<td>40</td>
<td>43</td>
<td>42</td>
<td>52</td>
<td>25%</td>
</tr>
<tr>
<td>December</td>
<td>78</td>
<td>62</td>
<td>70</td>
<td>85</td>
<td>21%</td>
</tr>
<tr>
<td>January</td>
<td>57</td>
<td>47</td>
<td>52</td>
<td>52</td>
<td>0%</td>
</tr>
<tr>
<td>February</td>
<td>58</td>
<td>41</td>
<td>50</td>
<td>42</td>
<td>-15%</td>
</tr>
<tr>
<td>March</td>
<td>53</td>
<td>37</td>
<td>45</td>
<td>47</td>
<td>4%</td>
</tr>
<tr>
<td>April</td>
<td>55</td>
<td>37</td>
<td>46</td>
<td>52</td>
<td>13%</td>
</tr>
<tr>
<td>May</td>
<td>51</td>
<td>42</td>
<td>47</td>
<td>61</td>
<td>31%</td>
</tr>
<tr>
<td>June</td>
<td>51</td>
<td>44</td>
<td>48</td>
<td>110</td>
<td>132%</td>
</tr>
<tr>
<td>TOTALS</td>
<td>669</td>
<td>572</td>
<td>621</td>
<td>748</td>
<td>21%</td>
</tr>
</tbody>
</table>
IT Procurement: Spend by Six-Month Period

IT Hardware Procurement: Top Ten Vendors

- Dell, $662,598.43
- Apple, $112,805.54
- WWT, $74,880.00
- GovConnection, $43,197.09
- Full Compass, $24,354.00
- Amazon, $11,346.41
- HP, $6,029.54
- DataMax, $4,979.68
- CDW-G, $4,400.40
- B&H Photo & Video, $2,419.38
Mobile device and Wireless Service Procurement

- Served as institutional point-of-contact for wireless device procurement processes, including day-to-day activities such as item selection, consultation, device and plan ordering, resolving issues with four (4) primary vendors and coordinating support requests with the IS Desktop Support team.
- Assisted with transition and training as responsibilities for UMKC billing changed in this period.
- Activated 103 lines of service on various devices (e.g., cell phones, air cards, hotspots, wireless tablets), including new lines, upgrades, ports and warranty replacements.
- Assisted Campus Facilities with numerous aspects of a large-scale migration of cell phone lines, devices and other hardware from Verizon to Sprint.
- Processed requests for device swaps and wireless plan/features changes.
- Maintained websites to document purchase recommendations, carrier plan details and personal account discounts for UMKC affiliates.
Other Notable Activities

- Provided IT item selection and configuration consultation for 72 distinct departments in response to a myriad of different request scenarios
- Worked with vendors to create 94 customized price quotes for various and multiple products and configurations
- Reviewed and provided IT approval for 66 eProcurement orders input by other departments
- Worked with Procurement and Fiscal Officers to resolve six (6) eProcurement budget errors
- Processed authorized returns for four (4) hardware items
- Reconciled Pcard orders on a monthly basis providing invoice/receipt documentation, MoCode and PeopleSoft account code assignments for 199 transactions
- Instructed the creation of Journal Entry transfers to reallocate funds for two (2) interdepartmental equipment transfers
- Updated IT Hardware Procurement web pages to provide information on models, configurations and pricing on UMKC standards for computers and networked printers
- Updated minimum Hardware Standards webpage as necessary
- Communicated with IT Liaison community regarding changes to hardware procurement, standards and product availability

UMKC IS Software Procurement

- During the review period IS placed software orders and renewals totaling $523,045.99.
  - Placed software orders for various departments on ProCard ($149,744.01)
Placed software orders and renewals through eProcurement ($76,486.06)
- Maple - $17,700.00
- WebEx - $14,420.00
- Nexpose - $10,790.00
- Miscellaneous - $33,576.06
Processed UMKC’s portion of shared System contracts ($296,815.92)
- Blackboard - $119,843.00
- Adobe ETLA - $96,169.00
- Wimba - $41,272.84
- SPSS - $16,274.62
- Moodle - $12,009.60
- Miscellaneous - $11,246.86
Renewed annual licenses for Endnote, Keyserver, Matlab, Studio Abroad, Trumba
ISSS Software Database complete
  o Continue to refine reporting capabilities
    ▪ Added ability to track software legal agreements
    ▪ Provided comprehensive information for departmental asset inventory reports
  o Data entry of purchases made by other departments continuing
    ▪ Vendors - 371
    ▪ Software Titles – 886

Provided updated media for assessing upcoming new Microsoft products
  o Windows 10
  o Office 2016

Placed hardware orders in support of hardware buyer ($13,859.83)
  o Apple (ProCard) - $5,560.00
  o Dell (ePro) - $7,745.59
  o HP (ePro) - $414.48
  o Assorted minor hardware (ProCard) - $139.76

ISSS Procurement Methods

- Shared System Contracts, $296,815.92, 20%
- ProCard, $284,222.78, 19%
- eProcurement, $917,407.73, 61%

- Provided backup support to hardware buyer on cell phone purchase and support
- Worked with system campuses to increase efficiency through shared services
  o Attended semi-annual VPA telepresence meeting
- Attended quarterly Dell Standards Committee telepresence meetings
- Represented IS on the Campus Sustainability Committee
  - UMKC finished 2nd in the Grand Champion category in the 2015 RecycleMania tournament
  - Support Services contributed files and books to campus total of 3.89 tons of paper recycled
  - All WRP retired computers included in recycling totals for that contest (7 tons in total)

**IS Managed Labs**
- Maintained operations in six IS-managed general use student computer labs, eight restricted access labs, and supplied one associated computer classroom. 8,737 people used these sites during this time:

<table>
<thead>
<tr>
<th>Lab</th>
<th>Individuals</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bloch 005</td>
<td>551</td>
</tr>
<tr>
<td>Bloch 110</td>
<td>1,239</td>
</tr>
<tr>
<td>Health Sciences</td>
<td>1,070</td>
</tr>
<tr>
<td>Johnson Hall</td>
<td>340</td>
</tr>
<tr>
<td>Miller Nichols 2nd Floor</td>
<td>1,984</td>
</tr>
<tr>
<td>Oak Place Lab North</td>
<td>300</td>
</tr>
<tr>
<td>Oak Place Lab South</td>
<td>423</td>
</tr>
<tr>
<td>Royall Hall</td>
<td>2,904</td>
</tr>
<tr>
<td>SCE 364</td>
<td>872</td>
</tr>
<tr>
<td>SCE 460</td>
<td>1,062</td>
</tr>
<tr>
<td>SCE 462</td>
<td>1,204</td>
</tr>
<tr>
<td>SCE 463</td>
<td>942</td>
</tr>
<tr>
<td>SCE 464</td>
<td>1,144</td>
</tr>
<tr>
<td>School of Education</td>
<td>1,436</td>
</tr>
<tr>
<td>Student Union</td>
<td>3,908</td>
</tr>
</tbody>
</table>

- Continued to collaborate with various schools and departments to ensure student computing needs are met.
- Finished integrating ITSM ticket management system with Student Assistant problem reporting
- Relocated SOE 129 computer lab to new space
- Worked with SCE on Summer Camps, 463 lab expansion, and extended Summer Semester hours
- Worked with CFM to improve lab environments by scheduling deep-cleaning of floors in BHH 110 and School of Computing and Engineering room 460, 462, 463, and 464 computer labs
- Worked with CFM to have molding repaired and a wall repainted in the RH 303 site.

*BHH and SCE Labs – Deep Cleaning of the Floors*
- Worked with Student Union staff to address a recurring issue with the SU 210 computer lab lighting.
- Worked with various teams to relocate the SA Web and shift tracking code to new servers.
- Addressed power outages and flooding issues in various sites.
- Continued to align lab hours with usage, responding to inquiries from various schools.
- Staffed Miller Nichols Library computer lab for extended hours for spring semester finals.
- Staffed School of Computing and Engineering labs for extended hours for spring semester midterms and finals.
- Continued to simplify back-office procedures and documentation to improve efficiency of operations wherever possible.
- Updated content and screenshots on the labs web pages for various projects and updates.
- Assisted with transition to new print quota distribution schedule.
- Updated new hiring procedures.
- Provided staffing and support for two special events in the Health Sciences Building room 3304 computer lab.
- Staffed registration sessions during six new student orientations.
- Scheduled 3 classes in the Health Sciences Building room 3304 computer lab.
- Received 201 applications for Student Assistant positions, conducted 121 computer skills tests, interviewed 30 prospective new hires, and hired 12 new Student Assistants for IS-managed labs. Conducted 2 new hire orientations.
- Processed over 5,407 shifts and supervised almost 15,090 Student Assistant man-hours. Completed reviews for 55 Student Assistants.
- Supported student printing needs by keeping supplies on hand and printers ready for use. Over 259,000 print jobs were printed in IS-managed general use student computer labs, totaling over 1,900,000 pages.

**Support Services - Other Initiatives**

- Continued to work with numerous vendors on the delivery of IT products and services, most notably HP, DataMax, Xerox, Absolute, B&H Photo & Video, CDW-G, Verizon, AT&T, Apple, Sprint, Dell and GovConnection
- Represented UMKC on several University-wide committees:
  - ITSM Steering Committee
  - ITSM Service Desk
  - UM Volume Purchasing Agreement committee
  - UM Standards committee
- Organized and chaired numerous IT Operations Committee meeting to review services, projects and priorities.
- Coordinated and chaired monthly IT Liaison meetings
- Worked closely with SCE and other departments to coordinate IT needs for their summer conference schedules
- Served as UM System’s central point of contact for the Dell TechDirect system. Established new university Dell certification accounts, worked through warranty parts discrepancies, etc.
- Researched and purchased a new university vehicle to ensure support team could adequately respond to campus technology requests.
- Met with KC Stem Alliance groups to coordinate technology needs for new center at 4825 Troost.
- Worked with Career Services Testing Center to plan for remodeled facility
- Reviewed various identity management concerns and talked with various vendors to investigate how we could improve services
- Investigated various options for implementing UM President’s announcement regarding email for retirees.
- Renewed agreement for technology support with the Toy and Miniature Museum.

Appendix A

<table>
<thead>
<tr>
<th>AppInventor 2.3</th>
<th>Envision Tomorrow 3.5.0 for ArcGIS 10.2.2</th>
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<tr>
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<td>Mathematica 10.1.0</td>
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</table>
Infrastructure Services

IS Project – Infrastructure Improvement

Upgrade Building Wiring Infrastructure

We have completed infrastructure upgrades in the Bloch School of Business, Health Sciences building, Union Station, Biological Sciences, Spencer Chemistry, Fine Arts, School of Education, Durwood Soccer Stadium, Johnson Hall, Pershing Place Bldg., Student Union, Law School, Miller Nichols Library, Student Success Center, Cherry Street Garage, Block Executive Hall, Miller Nichols Library Learning Center and are currently working on the new Troost Street Residence Hall and Medical School. We will finish the Residence Hall for the Fall Semester 2015 and hope to complete the Medical School upgrade to Category 6 cable over the next year. A status chart by building can be found at the end of this section.
Infrastructure & Network New Buildings
UMKC is currently building a new student residence hall on Hospital Hill and remodeling the Miller Nichols Library. These projects require extensive planning, engineering and staff time both before and during the buildings construction. Bringing voice and data systems online when a building is completed requires the efforts of the entire Infrastructure Services department.

Shared Services - Network Architecture Engagement
UMKC is actively participating in the system-wide Shared Services Initiative. This initiative includes projects that span multiple campuses designed to cut costs, share resources and even staff when possible. Specific to IS -Infrastructure Services is the Network Architecture Engagement Project. The goal of this project is to enhance the University’s intercampus data network in support of shared services. Cisco has agreed to provide free consulting services in support of this project. A Network Architecture Engagement Committee has been formed with representatives from each campus, the Hospital and MOREnet to work with Cisco to move this project forward.

Other Infrastructure Services Accomplishments This Period
- Infrastructure Services staff attended over 121 hours of training during this reporting period
- Staff member served as the campus building liaison representative
- Completed over 397 moves, adds and changes on voice jacks, data jacks and phones
- Reported on the category 8 cable standard that should be ratified early in 2016
- Designed and planned infrastructure, voice and data networks for the Performing Arts Center Remodel and Chi Omega House Projects
- Staff member attended One Call training on new Missouri Law on marking standards
- Responded to, solved and closed 327 trouble tickets recorded in ITSM (Remedy)
- Staff member served on the Inter Campus Network Committee
- Reported on Emergency phone trends in higher education
- Two staff members attended the MOREnet Conference
- Provided construction documents and Division 27 standards for the Performing Arts Center remodel and Chi Omega House projects
- Staff member served as the department space representative
- Processed over 2 million calls through voice systems
Marked University buried cable plant locations as required by Missouri Law for One Call services 287 times during this reporting period

Infrastructure Services Training Program Overview
Infrastructure Services training plan includes a comprehensive array of courses to acquire and keep technicians certified as Belden Cable Installation Professionals. Training also includes a wide range of courses on University related policies and procedures, safety, telecommunications and copper or fiber
optic cable related topics. The BiCSi Registered Communication Distribution Designer (RCDD) on staff must also follow a specific training program throughout the year to maintain his certification credentials. New staff members attend a week long training course followed by a certification test to become a Belden Cable certified installer within their first year of employment. All technicians then attend an update course once every 2 years on the latest in cable and fiber optic technology and installation techniques. All staff members are encouraged to take local courses throughout the year on work related topics when they are available.

Below are samples of some of the certifications maintained by Infrastructure Services personnel:
Security

January 2015 to June 2015 Accomplishments report:

- Started 2015 PCI Compliance renewal cycle with departments
- Started replacement log management system project
- Initiated final retirement of Windows 2003 servers that are now at end of life
- Increased security of encrypted IIS-hosted web sites at UMKC using campus group policies
- Rebuilt Microsoft Direct Access infrastructure for UMKC. This is a transparent VPN for UMKC owned Windows computers that ensures secure access to UMKC server resources when Windows computers are used off campus. This fixed an issue affecting Google Fiber remote users
- Initial work on Windows 10 computer policy settings, to support Windows 10 upgrades on campus
- Assisted groups with Java updates, to support proper Java updates
- Worked on CoreIT project
- Worked with printer release station security improvements
- Work on AWS testing and validation
- Developed and implemented a new technique to track certain types of spammers that compromise student mailboxes
- Assisted with multiple Wordpress site issues
- Deployed campus wide screensaver policy. This was to address bringing campus computers up to system standards for protection
- Worked on licensing Trustwave agent for PCI security compliance
- Two staff completed additional security training
• Revised campus security patch cycle, due to buggy patches released by Microsoft over several update cycles
• Worked on a significantly sized ediscovery hold and recovery request for UM-System

Information Access

Introduction

Efforts of the Information Access Division during the period January through June 2014 were notable for the improvements made in measurements of customer response times, despite a steady increase in requests for service. All divisions had singular and combined successes.

Instructional Technologies (ITS) Usage of ITS related tools including Blackboard, Moodle, Tegrity and Collaborate increased following the trend of the last few years. ITS rolled out WebEx as an option for the campus. Live chat support continues to be a very popular support option both during the regular workday as well as in the evenings. Two new tools are planned for fall deployment. VoiceThread, a communication tool which interacts with multiple media formats and Kaltura, a multimedia video streaming solution.

Foundation Services (FS) Foundation Services provides secure, professionally managed data centers to meet the growing information technology needs of academic and administrative units at UMKC. FS upgraded our virtual server hosting platform, storage, and backup software. FS continued to virtualize physical systems, and served as the primary system administrators for 400+ servers as well as provided assistance and technical support for campus IT Liaisons.

Internal Applications (IA) Internal Applications worked on large projects for a number of colleges and schools and performed semi-annual account cleanup processes. IA launched new products including ALEKS (math entrance exam) and Courseleaf (replacement catalog management software) in addition to expansion of data for RooWriter and Starfish.

Digital Media (DM) The Digital Media department led a campus wide review of Digital Signage products. The campus had decided to use Four Winds Interactive Software as the standard for digital signage moving forward. The new software package will be implemented in fall 2015.
Instructional Technologies (ITS) Accomplishments

Blackboard Help Center
- ITS added 24x7x365 support model with an external vendor
- Internal staff operation hours have changed to 7 am to 6 pm, Monday through Thursday. 7 am to 5 pm Friday. Weekend and after hour support goes to our external partner.
- Staffing ratios have been adjusted based on the success working with the external partner.

Blackboard Usage Data (Summer Semester)

<table>
<thead>
<tr>
<th>Tool</th>
<th>SS2014 (to July 1, 2014)</th>
<th>SS2015 (to July 1, 2015)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gradebook</td>
<td>379 (28.80%)</td>
<td>377 (29.18%)</td>
</tr>
<tr>
<td>Announcements</td>
<td>354 (26.90%)</td>
<td>350 (27.01%)</td>
</tr>
<tr>
<td>Discussion Board</td>
<td>189 (14.36%)</td>
<td>195 (15.09%)</td>
</tr>
<tr>
<td>Testing</td>
<td>121 (9.19%)</td>
<td>131 (10.14%)</td>
</tr>
<tr>
<td>Assignments Tool</td>
<td>148 (11.25%)</td>
<td>181 (14.01%)</td>
</tr>
<tr>
<td>Document</td>
<td>400 (30.40%)</td>
<td>416 (32.20%)</td>
</tr>
<tr>
<td>Any Tool</td>
<td>484 (36.78%)</td>
<td>495 (38.31%)</td>
</tr>
<tr>
<td>Number of Enrolled Courses</td>
<td>1,316</td>
<td>1,292</td>
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</tbody>
</table>

Blackboard Usage Data (Spring Semester)

<table>
<thead>
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<th>SP2014</th>
<th>SP2015</th>
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</thead>
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<tr>
<td>Gradebook</td>
<td>1,185 (28.17%)</td>
<td>1,305 (31.01%)</td>
</tr>
<tr>
<td>Announcements</td>
<td>1,086 (25.82%)</td>
<td>1,174 (28.00%)</td>
</tr>
<tr>
<td>Discussion Board</td>
<td>415 (9.87%)</td>
<td>406 (9.67%)</td>
</tr>
<tr>
<td>Testing</td>
<td>300 (7.13%)</td>
<td>353 (8.41%)</td>
</tr>
<tr>
<td>Assignments Tool</td>
<td>451 (10.72%)</td>
<td>517 (12.64%)</td>
</tr>
<tr>
<td>Document</td>
<td>1,255 (29.13%)</td>
<td>1,325 (31.57%)</td>
</tr>
<tr>
<td>Any Tool</td>
<td>1,594 (37.92%)</td>
<td>1,698 (40.46%)</td>
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<tr>
<td>Number of Enrolled Courses</td>
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<td>4,197</td>
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</table>

Blackboard Usage Data 2014-2015

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<th>FS2014</th>
<th>SP2015</th>
<th>SS2015 (to July 1, 2015)</th>
</tr>
</thead>
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<tr>
<td>Gradebook</td>
<td>1,185</td>
<td>379 (28.80%)</td>
<td>1,337</td>
<td>1,305</td>
<td>377 (29.18%)</td>
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<tr>
<td>Announcements</td>
<td>1,086</td>
<td>354 (26.90%)</td>
<td>1,196</td>
<td>1,174</td>
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<tr>
<td>Discussion Board</td>
<td>415</td>
<td>189 (14.36%)</td>
<td>433</td>
<td>406</td>
<td>195 (15.09%)</td>
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<tr>
<td>Testing</td>
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<td>346</td>
<td>353</td>
<td>131 (10.14%)</td>
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<tr>
<td>Assignments Tool</td>
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<td>148 (11.25%)</td>
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<td>517</td>
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<tr>
<td>Document</td>
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<td>1,325</td>
<td>416 (32.20%)</td>
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<td>495 (38.31%)</td>
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### Number of Enrolled Courses

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<th>4,206</th>
<th>1316</th>
<th>4090</th>
<th>4,197</th>
<th>1,292</th>
</tr>
</thead>
</table>

### ePortfolios

Foliotek enrollment from the period of 01/01/2015 to 06/30/2015:
- Successful usage by the School of Dentistry for 4 programs
- 709 users in total
- 61 new registrations

Program Breakdown (all numbers are accumulated):

#### School of Dentistry

<table>
<thead>
<tr>
<th>Program</th>
<th>New Registrations 01-06/2015</th>
<th>Number of Active Students</th>
</tr>
</thead>
<tbody>
<tr>
<td>BSDH Clinical Entry</td>
<td>42</td>
<td>350</td>
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<tr>
<td>BSDH Degree Completion</td>
<td>8</td>
<td>26</td>
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<tr>
<td>Dental Hygiene Graduates</td>
<td>11</td>
<td>114</td>
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<tr>
<td>Predoctoral</td>
<td>0</td>
<td>219</td>
</tr>
</tbody>
</table>

### Blackboard Collaborate

- Wimba has been officially taken offline since 12/2014. Bb Collaborate became the only supported web-conferencing application integrated with UMKC Blackboard.
- A total of 96 courses used Collaborate during SP2015 and SS 2015.
- On average, there are over 600 sessions started each month.
  * Some numbers in April and May could be low based on a Blackboard Server error

### Usage Breakdown

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<th>Description</th>
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<th>01/15-06/15</th>
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<td>Sessions Launched</td>
<td>3,543</td>
<td>3,983</td>
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<tr>
<td>Recordings</td>
<td>1,107</td>
<td>1,460</td>
<td>%</td>
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<tr>
<td>Max Concurrent Sessions</td>
<td>9</td>
<td>10</td>
<td>+32%</td>
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<tr>
<td>Attendees</td>
<td>13,930</td>
<td>15,884</td>
<td>+14%</td>
</tr>
<tr>
<td>Mobile Access</td>
<td>1,014</td>
<td>1,120</td>
<td>+10%</td>
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</table>
CAMPUS PACK
(WIKIS, BLOGS, PODCASTS, AND PERSONAL LEARNING SPACE)

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<th></th>
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</thead>
<tbody>
<tr>
<td>Content In Course</td>
<td>119,539</td>
<td>120,798 (+1%)</td>
<td>121,350</td>
<td>121,874</td>
<td>122,914</td>
<td>123,919</td>
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<tr>
<td>Content in PLS</td>
<td>37,452</td>
<td>37,477</td>
<td>37,487</td>
<td>37,503</td>
<td>37,513</td>
<td>37,515</td>
</tr>
<tr>
<td>Content in Group Spaces</td>
<td>6,259</td>
<td>6,263</td>
<td>6,264</td>
<td>6,266</td>
<td>6,293</td>
<td>6,321</td>
</tr>
<tr>
<td>Data Transfer (monthly)</td>
<td>1.17 GB</td>
<td>2.84 GB (+142%)</td>
<td>2.79 GB (-1%)</td>
<td>3.71 GB (+32%)</td>
<td>2.89 GB (-22%)</td>
<td>2.28 GB (-20%)</td>
</tr>
<tr>
<td>Storage Quota Used (total)</td>
<td>53.49 GB</td>
<td>54.98 GB (+2%)</td>
<td>55.79 GB (+1%)</td>
<td>56.65 GB (+1%)</td>
<td>57.81 GB (+2%)</td>
<td>59.93 GB (+3%)</td>
</tr>
<tr>
<td>Peak Active Weekly Users</td>
<td>296 (+26%)</td>
<td>375 (-9%)</td>
<td>338 (+10%)</td>
<td>373 (-12%)</td>
<td>326 (-44%)</td>
<td>180 (-44%)</td>
</tr>
</tbody>
</table>

VoiceThread
- A total of 59 academic courses used VoiceThread during SP and SS 2015. Refer to the addendum excel spreadsheet for additional detail.
• Although there were complaints from instructors about the difficulty to learn VoiceThread, as well as technical issues, the usage was still comparatively higher than the Bb Collaborate (Wimba) voice tools.

Turning Technologies (Clickers)
(All numbers are accumulated)
• 100+ instructors have used, or are using, or expressed interest in the technology.
• 37 Instructors used ResponseWare (Mobile devices).
• 7316 student registration accumulated (handheld clickers or/and mobile devices).
• 67+ (50% +) ILS Classrooms TT enabled.
• Software Version in ILE classroom 5.3.

REDCap
The usage of REDCap has been increased significantly in SP and SS 2015 in both projects and user accounts. See the attached Excel form to see specific numbers accumulated by 06/2015.

<table>
<thead>
<tr>
<th>REDCap Usage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dec-14</td>
</tr>
<tr>
<td>Total Projects</td>
</tr>
<tr>
<td>Production</td>
</tr>
<tr>
<td>Development</td>
</tr>
<tr>
<td>Total User Accounts</td>
</tr>
</tbody>
</table>

Tegrity
• One of the most popular teaching tools for UMKC faculty.
• From January 1 to June 30, 2015 the campus had 5,351 active Tegrity users.

Recording views and recordings from January to July 30-2015

<table>
<thead>
<tr>
<th>Times Viewed</th>
<th>Viewing Duration</th>
<th>Number of Recordings</th>
<th>Recording Duration</th>
</tr>
</thead>
<tbody>
<tr>
<td>140,668</td>
<td>230,031,685</td>
<td>6,040</td>
<td>15,838,597</td>
</tr>
</tbody>
</table>

Downloads from January to July 30-2015

<table>
<thead>
<tr>
<th>Podcast Downloads</th>
<th>Vodcast Downloads</th>
<th>Recording Downloads</th>
<th>Active Tegrity users</th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
<td>21,338</td>
<td>2,741</td>
<td>5,351</td>
</tr>
</tbody>
</table>
### Listserv

<table>
<thead>
<tr>
<th>Term</th>
<th>Lists</th>
<th>Subscribers</th>
<th>Postings</th>
<th>Emails Sent (millions)</th>
</tr>
</thead>
<tbody>
<tr>
<td>SP 2015</td>
<td>533</td>
<td>226,618</td>
<td>17,470</td>
<td>4,306,528</td>
</tr>
</tbody>
</table>

### Maestro
- Active accounts: 1
- Tracking Events: 471,555
- Directly distributed Recipients: 1,397,367

### Moodle
- Active course sites plus organization sites: 67

### SharePoint
- UMKC has 47 sites running for faculty, staff and research purposes.
- Total unique users: 2,423

### Foundation Services (FS) Accomplishments

Foundation Services (FS) provides secure, professionally managed data centers to meet the growing information technology (IT) needs of academic and administrative units at UMKC. FS upgraded our virtual server hosting platform software and storage hardware. FS served as the primary system administrators for 400+ servers as well as provided assistance and technical support for campus IT Liaisons.

#### Storage/SAN/Backup
- Our primary backup product (Simpana by CommVault) was upgraded to version 10SP11 allowing for even greater reliability and speed.

#### ITSM
- As part of a UM System shared initiative, Foundation Services hosted the ITSM infrastructure and exceeded the goal of 99.9% uptime.
- Load balancer firmware upgrades were implemented.

#### Server Virtualization
- The vSphere environment was upgraded to 5.5U3 and vRealize Operations Manager was implemented for performance statistics gathering
- Controller upgrades on our Compellent SANs
- Nimble SAN installation
- Provisioned approximately 20 new virtual servers
- FS continued to target physical server infrastructure for virtualization by working with IT Liaisons to retire aging hardware.
Miscellaneous

- Remedied and closed 609 Remedy tickets. Ticket completion times continue to be held low.
- Multiple server application upgrades including Extron, AIMS, Redcap, Stash, DropBox, Confluence, JIRA, ARMS, and QuickBooks POS were managed.
- FS installed additional NICE video recorders to increase capacity.
- FS investigated SecureAuth by setting up proof of concept environment.
- FS investigated Amazon AWS as a hosting platform.
Internal Applications Accomplishments

Database Server Design, Implementation & Administration:

- Upgraded a number of our internal database servers to Oracle 12c.
- Implemented Oracle Cloud Control monitoring for better tracking of database server issues.
- Set up VPN Tunnel to MoreNet from our Oracle database servers.
- Implemented the base Oracle components for the School of Dentistry Axium project.
- Set up an Oracle data guard POC.
- Set up multiple database servers and loaded data related to the CHI Health Facts project.
- Developed several new automated reports related to database auditing processes.
- Created an Oracle advanced security POC.
- Applied multiple security patches on database servers.
- Set up a new SQL Server instance for CEI and migrated their data.

Software Design and Development:

- Finished rolling out a new supplementary application for the Bloch School’s EMBA program.
- Set up a new event registration form for Diversity and Inclusion’s MLK 2015 event.
- Wrapped up implementation of a new undergraduate research website.
- Multiple updates made to the RooWriter website.
- Set up an internal billing website for Information Services.
- Multiple enhancements to the Exit Exams website.
- Made several content changes and enhancements to the Bloch School’s entrepreneurship website.
- Made several content changes on the central Bloch website.
- Worked with several IS teams to test and rollout the Bloch Entrepreneur Hall of Fame exhibit.
- Implemented some minor enhancements and bug fixes on the SGS supplementary application.
- Implemented some minor enhancements and bug fixes on the Bloch School’s full-time MBA supplementary applications.
- Implemented a semi-automated provisioning, locking and deletion process for the campus Box.com accounts.
- Generated a new eCommerce report for the Law School that shows all of the Quikpay transactions for the month selected.
- Implemented a new Regonline based eCommerce form for Bloch EMBA.
• Implemented several enhancements to the Bloch Scheduler application.
• Minor bug fixes and enhancements on the UMKC Online eLearning tracker application.
• Set up and multiple enhancements to an instructor issues report that shows Pathway courses that have issues.
• Implemented a website for SB389 data collection
• Updated the UMKC Polls mobile app for Android.
• Made enhancements to the Moodle Gradebook export tool.
• Continued implementation of new features that will be part of the Blackboard User Request System - Version 2.0
• Built a new website/web application for UMKC Summer Orientation.
• Made multiple enhancements to the OSI appointment scheduler.
• Added new departments & forms to the Cashiers eCommerce kiosk project.
• Multiple updates to the Women of Color Leadership conference website.
• Set up a new form for the Bloch Regnier Institute.
• Migrated the SA Lab scheduling software.
• Generated a report for the SOD Career Opportunities site.
• Developed reports based on the UFirst project
• Configured multiple end of semester survey websites
• Made enhancements to the end of semester Conservatory surveys website.

• Tested and implemented a new requirement related to creditcardLastFour on all eCommerce sites.
• Set up a new event registration website for the Diversity and Equity department.
• Updated the ALEKS data load process and associated terms of use logic to accommodate a new cohort.
• Developed a prototype for a new UMKC pseudo-portal.
• Developed a prototype for a new IS service catalog.
• Made enhancements to the Commencement website to all of for syncing of PS name changes.
• Set up a regonline based eCommerce site for the Midwest Symposium on Technology Entrepreneurship.
• Created a POC for mobile services using WCF, Linq and the ADO.Net Entity model.
• Made multiple enhancements to the Starfish attribute data load.
• Developed a new API for adding, editing and deleting Exchange calendar events.
• Implemented a new Change Management and Outages website for Information Services.
• Updated the fee estimator tool based on a request from the Cashiers Office.
• implemented a new site for the Dental School’s Reserved Admissions application process.
• Built a cost calculator application for Residential Life.
• Updated the Dental School’s CE credit website with new data from their 2015 conference.
• Set up a new web app for Arts & Sciences Baja Basins project.
• Implemented API calls to pull GRE scores from ETS.
• Made multiple updates to the ITS workshop website.
• Created an iBeacon app prototype.

Software Administration:
• Catalog:
  o Resolved several minor bugs including one related to missing courses.
  o Began work on Peoplesoft bridge.
  o Added courses who not course attributes to the export.
  o Resolved an issue related to gen-ed courses in the reconciliation report.
• Exchange: Ran the weekly termination report process and archived ineligible mailboxes.
• Created and updated multiple distribution lists.

Scanning Services:
• Generated several detailed reports for departments based on their evaluation scan data.
Academic Enhancement Accomplishments

- Psychology Department
  - 3 camera shoot interview with patient
- Black Studies Program
  - Black Studies Panel Discussion (KC Rep Freedom Riders)
  - Women of Color Leadership Conference (record and DVD)
- School of Dentistry
  - Record and Stream live “Transitioning into the Profession” (or “White Coat Ceremony”)
- School of Nursing
  - PCMH group patient Discussion (multiple scenes shot to produce 5 program scenario for Blackboard class)
  - Produced Teaching Program for parents of Autistic children (produced 3 different scenes)
  - Shoot demonstration videos 3 in total plus PSA (similar to the motivational interviewing videos) for another online course
- School of Biology
  - 2 camera shoot to produce Microscope Use Demo
- Department of Diversity and Equity
  - MLK Lecture series (single camera event coverage and DVD)
  - Annual Chavez Lecture: Speaker: Baldemar Velasquez
  - Agapito Mendoza scholarship breakfast (single camera event coverage and DVD)
- KC Repertory Theater
  - Founders Day event recording and DVD
- Bloch School of Business
  - Entrepreneurial Hall of Fame Induction Ceremony (single camera with audio support and DVD)
  - Entrepreneur Speaker Series recording
  - Video interviews at Bank of Blue Valley (Student Contest Entry)
- Village Square Bloch Event (2 camera shoot with audio support)
  - E-Scholar's Graduation (single camera shoot with DVD)

**Chancellor's Office**

- Message from the Chancellor (record and produce Video-DropBox)
- Shoot Chancellor's remarks
- Recorded Chancellor's Forum
- Provost Finalist Candidates' public address (record 4 and DB)
- Record and live Stream all Commencement ceremonies
- Alex Enyedi, Monday, May 11, 1:15-2:45 PM, Pierson Auditorium
- Kody Varahrmyn, Wednesday, 13, 1:15-2:45 PM, Pierson Auditorium
- Mary Beth Walker, Monday, May 18, 1:15-2:45 PM, Pierson Auditorium
- Barbara Bichelmeyer, Wednesday, May 20, 1:15-2:45 PM, Pierson Auditorium

**College of Art & Sciences**

- Shadow student at work (location single camera event)
- Shadow second student at work (location single camera event)

**Swinney Rec Center**

- Annual Graduating Seniors Video (shot, edit produce DVD)

**Conservatory**

- Helzberg Hall, Conservatory Wind Symphony (3 camera live streamed)
- Folly Theater, UMKC Graduate Fellowship Brass Quintet (3 camera live streamed)
- Helzberg Hall, CRESCENDO (3 camera live streamed)
- Folly Theater, Chancellor's Concerto Competition Winner (3 camera live streamed)
- Folly Theater, Wind Bands Joint Concert (3 camera live streamed)
- Folly Theater, UMKC Jazz Night (3 camera live streamed)
- Helzberg Hall, Finale (3 camera live streamed)
- Folly Theater, Livestream shoot (3 camera live streamed)
- Opera Night (2 nights) 3 camera live switched with DVD
- Musical bridges benefit - Stanford Thompson keynote speaker
- Record Student performances (Diastole Piano Performances-11, produce and upload to YT)
- Shoot and Stream live a Senior Dance event and DVD
• Linda Hall Library
  o Dr. Ashworth’s next 2015 Cockefair Lecture Series to be taped: 4 shows
  o Single Camera Event Coverage, Master DVD upload to Vimeo
• School of Education
  o Record Annual Urban and Community Forum
• UMKC School of Medicine
  o Begin Production of Translators Video (record interviews and classroom)
• Cockefair Lecture Series
  o Wes Jackson Guest Speaker (single camera event coverage and send raw footage to client)
• School of Law
  o Award Ceremony for the Law School (record and DVD)
• Miscellaneous
  o Training for Ben (Video Services) on Adobe Encore software
  o Terence to assist teach UMKC Sponsored 101 Teaching Video course

Digital Media Accomplishments
• Attended the National Association of Broadcasting (NAB) Conference in Las Vegas, April 11-14, 2015
• Researched various Digital Signage systems for the UMKC campus. Including consultations with other college campuses in the KC area and various vendors at the Digital Signage Conference in Las Vegas. Participated in multiple software demonstrations and tested trial versions
• Met with various digital signage users across the UMKC campus to learn about current usage, pain points and possible solutions
• Arranged and hosted digital signage vendors from for campus visits to present to users across UMKC Campus
• Researched and purchased a new Digital Signage Solution for the campus, Four Winds Interactive, to be installed in fall 2015
Digital Signage: Bloch Executive Hall/Bloch Heritage Hall

- Ongoing content design and management
  Total: 84 new published scripts
  Breakdown:
  o Number of live events supported: 24
  o Number of promotional & recruiting advertisements: 38
  o Number of service & informational advertisements: 20
  o Number of major animations (created in external software) for the video wall: 2
- Curved LED Stock Ticker Messaging:
  o Displayed custom messaging for various Entrepreneurship and graduation events.
- Updated Wayfinding/Directory signage data in Bloch Executive Hall
Data Warehouse

Introduction
The UMKC Data Warehouse supports the campus by providing a one-stop shop for data and numbers regarding campus activities. Working with the Office of Records and Registration, the Human Resources Officer, the Officer of Admissions, and the Division of Advancement Services, the UMKC Data Warehouse provides reporting services to the campus.

Data Requests Processed
The UMKC Data Warehouse provides a number of self-service, online reporting tools to allow users to retrieve information about UMKC. However, not every request can be met this way; thus we allow users to submit ad-hoc requests to our office. Below is a chart detailing the number of requests we have completed.

<table>
<thead>
<tr>
<th>Request Area</th>
<th># of Requests Completed</th>
<th>Average Feedback</th>
<th>Average Turnaround Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Student Records</td>
<td>186</td>
<td>3.8 / 4.0 (N=24)</td>
<td>5.3 days</td>
</tr>
<tr>
<td>Admissions</td>
<td>30</td>
<td>3.6 / 4.0 (N=3)</td>
<td>6.6 days</td>
</tr>
<tr>
<td>Human Resources</td>
<td>18</td>
<td>2.6 / 4.0 (N=3)</td>
<td>6.5 days</td>
</tr>
<tr>
<td>Advancement Services</td>
<td>379</td>
<td>NA</td>
<td>4.3 days</td>
</tr>
</tbody>
</table>

Cognos Reports & Usage
The stats below outline the use of the self-service reports available in Cognos, UMKC’s online reporting tool.

<table>
<thead>
<tr>
<th>Month</th>
<th>Number of Distinct Users</th>
<th>Number of individual report renditions generated</th>
</tr>
</thead>
<tbody>
<tr>
<td>JAN</td>
<td>55</td>
<td>682</td>
</tr>
<tr>
<td>FEB</td>
<td>47</td>
<td>774</td>
</tr>
<tr>
<td>MAR</td>
<td>44</td>
<td>741</td>
</tr>
<tr>
<td>APR</td>
<td>43</td>
<td>565</td>
</tr>
<tr>
<td>MAY</td>
<td>42</td>
<td>866</td>
</tr>
<tr>
<td>JUN</td>
<td>50</td>
<td>1125</td>
</tr>
</tbody>
</table>

UMKC Dashboard Usage
The stats below outline the use of the online dashboard tool rooPlan, which provides users interactive data about their college, school, or department.

<table>
<thead>
<tr>
<th>Month</th>
<th>Number of Distinct Users</th>
<th>Number of charts provided</th>
</tr>
</thead>
<tbody>
<tr>
<td>JAN</td>
<td>34</td>
<td>165</td>
</tr>
<tr>
<td>FEB</td>
<td>39</td>
<td>325</td>
</tr>
<tr>
<td>MAR</td>
<td>27</td>
<td>337</td>
</tr>
<tr>
<td>APR</td>
<td>45</td>
<td>318</td>
</tr>
<tr>
<td>MAY</td>
<td>31</td>
<td>498</td>
</tr>
<tr>
<td>JUN</td>
<td>50</td>
<td>401</td>
</tr>
</tbody>
</table>

Completed Projects
Below is a listing of major projects that the UMKC Data Warehouse completed during the timeframe.
- Spring Semester 2015 Census Process and Reporting
- Fiscal Year 2015 HR census process and reporting
- Complete College America 2015
- Access to Success Dashboard
- DFW Dashboard

**External Surveys completed**

On behalf of the campus and various schools/departments, the UMKC Data Warehouse completes a variety of surveys from third-party organizations. These surveys vary in length and time, some requiring vast amounts of time, some are simpler. Below is a listing of surveys that we completed during the timeframe.

- CUPA HR Survey
- OSU Faculty Salary Survey
- OSU GRA/GTA Salary Survey
- US News Main Survey
- US News Financial Aide Survey
- US News Finance Survey
- 2015 Bloomberg Undergraduate Business Survey
- Peterson’s Annual Survey of Undergraduate – Financial Aide
- Peterson’s Annual Survey of Graduate and Professional Institutions
- HLC Annual Update 2015
- Wintergreen/Orchard House Annual Survey of Institutions
- ACT Institutional Data Questionnaire (IDQ)
- 2015 Princeton Review Common Data Set/Review Data Set Survey (CDS/RDS)
- KC Business Journal Top Area Public Sector Employers Survey
- Ingram’s MBA Program survey 2015
Network Architecture

Jan 2015
- Renewed and expanded WebEx service
- Replaced network switches and access points damaged in Johnson Hall Sprinkler Flood
- Installed Cisco VCS Control / Expressway for off-campus Cisco Jabber Clients
- Fiber Optics Characterization testing between 1102 Grand & Newcomb Hall & Hospital Hill campus

Feb 2015
- Setup Private wireless network for KCEZ
- Configured switches and access points for Toy & Miniature Museum
- Upgraded Cisco Call Manager VoIP-PBX to version 10.5
- Worked on CORE-IT Data Center Network Consolidation design
- Worked on CORE-IT Service Catalog work
- Reconfigured CTO firewall configuration to support server virtualization
- Completed design for Cisco 4506 lifecycle refresh

Mar 2015
- Completed design for UMKC Optical Network refresh
- Deployed Eduroam wireless SSID across campus
- Upgraded Cisco Contact Center server to version 10.5

April 2015
- Created “Private Cloud” Research lab Network in Flarsheim Hall 455
- Began design process for UMKC PD REJIS Network
- Review PCI compliant Call Recording software for Cashiers
- Upgraded Cisco VoIP IM & Presence Server
- Created “Media Device” WiFi network in Residence Halls
- Upgraded Cisco Prime network management server to v2.1
- Installed PCI firewall at Toy and Miniature museum
- Configured InstaGENI research network in data center
- June 2015
- Built specialized network in Johnson Hall for ID Tech Summer Camp
- Upgraded wireless controller software and 650 access points
- Replaced Data Center UPS batteries in Newcomb Hall
• Configured Primex Wifi clocks for Biology & Chemistry
• Configured VPN connections to Amazon Web Services data centers
• Configured VPN connection to Microsoft Azure data centers