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

FY2017 IS PROJECT LIST & POINT PERSON

- Campus New Construction/Renovation – Guggenmos/Technology Management Services
  - Cherry Hall 4th Floor Renovations
  - Medical School 5th Floor Renovations
  - Chemistry-Biology Renovation – Phase 1
  - Dental School MSSU Expansion
  - Whole Foods Development
  - Robert W. Plaster Free Enterprise Center
- Civitas Analytics - Guggenmos/Technology Management Services
- Cockefair Hall Infrastructure Upgrades – Guggenmos/Technology Management Services
- Performing Arts Center Infrastructure Upgrades – Guggenmos/Technology Management Services
- Blackboard Upgrade to Ultra – Guggenmos/Technology Management Services
- ILE Classroom Lifecycle Upgrades Phase 2 – Guggenmos/Technology Management Services
- IS Multi-Department Inventory Tool – Guggenmos/Technology Management Services
- Campus Building Security – Guggenmos/Technology Management Services
- Expansion of wireless coverage – Schonemann/Network Architecture
- Cisco Jabber Collaboration Software – Schonemann/Network Architecture
- Cisco WebEx Online Meeting/Conferencing Software – Schonemann/Network Architecture
- Building Network Switch Refresh – Schonemann/Network Architecture
- Data Center Network Switch Refresh – Schonemann/Network Architecture
- Campus Core Network Switch Refresh – Schonemann/Network Architecture
- Exchange 2016 Upgrades – Schonemann/Network Architecture
- IP Address Management – Schonemann/Network Architecture
- Investigate 3-D Printing – Reisenbichler/Support Services, Guggenmos/Technology Management Services
- UMKC Dashboard Upgrade/Redesign
- UM Data Hub

**FY2017 Shared Services Project List**

- Accounts Management – Goodenow/Information Access
- Establish Enterprise Architecture – Schonemann/Network Architecture
- ITSM – BMC Remedy Deployment – Reisenbichler/Support Services
- UM Network Architecture – Schonemann/Network Architecture
- ERP Review – Goodenow/Information Access
- Core IT – Fritts/CIO
- Knowledge Base – Reisenbichler/Support Services
- SecureAuth Implementation – Guggenmos/Technology Management Services
- Implement New 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 first half of the fiscal year 2016.

During this past review period, IS Support Services worked closely with UM System to test and implement a new account management system, called Authoritative Identity Management Systems or AIMS. This new tool, which launched July 25, 2016, replaced an aging UM web application. It improved account-processing time and added new functionality. As with many new system implementations, some changes to our processes were required to address campus specific needs. These changes involved working closely with the Admissions department to identify and develop new processes for student walk-in-admit days. Support Services has spent a considerable amount of time working with UM system on the SecureAuth password registration and reset tools projects. Support Services also collaborated with UM System in the months following the July release to test and fix a number of bugs in the system.

TMS Project Management department successfully managed 55 IT projects with a collective value of $6,046,912. Since the last report, TMS has closed eight projects with costs totaling approximately $108,554.19. All three IS Project Managers have become PMP certified, adding additional value to campus projects. TMS has also started managing all Campus Facilities Management (CFM) work orders for the division if IS, decreasing turnaround time on completed work.

The TMS Infrastructure Services department is currently working on infrastructure upgrades to the School of Medicine, which are 99% complete. The remaining scope will be completed in the first quarter of 2017. The next building queued up for infrastructure upgrades is Cockefair Hall. Planning for this building was completed during this period and implementation is scheduled for early 2017.

In conjunction with Campus Technology, Infrastructure Services and Network Architecture dedicated a considerable amount of effort on projects like the Chemistry and Biological Sciences Buildings, Whole Foods office space, Dental School MSSU Expansion, the Robert W. Plaster Free Enterprise Center, Campus Wide WebEx, Wireless upgrades in the dorms, and Building Switch upgrades. These projects require extensive planning, engineering, and technical resource time. TMS in partnership with Information Access has dedicated substantial resources to compile the Blackboard Analytics project and planning the implementation for the Civitas Analytics solution.

Efforts of the Information Access Division during the period July through December 2016 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. During the last 6 months, ITS has also been heavily involved in the migration of our Blackboard environment from managed hosting to Blackboard’s cloud-hosted SaaS environment.
The Blackboard corporate support help desk fielded 1,748 requests for support from UMKC clients, resolving approximately 70% of issues they received, and escalating 30% of issues back to ITS for resolution.

IS Security (ISS) helped complete the 2016 PCI merchant audits, in conjunction with the UM Treasurer’s Office. ISS assisted with the UMKC security portion of a new user account management system that was created in Columbia and assisted with the UMKC security portion of the new SecureAuth system.
Academic Support

School of Computing and Engineering (SCE)
- The IT Operations Committee remained active and met regularly during this review period. These committee meetings are vital, particularly with SCE’s continually changing lab environments and their expanding curriculum.
- At the start of the fall semester, IS Directors gave a presentation at the SCE faculty and staff meeting and briefed them on the new technology and systems implemented.
- The new WebEx productivity tools were configured and deployed to all SCE faculty and staff.
- Nine new computers were purchased and installed for the ECE Undergrad lab in FH 302.
- Purchased and installed new equipment for Dr. Travis’ lab that focuses on drone research.
- IS also refreshed several other SCE labs during this time period.

School of Education
- IS worked with the Community Counseling and Assessment Services (CCAS) group to purchase, configure, and deploy seven new All-in-One computers. Due to the sensitive nature of this data, special firewalls and security settings were required.
- IS worked with SOE’s CCAS group to setup secure accounts for their special needs.
- IS upgraded all of the building network switches to new Cisco 4500X series distribution switches and Cisco 3850 series access switches. The new switches will increase the building backbone from 2 GB to 20 GB. The access switches will also provide 802.3at (60-watt) Power over Ethernet, PowerStack & M-Gig Ethernet ports for next generation wireless access points.

The College of Arts and Sciences
- Worked with Architecture, Urban Planning, and Design (AUPD) to facilitate the upgrade of their large-scale plotters. This included the replacement of failing device as well as the purchase, installation, and configuration of a second plotter.
- American Public Square moved from Bloch to A&S. IS worked with both Bloch and A&S to help facilitate this transition, including updating of computers, migration of storage, and many back end processes.
- IS consulted with Chemistry/Biology remodel and several computer lab configurations proposals. Also reviewed computer specifications.
- IS worked with Geosciences on the creation of a newly provisioned storage resource tailored for faculty research data. The hardware is funded by ORS and hosted in our datacenter. There is a total of 3TB of storage for faculty and research use.

The School of Law
Several key projects were completed during this review period with the Law School, including the following items:
- RooLaw. This is a custom application built on SharePoint. During the last 6 months IS worked with Appointlink to perform a major upgrade to RooLaw. This included new Windows Server 2012R2 SQL, Web, and Application servers. An application upgrade was also performed at the same time as the server upgrade. This upgrade was completed successfully with minimal downtime for Law. We are also in the process of automating the entire data import process for
this key system. What has taken significant hours in the past should be greatly reduced once this new process goes live.

- ERC Lab. IS expanded the ERC lab to meet the needs of growing classes at Law.
- Sentencing Mitigation Clinic. IS worked with Law to identify and implement a method for file collaboration with the Federal Defender’s Office on cases. This included very sensitive data and required working with various IS groups and the School of Law.
- Civil Trial. IS worked with the School of Law to host a civil trial in the Thompson Courtroom. Ultimately, this trial was settled out of court.
- Loaner Laptop Program. IS implemented a new program in the Law School to assist Faculty/Staff/Students who are in need of a temporary laptop. This program is fully implemented and has been a huge help to many in the School of Law. This has also extended the Law School’s offerings to Students

**Bloch School of Management**

IS continues to provide IT support and services for the Bloch School of Management. Listed below are some of the projects that we have successfully completed for Bloch over the last 6 months.

- Worked with multiple departments in Bloch to coordinate and perform an upgrade on ACT. This upgrade included both a server component and upgrading all client workstations.
- Setup a new Remote Lab for ARGUS Enterprise, which is the world’s most comprehensive asset and portfolio management platform.
- Worked with Bloch and Bloomberg on the procurement, installation, and configuration of 12 Bloomberg Terminals in the Bloch Executive Hall Finance Lab. These terminals will enable students to learn and access the Bloomberg Professional service to monitor and analyze real-time financial market data. The system also provides news, price quotes, and messaging across its proprietary secure network.
- Provided technical support for numerous special events, conferences, and career fairs. This is a primary function of both student and full time staff.
  - Bloch Executive Hall averages 5 to 10 events each week ranging in size from 10-200 attendees with events regularly occupying multiple combinable spaces and requiring advanced setup, i.e. utilizing the video wall for presentations, the rerouting of audio and video signals to other locations and collaboration with video production staff on campus.
  - We have 160 events scheduled so far for 2017.
- Reviewed off-campus facility to determine networking/technical feasibility.
- Installed numerous WRP computers and upgraded others to Windows 10.
- Met regularly with IT Ops Committee to discuss Bloch’s priorities and projects as well as communicate changes on other IT initiatives.
- Supported student printing needs in the BHH 005 computer classroom by keeping supplies on hand and printers ready for use. Over 1,500 print jobs were printed in BHH 005, totaling over 5,900 pages.
- 552 individuals used the BHH 005 computer classroom during this time period.
Bloch’s daily preventive maintenance checks have been modified as the rooms have been upgraded to include Panopto verification and are performed in every classroom prior to the start of morning classes in order to minimize class disruptions.
  - Room logs (these are used to allow our Clients to ask questions, request training and report issues) are checked during these maintenance rounds.

Bloch Heritage Hall Rooms 2 and 14 were added to the ILE upgrade list.
  - The room updates were completed by Bloch IS staff, Student Staff and CTS staff as a team and knowledge building exercise.

Bloch’s Student Technician labor deployment model change has been completed.
  - We now operate on a pooled labor model between buildings to reduce costs/headcount and ensure we are able to provide front-line support for classroom and desktop issues Monday – Saturday as efficiently as possible.
  - We have continued to deliver world class Client experience throughout the change.

Bloch IS continues to manage the contracted relationship with SKC (Audiovisual integrator). Currently SKC is involved only as an interface between UMKC and equipment vendors for replacement and repair.
  - Notable pieces of equipment pulled for repairs have included:
    - Christie projector
    - Crestron scalers/room controllers (four units)
    - Crestron power supplies
    - Tannoy line array
    - Lab Gruppen amplifier

Bloch IS continues to publish a monthly newsletter that provides all Bloch faculty and staff with campus wide IS updates, Bloch specific updates, tips and tricks, Client experience results and contact information.

Bloch IS has implemented a projector lamp cost reduction plan.
  - OEM raw lamps are ordered and failed lamp assemblies are rebuilt.
    - Lamp life is identical.
    - Cost savings is $350 per lamp/$700 per projector.
    - Since implementation, we have reduced our consumable spend by $3500.

Bloch Executive Hall’s existing C40 Codec was setup for use in all camera-equipped spaces.
  - Rooms 218, 324, 414, 419.

Bloch Executive Hall room 333 retrofitted for use as a classroom.
  - Existing spare technology was installed.
    - Three active learning carts were installed with the following:
      - 46” LCD Display
      - Local PC
  - A repaired Dewey Help Desk was configured with the following:
    - Local PC
    - Lan School Software
    - Cisco codec and camera system that is captured into Panopto.

Bloch IS has assumed responsibility for Four Winds content deployment on top of hardware functionality.

Bloch Heritage Hall’s Mag conference room was outfitted with a mobile display cart for presentations.
• Bloch’s Madison Location was outfitted with a UMKC Office PC and Bloch IS manages all Network activity.

School of Nursing and Health Sciences (SoNHS)
IS continues to work with Nursing to support their IT needs, including regular meetings with the IT Ops Committee. As new projects come up, this allows us to provide guidance and technical resources to ensure their goals are met. Below are some of the projects IS was involved in.

• ExamSoft. IS worked with the School of Pharmacy to purchase and implement ExamSoft. ExamSoft will be used by students at Kansas City, Columbia, and Springfield and allow them to take secure tests online. Not only is this more convenient for students, it will also eliminate the need to physically ship Scantron forms across the state, which will reduce overall costs for Pharmacy.
• iPad Faculty Project. IS worked with SoNHS to procure, install, and configure 27 iPads for Faculty members. These iPads are enrolled with AirWatch, allowing for effective management and deployment of new software.
• Laerdal SimView. Over the last year, IS has continued to work with SoNHS to better utilize this space. Specifically, in the last 6 months, IS performed an upgrade on all 12 SimView Servers to ensure technology was current.
• BHS Move. Seven BHS Faculty from SoNHS moved from Hospital Hill to the Volker Campus. IS assisted with this move and ensured faculty had access to required computing resources at their new location.
• IS has documented and shared budgetary estimates to maintain classroom technology infrastructure.
• IS has worked with faculty to streamline requests and procedures in the new HSB 5th floor Simulation lab.
• IS has continued to provide operational staff and technical support for the Simulation lab on request.
• During the installation phase of P228 4th floor “SON Dispensing lab”, IS worked closely with SoNHS to determine multi-vendor product interoperability needs, and applied a solution providing functionality and addressing security concerns.
• IS performed extensive testing and configuration to ensure adequate wireless data coverage in nearby spaces.

School of Pharmacy
IS continues to work with Pharmacy to support their IT needs, including regular meetings with the IT Ops Committee. As new projects come up, this allows us to provide guidance and technical resources to ensure their goals are met. Below are some of the projects IS was involved in.

• IS provided budgetary estimates to maintain technology infrastructure.
• IS continued to provide technical support for multiple campus locations, including the main facility at HSB, the MU location, as well as the site on the Springfield campus, and provided daily coordination/support for distance courses between UMKC, MU and MSU.
• IS initiated regular internal meetings between technical service staff and design engineers to expedite solutions for persistent problems and help inform future infrastructure designs.

**KCUR**

IS continues to support KCUR and this period has seen quite a few new projects. Below are some of the larger projects.

• PCI. Ensured KCUR’s entire fundraising system was PCI compliant. This included new firewall, custom images, and new back end processes for processing donations.

• Security. Updated KCUR online stream to use SSL. This will provide a more secure solution for KCUR’s listeners as well as meet Apple’s current requirements for all iOS apps to use SSL.

• Kansas News Service (KNS). KCUR has recently entered into a joint agreement with KNS to enhance their coverage in Kansas. From a technical perceptive, this requires creating a secure network connection to KNS’s office in Topeka, as well as the purchase and configuration of new computers for their staff.

**IS Project Updates**

As a division, we have worked with several academic/business units to renovate, design, install, and 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>Cost/Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>P164 – Campus Digital Signage Upgrades</td>
<td>Shifting campus signage to IS managed fee-for-service Four Winds Interactive platform. Moving signage systems for 6 clients to new platform.</td>
<td>$9,270.46</td>
</tr>
<tr>
<td>P168 – Cherry Hall 4th Floor Renovation</td>
<td>Renovations for Criminal Justice, Honors College &amp; Philosophy – includes network &amp; phones, (2) conference room systems.</td>
<td>$38,853.74</td>
</tr>
<tr>
<td>P180 – Hosted Blackboard Analytics</td>
<td>Installing Blackboard Analytics for Learn tool for UMKC Online team.</td>
<td>$329.84</td>
</tr>
<tr>
<td>P186 – ROTC HH Annex Move</td>
<td>Installing a new tier 3 ILE system in renovated space.</td>
<td>$26,487.09</td>
</tr>
<tr>
<td>P195 – SOE CCAS Recording System</td>
<td>Adding computers &amp; cameras to record student sessions via secure virtual server.</td>
<td>$3,190.17</td>
</tr>
<tr>
<td>P222 – HSB 3301_5301 Microphone Replacement</td>
<td>Lifecycle project to replace failing/damaged student microphone bases in the (2) Pharmacy Classrooms.</td>
<td>$27,925.77</td>
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**Current Projects – Implementation Phase**

<table>
<thead>
<tr>
<th>Project</th>
<th>Project Details</th>
<th>Cost/Value</th>
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<tbody>
<tr>
<td>P152 – SOD MSSU Expansion</td>
<td>IT/AV project management, and consulting for distance learning classrooms, labs, conference &amp; control room design/installation at MSSU &amp; KC.</td>
<td>$1,600,000.00</td>
</tr>
<tr>
<td>P171 – Chemistry/Biology Renovation</td>
<td>Renovations for both Chemistry and Biology Buildings. Updating network, computer labs, classrooms, &amp; conference rooms.</td>
<td>$120,000.00</td>
</tr>
<tr>
<td>P196 - IS Multi-Departmental Inventory Tool- IS Funded</td>
<td>Creating web/mobile based inventory tool to track all IS equipment and systems.</td>
<td>$8,200.00</td>
</tr>
<tr>
<td>P206 – Civitas Analytics</td>
<td>Implementing the Civitas Illume Learning platform.</td>
<td>No Charge</td>
</tr>
<tr>
<td>P210 – SOM 5th Floor Renovation</td>
<td>Renovation of the 5th floor SW Quadrant, including network infrastructure and AV systems.</td>
<td>approx. $126,649.27</td>
</tr>
<tr>
<td>P213 – WebEx Campus-Wide</td>
<td>Campus wide rollout to faculty, staff, &amp; students.</td>
<td>$151,745.00</td>
</tr>
<tr>
<td>P214 – Wireless Network – Dorms and Apartments</td>
<td>Purchasing/installing new Wireless Access Points for UMKC dorms and apartments to improve the wireless coverage and bandwidth in the student living space.</td>
<td>$328,000.00</td>
</tr>
<tr>
<td>P217 – Telepresence VCS-C-VCS-E</td>
<td>Installing Video Communicators Server to streamline use for video conferencing on and off campus.</td>
<td>$28,000.00</td>
</tr>
<tr>
<td>P219 – Building Switch Refresh (BSR)</td>
<td>Replacing approximately 144 “access” and “distribution” layer switches in 18 buildings.</td>
<td>$500,000.00</td>
</tr>
<tr>
<td>P221- Network Core Switch Refresh (CSR)</td>
<td>Replacing the existing two primary campus core backbone routers for the UMKC network.</td>
<td>$159,655.06</td>
</tr>
<tr>
<td>P223 – SOM Infrastructure Replacement</td>
<td>Updating building voice and data infrastructure to current standards on all floors.</td>
<td>$364,500.00</td>
</tr>
<tr>
<td>P224- PAC Infrastructure Replacement</td>
<td>Updating the building infrastructure up to current standards by rewiring all the voice and data jacks.</td>
<td>$75,750.00</td>
</tr>
<tr>
<td>P226 – Blackboard Upgrade to Ultra</td>
<td>Upgrading the current Blackboard environment (LMS) to Blackboard Learn Ultra.</td>
<td>$3,092.30</td>
</tr>
<tr>
<td>P228 – SON Dispensing Lab</td>
<td>Working with vendor to install new manikins, specialized software, and data jacks.</td>
<td>$2,000.00</td>
</tr>
<tr>
<td>Project</td>
<td>Project Details</td>
<td>Cost/Value</td>
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<tr>
<td>P229 – Jabber</td>
<td>Expanding existing Cisco Jabber offering from a small pilot group to campus wide solution.</td>
<td>$66,667.00</td>
</tr>
<tr>
<td>P230 – SecureAuth Initiative</td>
<td>Installing a new UM system wide password management tool also known as SecureAuth.</td>
<td>IT Sponsored</td>
</tr>
<tr>
<td>P232 – ILE Classroom Upgrades FY17 – IS Funded</td>
<td>Upgrading 29 ILE rooms to HD widescreen digital video and projection systems.</td>
<td>$551,000.00</td>
</tr>
<tr>
<td>P235 – SCB 504 AV Upgrade</td>
<td>Installing a standard tier 3 ILE classroom with the addition of lighting and shade control.</td>
<td>$65,000.00</td>
</tr>
<tr>
<td>P243 – FH205 Conference Rm AV Upgrade</td>
<td>Installing multiple data drops and manual projection screen.</td>
<td>$1,521.40</td>
</tr>
<tr>
<td>P244 – MOREnet Fijitsu</td>
<td>Installing a second shelf to the Fujitsu rack in Newcomb Hall.</td>
<td>$1,450.00</td>
</tr>
<tr>
<td>P246 – IS Service Catalog</td>
<td>Updating and adding additional services to the IS Service Catalog.</td>
<td>IT Sponsored</td>
</tr>
<tr>
<td>P247 – Bloch Lease – 4328 Madison</td>
<td>Providing internet connectivity and installation of wireless access points.</td>
<td>$4,344.18</td>
</tr>
<tr>
<td>P252 – FH557 AV Upgrade</td>
<td>Installing a standard tier 3 ILE technology.</td>
<td>$25,299.62</td>
</tr>
<tr>
<td>P256 – SON Echo Hub Conference Room</td>
<td>Installing technology to allow use of the Tele-clinic Model developed by the University of New Mexico.</td>
<td>$10,045.40</td>
</tr>
<tr>
<td>P258 – Library Kiosks</td>
<td>Creating a desktop security image and a student interface for the MNL Kiosks station.</td>
<td>$1,835.63</td>
</tr>
<tr>
<td>P262 – Chemistry-Biology Renovation II</td>
<td>Second phases of renovations for both Chemistry and Biology Buildings. Updating network, computer labs, classrooms, &amp; conference rooms.</td>
<td>TBD</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td></td>
<td><strong>$4,194,754.86</strong></td>
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**Current Projects – Design/Planning Phase**

<table>
<thead>
<tr>
<th>Project</th>
<th>Project Details</th>
<th>Cost/Value</th>
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</thead>
<tbody>
<tr>
<td>P126 – Whole Foods Development</td>
<td>Infrastructure design/installation for the UMKC office space included in the Whole Foods building complex</td>
<td>TBD</td>
</tr>
<tr>
<td>P127 – Free Enterprise Center</td>
<td>Proposed design includes flexible tech space, visualization cave, computer lab, and collaborative spaces.</td>
<td>$1,400,000.00</td>
</tr>
<tr>
<td>P191 – HH314 Projection Upgrade</td>
<td>Projection technology upgrade.</td>
<td>$2,459.71</td>
</tr>
<tr>
<td>P205 – SU401 Wall Plate Upgrade</td>
<td>Technology upgrades for HD user devices and connections to room display systems.</td>
<td>$3,700.00</td>
</tr>
<tr>
<td>P215 – IP Address Management</td>
<td>Refreshing our DNS/DHCP infrastructure.</td>
<td>$100,000.00</td>
</tr>
<tr>
<td>Project Code</td>
<td>Project Description</td>
<td>Detailed Description</td>
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<tr>
<td>P218 – 802.11AC Radio Upgrades</td>
<td>Upgrading the 802.11ac radio modules to the existing Cisco 3600 wireless access points on campus.</td>
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</tr>
<tr>
<td>P225 – PAC Infrastructure Replacement</td>
<td>Updating the building infrastructure up to current standards by rewiring all the voice and data jacks.</td>
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</tr>
<tr>
<td>P233 – RH 111 Auditorium Upgrade – IS Funded</td>
<td>Updating the large ILE auditorium in Royall Hall room 111.</td>
<td></td>
</tr>
<tr>
<td>P236 – ASA Life Cycle</td>
<td>Replacing the small network firewalls used across UMKC to protect HIPPA, FERPA, PCI and other sensitive network traffic.</td>
<td></td>
</tr>
<tr>
<td>P238 – SRC FWI Upgrade</td>
<td>Updating and adding new touch screens and direct TV screens.</td>
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<tr>
<td>P248 – Lenel to CBORD Transition</td>
<td>Replacement of Lenel Card Access system.</td>
<td></td>
</tr>
<tr>
<td>P249 – SLATE</td>
<td>Replacement of Admission CRM.</td>
<td>Centrally Funded</td>
</tr>
<tr>
<td>P250 – FH Classroom to Lab Renovation</td>
<td>Reclassifying existing ILE rooms to ILE lab spaces.</td>
<td></td>
</tr>
<tr>
<td>P251 – IS Lab Camera Upgrades</td>
<td>Replacing IS Lab security camera systems.</td>
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</tr>
<tr>
<td>P253 – PAC Display Addition</td>
<td>Installing electronic signage for a Hall of Fame display.</td>
<td></td>
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<tr>
<td>P254 – Student Union FWI Testing Rig</td>
<td>Installing a Four Winds system player.</td>
<td></td>
</tr>
<tr>
<td>P257 – SH02 Display Addition</td>
<td>Installing a wall plate and display for digital signage.</td>
<td></td>
</tr>
<tr>
<td>P261 – Smart City Kiosks</td>
<td>Installing fiber and network connectivity to the Kiosks location around UMKC campus.</td>
<td></td>
</tr>
<tr>
<td>P263 – SIS ERP</td>
<td>Supporting campus SIS (PeopleSoft) version 9.2 upgrade.</td>
<td></td>
</tr>
<tr>
<td>P264 – Law School Expanded Wireless Coverage</td>
<td>Relocating and installing additional wireless access points.</td>
<td></td>
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<tr>
<td>Total</td>
<td></td>
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</tbody>
</table>

**Individual Project Updates – Completed Projects**

**P164-Four Winds Interactive Digital Signage**
This service was converted to a fee-for-service model where IS supports all software/hardware and academic units are responsible for content creation. Academic units pay an annual fee, based on the number of signage systems maintained. During this review period, platform transitions for all units...
using digital signage were completed and units started paying their annual support fees for signage. We closed out the project and began the process of accepting requests for new FWI systems.

**P168-Cherry Hall 4th Floor Renovation**
This was a building renovation project designed to provide new office space for the Criminal Justice Department, Honors College and Philosophy Department. IS was tasked with installing new building network service, departmental phones and two LCD conference room systems.

**P180 – Hosted Blackboard Analytics**
Blackboard Analytics for Learn (A4L), combined extensive data from Blackboard Learn, with campus student and course data, to create comprehensive dashboards and reports for relevant campus constituents. During this review period, IS finalized data validation, worked with Bb to implement tool customizations, went live with our environment, and finalized billing.

**P186-ROTC HH Annex Move – IS Funded**
This Military Science project included renovating an existing classroom space in the Hospital Hill Nursing Annex for ROTC. IS was scoped with installing a standard tier 3 ILE classroom, which will be centrally scheduled.

**P195-SOE CCAS Recording System**
The School of Education Community Counseling Assessment Services requested the installation of technology to record counseling sessions. IS installed new computers, cameras, and video storage on a virtual server environment to meet their needs.

**P222-HSB 3301, 5301 Microphone Replacement**
This was an equipment lifecycle project that involved replacing failing and damaged student microphone bases in the two large Pharmacy Distance Education classrooms. The new hardware feature tactile, spring-loaded buttons, and tally lights visible from the rear of the base. These features are expected to improve end user experiences.

**P231- Provost Conf. Rm AV Lifecycle**
This was a project to perform a lifecycle update of the ILE system in the Provost’s conference room by converting the system to have HD widescreen digital video and projection systems, enhanced audio processing, a more simplified control system, and a cleaner system integration within the space.

**P255 - SOM M3-C15 Remodel**
This project involved remodeling three School of Medicine classrooms by converting them into one room (M3-C19, M3-C15, and M3-C15a). Facilities Management completed the primary work and IS performed basic data infrastructure demo and updates.

**Individual Project Updates – Implementation Phase**

**P152- SOD MSSU Expansion**
The School of Dentistry is in the initial stages of a program study to expand to Missouri Southern State University in Joplin. Currently, the IT/AV scope includes upgrading (3) existing classrooms at the UMKC
Dental School with technology to support distance education which will be completed consecutively. The upgrades at MSSU include updating (4) classrooms to distance education platforms, a complete overhaul of a skills lab, the addition of a new conference room and a large office suite. There will also need to be a dedicated network between UMKC and MSSU. During this review period, for phase 1, the Dental School selected SOD room #202 for upgrades. The ISPM has been working with the client, CFM, the architect and vendor/integrator to design ad quote the classroom system and plans to oversee or PM SKC’s integration going forward. Phase 1 began construction December 19th 2016 and is expected to be completed on January 16th 2017.

P171-Chemisty/Biology Building Renovation
As part of a multi-year, phased building renovation project, IS will be replacing all building wired and wireless network infrastructure, installing new IT closets and switch gear, upgrading the building to a 10GB platform, and updating several classroom environments and conference room spaces. Project construction is slated to start in the first quarter of 2017. During this review period, the ISPM team has been working with the other units in IT, the architect, CFM, and the Chemistry/Biology departments to attend a large number of workshop sessions and technology specific meetings with goal of refining IT/AV scope and budget. The locations and general framework for technology upgrades have been defined, as well as the overall approach to upgrading the building network and infrastructure. We are working to finalize individual system designs and budget. We are waiting for the project team to produce a final construction phasing document before we can finalize our procurement and implementation plans.

P196-IS Multi-Departmental Inventory Tool – IS Funded
IS is working on developing a new custom inventory application to provide real-time asset management, inventory management, and equipment life cycle planning for IT equipment that is not being currently tracked. This solution will have a web application component paired with a mobile app. During this review period we worked with Information Access to define all of the tool requirements, including users groups, workflows definitions etc. Next steps are for functional units to review the latest requirements documents to identify necessary changes. Following that process, the ISPM can work with IA to move forward with developing the tool.

P206-Civitas Analytics
This project will include IS working with Civitas, and UMKC’s University College, Academic Affairs, Student Affairs, Institutional Research, and Data Warehouse to implement the Civitas Illume learning platform. Illume is a powerful app that provides a compelling view of a given institution’s historical and predictive student flow. The project will merge diverse data sources from UMKC’s SIS, LMS and other systems. Illume will then apply state-of-the-art data science to identify useful insights through meaningful visualizations. The intended outcome for UMKC will be the ability to try and test the impact of initiatives and grant programs. During this review period, IS partnered with our data warehouse, Student Affairs, Academic Affairs, and Institutional Research to complete single sign on authentication, data validation, and attended weekly status calls. We moved the test platform to production, performed user acceptance testing, and completed on-site user training. We also established application administrator roles and identified a custom filter that needs to be developed. Civitas plans to start working on the custom filter in early 2017.
P209-Exchange 2016
This is UMKC’s part of the larger UM System Exchange 2016 migration project. UMKC’s piece is to house the DR site for the ACI and virtual servers at the Administrative Center Data Center. During this review period, IS assisted in the installation of exchange equipment in the KC data center, reconfiguring campus Outlook clients to use cached mode, identifying all unsupported clients and communicating with this group on several occasions to ensure they were using a supported client, assisted numerous faculty/staff in resolving issues with their quota, and lastly, migrated all UMKC mailboxes to the new platform with no issues, to complete Phase I.

P210- SOM 5th Floor Renovation
This project includes the renovation of the 5th floor SW Quadrant. The proposed renovations include existing docent space in the SW Quadrant, which will be renovated into research space for the Bioinformatics Research Group and the Center for Health Insights group. The IS scope includes adding (3) conference rooms, (3) interactive spaces, a huddle space and signage, as well as completely replacing infrastructure in the space. During this review period, the ISPM has been working with the architect, CFM and the School of Medicine to refine the design and budget for the space. The ISPM will also oversee the schedule and any required changes, as the construction began October 11, 2016 and is slated to be completed April 30th, 2017. We anticipate having finalized system designs and order ready equipment lists by the end of Jan 2017.

P213- WebEx Campus Wide Rollout
This project is to rollout WebEx to faculty, staff and students campus wide. WebEx allows online meetings with anyone who has an internet connection. Meeting attendees can connect from Windows, Mac or Linux computers; Apple, Android or Blackberry smartphones and tablets, and do almost anything you can do in a face-to-face meeting, just more efficiently. During this review period, single sign on via Shibboleth was set up for WebEx, system storage was expanded, we reconfigured/enhanced our support website, hosted several Faculty/staff training sessions, created an account request and billing system for new users and launched the new free WebEx service for all Faculty, Staff and students.

P214- Wireless Network – Dorms & Apartments
This project involves the purchase and installation of new Wireless Access Points for UMKC dorms and apartments to improve the wireless coverage and bandwidth in the student living spaces. During this review period, we completed Phase I of the project, which included in-room access point installations in Oak Place Apartments and Oak Hall student buildings. We are currently planning for Phase II and working to begin the annual billing for the wireless systems recently installed.

P217- Telepresence VCS-VCE
This project is designed to make video conferencing easier to use on and off campus. Leveraging key components of our existing VoIP phone system and Telepresence video conference system, we will add new modules that will allow us to greatly increase the number of video conference endpoints on campus. These new video endpoints are designed for a wide range of use cases from personal webcams to conference rooms to large classroom environments. The new modules will also integrate our existing Polycom, LifeSize, Tandberg, etc. room-based video endpoints into a streamlined dialing plan. During this review period, we completed server maintenance on IM, Presence, and VCS expressway systems, and new contracts were negotiated with WWT and Cisco for the WebEx Annuity option. Conversations are underway to plan and schedule the system upgrades early next year.
P219- Building Switch Refresh
This project involves replacing approximately 144 access and distribution layer switches in 18 buildings where we have previously installed Cisco 4506 series switches. UMKC Networking will be installing Cisco 4500X series distribution switches and Cisco 3850 series access switches. The new switches will increase the building backbone from 2 GB to 20 GB. The access switches will also provide 802.3at (60 watt) Power over Ethernet, PowerStack & M-Gig Ethernet ports for next generation wireless access points. During this review period, we upgraded building switches in 4 campus buildings (Flarsheim Hall, Law School, Royall Hall, School of Education), which completed Phase II of the project. Planning for Phase III is underway.

P221- Network Core Switch Refresh
This project will replace the existing two primary campus core routers that form the backbone of the UMKC network. Currently, each of these routers support 55 building uplinks. The new core routers will be installed in geographically separated data centers on campus and will support high density 10Gb & 40Gb uplinks to the campus buildings. The new uplinks will greatly increase the available bandwidth on UMKCnet. During this review period, we completed the system design for the new campus backbone and ordered the replacement equipment. We are preparing to begin developing a timeline for the core switch replacement.

P223- School of Medicine Infrastructure Replacement
This project is to bring the building infrastructure up to current standards by rewiring all the voice and data jacks on all floors in the building. This building has 6 floors and is being rewired one floor at a time. We completed ground, 1st, 2nd and 3rd floors during previous reporting periods. We finished the 4th floor during this reporting period and have completed 99% of the 5th floor. The entire building will be completed in the first quarter of 2017.

P224- Cockefair Hall Infrastructure Replacement
This project is to bring the building infrastructure up to current standards by rewiring all the voice and data jacks on all floors in the building. This building has 3 floors and is being rewired one floor at a time. Mostly planning for this building was completed during this reporting period. We will start the rewiring in February as we finish up the last of the School of Medicine project.

P226- Blackboard Upgrade to Ultra
This project will upgrade our current Blackboard Learn Learning Management System (LMS) to Blackboard Learn Ultra. Ultra represents an LMS redesign based on qualitative research with students and instructors that integrates a sleek user interface with simplified workflows for all users. Instructors will have tools to help develop curriculum, interact with students, and provide useful and timely feedback through improved grading features. The student experience will prioritize their coursework, giving them tools to manage tasks and time, and to work collaboratively. This new platform will allow a seamless transition between desktop and mobile devices, further improving the teaching and learning experience. During this review period, we hosted a 2-day training session for key support staff, focused on the transition to the SaaS environments and learning specific modules. We then completed the migration to the SaaS environment and began the exploration of the new environment and tool set available.
P228- SON Dispensing Lab
This project for the School of Nursing enhances a high-end teaching lab with manikins and specialized software. The software records simulated activities and synchronizes video from several cameras and digital information from the manikins, which simulate a patient's biological reactions to medical choices made by the students. Installation was completed during this review period, and vendor training was conducted. A network solution was identified and installed to connect different products/vendors and provide a layer of network security. TMS has become familiar with the functions of the systems—Gaumard's simulation manikins and KBPort's ETC recording servers, in preparation to provide technical support when needed.

P229- Jabber Campus wide
This project will expand UMKC's existing Cisco Jabber offering from a small pilot group to a campus wide solution. Cisco Jabber is an all-in-one communication tool including functionality for instant messaging, presence, telephony, voicemail, and video conferencing. UMKC intends to use Jabber to Skype for Business instant messaging. At the same time MU is also looking to do the same. The finished Jabber platforms will be federated with each campus for system wide communications. Cisco Jabber is device agnostic and includes clients for Windows and Mac computers, Apple, Android, Blackberry smartphones and tablets. During this review period, we added a second Jabber server, configured four clients for each Jabber user (Desktop, iPhone, Android, Tablet), federated with other UM Campuses, developed a support website, and deployed the Jabber client to all IS staff as a pilot.

P230- SecureAuth Initiative
This project involves working with UM System to launch the new SecureAuth Toolkit as part of a phased approach in implementing two-factor authentication. Once campus users have registered their security data in the new toolkit, and other password tools are fully deployed, the University will implement two-factor authentication on some key systems later this year.

Information Services' roles in implementing these tools are to collaborate with the campuses in planning, testing the new tools, and communicating this information to our campus users. During this review period, a new website was developed and updated as new tools were made available. Communication went out through several mediums to end users, and the IS Call Center walked numerous customers through the new processes. A process for new students/employee registration will be implemented in the Spring, so users are prompted to enter their security information as their new accounts are setup in the system.

P232- ILE Class Room Upgrades FY17 – IS Funded
As part of our continual process of keeping the highest quality student experience, IS is upgrading 29 ILE rooms to HD widescreen digital video & projection systems, enhanced audio processing, with web conferencing, and voice over IP features. During this review period, we have partnered with the Registrar’s office, CFM and other units in IT to update seven classrooms with new equipment bringing the project to ~24% complete. The project is still on track to have 29 rooms completed by the end of the fiscal year.

P235- SCB 504 AV Upgrade
This project includes renovating an existing classroom space in the Spencer Chemistry Building. IS has
been scoped with installing a standard tier 3 ILE classroom with the addition of lighting and shade control. The room will also be used for soft video conferencing. During this review period, the system design was finalized and facility requirements were defined. Facility related work is scheduled for early January with the IT/AV installation to follow.

P243- FH205 Conference Rm AV Upgrade
This IS AV upgrade is to add multiple data drops and a projection screen to Flarsheim Hall conference room 205. During this review period, the ISPM worked with the Physics and Astronomy Departments, CFM and the AV department to define scope, budget and to ensure a timely installation.

P244- MOREnet Fujitsu
MOREnet is adding a second shelf to Fujitsu rack in Newcomb Hall and needs two 70amp breakers to power the shelf. The first shelf if full, so MOREnet will be funding cost to install the second shelf in order to add 1 x 10 GB optical transponder to KC-ICN (part of the MU datacenter gear installed at the Admin Center). During this review period, the networking team added an additional shelf to the Fujitsu rack on our Newcomb Hall data center to support MOREnet related work.

P247- Bloch Lease – 4328 Madison
This project is to provide internet connectivity and install three wireless access points for the Bloch Incubator in the leased office building off campus. During this review period, we established network connectivity to the building location, and installed wireless access points for building occupants.

P252- FH557 AV Upgrade
This project is to install typical ILE classroom equipment into Flarsheim Hall 557 which was recently reclassified as a centrally scheduled room. During this review period, the ISPM worked closely with the AV department to identify the equipment needed and schedule the space to be upgraded. We anticipate the system will be installed in Feb 2017.

P256- Son Echo Hub Conference Room
This IS project involves installing technology for a new program created by SoNHS that uses a specific tele-clinic model developed by the University of New Mexico. During installation, the ISPM and AV department worked closely with the Hospital Hill team to purchase and install the recommended equipment and position the space for ongoing IT support.

P258- Library Kiosks
Miller Nichols Library (MNL) received a grant to install a Kiosks station to help students’ access books online. The ISPM is working with Support Services to develop a special desktop image for security and a user interface for students. The project is to be completed by June 1, 2017.

P262- Chemistry-Biology Renovation II
This project is in support for the major Chemistry-Biology project by renovating an existing classroom into an office space that will serve as swing space for faculty so other office spaces can be prepared for construction. The ISPM worked with the AV department to remove the existing ILE gear from the space, and with Infrastructure Services to add data drops to the office spaces when completed.
Individual Project Updates – Design & Planning Phases

P126-Whole Foods Development
This project will provide a new Whole Foods store, a new UMKC Student Health and Counseling Center, new luxury apartments, and a new parking garage. IT/AV scope is not fully defined but IS has installed a new network utility corridor in preparation for this project, which involved removing all existing overhead cabling and installation into an underground vault. During this review period, we worked with Student Health & Counseling and Disability Services to draft IT needs for their spaces, which is currently limited to network, infrastructure, voice and standard office desktop needs. IT closet design requirements were updated and shared with project team.

P127-Free Enterprise Center
This is a new construction project for the School of Engineering and the Henry W. Bloch School of Management. The Free Enterprise Center will contain lab and instructional space and state-of-the-art technology, such as 3-D printers. It will be used by UMKC’s School of Computing and Engineering and Henry W. Bloch School of Management as a laboratory, incubator and prototyping center. The project is still in programming/funding, so the detailed IT/AV scope is not completely defined but some budgetary numbers have been proposed. During this review period, the Governor withheld some funding, making the start date unknown. Several all-day workshops were completed to review and select the project design/build team, which resulted in McCown Gordon / Gould Evans.

P177 - BEH 333 ILE conversion
This is a renovation project to repurpose a small break room into a teaching and seminar space with AV/ILE capabilities that match the other classrooms in Bloch Executive Hall. The renovated classroom will provide seating for ~20 students. This space will be used primarily for upper level and graduate classes in the Department of Global Entrepreneurship and Innovation. The technology will provide for lecture-style teaching as well as student-centered active learning. This project is currently pending approval and funding.

P191- HH314 Projection Upgrade
This is project a to update technology in Haag Hall 314 by adding a new projector and wall plate. Design estimate was shared with the client, revised, and we are currently working with them to find a more affordable solution.

P205- SU401 Wall Plate Upgrade
At the request of Student Affairs, IS is proposing technology upgrades to Student Union 401 that will overhaul the video and control system and adjustments to the audio section. The upgrades will include new projectors, a video switcher and wall plates. During this review period, an initial design was completed, shared with the client and changes were requested to include additional scope. The ISPM is currently working on an updated design to accommodate requested changes. This work should be completed and design shared with client for final approval in early Feb 2017.
P215- IP Address Management
The scope of this project is designed to refresh our DNS/DHCP infrastructure. The new system will include an IP address management tool and DNS security features, as well as providing a consolidated management console to control the various IP address functions. During this review period, several vendor solutions were identified, reviewed and quoted. The solution offered by Infoblox is currently the most attractive. We are working with WWT for better pricing and hoping to schedule a product demo for early 2017.

P218- 802.11AC Radio Upgrades
This project involves upgrading the 802.11ac radio modules to the existing Cisco 3600 wireless access points on campus. These new radio modules will allow those access points to provide greater wireless network performance in the locations they serve. During this report period, we have completed four building upgrades (18 modules) and began installing modules in 11 additional buildings (112 modules). The project is currently 55% complete with 130 modules of 238 total modules installed.

P225- PAC Infrastructure Replacement
This project is to bring the building infrastructure up to current standards by rewiring all the voice and data jacks on all floors in the building. This building has five floors and will be rewired one floor at a time. We plan to begin this project once Cockefair Hall upgrades are complete.

P233- Royal Hall 111 Auditorium Upgrade – IS Funded
This is a project to update the large ILE auditorium in Royall Hall room 111 (approximately 300 seats) to have better projection systems, sound systems, and infrastructure for recording, to align with what students experience in newly designed auditoriums in MNL and Bloch Hall. CFM is planning various room updates for ADA access, lighting, mold abatement, seating, sound treatment, carpet and paint. Work would be performed by an outside contractor and would not start until May 2017 at the earliest. We are still waiting on final approval from CFM for funding their portion of the work.

P236- ASA Life Cycle
This project is designed to replace many of the small network firewalls used across UMKC to protect HIPPA, FERPA, PCI and other sensitive network traffic. The new firewalls will utilize Gigabit Ethernet interfaces and advanced traffic shaping and policing features, while being centrally managed for more consistent software upgrades. During this review period, we compiled a list of firewalls needed, worked with Columbia to ensure PSI Compliance, and began building (3) PCI Firewalls.

P238- SRC FWI Upgrade
The scope of this project involves updating and adding new touch screens and Direct TV screens in several locations in Swinney Recreation Center. During this review period, an initial system design was completed, facilities work quoted, and shared with the client. This project is currently pending client approval and funding.

P248- Lenel to CBORD Transition
This project is to replace the existing Lenel Card Assess system in 11 buildings with CBord Card Access. Buildings include 4747 Troost, Cherry Street Garage – Mail Room, Cherry Street Garage – Police, School of Education, Flarsheim Hall, General Services Building, Hospital Hill Annex, Administrative Center, Building #71, Cherry Street Hall and Health Science Building. During this review period, we worked on
setting flat component pricing for each component of card access, which will ultimately drive unit costs once we shift to that model. CFM collaborated with the CBORD office to develop a detailed transition estimate to move all buildings to CBORD and individual CFM estimates for each building. We are currently working to finalize these numbers for a meeting with campus leadership on possible funding in early 2017.

P249- SLATE
This is a project to replace UMKC's current admission CRM vendor (Hobsons Connect) with Technolutions "Slate" CRM, as UMKC's Hobsons Connect contract is set to expire soon. Slate is marketed as a one-stop-shop for everything Admissions. This project will also include rolling in existing supplemental unit applications developed by IS allowing this apps to be retired going forward. During this review period, we completed the IT Security Review documentation, facilitated contract approval between UMKC Admissions Department and UMKC Contracts, configured Shibboleth login, hosted a Q&A with the Slate team and IT stakeholders, and committed to assisting the Slate team with UM System escalation regarding response time/commitment on dates.

P250- FH Classroom to Lab Renovation
This project came about due to a request from SCE to reclassify existing rooms to faulty lab spaces. During this review period IS removed and repurposed existing ILE gear from some classrooms into new lab spaces. There are still several other space changes SCE would like to make and the ISPM is currently working with them to define scope for the same.

P251- IS Lab Camera Upgrades
This is a project to develop lab specific designs and associated costs for converting all (14) IS computer lab environments from the Netbotz surveillance system, which is end of line, to the CBORD NICE platform, which is the current campus standard. During this review period, CFM worked with a resource from Axis to creatively design surveillance packages and associated costs for all computer lab environments with the exception of the Residence Halls (currently in progress).

P253- PAC Display Addition
This project involves adding an electronic signage to the upstairs PAC lobby area for a Hall of Fame display. The content will be run by power point, with a possibility of switching to Four Winds at a future date. During this review period, an initial system design was completed, and Facilities work quoted and shared with the client. This project currently pending client approval and funding.

P254- Student Union FWI Testing Rig
IS will be installing a PC in the Student Union that will become a Four Winds player in order to develop and test content before it is released. During this review period, an initial system design was completed and shared with the client. The client requested changes and is now working with Support Services to add more PC displays to the existing system.

P257- SH02 Display Addition
This IS project consists of adding a signage display with a wall plate to interface for content. During this review period, an initial system design was completed and shared with the client. This project is currently pending client approval and funding.
P261- Smart City Kiosks
This is a Kansas City project to install digital information Kiosks around the city, including several potential locations on the UMKC campus. IS’ scope will be to provide fiber and network connectivity to the UMKC Kiosk locations. During this review period, several potential Kiosk locations were identified and an MOU was drafted and signed by campus leadership. The vendor is working on the planning details for implementation, which will likely begin around springtime in 2017.

P263- SIS ERP
The SIS (PeopleSoft) project includes UMKC’s Admissions, Student Records, Student Cashiering, Student Financial Aid, and Campus Community. The current SIS version, v9.0, used by all UM campuses, will be unsupported after December 2019, and all campuses must upgrade to v9.2 by December 2019. The strategy and requirements for a future system, leading up to and following v9.2 implementation, will be evaluated and a recommended strategy will be presented to Campus Provosts. This project will review all application business processes on each campus, identify processes that will be mandated across the campuses, and identify business processes are unique. During this review period, an internal kickoff meeting was scheduled, and the ISPM resources for this project were defined. The ISPM is waiting for UM System to clarify overall scope and approach for moving forward.

P264- Law School Expanded Wireless Coverage
This project is to relocate existing and install additional wireless access points to expand wireless coverage throughout the Law School building. During this review period, Wi-Fi site surveys were completed to produce coverage heat map. Networking will review this data and make a recommendation to the Law School regarding how many access points are needed to meet their coverage requirements.

Other Key Initiatives

RooFly
Due to a rapid adoption/use of UAV systems in University Research and Academic programs, and the lack of policy and guidelines currently in place for the same, we started to define a plan to outlined the structure necessary for overseeing drone related purchases, flight activities, developing standard policies and procedures, and signing off on UMKC UAV activities from a UM liability perspective. Our goal is to ensure that researchers are not encumbered, the University is not placed at risk, and the activities involved are safe and supportable. During this review period, we accomplished the following:

- Hosted a Q&A with UAV experts from S&T for interested UMKC Research Faculty.
- Attended several policy planning meetings with representatives from other UM Campuses.
- Agreed UAV purchase oversight should be a coordinated effort between ORS, SCE and IS with ORS/SCE vetting requests ensuring FAA and UM requirements and IT providing an “IT” approval/gate keeper role for request successfully vetted by ORS.
- Partnered with UM Risk and Insurance Management, UMKC ORS, S&T and others to complete initial drafts of a UMKC handbook for operating procedures for unmanned aircraft, and a request form for Unmanned Aircraft System use.
UM System Project Management Information System

The following chart shows the status of projects being tracked in the UM System project management software, Innotas.

**Project Completion Percentage**

**Technology Management Services (TMS)**

**IS Project Management – General Update**

- Successfully managed 55 IT projects with a collective value of $6,046,912.59
- Closed 8 projects during this review period with a total dollar value of approx. $108,554.19
- (2) ISPM Staff became PMP Certified! (David Johnston and Joe Castrop)
- ISPM attended all CFM Project Update meetings during this period and started actively tracking CFM work order status and pushing for regular updates for the entire division of IT
- Partnered with UMKC Online team to being full scale adoption of Atlassian’s Confluence tool for a single online work space for projects/product suites that can connect to Jira for issue tracking
- Attended quarterly SPMO face-to-face meeting in Columbia and received Agile training
- Provided 100% match to PS accounts and project charges
- Provided regular status updates on UMKC projects housed in Innotas so other UM campuses can view the status of UMKC projects
ILE Classroom Lifecycle Upgrades

Below is the current list of approved strategic ILE initiatives we will be working on during FY17

<table>
<thead>
<tr>
<th>Priority</th>
<th>Name</th>
<th>~ Cost</th>
<th>FY</th>
<th>Initiative Description/Justification</th>
</tr>
</thead>
<tbody>
<tr>
<td>CURRENTLY FUNDED</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1</td>
<td>P233 - Select Large Auditorium Upgrades – Phase 2</td>
<td>$60K</td>
<td>FY17</td>
<td>Updating large ILE auditoriums with improved projection systems, sound systems, and infrastructure for recording</td>
</tr>
<tr>
<td>2</td>
<td>P232 -Phase 2 - Digital Switching &amp; Transport - in ILE Rooms</td>
<td>$552K</td>
<td>FY17</td>
<td>Upgrading video gear, cabling, projection systems, audio processors, and conferencing hardware in ILE classrooms</td>
</tr>
</tbody>
</table>

Project 232- ILE Class Room Upgrades FY17 – IS Funded

As part of our continual process of keeping the highest quality student experience, IS is upgrading 29 ILE rooms to HD widescreen digital video & projection systems, enhanced audio processing with web conferencing, and voice over IP features. During this review period, we have collaborated with the Registrar’s office, CFM and other units in IT to update seven classrooms with new equipment, bringing the project to ~24% complete. This project is still on track to have 29 rooms completed by the end of the fiscal year.

Project 233 - Royal Hall 111 Auditorium Upgrade – IS Funded

This is a project to update the large ILE auditorium in Royall Hall room 111 (approximately 300 seats) to have better projection systems, sound systems, and infrastructure for recording, to align with what students experience in newly designed auditoriums in MNL and Bloch Hall. CFM is planning various room updates for ADA access, lighting, mold abatement, seating, sound treatment, carpet and paint. Work would be performed by an outside contractor and would not start until May 2017 at the earliest. We are still waiting on final approval from CFM for funding their portion of the work.

ILE Work Station Replacement

The first half of each fiscal year culminates with the Provost’s Workstation Replacement Program. The primary goal is to replace faculty/staff workstations on a four-year lifecycle to benefit productivity and mitigate the security concerns endemic to older operating systems. This year, (85) desktop computers in ILE classrooms/teaching environments are due for replacement. This project will be a massive undertaking, given the limited availability of service time in these teaching spaces. During this review period, the ILE specific platforms were defined, and the WRP orders were placed. We will be working with IS Support Services in the early part of 2017 to plan and execute implementation.

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 stands at **371** due to the addition and subtraction of new and old systems.

<table>
<thead>
<tr>
<th>System Type</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Full ILE Classrooms</td>
<td>93</td>
</tr>
<tr>
<td>Partial ILE Classrooms</td>
<td>2</td>
</tr>
<tr>
<td>Hybrid ILE Classrooms</td>
<td>65</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>104</td>
</tr>
<tr>
<td>Departmental AV Systems</td>
<td>101</td>
</tr>
<tr>
<td><strong>Total Systems Supported</strong></td>
<td><strong>371</strong></td>
</tr>
</tbody>
</table>

Remote Monitoring for TMS Supported Systems

With the system support pool’s continued growth, we worked 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 and have added several new Tier 3 systems, bringing our total to **93** systems across **22** different buildings, which are now capable of being actively monitored online. We are currently working through a lengthy process with equipment manufacturers and the software vendor to troubleshoot issues we experience trying to bring non-Extron hardware online.

ILE Lifecycle/Maintenance & Repair Investments

During this review period, approximately **$16,315** 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.

On-Demand Video Hosting

Information Services provides a tool called Kaltura 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, and, in some cases, to promote schools, departments or their services. Faculty in many schools have submitted videos instructing students in specific procedures, so these can be handed out as homework assignments, allowing more time to cover other topics during class lectures. Kaltura makes it easy for faculty and students to record video using a web camera. As a result, students are now submitting video essays as part of coursework. The Miller Nichols library uses Kaltura to host videos licensed for use on a digital repository.
Direct support for On-Demand Video Hosting is now provided by Instructional Technology Services (ITS). However, TMS retains a role in consulting, knowledge transfer, and conversion from tape and optical media.

As in past semesters, our on-demand video library has grown. During this period, 1298 new streaming videos were added. It is notable that tools allowing both faculty and students to upload videos are causing a dramatic increase in the usage of streaming media technology.

**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. Several one-on-one sessions with faculty, who teach in other ILE environments, were also performed as needed.

**TMS Support Client Experience**

TMS is shifting to a model where our Net Promoter Score or “NPS” will be the primary metric used to measure our overall Client Experience. The Net Promoter Score system is a customer loyalty metric that gauges how willing a customer is to recommend a product or service by determining the likelihood that a customer will recommend Technology Management Services to a friend or colleague. This system classifies customers into one of three groups - **Promoters = 9 – 10**, Passives = 7 – 8, Detractors = zero – 6. For each of the 468 TMS support tickets received during this review period, customers were sent a client experience survey to complete. Respondents are given a standard scale that ranges from zero (not at all likely) to 10 (extremely likely). During this period, for the most part, survey responses stayed in the 9-10 “extremely likely to promote” range. We did have a small dip in November that historically yields lower take rates on customer surveys compared to other months.
Throughout the review period, customer survey take rates increased substantially. Going forward, we will be leveraging interactions our staff have with customers remind them how important these surveys are to us and encourage them to take the surveys. We will also be reviewing this data on a regular basis and following up with customers that did not have an acceptable experience for a better understanding of what went wrong.

During the Summer/Fall Semesters (July - Dec 2016), utilization of full ILE classrooms was roughly 23% higher than non-ILE classrooms. Hybrid ILE classrooms utilization was also 11% 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, 50% of all support tickets were resolved within 1 hour, minimizing negative impact on the student experience. During the same period, 74% of all support tickets assigned to TMS were resolved within a 24-hour period.

Technology Management Services provided maintenance and technical support for ILE and AV equipment in the Health Sciences Building, Diastole and School of Medicine. During this period, 89% of all support tickets were resolved within 1 hour, minimizing negative impact on the student experience. During the same period, 96% of all HSB support tickets were resolved within a 24-hour period.
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 **78** hours of videoconference-involved meetings. As online collaboration tools and other resources have become available, demand for the facilities we support has shifted. The chart below tracks support over the last two years.

Technology Management Services provides technicians in support of ITV Distance Education programs. TMS supported **777** hours of ITV distance learning during this review period. As online collaboration tools and other resources have become available, demand for the facilities we support has shifted. The chart below tracks support over the last two years.
Technology Management Services provided technicians to support curricular events recorded in the new HSB Simulation Center. The Center is equipped with 12 simulated examination rooms, each with 3 ceiling-mounted video cameras and 2 microphones. Activities in each of the 12 rooms can be recorded separately. Students learning to provide health care, gain practice interacting with “standardized patients” in these rooms, who are actors trained to present real medical conditions, and to evaluate the students’ performance.

During this period, TMS provided support for 52 hours of recorded HSB Simulation Center events. The chart below tracks support since the Assessment lab was installed.

### Continued Professional Development for Staff

During this review period, the following professional development sessions were completed.

- All TMS Staff attended a session on the University’s “Green Dot” initiative to learn about promoting behaviors, choices, words and attitudes that stop violence from happening (October)
- All TMS Staff Completed “Building a Foundation: Discrimination Prevention and Title IX training” (October)
- All TMS Staff Completed “MakeITSafe Information Security Awareness Training” (October)
- All ISPM staff attended our quarterly SPMO face-to-face meeting in Columbia and received Agile training (December)
- Infrastructure Services Staff attended an 8-hour OSHA Compliance update session (August)
- Infrastructure Services Staff attended a Belden IBDN Installation Copper and Fiber Refresher course (March)
- Several IT staff attended the CBORD User Conference in October to gain a better understanding of the product and how other Universities are supporting the same (October)
- Justin Guggenmos (Director) attended the bi-annual Educational & Institutional Cooperative Services Conference to discuss changes in this space in Higher Ed, existing contract issues, and opportunities for new cooperative purchasing contracts (August)
• Justin Guggenmos and Jim Schonemann (Directors) attended Missouri S&T’s RTD conference, which focused on UAVs in a university environment (September)
• Matthew Brown (Manager) attended the Greater Kansas City BICSI Club meeting in Lenexa, which focused on powered fiber technology and H.265 video surveillance systems (October)
• Matthieu Pickens (Technician) attended and completed Extron Control Specialist Certification training (November)
• David Johnston (Project Manager) completed a PMP boot camp and passed his certification test (October)
• Joseph Castrop (Project Manager) completed a PMP boot camp and passed his certification test (October)
• Carly Jones (Office Support Assistant) completed Atlassian University classes for JIRA Essentials and JIRA/Confluence Integration (December)
• Benjamin Zygmunt (Manager) was accepted into the 2017 cohort for Dr. Elson S. Floyd’s Administrative Leadership Development Program (ALDP) (December)

Upgrades to Building Wiring Infrastructure

As part of an ongoing initiative to upgrade all UMKC buildings to the latest Category 6 cable standard, we have completed upgrades in many UMKC buildings in the last 10-15 years. During this review period, we finished upgrades in the School of Medicine, a building we have been working on infrastructure upgrades in since fall of 2011. It is important to note that these infrastructure upgrade projects run parallel to all other campus cable plant, phone and voice support tickets, new campus construction and renovation projects, and staff development. Once the Medical School phase of this
initiative completes, we plan to start similar upgrades to Cockefair Hall, likely in the later part of Q1 2017. See Appendix for status chart by building.

Infrastructure & Network New Buildings
UMKC is currently planning the remodel of the Chemistry and Biological Sciences buildings, a new Whole Foods office space, a new Downtown Arts Campus, and a new Enterprise Center. These projects require extensive planning, engineering and staff time, both before and during the building's construction. Bringing voice and data systems online when a building is completed and installing outside plant requires the efforts of the entire Infrastructure Services department.

Other Infrastructure Services Accomplishments this Reporting Period
- Moved all Building books files on voice and data jacks to Box, making them accessible from web and mobile devices
- Installed infrastructure for wireless equipment in Oak Street and Oak Place Residence Halls
- Infrastructure Services staff attended over 78 hours of training
- Staff member served as the campus building liaison representative
- Completed over 210 moves, adds and changes on voice jacks, data jacks and phones
- Responded to, solved and closed 154 trouble tickets recorded in ITSM (Remedy)
- Provided construction documents and Division 27 standards for the Biology-Chemistry remodel and the Whole Foods office space projects
- Staff member served as the department space representative
- Marked University buried cable plant locations as required by Missouri Law for One Call services 230 times
Support Services

Account Management
During this past review period, IS Support Services worked closely with UM System to test and implement a new account management system, called Authoritative Identity Management Systems or AIMS. This new tool, which launched July 25, 2016, replaced an aging UM web application. It improved account-processing time and added new functionality. As with many new system implementations, some changes to our processes were required to address campus specific needs. These changes involved working closely with the Admissions department to identify and develop new processes for student walk-in-admit days. Support Services also collaborated with UM System in the months following the July release to test and fix a number of bugs in the system.

Secure Auth
UM System launched the new SecureAuth Toolkit in October as part of a phased approach in implementing two-factor authentication. Once campus users have registered their security data in the new toolkit, and other password tools are fully deployed, the University will implement two-factor authentication on some key systems later this year.

Information Services role in implementing these tools are to collaborate with the campuses in planning, testing the new tools and communicating this information to our campus users. During this past six months, a new website was developed and updated, as new tools were made available. Communication went out through several mediums to end users. In addition, the IS Call Center walked numerous customers through the new processes.

A process for new students/employee registration will be implemented in the Spring so that they are prompted to enter their security information, as their new accounts are setup in the system.

Exchange 2016
Completed preparation for an Exchange 2016 migration. This included the following changes:

- Reconfiguring campus Outlook clients to use cached mode
- Identifying all unsupported clients and communicated with this group on several occasions to ensure they were using a supported client
- Assisted numerous faculty/staff in resolving issues with their quota, various questions about the upgrade and other assorted problems.

The time spent on pre-migration tasks and making sure faculty and staff were ready for the change made for a much smoother migration process.
Technology Life Cycle and Asset Management

The IT infrastructure provides the scalable, reliable foundation that UMKC students, faculty and staff require for teaching and learning, communication, scholarly research and campus business each day.

Because IT assets are so important to our organization, it is essential that we plan and budget for the life-cycle replacement of all IT assets. To facilitate this planning, IS provides UMKC departments with multiple documents throughout the year, including computer inventory reports and life-cycle budget reports that detail computers, peripherals, software and mobile devices in each department.

During this past review period, computer inventory reports were updated to include additional data, including a separate list of research computers in each departments. Previously these were not easily identified. Changes to the life-cycle budget reports were started during this period so that they could be readied for departments this Spring.

Windows 10

IS Support Services continues to make good progress with Windows 10 as our standard operating system. Over the last six months, we have increased the number of Windows 10 computers on campus by 25%.

In order to stay current, we are also migrating from the Windows 10 build 1511 to Windows 10 build 1607. This change requires the creation of new Universal images, testing, and deployment strategies. IS has also begun upgrading computers from older Windows 10 builds to the current build via SCCM. While this is a new process, we have successfully completed several networked installations.

During the 2017 summer lab refresh cycle, Support Services will be extending Windows 10 coverage to include approximately 1200 computers in IS managed computer labs and ILE (Ideal Learning Environment) classrooms. To meet this goal, we are developing new images and performing software compatibility testing for over 200 pieces of software used in the various Academic labs throughout campus.

Encryption

Expanded the use of encryption (BitLocker & FileVault) on campus laptops and desktops. This additional security ensures that if a computer is lost or stolen UMKC data is not at risk. IS has modified internal polices to ensure that appropriate computers are being encrypted. We are also creating new reports to help audit this process.

Microsoft Office 2016

Now that Office 2016 has become the default Office Productivity Suite on the UMKC campus, we are reviewing upgrade strategies for those who are not at this version. Our goal is to upgrade the majority of campus computers to Office 2016 before the start of the Fall 2017 semester. IS has created a series of reports to provide real time data to assist in this migration.
Printing
IS reconfigured the default setting for all printers, especially large multi-functional devices, to print duplex (both sides of paper). In addition, the computer lab print quota was adjusted to provide a discount for students choosing to print duplex. The effect of this change is to provide students with a cost-savings opportunity and to reduce paper usage, ink, and the wear on equipment. In addition, during the Fall intercession we performed major PaperCut updates.

Payment Card Industry (PCI) compliance
With the increase in PCI requirements, both from a technical perspective as well as from an audit standpoint, IS has updated the PCI Image to meet current requirements. We also have created several templates within ITSM to keep track of all changes to our PCI environment.

Support Services – Customer Requests
Over the last five years, the support volume in Support Services has fluctuated somewhat due to IT projects or changes with some systems. During the last six months, the number of support requests have remained steady with a slight uptick during the fall months.

The average call volumes can be attributed to a number of factors, the most relevant being:

- Minimal system outages
- Consistent change management procedures
- Continuous improvement of wireless coverage across campus
Customer Requests for Four Years

<table>
<thead>
<tr>
<th>Year</th>
<th>Jan</th>
<th>Feb</th>
<th>Mar</th>
<th>Apr</th>
<th>May</th>
<th>Jun</th>
<th>Jul</th>
<th>Aug</th>
<th>Sep</th>
<th>Oct</th>
<th>Nov</th>
<th>Dec</th>
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<tbody>
<tr>
<td>2016</td>
<td>3961</td>
<td>3130</td>
<td>2903</td>
<td>2850</td>
<td>2463</td>
<td>2803</td>
<td>2851</td>
<td>5658</td>
<td>3531</td>
<td>3200</td>
<td>3243</td>
<td>2697</td>
<td>39290</td>
</tr>
<tr>
<td>2015</td>
<td>3985</td>
<td>3118</td>
<td>2763</td>
<td>2984</td>
<td>2467</td>
<td>2822</td>
<td>3016</td>
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<td>3985</td>
<td>3116</td>
<td>2511</td>
<td>2422</td>
<td>38919</td>
</tr>
<tr>
<td>2014</td>
<td>3933</td>
<td>2585</td>
<td>2355</td>
<td>2764</td>
<td>2329</td>
<td>2452</td>
<td>2805</td>
<td>4526</td>
<td>3768</td>
<td>2913</td>
<td>2199</td>
<td>2803</td>
<td>35432</td>
</tr>
<tr>
<td>2013</td>
<td>3074</td>
<td>2200</td>
<td>2568</td>
<td>2626</td>
<td>2445</td>
<td>2276</td>
<td>2915</td>
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<td>3284</td>
<td>2407</td>
<td>2246</td>
<td>34325</td>
</tr>
<tr>
<td>Total</td>
<td>14953</td>
<td>11033</td>
<td>10589</td>
<td>11224</td>
<td>9704</td>
<td>10353</td>
<td>11587</td>
<td>20493</td>
<td>14989</td>
<td>12513</td>
<td>10168</td>
<td>147966</td>
<td></td>
</tr>
</tbody>
</table>

Customer Satisfaction

- Providing faculty, staff and students with an excellent technical support experience is truly important to us. We strive to provide prompt support that exceeds expectations.
- Our customer satisfaction data is reflected in the chart below and it continues to remain very high. Over the last six months, Support Services has a 92% Very Satisfied rating. The following chart represents customer satisfaction data collected from surveys closed by IS Support Services for the period of July 2016 through December 2016.

Call Center Projects:

- The Call Center created 14,183 support requests, resolved 11,560, and escalated 2,623.
- The Call Center’s first-contact resolution rate over the last six months was 82%.
### IS Accomplishment Report

#### July - December 2016

**Support Services**

<table>
<thead>
<tr>
<th>Time Period</th>
<th>Total Number of Call Center Support Requests</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q1 &amp; Q2 2014</td>
<td>11753</td>
</tr>
<tr>
<td>Q3 &amp; Q4 2014</td>
<td>12723</td>
</tr>
<tr>
<td>Q1 &amp; Q2 2015</td>
<td>12746</td>
</tr>
<tr>
<td>Q3 &amp; Q4 2015</td>
<td>14176</td>
</tr>
<tr>
<td>Q1 &amp; Q2 2016</td>
<td>12300</td>
</tr>
<tr>
<td>Q3 &amp; Q4 2016</td>
<td>14183</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 non-emergency requests are generally addressed during business hours. However, we are able to spot trends during 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>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>
<tr>
<td>Q3 &amp; Q4 2015</td>
<td>542</td>
</tr>
<tr>
<td>Q1 &amp; Q2 2016</td>
<td>491</td>
</tr>
<tr>
<td>Q3 &amp; Q4 2016</td>
<td>549</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
  - Set up **11** Office 365 email accounts for alumni in conjunction with the Alumni Association
  - Created **35** guest/ resource/ departmental accounts
  - 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

- Performed other appliance and instance upgrades as necessary

#### Box – Cloud storage option for faculty and staff

- Helped manage the provisioning and de-provisioning of accounts in conjunction with Foundation Services and Internal Applications
  - The Call Center runs a provisioning process once every day
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 modules and improve processes and functionality
- Collaborated with all four campuses to craft and implement new HTML formatted notification emails
- Created new templates for the Call Center to use when creating incidents
- Performed People Data modifications as necessary and worked with Enterprise Management team to improve our ITSM Users database
- Helped design and implement new procedure to report Campus Solutions Production Problems from other UMKC departments
- Worked with ITSM Steering Committee, Service Desk Committee and technical teams to test the SmartIT service management tool

Desktop Support

Ticket Requests

- Responded to and resolved 2,642 Desktop Support requests. Breakdown of supported groups is below.

<table>
<thead>
<tr>
<th>Descr</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employee-Student</td>
<td>164</td>
</tr>
<tr>
<td>Faculty</td>
<td>776</td>
</tr>
<tr>
<td>Generic</td>
<td>23</td>
</tr>
<tr>
<td>Retiree</td>
<td>8</td>
</tr>
<tr>
<td>Staff</td>
<td>1,402</td>
</tr>
<tr>
<td>Student</td>
<td>269</td>
</tr>
</tbody>
</table>

Academic Support

School of Computing and Engineering (SCE)

The IT Operations Committee remained active and met regularly during this review period. These committee meetings are vital, particularly with SCE’s continually changing lab environments and their expanding curriculum. At the start of the fall semester, IS Directors gave a presentation at the SCE faculty and staff meeting and briefed them on the new technology and systems implemented. The new WebEx productivity tools were configured and deployed to all SCE faculty and staff nine new computers were purchased and installed for the ECE Undergrad lab in FH 302. Purchased and installed new equipment for Dr. Travis’ lab that focuses on drone research. IS also refreshed several other SCE labs during this time period.

School of Education

IS worked with the Community Counseling and Assessment Services (CCAS) group to purchase, configure, and deploy seven new All-in-One computers. Due to the sensitive nature of this data, special
firewalls and security settings were required. IS worked with SoE’s CCAS group to setup secure accounts for their special needs.

The College of Arts and Sciences

Worked with Architecture, Urban Planning, and Design (AUDP) to facilitate the upgrade of their large-scale plotters. This included the replacement of failing device as well as the purchase, installation, and configuration of a second plotter. American Public Square moved from Bloch to A&S. IS worked with both Bloch and A&S to help facilitate this transition, including updating of computers, migration of storage, and many back end processes. IS consulted with Chemistry/Biology remodel and several computer lab configurations proposals. Also reviewed computer specifications. IS worked with Geosciences on the creation of a newly provisioned storage resource tailored for faculty research data. The hardware is funded by ORS and hosted in our datacenter. There is a total of 3TB of storage for faculty and research use.

The School of Law

Several key projects were completed during this review period with the Law School, including the following items:

- **RooLaw.** This is a custom application built on SharePoint. During the last 6 months IS worked with Appointlink to perform a major upgrade to RooLaw. This included new Windows Server 2012R2 SQL, Web, and Application servers. An application upgrade was also performed at the same time as the server upgrade. This upgrade was completed successfully with minimal downtime for Law.

  We are also in the process of automating the entire data import process for this key system. What has taken significant hours in the past should be greatly reduced once this new process goes live.

- **ERC Lab.** IS expanded the ERC lab to meet the needs of growing classes at Law.
• **Sentencing Mitigation Clinic.** Worked with Law to identify and implement a method for file collaboration with the Federal Defender’s Office on cases. This included very sensitive data and required working with various IS groups and the School of Law.

• **Civil Trial.** IS worked with the School of Law to host a civil trial in the Thompson Courtroom. Ultimately, this trial was settled out of court.

• **Loaner Laptop Program.** IS implemented a new program in the Law School to assist Faculty/Staff/Students who are in need of a temporary laptop. This program is fully implemented and has been a huge help to many in the School of Law. This has also extended the Law School’s offerings to Students.

**School of Management**

IS and Bloch management continue to meet regularly and collaborate on IT initiatives. This allows IS to successfully meet Bloch’s IT needs and stay abreast of new projects. Below are a few of the projects IS has successfully completed over the last 6 months.

• Configured and installed new computers for the large video wall in Bloch Executive Hall.

• Continue to develop ongoing strategies to support Bloomberg terminals in the Bloch Finance Lab. This includes monthly updates to the Bloomberg software.

• Worked with multiple departments in Bloch and IS to support a new location, 4328 Madison, for Global Entrepreneurship.

American Public Square moved from Bloch to A&S. Worked with both Bloch and A&S to help facilitate this transition, including updating of computers, migration of storage, and many back end processes.

**School of Nursing and Health Sciences (SoNHS) and School of Pharmacy**

IS continues to work with both Nursing and Pharmacy to support their IT needs, including regular meetings with the IT Ops Committees at each school. As new projects, come up this allows us to provide guidance and technical resources to ensure their goals are met. Below are some of the projects IS was involved in.

• **ExamSoft.** IS worked with the School of Pharmacy to purchase and implement ExamSoft. ExamSoft will be used by students at Kansas City, Columbia, and Springfield and allow them to take secure tests online. Not only is this more convenient for students it will eliminate the need to physically ship Scantron forms across the state, which should reduce overall costs for Pharmacy.
• **iPad Faculty Project.** IS worked with SoNHS to procure, install, and configure 27 iPads for Faculty members. These iPads are enrolled with AirWatch allowing for effective management and deployment of new software.

• **Laerdal SimView.** Over the last year IS has continued to work with SoNHS to better utilize this space. Specifically, in the last 6 months IS performed an upgrade on all 12 SimView Servers to ensure technology was current.

• **BHS Move.** Seven BHS Faculty from SoNHS moved from Hospital Hill to the Volker Campus. IS assisted with this move and ensured faculty had access to required computing resources at their new location.

**KCUR**

IS continues to support KCUR and this period has seen quite a few new projects. Below are some of the larger projects.

• **PCI.** Ensured KCUR’s entire fundraising system was PCI compliant. This included new firewall, custom images, and new back end processes for processing donations.

• **Security.** Updated KCUR online stream to use SSL. This will provide a more secure solution for KCUR’s listeners as well as meet Apple’s current requirements for all iOS apps to use SSL.

• **Kansas News Service (KNS).** KCUR has recently entered into a joint agreement with KNS to enhance their coverage in Kansas. From a technical perspective, this requires creating a secure network connection to KNS’s office in Topeka as well as the purchase and configuration of new computers for their staff.

**Student Computing Facilities**

We had **13,492** distinct individuals use computing sites between 7/1/2016 and 12/31/2016. 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 **1,743** distinct individuals who logged into RemoteLabs 13,525 times.
IS performed several computer lab upgrades during the last 6 months – most occurring immediately prior to the start of the Fall Semester. The upgraded labs included the following spaces:

- **Royall Hall 303.** Installed 42 computers and moved to the All-in-One form factor, which provides students additional working space and provides a cleaner environment.
- **Athletics.** Performed a complete refresh of the technology in this space, including 21 new computers, monitors, and printers.
- **Katz 007/201.** Performed a major upgrade in these two AUDP computer labs. We installed a total of 34 new computers and moved nine computers between the labs in increase available seats.
- **Cherry 117.** Installed 21 new computers.
- **Hagg Hall 314.** Urban research lab refresh – updated computers
- **Economics.** Installed 14 computers
- **Flarsheim Hall 219.** Due to the unique needs of this space IS developed a custom image to meet the specific research needs of Physics.
- **Flarsheim Hall 246/247.** Installed 20 new computers and monitors in the Physics lab. These workstations are connected to dedicated scientific equipment for use in class.
- **Flarsheim Hall 464.** Upgrade 21 computers to use new All-in-One models.

The Lab Management Office maintained operations in six IS-managed general use student computer labs, eight restricted access labs, and supplied one associated computer classroom.

- Expanded select lab hours during peak usage periods, including over midterms and finals, to give students greater access to computing resources when they needed them.
- Worked with CFM and multiple other Departments and Schools to ensure lab environments were maintained at an optimal level, including deep-cleaning carpets in multiple facilities over Winter Break:
• Maintained sufficient student employees to staff labs by processing over 230 applications for Student Assistant positions, conducting over 200 computer skills tests, interviewing 50 prospective new hires, and hiring nine new Student Assistants for IS-managed labs.
• Conducted two new hire orientations to train new staff.
• Processed over 5,150 shifts and supervised nearly 15,000 Student Assistant student hours.
• Completed reviews for 36 Student Assistants to keep employee performance at optimal levels.
• Supported student-printing needs in the general-use labs by keeping supplies on hand and printers ready for use. Over 148,000 print jobs were printed in IS-managed general use student computer labs, totaling over 1,000,000 pages.
• Identified a vendor and had 179 upholstered chairs in the labs thoroughly cleaned

• Updated the RightAnswers technology resource with relevant lab-related information.
• Ensured appropriate Universal Access equipment was available in labs.
• 7,206 individuals used the general-use student computer labs during this time period:

<table>
<thead>
<tr>
<th>Open-Use Labs</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bloch 110</td>
</tr>
<tr>
<td>Health Sciences</td>
</tr>
<tr>
<td>Miller Nichols 2nd Floor</td>
</tr>
<tr>
<td>Royall Hall</td>
</tr>
<tr>
<td>School of Education</td>
</tr>
<tr>
<td>Student Union</td>
</tr>
</tbody>
</table>

**Bloch School of Management**

Worked with CFM to ensure the environment was maintained at an optimal level, including deep cleaning the floor in the BHH 110 general-use computer lab over Winter Break.

• Supported student-printing needs in the BHH 005 computer classroom by keeping supplies on hand and printers ready for use. Over 1,800 print jobs were printed in BHH 005, totaling over 8,500 pages.
• 503 individuals used the BHH 005 computer classroom during this period.

**Hospital Hill**

• Worked with vendor to repair multiple malfunctioning keyboard trays in the lab.
Residence Halls

- Supported student printing needs in the Residence Hall computer labs by keeping printers ready for use. Nearly 13,200 print jobs were printed in the Oak Place and Johnson Hall computer labs, totaling over 68,400 pages.
- 749 individuals used these Residence Hall computer labs during this time period:

<table>
<thead>
<tr>
<th>Residence Hall Labs</th>
<th>Individuals</th>
</tr>
</thead>
<tbody>
<tr>
<td>Johnson Hall</td>
<td>358</td>
</tr>
<tr>
<td>Oak Place North</td>
<td>247</td>
</tr>
<tr>
<td>Oak Place South</td>
<td>249</td>
</tr>
</tbody>
</table>

School of Computing and Engineering

- Worked with CFM and SCE personnel to install carpet in FH 364, 460, 462, and 463
• Worked with SCE on installing new chairs in several lab sites.
• Worked with CFM to ensure the environment was maintained at an optimal level, including deep-cleaning lab floors:
• Staffed School of Computing and Engineering labs for extended hours during Fall semester midterms and finals.
• Assisted with special events as needed, including facilitating communications about guest accounts, software requirements, and access.
• Supported student-printing needs by keeping supplies on hand and printers ready for use. Over 83,000 print jobs were printed in the SCE computer labs located in rooms 364, 460, 462, 463, and 464, totaling over 826,000 pages.
• 1,619 individuals used the general-use student computer labs during this time period:

<table>
<thead>
<tr>
<th>Departmental Labs</th>
<th>Individuals</th>
</tr>
</thead>
<tbody>
<tr>
<td>SCE 364</td>
<td>737</td>
</tr>
<tr>
<td>SCE 460</td>
<td>898</td>
</tr>
<tr>
<td>SCE 462</td>
<td>1,156</td>
</tr>
<tr>
<td>SCE 463</td>
<td>836</td>
</tr>
<tr>
<td>SCE 464</td>
<td>1,012</td>
</tr>
</tbody>
</table>

School of Education
• Worked with SOE and CFM to improve the new IS lab facility in room 129B.
Special Events
Information Services assists the campus with special events that require computing resources. These resources may include guest accounts, specialized software, or access to wireless, printing, teaching, or other computer resources.

- Staffed registration sessions during four new student orientations, including providing printing and guest account resources.

Security

Notable Accomplishments
IS Security helped complete the 2016 PCI merchant audits, in conjunction with the UM Treasurer’s Office. We assisted with the UMKC security portion of a new user account management system that was created in Columbia. We assisted with the UMKC security portion of the new SecureAuth system. This system provides better protection for web sites by validating a second factor for a user, such as logon validation via text message, or logon validation via a phone application. This system is also being used to provide secure password recovery. We assisted with digital certificate issues with the Jabber project. We assisted with the UMKC security portion of the Exchange 2016 migration. We assisted with group policy and security changes needed to support Windows 10 Build 1607. We performed tuning and adjustment of the central log file collection system in relation to UMKC systems. We completed a rebuild of the antivirus events collection system. We rebuilt parts of the Windows Updates system on campus, to reduce the network load on the campus data center during monthly updates. We deployed new VPN options for MacOS and iOS devices that no longer support the standard campus VPN. We worked on licensing and group policy updates to support Windows Server 2016.
Information Access

Efforts of the Information Access Division during the period July through December 2016 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)  ITS has been heavily involved in the migration of our Blackboard environment from managed hosting to Blackboard’s cloud-hosted SaaS environment. This move gives us more ready access to new features, as well as prepares us for a potential move to Blackboard Ultra in the future. We also piloted a new online test-proctoring product, Respondus Monitor, and implemented Monitor for widespread use on January 1, 2017. Overall, use of ITS-related tools, including Blackboard, Panopto, Collaborate, and Turning Point clicker technology increased following the trend of the last few years. Both VoiceThread and Kaltura continue to gain in popularity with instructors and students alike, as do more recently introduced products like WebEx and Qualtrics.

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. ISFS serves as the primary system administrators for 400+ servers as well as providing 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 implemented additional project management, documentation and sharing initiatives to increase effectiveness internally. New backup processes, on call procedures and standards for software patching were implemented over the past few months.

Academic Enhancement (AE)  AE continues to provide academic support for instructors providing supplemental material for courses. In the past six months, the group produced over forty videotaped or streamed events. AE worked with multiple academic units and provided streaming coverage and postproduction DVDs for the winter commencement ceremonies.

Digital Media (DM)  The Digital Media continued supporting Four Winds Interactive Software as the standard for digital signage on the UMKC campus.
Instructional Technologies (ITS) Accomplishments

During the last 6 months, ITS has been heavily involved in the migration of our Blackboard environment from managed hosting to Blackboard’s cloud-hosted SaaS environment. This move gives us more ready access to new features, as well as prepares us for a potential move to Blackboard Ultra in the future. We also piloted a new online test-proctoring product, Respondus Monitor, and implemented Monitor for widespread use on January 1, 2017. Overall, use of ITS-related tools, including Blackboard, Panopto, Collaborate, and Turning Point clicker technology increased following the trend of the last few years. Both VoiceThread and Kaltura continue to gain in popularity with instructors and students alike, as do more recently introduced products like WebEx and Qualtrics.

Blackboard Tool Usage Summary (FS2015 – FS2016)

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Announcements</td>
<td>1,234</td>
<td>1,199</td>
<td>377</td>
<td>1,277</td>
</tr>
<tr>
<td>Assignment Tool</td>
<td>570</td>
<td>551</td>
<td>177</td>
<td>605</td>
</tr>
<tr>
<td>File</td>
<td>992</td>
<td>917</td>
<td>221</td>
<td>976</td>
</tr>
<tr>
<td>Discussion Board</td>
<td>407</td>
<td>397</td>
<td>203</td>
<td>421</td>
</tr>
<tr>
<td>Gradebook</td>
<td>3,598</td>
<td>3,581</td>
<td>373</td>
<td>3,675</td>
</tr>
<tr>
<td>Testing</td>
<td>349</td>
<td>333</td>
<td>129</td>
<td>379</td>
</tr>
<tr>
<td>Other Instructor-Added Content</td>
<td>3,610</td>
<td>3,589</td>
<td>1,114</td>
<td>3,695</td>
</tr>
</tbody>
</table>

Foliotek

Foliotek enrolment from the period of 07/01/2016 to 12/31/2016

- Four School of Dentistry programs (web access).
- One School of Nursing program (Bb LTI integration).
- 617 users in total.
- 205 new registrations (July-Dec 2016).
- No technical issues reported.
Program Breakdown

<table>
<thead>
<tr>
<th>Program</th>
<th>New Registration (July-December 2016)</th>
<th>Total # Active Students</th>
</tr>
</thead>
<tbody>
<tr>
<td>BSDH Clinical Entry</td>
<td>0</td>
<td>138</td>
</tr>
<tr>
<td>BSDH Degree Completion</td>
<td>6</td>
<td>30</td>
</tr>
<tr>
<td>Dental Hygiene Graduates</td>
<td>3</td>
<td>23</td>
</tr>
<tr>
<td>Predoctoral</td>
<td>109</td>
<td>436</td>
</tr>
<tr>
<td>SON</td>
<td>87</td>
<td>173</td>
</tr>
</tbody>
</table>

Blackboard Collaborate
- No major service interruptions reported.
- A small group of instructors utilized Bb Collaborate Ultra. While most experiences were positive, there were complaints regarding connection/stability, guest link errors, and missing functionalities.
- No system statistics available for Ultra usage at this moment.

Usage Breakdown (Classic Environment)

<table>
<thead>
<tr>
<th></th>
<th>Jan-Jun 2016</th>
<th>Jul-Dec 2016</th>
<th>Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sessions Launched</td>
<td>3,314</td>
<td>3,999</td>
<td>+20%</td>
</tr>
<tr>
<td>Recordings</td>
<td>783</td>
<td>748</td>
<td>-4%</td>
</tr>
<tr>
<td>Max Concurrent Sessions</td>
<td>8</td>
<td>10</td>
<td>+25%</td>
</tr>
<tr>
<td>Attendees</td>
<td>15,189</td>
<td>18,394</td>
<td>+21%</td>
</tr>
<tr>
<td>Mobile Access</td>
<td>1,507</td>
<td>959</td>
<td>-36%</td>
</tr>
<tr>
<td>Desktop Access</td>
<td>14,675</td>
<td>16,671</td>
<td>+13%</td>
</tr>
<tr>
<td>Average Sessions Launched Monthly</td>
<td>552</td>
<td>666</td>
<td>+9%</td>
</tr>
<tr>
<td>Average Attendees Monthly</td>
<td>2,532</td>
<td>3,066</td>
<td>-8%</td>
</tr>
</tbody>
</table>

VoiceThread
- 77 Bb courses/organizations unitized or tested VT during SS2016 and FS2016.
- 760 VT created by both instructors and students.
- No major service technical problem reported. Most cases were user error or hardware issue.

Turning Technologies (Clickers)
- 9,471 student registration accumulated (handheld clickers or/and mobile devices).
- 70+ ILS Classrooms are now TT enabled.
- Software Version in ILE classroom 5.4
- Minor service interruption reported for the mobile app.

RedCAP
- No major issues reported.

Cumulative Statistics

<table>
<thead>
<tr>
<th></th>
<th>By Jun 2016</th>
<th>By Dec 2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>Projects Total</td>
<td>296</td>
<td>383</td>
</tr>
<tr>
<td>Production Type</td>
<td>130</td>
<td>142</td>
</tr>
<tr>
<td>Development Type</td>
<td>149</td>
<td>226</td>
</tr>
<tr>
<td>Active Users</td>
<td>299</td>
<td>379</td>
</tr>
<tr>
<td>Survey responses</td>
<td>-</td>
<td>14464</td>
</tr>
</tbody>
</table>

WebEx
- ITS started to support WebEx in 2014 and the annual account fee was $750.
- SSO integration and auto-provision implemented in 09/2016. Accounts were provided free, and the number of users and usage largely increased during the second half of the year.
- Current host seats limit: 3301

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>New Users</td>
<td>34</td>
<td>246</td>
<td>+623%</td>
</tr>
<tr>
<td>Total Users</td>
<td>59</td>
<td>304</td>
<td>+415%</td>
</tr>
<tr>
<td>Meetings</td>
<td>657</td>
<td>1,186</td>
<td>+81%</td>
</tr>
<tr>
<td>Total Duration (minutes)</td>
<td>37,041</td>
<td>58,278</td>
<td>+57%</td>
</tr>
<tr>
<td>Total Attendee</td>
<td>1,810</td>
<td>2,967</td>
<td>+64%</td>
</tr>
<tr>
<td>Teleconference (minutes)</td>
<td>53,695</td>
<td>67,209</td>
<td>+25%</td>
</tr>
<tr>
<td>VoIP</td>
<td>37,532</td>
<td>58,156</td>
<td>+55%</td>
</tr>
</tbody>
</table>

Panopto

UMKC started using Panopto for all classes during the fall 2016 semester. Panopto data is collected for usage, user access, recording counts, and more.
User Viewing Usage:

<table>
<thead>
<tr>
<th>Number of users</th>
<th>Minutes viewed</th>
<th>Number of sessions viewed</th>
</tr>
</thead>
<tbody>
<tr>
<td>7,888</td>
<td>3,558,010</td>
<td>109,000</td>
</tr>
</tbody>
</table>

User Creation Usage:

<table>
<thead>
<tr>
<th>Number of users</th>
<th>Minutes created</th>
<th>Number of sessions created</th>
</tr>
</thead>
<tbody>
<tr>
<td>1,016</td>
<td>231,310</td>
<td>6,325</td>
</tr>
</tbody>
</table>

Folder usage:

<table>
<thead>
<tr>
<th>Number of folders *</th>
<th>Views</th>
<th>Unique Viewers</th>
<th>Minutes viewed</th>
</tr>
</thead>
<tbody>
<tr>
<td>717</td>
<td>185,603</td>
<td>15,126</td>
<td>3,529,761</td>
</tr>
</tbody>
</table>

Session Usage:

<table>
<thead>
<tr>
<th>Number of sessions **</th>
<th>Views</th>
<th>Unique Viewers</th>
<th>Minutes viewed</th>
</tr>
</thead>
<tbody>
<tr>
<td>6,614</td>
<td>185,603</td>
<td>107,083</td>
<td>3,529,761</td>
</tr>
</tbody>
</table>

*One folder is one course site
**One session is one recording

Moodle

Active course and organization sites: 62

SharePoint

- UMKC has 48 sites running for faculty, staff and research purposes. All new SharePoint users are now encouraged to use UMKC box.
- Total unique users: 3504

ListServ

ListServ Usage

<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>FS 2016</td>
<td>582</td>
<td>199,479</td>
<td>14,627</td>
<td>2,119,647</td>
</tr>
</tbody>
</table>

Customer Support

Requests for support to ITS can come through multiple avenues. Phone calls during business hours, as well as emails and requests made through the Blackboard Request System are triaged and addressed by the ITS Help Desk and full-time ITS staff. The table below represents these requests for support that were subsequently logged into the ITSM ticketing system over the last ten quarters.
The number of tickets logged has decreased for several reasons. First, self-service technologies have reduced support requests related to passwords and course enrollment. Another cause is that technologies have become more stable – fewer issues with Java applications, for example. A final reason involves the integration with our Blackboard 24x7 help desk, which takes calls during off-hours and helps supplement during peak times.

Blackboard 24x7 Help Desk

Between July 1st 2016 and December 31st, 2016, the Blackboard corporate support help desk fielded 1,748 requests for support from UMKC clients, resolving approximately 70% of issues they received, and escalating 30% of issues back to ITS for resolution.

<table>
<thead>
<tr>
<th>Status</th>
<th>Jul</th>
<th>Aug</th>
<th>Sept</th>
<th>Oct</th>
<th>Nov</th>
<th>Dec</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Resolved by Blackboard Help Desk</td>
<td>111</td>
<td>231</td>
<td>118</td>
<td>83</td>
<td>50</td>
<td>45</td>
<td>1,322</td>
</tr>
<tr>
<td>Escalated to ITS</td>
<td>41</td>
<td>74</td>
<td>31</td>
<td>23</td>
<td>8</td>
<td>18</td>
<td>399</td>
</tr>
<tr>
<td>Total</td>
<td>152</td>
<td>305</td>
<td>149</td>
<td>106</td>
<td>58</td>
<td>63</td>
<td>1,748</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Time Period</th>
<th>Number of Remedy Tickets Handled by ITS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q3 &amp; Q4 2013</td>
<td>1,079</td>
</tr>
<tr>
<td>Q1 &amp; Q2 2014</td>
<td>967</td>
</tr>
<tr>
<td>Q3 &amp; Q4 2014</td>
<td>945</td>
</tr>
<tr>
<td>Q1 &amp; Q2 2015</td>
<td>1,255</td>
</tr>
<tr>
<td>Q3 &amp; Q4 2015</td>
<td>741</td>
</tr>
</tbody>
</table>
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>
</tr>
</thead>
<tbody>
<tr>
<td>Student Records</td>
<td>159</td>
</tr>
<tr>
<td>Admissions</td>
<td>28</td>
</tr>
<tr>
<td>Human Resources</td>
<td>15</td>
</tr>
<tr>
<td>Advancement Services</td>
<td>200</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>51</td>
<td>1221</td>
</tr>
<tr>
<td>FEB</td>
<td>59</td>
<td>973</td>
</tr>
<tr>
<td>MAR</td>
<td>52</td>
<td>995</td>
</tr>
<tr>
<td>APR</td>
<td>51</td>
<td>594</td>
</tr>
<tr>
<td>MAY</td>
<td>55</td>
<td>751</td>
</tr>
<tr>
<td>JUN</td>
<td>45</td>
<td>651</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>37</td>
<td>251</td>
</tr>
<tr>
<td>FEB</td>
<td>68</td>
<td>444</td>
</tr>
<tr>
<td>MAR</td>
<td>57</td>
<td>502</td>
</tr>
<tr>
<td>APR</td>
<td>58</td>
<td>442</td>
</tr>
<tr>
<td>MAY</td>
<td>42</td>
<td>254</td>
</tr>
<tr>
<td>JUN</td>
<td>35</td>
<td>224</td>
</tr>
</tbody>
</table>

Completed Projects
- Spring Semester 2015 Census Process and Reporting
- Fiscal Year 2015 HR census process and reporting
- Complete College America 2016
- Release of the rooManage V2.0 dashboard
- Advancement Services Transition IT Management

**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
- 2016 Bloomberg Undergraduate Business Survey
- Peterson’s Annual Survey of Undergraduate – Financial Aide
- Peterson’s Annual Survey of Graduate and Professional Institutions
- Wintergreen/Orchard House Annual Survey of Institutions
- ACT Institutional Data Questionnaire (IDQ)
- 2016 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
- Ingram’s Top Area Public Colleges 2015
- NC-SARA Reporting
- NACAC Survey of Admissions Trends
- AACSB Business School Questionnaire
- FY2015 DHE Performance Indicators Survey
- 2016 Open Doors Survey
- 2015 Survey of Graduate Students and Post doctorates
Network Architecture

- Installed time clocks at the Dental School
- Replaced network switches in Flarsheim Hall as part of the Building Switch Refresh project
- Implemented SSO authentication for WebEx
- Cherry Street Hall - 4th floor Network Installation
- Upgraded Prime Infrastructure (Network Mgmt.) to version 3.1
- Reconfigured Exchange server authentication for Unity Voicemail server
- Upgraded IP Contact Center Servers to High Availability Configuration
- Refreshed network for Athletics XOS "game cameras"
- Created private network for SoE CCAS
- Created UMKC-Media wireless network in Residence Halls for "internet of things"
- Upgraded Safeconnect network access control software (Res Hall Network) to latest release
- Replaced network switches in Law School as part of the Building Switch Refresh project
- Migrated backend telecom billing to Microcall
- Upgraded DC power in Newcomb Hall to support 2nd Optical Shelf
- Installed network services for Bloch Incubator at 4328 Madison
- Designed network for KCUR office in Topeka Kansas
- Migrated email to Exchange 2016
- Upgraded Jabber servers to high availability configuration
- Created Jabber accounts for all campus phone users
- Installed Verba call recording servers for specific departments
- Installed Telepresence servers (TMS) for video conferencing
- Replaced network switches in School of Education as part of the Building Switch Refresh project
- Replaced network switches in Royall Hall as part of the Building Switch Refresh project
- Upgraded software on Bloch school network
- Replaced UPS batteries in all "BSR" project buildings
- Installed "in-room" access points in Oak Place Apartments and Oak Hall residence hall