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Information Technology Services Report to Graduate Faculty

April 24, 2020

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Agenda – Report on Key ITS Initiatives

- **Infrastructure Services Initiatives**
- **Application Services Initiatives**
- **IT Support Services Initiatives**
- **Cybersecurity Services Initiatives**

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Infrastructure Services Initiatives

1. <u>Cabling Project</u>: Upgrading network cabling in 15 buildings. Will be completed by July.

2. <u>VoIP</u>: Replace current analog technology with digital technology with reduction of annual telecomm costs of $300,000/year. To be completed by December. First phase implemented a virtual IT Help Desk Call Center in time for the spring semester.

3. <u>Sharepoint Online Migrations</u>: Migrating data from shared departmental folders on the H: drive to Sharepoint Online. Working to complete by December.

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Application Services Initiatives

1. **CRM System:** Implement Graduate College into Salesforce/TargetX admissions system.

2. **Proctored Testing:** Implement new proctored testing system. Current system does not work with Chromebooks.

3. **Microsoft Teams in Brightspace:** Integrate Teams/Office 365 into Brightspace.

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IT Support Services Initiatives

1. **Microsoft InTune: Implement InTune for management of laptops and desktops. InTune will manage devices connected anywhere on the internet. Current system can only manage devices connected on the UA network.**

2. **LinkedIn Learning: Pilot accessing over 12,000 online professional development courses and content for use by all faculty, staff, and students. Evaluation will guide decision to replace the current training provider; Hoonuit.**

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Cybersecurity Services Initiatives

1. <u>Ohio Cyber Range:</u> Implement hardware for Cyber Range using funds provided by state of Ohio. Cyber range will be used for activities associated for cybersecurity.

2. <u>Two Factor Authentication</u>: Provide capability for two factor authentication for all employees. This will provide an additional layer of protection to help prevent account compromises.

Please contact me on any questions!

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