Information Technology Services

Informational Report for the Board of Trustees
June 4, 2018
Prepared effective May 31, 2018
# TABLE OF CONTENTS

**UPDATE ON PROJECTS & ACTIVITIES**
- Wired Network Upgrade................................. 1
- Wireless Network Upgrade.......................... 1
- Campus Cable Upgrade.................................. 2
- Eduroam Implementation............................... 2
- Admissions and Recruiting Constituent Relationship Management System....... 2
- Business Intelligence and Analytics Migration........................................ 3
- AdAstra Scheduler and Platinum Analytics Migration.................................. 3
- Curriculum Management and Catalog Implementation............................. 4

**COMPLETED PROJECTS & ACTIVITIES**
- Data Center Network Upgrade ........................................ 5
- Migration of Cable TV to Managed Services........................................... 5
- Faculty Computer Refresh .................................................. 5

**PLANNED PROJECTS & ACTIVITIES**
- IT Business Continuity and Disaster Recovery Implementation.................. 6
- Cloud Enterprise Resource Planning (ERP) System Migration...................... 6

**TABLED PROJECTS & ACTIVITIES**
- None ................................................................. 7
### UPDATE ON PROJECTS & ACTIVITIES

<table>
<thead>
<tr>
<th>Wired Network Upgrade</th>
<th><strong>Start date:</strong> September 2016</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Funding:</strong> $1,650,000 Local Funds; $1,300,000 State Capital Funds</td>
<td></td>
</tr>
<tr>
<td><strong>Description:</strong> Redesign and replace campus wired network to increase performance, reliability, and support of new technologies.</td>
<td></td>
</tr>
<tr>
<td><strong>Milestones:</strong></td>
<td></td>
</tr>
<tr>
<td>• Phase 1 (Sept 2016 - Dec 2017 updated to Feb 2018) – Install new campus core network alongside existing network. (Completed)</td>
<td></td>
</tr>
<tr>
<td>• Phase 2 (Jan 2018 - Dec 2018) – Install new wired end user access network.</td>
<td></td>
</tr>
<tr>
<td>• Phase 3 (Jan 2018 - May 2019) – Migrate, cleanup, and cutover; remove legacy equipment.</td>
<td></td>
</tr>
<tr>
<td><strong>Targeted completion:</strong> May 2019</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Wireless Network Upgrade</th>
<th><strong>Start date:</strong> September 2016</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Funding:</strong> $1,700,000 Local Funds</td>
<td></td>
</tr>
<tr>
<td><strong>Description:</strong> Replace all legacy wireless access points with current technology offered by Aruba. This new technology will provide better performance, enhanced security, and be easier and more cost effective to replace</td>
<td></td>
</tr>
<tr>
<td><strong>Milestones:</strong></td>
<td></td>
</tr>
<tr>
<td>• Phase 1 (Sept 2016 – Dec 2017 updated to Feb 2018) – Replace legacy access points with new ones. (Completed)</td>
<td></td>
</tr>
<tr>
<td>• Phase 2 (Jan 2018 – Sept 2018 updated to Sept 2019) – Review gaps in wireless coverage and install additional access points to improve and extend coverage.</td>
<td></td>
</tr>
<tr>
<td><strong>Targeted completion:</strong> September 2018 updated to September 2019</td>
<td></td>
</tr>
</tbody>
</table>

Note: For purposes of this report, local funds represent general fund resources.
<table>
<thead>
<tr>
<th>Project Description</th>
<th>Start date</th>
<th>Funding</th>
<th>Description</th>
<th>Milestones</th>
<th>Targeted completion</th>
</tr>
</thead>
</table>
| **Campus Cable Upgrade** | August 2017 | $4,800,000 State Capital Funds | Upgrade cabling to modern cabling specifications. Install additional cabling to support campus wireless network. | - Phase 1 (Aug 2017 – Sept 2017 updated to Dec 2017) – Capital Planning selection of Project Engineer; planning and estimation of upgrade efforts. (Completed)  
- Phase 2 – Timeline to be defined by Project Engineer. | To be determined |
| **Eduroam Implementation** | September 2017 | None required | Eduroam is a wireless authentication service that allows members of participating universities to access each other’s wireless networks. Visiting students and researchers can access The University of Akron’s wireless network, and The University of Akron community members can access the wireless network at other participating institutions they visit. | - Phase 1 (Oct 2017 – Mar 2018) – Configure and test.  
- Phase 2 (Mar 2018 – Dec 2018) – Rollout to campus. | December 2018 |
| **Admissions and Recruiting Constituent Relationship Management System** | April 2017 | $200,000 Local Funds | TargetX and Salesforce were selected to provide the admission and recruiting solution for prospective students. This solution includes a student undergraduate application and constituent relationship management system to market prospects for admissions. | - Phase 1 (Apr 2017 – Sept 2017 updated to June 2018) – Initial deployment with undergraduate application. Working to load and process prospects into TargetX.  
- Phase 2 (Sept 2017 – Oct 2018) – Develop initial marketing programs after prospect loads complete. | October 2018 |

Note: For purposes of this report, local funds represent general fund resources.
### Business Intelligence and Analytics Migration

**Start date:** August 2017  
**Funding:** $400,000 Local Funds  
**Description:** Migrate business intelligence and analytics solutions to facilitate the University’s growing analytics needs. New analytics technology is intended to help make informed decisions around retention, enrollment, and data management decisions. This migration involves two separate and concurrent initiatives. First, to migrate the existing “Zipreports” developed on Hyperion Analytics, which is at end of life, to Oracle Analytics. Second, to migrate dashboards, engineered and hosted by Ernst & Young, to an on-premise University platform also using Oracle Analytics.

**Milestones:**
  - Setup environment, define scope and timeline.  
  - Train core team and deploy.  
  - Rewrite core Zipreports.  
  - Train department data owners and guide them in rewrite of their department reports.  
  - Shutter Hyperion Analytics (June 2019).
- **Dashboard Migration** (Jan 2018 – Dec 2018)  
  - Setup environment, define scope and timeline.  
  - Rewrite dashboards.  
  - Train and provide access to dashboard users.  
  - End hosting services.

**Targeted completion (Zipreports):** June 2019  
**Targeted completion (Dashboards):** December 2018

### AdAstra Scheduler and Platinum Analytics Migrations

**Start Date:** January 2018  
**Funding:** $498,000 Local Funds  
**Description:** Implement a class and event scheduler and analytics system. This will allow the University to schedule courses related to special programs and scheduling patterns and enable Five-Star Fridays. It will also provide specialized analytics and algorithms to provide students with better course supply and demand alignment. It will also allow the University to use event scheduling.

**Targeted completion:** August 2018 updated to January 2019

---

Note: For purposes of this report, local funds represent general fund resources.
<table>
<thead>
<tr>
<th>Curriculum Management and Catalog Implementation</th>
<th>Start Date: May 2018</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Funding:</strong> $359,000 Local Funds</td>
<td></td>
</tr>
<tr>
<td><strong>Description:</strong> Leepfrog Technologies was selected through an RFP process to implement a curriculum management and academic catalog system to support innovative program and curriculum design and development to create more responsive learning opportunities for current and future students.</td>
<td></td>
</tr>
<tr>
<td><strong>Targeted completion:</strong> To be determined</td>
<td></td>
</tr>
</tbody>
</table>
### COMPLETED PROJECTS & ACTIVITIES

<table>
<thead>
<tr>
<th>Project Description</th>
<th>Start Date</th>
<th>Funding: $</th>
<th>Description</th>
<th>Milestones</th>
<th>Targeted Completion</th>
</tr>
</thead>
</table>
| **Data Center Network Upgrade**           | **Start Date:**  May 2017   | Local Funds | Install new network switches, firewall, and load balancer in the Data Center. This will provide increased performance, reliability, security, and integration with colocation and cloud infrastructure. | • Phase 1 (May 2017 – Dec 2017) – Install hardware.  
• Phase 2 (Jan 2018 – Mar 2018 updated to May 2018) – Configure, test, and migrate. | March 2018 completed May 2018 |
| **Migration of Cable TV to Managed Services** | **Start Date:** September 2017 | Local Funds | Campus cable television distribution is provided on University owned equipment. Due to the need to upgrade to fully support HDTV, an RFP will be released to provide managed services to host the campus cable television service. | • Phase 1 (Sept 2017 – Feb 2018) – Develop and release RFP and select a vendor.  
• Phase 2 (Mar 2018 – Aug 2018) – Convert and migrate to managed services. | August 2018 completed May 2018 |
| **Faculty Computer Refresh**              | **Start Date:** September 2017 | Local Funds | The Faculty Senate Computing & Communications Technology Committee (CCTC) provided data for the replacement of 750 computers for full-time faculty. | • Total order of 750 Dell and Apple units purchased.  
• Departmental and IT-assisted deployments finished with all units distributed to faculty. | December 2017 completed May 2018 |

Note: For purposes of this report, local funds represent general fund resources.
<table>
<thead>
<tr>
<th><strong>PLANNED PROJECTS &amp; ACTIVITIES</strong></th>
</tr>
</thead>
</table>
| **IT Business Continuity and Disaster Recovery Implementation** | **Anticipated start date:** August 2018  
**Funding:** To be determined  
**Description** Identify and prioritize key business systems and recovery time objectives. Evaluate options for providing disaster recovery and business continuity.  
**Milestones:**  
• Phase 1 – Work with campus administration and stakeholders to identify key priorities for disaster recovery and business continuity.  
• Phase 2 – Evaluate and implement required colocation facility and/or cloud infrastructure services.  
• Phase 3 – Conduct ongoing test and refinement of disaster recovery preparedness.  
**Targeted completion:** December 2019 |
| **Cloud Enterprise Resource Planning (ERP) System Migration** | **Anticipated start date:** To be determined  
**Funding:** To be determined  
**Description** Migrate from the Oracle-PeopleSoft and supporting third-party systems to a cloud-based enterprise resource planning (ERP) system to better manage and automate the University’s financial, human resource, and student administration functions and provide an improved user experience for employees, students, faculty, and other users.  
**Targeted completion:** To be determined |
### TABLED PROJECTS & ACTIVITIES

*No initiatives tabled this reporting period*