



  
**Welcome**  
UMass Boston 

**IT Annual Report 2022**

## Table of Contents

<b>WELCOME FROM THE CIO .....</b>	<b>1</b>
<b>MISSION VISION &amp; VALUES.....</b>	<b>2</b>
<b>AREAS OF FOCUS AND KEY PRIORITIES .....</b>	<b>3</b>
<b>IT ORGANIZATION CHART.....</b>	<b>4</b>
<b>DEPARTMENTAL INTRODUCTIONS.....</b>	<b>5</b>
<b>YEAR IN REVIEW.....</b>	<b>8</b>
<b>PROJECT PORTFOLIO .....</b>	<b>23</b>

## Welcome from the CIO

Three years ago, the COVID-19 virus and pandemic impacted UMass Boston teaching, learning, and working in a plethora of ways – not least of which entailed an increased dependency on Information Technology which remains to this day. Remote teaching, learning, and working became the norm at UMass Boston for nearly two years ago followed by a transition to flexible teaching/learning and hybrid work arrangements; all highly dependent upon advanced technologies.

Well, here we are, three years in, and the UMass Boston IT organization is pleased to share with you our 2022 IT Annual Report which tells the story of who we are, what we do, and how we collectively rose to the occasion to meet and exceed the needs of UMass Boston students, faculty, and staff throughout the COVID-19 pandemic and beyond.

Our **Mission** – to provide a diverse population of students, faculty, and staff with reliable and secure technology, services, and solutions to continuously improve scholarship; teaching and learning; research; and business processes to enhance student success and support the mission of the university. – **has provided clarity of purpose.**

Our **Vision** – to be a trusted partner in providing secure, transformative, and innovative Information Technology services to advance teaching, learning, research, and administrative practices, through dynamic and adaptive customer service. – **has guided us forward.**

Our **Values** – Caring, Collaboration, Dedication, Excellence, Inclusion, Innovation – **reflect our commitment to students, faculty, staff, and all related constituent groups.**

We, UMass Boston IT, truly appreciate the opportunity to serve our community and through our IT Annual Report hope that you will see just how committed we are to enabling and advancing student success in all that we do.

Special thanks to the 90+ members of the UMass Boston IT Division, the IT leadership team, and our student apprentices and workers, for your hard work and dedication to providing top-notch Information Technology services, solutions, and outcomes no matter the circumstances.

Thank you.

Sincerely,

Raymond V. Lefebvre

Vice Chancellor and CIO

University of Massachusetts Boston

# MISSION VISION & VALUES

## MISSION

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Information Technology Services (ITS) provides a diverse population of students, faculty, and staff with reliable and secure technology, services, and solutions to continuously improve scholarship; teaching and learning; research; and business processes to enhance student success and support the mission of the university.

## VISION

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To be a trusted partner in providing secure, transformative, and innovative Information Technology services to advance teaching, learning, research, and administrative practices through dynamic and adaptive customer service.

## VALUES

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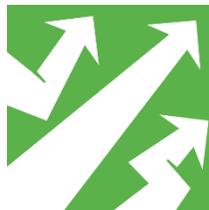
UMass Boston IT Services is committed to the values of:

### CARING



We interact with students, faculty, and staff with respect, empathy, and professionalism.

### INCLUSION



We embrace our differences to provide the best service to a diverse UMass Boston community.

### INNOVATION



We value creativity and critical thinking, focusing on developing efficient, effective technology services and solutions.

### COLLABORATION



We work together to implement new services and technologies to solve problems and improve the quality of life for all.

### DEDICATION



We are committed to the mission of the university and the people we serve, and we work hard to ensure successful outcomes.

### EXCELLENCE



We strive to provide high-quality service and support to our community of students, faculty, and staff.

## Areas of Focus and Key Priorities



# IT Organization Chart

**Raymond V. Lefebvre - Vice Chancellor / CIO**

• **Salina Allen-Sharpp**, Executive Assistant

**Apurva Mehta - Associate CIO,**  
Educational Tech. & Learning Commons  
[PACE Employees: 2]

**Jeffrey Dusenberry, Director Research Computing**  
• *Open Position, Research Computing Associate*

**John Jessoe, Director, Classroom Technology and AV Services**  
• **Michael DiFilippo**, AV Technician and Academic Technology Specialist  
• **Lauren Luis**, UMB TV Administrator and Academic Technology Specialist  
• **Christopher Rennie**, University Hall AV Office Supervisor  
• **Shawn Rearden**, AV Office Supervisor  
• **Zack Ronald**, Echo360 Administrator and Academic Technology Specialist  
• **Mark O'Sullivan**, Video Editor/Producer  
• **Vivian Tran**, Wheatley AV Office Supervisor  
• **Jeffrey Wade**, Chief Audio Visual Engineer  
[Student Employees: 5]

**Paula Thorsland, Director of eLearning and Instructional Design**  
• *Open Position, Instructional Designer*  
• **Ellen Foust**, Senior Instructional Designer  
• **Rrezarta Hyseni**, Senior Instructional Designer  
• **Kalindi Mehta**, Senior Learning Management System Administrator  
• **Theresa Nelson-Miller**, Instructional Technologist  
• **Gene Shwalb**, Senior Instructional Designer  
• **Linda Sudlesky**, Senior Instructional Designer  
• **Peter Tofuri, Jr.**, Learning Management System Administrator  
• **Irene Yukhananov**, Digital Initiatives Lead  
[Student Employees: 1 | PACE Employees: 1]

**John Mazzarella - Interim Assistant Vice Chancellor, Client Services**

• **Katherine Ananis**, Technology Training Specialist

**Christine Carpenito, Interim Supervisor, IT Service Desk**  
• **Christine Carpenito**, IT Service Desk Support Consultant  
• **Rocky Haggard**, Software Support Specialist  
• **Lucille Nguyen**, Student Supervisor  
[Student Employees: 5]

**Quan Nguyen, Director of IT Desktop Services**  
• *Open Position, Desktop Support Consultant*  
• **Andrew Arcadipane**, Desktop Applications Support Consultant  
• **Nadya Clark**, Desktop Support Consultant  
• **Quyen Ly**, Desktop Support Consultant  
• **Hung Nguyen**, Desktop Application Support Consultant  
• **Tam Nguyen**, Desktop Application Support Consultant  
• **Daniel Okoh**, Desktop Repair Technician  
• **Hung Van Ong**, Desktop Support Consultant  
[Student Employees: 1]

*Open Position, Director, Managed Services*  
• **Dann Brown**, Computer Lab Consultant  
• **Henry Lay**, Mobile/iOS/Virtual Lab Supervisor  
• **Matt McCubbin**, IT Accessibility Coordinator  
• **Ananta Sinha**, Supervisor, Comp Op System and Services  
• **David Wilson**, Computer Lab Consultant  
[Student Employees: 2 | PACE Employees: 1]

**Linda Modiste - Assistant Vice Chancellor, Application Services**

• **Christine Boseman**, Administrative Assist

**Peter Tierney, Director, Applications Administration & Support**  
• **Jeeva Arthur**, Database Developer  
• **Binh Ly**, ITLC Systems Specialist  
• **Anthony Manibusan**, Application Administrator II  
• **Tom McClennan**, Business Systems Analyst II  
• **Bhavesh Shah**, Database Administrator

**Jim Wyse, Director IT Web Services**  
• *Open Position, Web Designer/Developer*  
• **Lisa Berelson**, Senior Web Designer/Developer  
• **Kevin Gerich**, Senior Web Developer  
• **Lisa Link**, Senior Web Designer/Developer  
• **Peter Tattlebaum**, Senior Web Developer  
[PACE Employees: 1]

**Wil Khouri - Assistant Vice Chancellor and CISO**

• *Open Position, Information Security Analyst*  
• **David Bonczar**, Senior Information Security Architect  
• **Daniel Mayer**, Endpoint Security and Threat Hunting Analyst  
• **Alison Murray**, Senior Information Security Specialist  
[Student Employees: 1 | PACE Employees: 1]

**Neil Rosenberg - Assistant Vice Chancellor, Business Operation**

• **Jiuan Mo**, Business Manager  
• **Eleanor Brown**, Assistant Business Manager

**Terence Phalen, Director IT Project Management**  
• **David Gorfine**, IT Project Manager  
• **Lisa Moriarty**, IT Project Manager  
• **Mary Ryan**, Data Integration Specialist  
• **Phung Vo**, Data Integration Specialist  
• **Sheri Ryder**, IT Project Manager

• **Chris Mullen**, CRM Administrator  
[PACE Employees: 1]

**Jamie Soule, Director of Network Services**  
• **Sereynita Altarejos**, Administrative Assistant II  
• **Kurt Charlton**, Operations Technician  
• **Carmine DiFilippo**, Technical Specialist II  
• **Donald Foye**, Senior Network Engineer  
• **Scott Gilbert**, Senior Network Engineer  
• **Diamond Lassiter**, CIS Telecom Network Engineer  
• **Eduardo Luciano**, Network Administrator  
• **Larry McKeon**, Telecom PBX Engineer  
• **Mimoza Papargjir**, Administrative Assistant I  
• **Paul Latimer**, Network Engineer  
• **Robert Siebert**, Staff Assistant  
• **John Tansy**, Operations Technician  
• **Ruth Tremblay**, Clerk IV  
[Student Employees: 2]

**Brian Forbes, Director of Systems**  
• **Marla Filoso**, Systems Administrator  
• **Yuk Fung**, Enterprise System Administrator  
• **Daniel McDonald**, Linux Web and HPC Administrator  
• **Jamil Moosavifard**, Senior Systems Administrator  
• **Chorda Rorth**, Enterprise System Administrator  
[PACE Employees: 1]

## Departmental Introductions

The following is an introduction to each department and group in the IT Services Division.

### Educational Technology and Learning Commons Department

The Educational Technology Department is comprised of three groups: eLearning and Instructional Services, AV & Classroom Support, & Research Computing. Together they provide pedagogical and technical support to enhance teaching and learning, both online and face-to-face as well as support faculty in their Research Computing needs.

#### Research Computing

The Research Computing group supports the computational needs of researchers not traditionally met by other administrative functions. The group administers, supports, and brokers High Performance Compute (HPC) resources and training. In addition, the group supports more localized resources such as storage servers, workstations, dedicated and specialized applications, and acts as a liaison between researchers and other IT departments.

#### Classroom Technology and AV Services

Classroom Technology and AV Services provides services and access to equipment and facilities related to the use of instructional technology in the classroom. In addition, AV Services provides media support for non-classroom events such as functions, conferences, seminars, etc. The department also maintains and services over 200 Technology Enhanced Classrooms (TECs), Conference Rooms, Labs, and Auditoriums on campus.

“ I just wanted to share a note of thanks to you for all the help and support in organizing this year’s Virtual Convocation. I thought the ceremony came together beautifully! You are all amazing and wonderful colleagues! I look forward to our continued work together.

- Joseph N. Cooper, Special Assistant to the Chancellor for Black Life

#### eLearning and Instructional Design

eLearning and Instructional Design is a group helping faculty integrate technology into their teaching and engage their learners, by providing highly personalized technical and pedagogical support about various online educational practices and digital tools. eLID champions research-backed effective practices in online, blended, and on-campus environments to make learning accessible, active, and equitable for all students. Through collaborative work with faculty and other stake holders on campus, we design and facilitate consultations, workshops, webinars, and cohort-based professional development opportunities to faculty and academic groups based on their teaching needs and students’ academic goals.

“ Thanks to Apurva Mehta and all the Educational Technology staff for your heroic efforts this past 18 months.

- Maryann E. Brink, Senior Lecturer, History Department

### Client Services Department

The IT Client Services Department is comprised of three groups: IT Service Desk, Desktop Services, and Managed Services. Together, they are responsible for the effective delivery of support for all of IT’s services, either solving client issues directly, or coordinating with other support staff throughout IT. In addition to supporting client computer issues, with the Lab Operations group, all campus computer labs, many computer-based classrooms, and related services are operated and supported.

#### IT Service Desk

The IT Service Desk is the front desk of IT — the first point of contact. We handle password changes, confusion on how (and when) to access UMass Boston systems, software distribution, basic security issues like compromised accounts, and other general IT questions. We maintain the Self Service Portal with its knowledgebase of support articles, and oversee the new chat services. And if we can’t handle it, we route it to the people in IT and beyond who can.

## Desktop Services

IT Desktop Services provides on-campus and remote technical support for Windows and Mac computers, to faculty and staff, and collaborating with partners in other groups within IT and technical support staff from other departments. There are three team members dedicated to provide weekend service to VIPs such as the Chancellor and Provost. The Desktop team uses endpoint management tools for computer inventory, and to remotely install and update applications to university computers. We also plan, coordinate, and execute the annual Computer Replacement Program to provide new computers to employees and securely dispose of old ones.

## Managed Services

Managed Services oversees the twelve shared teaching labs, Mobile Classroom technology, and the Student Printing Service. Our team also includes management of the Adaptive Computer Lab, including accessibility testing for campus technology systems. We also provide support services for the Library IT. Additionally, we enter into short term and ongoing support partnerships with other university departments for their computer needs including updates of department owned labs, support of technology roll out plans, and other more complex IT services. Finally, we work with clients to leverage ITS Services to solve problems in their areas.

## Communications and Training

The Communications and Training group is responsible for managing all the ways that the UMass Boston community learns about, and learns to use, the services offered by IT. The group coordinates with IT's service owners and project managers to plan and execute marketing campaigns to promote use and awareness of new and existing IT services, create strategies and procedures for the effective sending of broadcast email communications about news and service alerts to existing clients of these services, and oversee the creation and delivery of client training offerings on these services.

## Application Services Department

The Application Services departments is comprised of two groups: the Applications Administration & Support group provides technical and administrative support for software applications specific to the use by the Boston campus, as well as administrative and access control support in conjunction with the President's Office for UITS hosted applications. Web Services provides technical support for UMass Boston's web site, including web design, QA/QC/Accessibility testing and improvements, and web development.

## Web Services

Chartered with all aspects of the university's web presence, including design, content, coding, CMS maintenance, editor management, imagery, api integration, ADA conformance, and service availability. Also overseeing the UMass Boston mobile app, custom applications and programming, the MyEmma email newsletter tool, and more. Web Services is a talented group of seasoned professional graphic designers and developers, many of which have worked together at UMass Boston for over a decade.

## Applications Administration & Support

Application Administration and Support manages applications that are used by everyone at UMass Boston. We offer many services used across the campus, some of the primary ones are listed here: Help manage student, employee, and financial records (WISER, HR Direct, BuyWays, and Finance), scheduling classes and events (25Live), enhancing communication with the community (EMMA), signing legal documents remotely (DocuSign), storing and accessing files from anywhere (OneDrive), alerting the community in times of emergency (Alertus, Rave), and access to applications simply and securely (IDM/SSO).

“*Thomas M McClennan II saved our bacon at the IT desk today. He gets a gold star.*

*- Christine Carpenito, Interim Service Desk Supervisor, IT Client Services*

## Information Security Office

The Information Security Office (ISO) coordinates efforts and provides services to protect the University's information assets, and computing and networking infrastructure. The ISO staff provides consultative services, incident response coordination, policy and procedure development, fraud and forensic investigations, awareness and training, penetration testing, cybersecurity risk governance, and regulatory compliance. The ISO staff also serves as the pivot for many cybersecurity services operated by other teams, including authentication, access control, centralized logging, email security, data loss prevention, anti-malware management, endpoint and patch management as well as supporting the University's payment card industry (PCI) regulatory compliance obligations.

## Business Operations

The Business Operations group is responsible for IT's financial management/forecasting and reporting, personnel and space management, and oversight of the procurement process for IT's goods and services.

## Project Management Office

The mission of the Project Management Office is to guide projects to a successful conclusion and to create a foundation for consistent project management. In support of that mission, the PMO has five primary objectives: Deliver successful technology projects. Build Project Management maturity across the IT organization. Serve as the organization's authority on IT Project Management methods and practices. Mentor and guide project teams as they learn and adopt project management best practices. And fully implement the project portfolio management system that will support strategic planning, project integration, effective resource allocation, and executive reporting.

## Network Services

The IT Network Services group provides Network, Telecommunications and Critical Technology Facilities services to all UMass Boston Faculty, staff, students and all campus building technology facilities. Some of these services include: Campus wired network and wireless services, Campus voice, voicemail and contact center services, Campus critical facilities and cable plant maintenance and management and UMassNet ISP services.

## Systems

The IT Systems group is responsible for the administration and management of the core IT services provided to the students, faculty, and staff of the University. These core services include email, active directory administration, Microsoft O365 administration, server management and administration (physical and virtual), administration and management of the virtual desktop service CloudPC, along with many other mission critical services. This group has a diverse skill set with decades of experience that positions the University well to deliver new future state solutions to the University at large.

“ Hung O was so helpful with my new PC installation. He's an asset to the Desktop Group! Thank you!

- Mary Ryan, Data Integration Specialist, IT Application Services

# Year In Review

## IT Client Services

- Supported over 400 users of the CloudPC system.
- Launched the monthly Information Security Awareness Newsletter in a collaboration between the Information Security Office and IT Communications.
- Launched 8th annual Tech Summer Camps training events in Summer of 2022.
- Held 7th annual TechToberFest training events in Fall of 2021.
- Microsoft Teams group-based training and consultation service launched to help groups and departments improve their communications and efficiency.
- Held multiple OneDrive trainings and consultations through the year in support of the Isilon migration.
- Completed 8th Annual Photo Project, recruiting IT Student Employees with an interest in photography to document technology's role in their lives as students this year, the photos of which are added to IT's photo repository for future communications projects

## IT Desktop

- Completed "CARES Act Replace Program" for faculty, providing 418 computers to faculty in need of a new computer for their teaching.
- Begun coordinating return of loaner computers from the "Technology Loaner Program" (TLP), which provided loaner computers to staff and faculty without appropriate computers at home during the COVID lockdown period. The total number is 343 loaner computers that IT Desktop team is processing.
- Received, imaged, delivered 194 new computers that departments ordered beginning of this year. They are combination of MacBook, Dell laptop, iMac, Desktop computers, and some iPad.
- 206 outdated computers were surplused this fiscal year.
- Begun a program to evaluate "refreshing" computers which have been returned from clients, but are still very usable for other clients. This repurposing of existing computers could become a good way to offset the number of new purchased computers needed each year.

**“** I wanted to express my gratitude for Henry and Quyen. They went above and beyond the call of duty. I really appreciate their work.

**- Michael Ward, Director, MGS Collins Center**

## IT Managed Services

- Completed reduction in WEPA Student Printing service, reducing printer fleet based on usage metrics, for a significant cost savings with minimal user impact.
- In collaboration with the Healey Library, loaned out Chromebook laptops to 132 students in need of a computer for their courses. These loans are free to students and last the full semester or longer.
- Launched the monthly Accessibility Awareness Newsletter in a collaboration between Managed Services, eLearning, and IT Communications.
- Analyzed summer course schedule to realize a reduction of Computer Lab business hours, reducing staffing needed by 20 hours per week though the summer.
- Completed pilot of AIRA service, providing visual interpretation for blind and low vision members of the UMass Boston Community using their mobile phone camera.
- Completed a pilot of Splashtop remote lab access system, in collaboration with the College of Management in their Bloomberg Lab.

**“** Ananta is amazing - he never makes us feel less intelligent for not understanding how computers work.

**- Patricia Bruttome, Archival Collections Project Manager, Healey Library**

## IT Service Desk

- Supported every faculty, staff, and student on campus in the adoption of MFA for our Microsoft accounts, in a semester-long phased rollout.
- Launched IT Support Self Service Portal to allow clients to submit and track their support tickets.
- Launched Knowledge Base repository of "Frequently Asked Question" documentation
- Successful system migration for the IT Service Desk Live Chat system, from an expensive tool to a free option within a system we already had.
- Completed updating of IT Help web presence and subpages, integrating new chat tool, and Self Service Portal into tech support offerings
- Developed Live Chat supervision process, including documentation, metrics generation, and management dashboard, to ensure top level of customer service from team.

## Business Operations

- Aided return to campus for the Fall 2021 semester by acquiring needed PPE
- Staffed the Huron Strategic IT Assessment
- Developed and implemented a plan to eliminate Telecom departmental recharges for desktop phones
- Worked with UPST and UMB Communications staff to contract with Dinamo GmbH, a Swiss company, to acquire the license to use specialty fonts for the university's new marketing campaign
- Collaborated with UPST and sister campuses to design and implement a streamlined contract request process

## Educational Technology

- The TEACH Team that was formed during the pandemic morphed its role to address concerns of faculty returning to teach to face. This was done in collaboration with the Office for Faculty Development and Center for Innovating Teaching.
- All academic software title licenses were renewed for another year, including MatLab, Mathematica, Adobe, SPSS, STATA, SAS, Site license for NVIVO - includes ALL faculty, students and staff, and Pronto
- Steps to onboard new faculty - Computers, Orientation, Training, etc. [Fall & Spring]
- Build out of the OER program from the ground up - a project 9 months in the making. Developed a blueprint, formation of a committee comprised of members from all sections of the campus; Marketing the program; hosting events on OER Week, Building the Incentive program; Working with the Registrar Office to 'mark' courses in WISER.
- After a 2-year hiatus, hosted the 2022 Annual UCLTL (University Conference on Teaching, Learning & Technology) event.
- To foster collaboration from those that work on and off-campus, we implemented two 'TEAMS Room' with the technology that allows for seamless participation of meetings.
- Participated in three strategic planning committees
  - Educational Effectiveness
  - Evaluation of Teaching
  - Faculty support and Development
- The Academic Technology Council (ATC) continued to meet through the year working on issues such as BeaconFlex, Blackboard, and Zoom storage; Course Evaluation, OER, and other faculty interests

“ Thanks so much to Ellen Foust for talking with me yesterday and helping me figure out VoiceThread! It seems that now all of my students can access and comment, thank you for your helpful ideas to help us.

- Emily Hardt, Lecturer, Center for Women in Politics

- Applied for \$4 million grant - 'Connecting Minority Communities' to bridge the digital divide. We partnered with Verizon, Apple, Microsoft and other vendors to offer services to families that did not have access to Technologies during the pandemic.
- Working with Facilities, provost office to apply for a DCAM grant to upgrade Wheatley.

## eLearning and Instructional Design

- The TEACH Online site was completely redesigned from the ground up to enable faculty to use this as a resource to teach online. The site documents best practices, getting certified, FAQ and testimonials from faculty. As part of the program, the staff successively trained 140 faculty to teach online.
- The WordPress Blog site was redesigned as well, the first time since 2008. Originally a blogging platform, but now one of the leading platforms for website creation in the world. Over 100 new accessible templates are now available to students, faculty, and staff along with many new plugins. Blogs.umb.edu is now oriented to site creation, not just blogging for individuals, classes, and projects. Available to all members of the UMB community.
- During the pandemic when T&L was fully remote, we returned to offering in-house and remote one-on-one support to our faculty. The team of instructional designers provided over 1,000 support sessions.
- Extensive marketing and outreach activities were completed as a way to keep our faculty informed. 55 workshops over the Fall and Spring semesters; over 45 Newsletters, Announcements, and Support Articles were written and shared with our clients and seven Instructional support videos created and added to the knowledgebase.
- Created repository for the Instructional Design Program to collect and preserve information scattered when Wikispaces site was abandoned without backup.
- A couple of new services were launched.
  - Pronto - an app that enhances student engagement.
  - To support the Nursing department's roll-out of ExamSoft. An application used for taking tests.
- Assisted Nursing faculty with streamlining templated Google Sites to develop e-portfolios of student's accomplishments in the Doctoral Nursing Program. Future plans are to promote further this tool to encourage mastery-based reflective practices among undergraduate and graduate students
- Accessibility is a critical service ensuring that everyone has equal access to all content. The Accessibility Awareness Project was launched using monthly accessibility newsletters, and monthly accessibility Q&A for faculty and staff.
- Participation in TeachAccess.org efforts on behalf of UMass Boston.
- Extensive outreach to promote the adoption of LinkedIn Learning. eMail campaigns, in-person visits, table-top events in the campus center and University Hall, were hosted.
- Collaborated with academic departments to help integrate LiL into their course; with administrative departments such as HR to use as a training resource for our faculty and staff.
- Assisted in the development of a replacement for a paper-based course evaluation tool using Gradescope bubble sheets. As part of the development, tested Gradescope Bubble Sheets as a replacement for Scantron. Also, published "Best Practices for Completing and Scanning a Gradescope Bubble Sheet Test" to Knowledge Base.
- The instructional design team has a new updated playlist on YouTube which one can subscribe to at <https://bit.ly/UMB-Learn-with-us>. the updated playlist covers a wide variety of topics ranging from using Blackboard to using Gradescope to administer tests. There are currently 37 videos in the playlist with 6 more in production and another 17 being scripted. "Getting Your Course Ready for the New Semester" is the latest title.
- In January 2022 a new 'theme' was implemented on the Blackboard system making it more 'accessible' and compliant with future upgrades, etc.

“ Thank you to Gene Shwalb for his great work with Tamika Dowling, Beth Russet, and Lyn O'Brien. They were all saying how grateful they were for his good work and kind manner.

- Jessica Whiteley, Senior Associate Dean, College of Nursing and Health Science

- The instructional support team working on a multitude of projects with various academic and administrative departments. Some of the major ones were: (a) Building out portfolio for the Nursing dept, (b) using Gradscope and Honorlock with the Math Dept., [c] accessibility training with the Ross Center, (d) Tutoring services using TEAMS with the Veterans Group (e) Web development with Curriculum & Instruction (f) Institutional Research-survey support, (g) LinkedIn Learning Wellness campaign (h) building and hosting the TEACH 2022 Spring and Fall events and assisting with hosting the annual conference on Teaching, Learning, and technology.
- Professional development: The eLearning Team launched Weekly Internal Professional Development "Show and Tell" meetings. These proved to be successful use of Zoom for informal sharing of faculty support cases and technology knowledge transfer among staff and graduate assistants.
- eLearning Team has been and remains exemplary with mapping of a process and continues creating multiple KB articles for ServiceNow on a weekly basis.

## Research Computing

- In late 2019 and early 2020 the RC Strategic plan was developed. It called for a significant investment in outreach efforts so as to make our faculty aware of the services we offer. Some of the practices that were completed were to Host Open-House event a minimum of one each semester and for the reestablishment of the RCAC (research computing advisory council) which has been meeting once a month during the semester.
- Various training sessions were hosted during both the Fall and Spring semesters on topics such as: Linux Shell, HPC orientation and a new/pilot Python training curriculum based on Software Carpentries model.
- Upgrade to HPC Clusters
- Repurpose 10+ year old decommissioned cluster node for restricted access analysis server for Nursing
- Software installs on Chimera compute cluster (various)
- Several new systems were deployed to support researchers:
- Installed/configured new storage appliance for Center for Personalized Cancer Therapy
- Installed/configured new network storage server for Center for Personalized Cancer Therapy
- Installed and configured the NIST 800 compliant server for SFE project
- Decommissioned FTP server for School for the Environment and Implemented new SFTP server.
- Installed/configured new storage and compute server for School for the Environment PI
- Created new REDCap projects (various departments) that allow researchers to securely build and manage online surveys and databases
- AlphaFold install and testing for Chemistry PI
- The PACE intern completed two projects:
- Created pilot Coldfront (HPC account management) system (PACE project)
- Created pilot Grafana implementation for HPC systems monitoring (PACE project)
- Several System were repaired or upgraded:
- Transition all Centos8 servers and hosted VMs to RockyLinux8
- Upgrades and expansion of RStudio/Shiny server implementation (two classes added)
- Tape library repairs/drive replacement
- Repeated repairs for DGX A100 systems
- Retired old systems to make way for new ones:
- Decommissioned two storage servers for Center for Personalized Cancer Therapy
- Contracts, Licenses were renewed to ensure that we are compliant:
- Renewal of Horizontek tape library contracts
- Certificate renewals (various)
- Data Use Agreement/Restricted Use Data Agreement reviews and negotiations (various)
- Network Infrastructure enhancements

“ Jeff and his team at Research Computing has been invaluable in helping us with long-term planning and solving sudden unexpected problems.

- John M. Steinberg, Research Scientist,  
Fiske Center for Archaeological Research

- Coordinate network and firewall requirements for new Aquaneering monitor
- Developed server and hosted systems inventory for disaster recovery plan
- Coordinated server provisioning for student success program (Provost office)
- Pre-purchase coordination and negotiation for compute and storage servers (various)
- Code to extract metrics from the Evaluation Kit course evaluation system was developed allowing us to determine the adoption rate of this tool.
- Migration of two Boston University-hosted websites to the UMass Boston site for the School for the Environment PI was completed.

## AV & Classroom Technologies

- A very large number of events were hosted and supported by the AV Team. few of the major ones were:
  - Produced, Recorded and Live Streamed UMB 2022 Undergraduate and Graduate Commencement Ceremonies held at Boston Convention and Exhibition Center
  - Produced, Recorded and Live Streamed UMB 2022 Doctoral Hooding Ceremony held in the Campus Center Ballroom
  - Produced, Recorded and Live Streamed UMB 2022 College of Nursing Fall and Spring Pinning Ceremonies held in Campus Center Ballroom.
  - Produced, Recorded and Edited Fall 2021 Convocation Ceremony
  - Produced, Recorded and Live Streamed UMB 2020 and 2021 Undergraduate and Graduate Commencement Ceremonies held at TD Bank in August of 2021
  - Produced, Recorded and Live Streamed UMB 2020 and 2021 Doctoral Hooding Ceremony held in University Hall Auditorium
  - Produced and Recorded UMB Open House and Welcome Day Events held in the Fall of 2021 and Spring of 2022
  - Produced, Recorded and Live Streamed Senator William Owens and Dean Terkla Celebration of Life Ceremonies.
  - Produced and Recorded Sports Equity Leadership Conference for Joseph Cooper
  - Supported, Recorded and Broadcast Black Lives Matter Event via Zoom from Campus Center Ballroom
  - Produced and Recorded Chancellor’s Fall and Spring Town Hall Meetings held via Zoom
- The team also, produced over 250 videos for YouTube and Brightcove Posting for various UMass Boston Departments, i.e., Chancellor’s Office, Provost Office, McCormack Graduate School, Political Science, College of Nursing, Healey Library, Pension Action Center, etc.
- Along with the videos, the team also supported and recorded numerous Fall 2021 and Spring 2022 Musical Performances in the Recital Hall for the Performing Arts Department
- The classroom technology team successfully Restored AV System Operations in all UMass Boston Classrooms and Meeting Rooms after Pandemic Break so we could fully support Fall 2021 and Spring 2022 on Campus Face to Face Classes.
- Completed AV Upgrade in Campus Center Ballroom, adding new Projectors and equipment to support HyFlex modality of teaching, etc.
- BeaconFlex - a new modality of teaching was introduced during the pandemic, allowing students to select on-campus or remote instructions. The team designed and Built (3) BeaconFlex Classrooms, UH Rooms 1100 and 2310 and M02-0423.
- About 120 webcams were installed in the classrooms allowing faculty to host Ad-hoc BeaconFlex Classes.

“ I’m writing say what an extremely helpful resource Lauren Luis has been for me. Although not a Zoom-user novice, I’ve been encountering problems along the way. Invariably, Lauren quickly gets back to me to answer my questions and help me practice various Zoom functions. She is so knowledgeable, communicates clearly, is patient, and rapidly solves my problems. Without her guidance, it’s hard to imagine how I’d manage!

- **Nina L. Greenwald, College of Education and Human Development**

“ Dann is fantastic. He was exceptionally patient and helpful. I really appreciated his calm manner. So reassuring to know that UMB has staff like him!

- **Polly Welsh, Assistant Director, ESL Programs**

- Over the two terms the adoption of BeaconFlex courses grew to over 50 which the team supported in University Hall, McCormack, Wheatley and Healey Classrooms.
- Additional upgrades to classrooms included - 4 new Echo360 Appliances and 6 New Sony HD Cameras in Echo Classrooms; replaced 22 Desktop Computers in TEAL (Active Learning) Classrooms, upgraded over 40 Classroom Computers with SSDs to improve performance, Installed KACE and Echo360 Universal Capture on all Classroom and Lab Resident Computers, Installed Mirroring360 on all Classroom and Meeting room Resident Computers, bringing the total number of rooms with Mirroring 360 to over 190 rooms
- The planning process to upgrade 5 Classroom and 7 Meeting Room in ISC was put into play.
- A large number of departmental conference, meetings rooms and offices were upgraded with new AV systems and TV's.
- Built out two new TEAMS/Zoom rooms with AV and video conferencing technology as recommended by Microsoft.
- The UMass Boston TV System was upgraded to the Visix Signage Suite, which included upgrading all 35 media players across campus to Windows 10. This allows each media player to display personalized content.
- Two additional areas, one in Quinn/ISC Connector and one in Campus Center/UH Connector were equipped with the TV System.
- Provided extensive Technical Support for over 125 Zoom Webinars and Zoom Meetings for various Departments and Events across campus.
- The adoption of Zoom continues to increase. It stands today at over 1,900 Licenses in FY22
- The Technovation Center was conceived and built as a space to foster innovation across all areas of the university. The center is located on the 3rd Floor of Wheatley.
  - Some of the initial projects include - piloting the Virtual Nursing Simulation using Oxford Medical Sim for College of Nursing CCER Students; Visible Biology - an Augmented Reality application- for The Biology Department and Nearpod and Padlet applications for College of Education and Human Development.

“ Mark O’Sullivan aced it!!! I am so grateful for his work. The video production was excellently done! He has done a remarkable job! This was magical editing - don't I know, it!!

- Rita Kiki Edozie, Interim Dean, John W. McCormack Graduate School of Policy and Global Studies

## Information Security Office

- Implemented the necessary steps to improve the campus cybersecurity stance as recommended in the Elliot Davis assessment report.
- Identified hostnames and systems owners flagged by Compass IT penetration testing and remedied vulnerabilities.
- Implemented and matured a Zero-Trust model for Identity, Device, Network, Application, and Data.
- Implemented a campus-wide Multi-Factor Authentication (MFA) for VPN and M365 Applications.
- Implemented Microsoft Defender for Endpoints on all managed accounts.
- Installed Tenable.io agents on endpoints to scan and report on vulnerabilities.
- Matured Intune and started adding endpoints to the service.
- Architected a zero-trust network.
- Expanded the role of Infoblox for DDI Security and provided training for ISO staff (CDCA and B1TD).
- Continued to grow the role of the M365 A5 ecosystem, Real-time analytics, and Defender.
- Leveraged the recommendations issued by Microsoft Analytics to improve the Secure Score from 16% to 54%.

- Leveraged Varonis classification and findings and engaged a pilot with select data custodians to manage and protect regulated data.
- Replaced the DDI Infoblox appliances.
- Expanded the role of Sentinel (Next-Gen SIEM) to incorporate all services that require monitoring. (retired LogRhythm)
- Conducted a comprehensive Cyber Awareness Program and Campaigns via monthly InfoSec training and self-Phishing simulation.
- Continued to selectively develop and implement IT Security policies per State Audit Office (SAO) and CIS Critical Security Controls Assessment.

“ I would like to thank Daniel O and Dan M for their degree of service, courtesy and professionalism. Much appreciated! Great work!

- Maria Athanassiou, Lecturer, Latin American and Iberian Studies

## Network Services

- The Network Services team maintained 99% network, ISP, Telecom, and solidus contact center uptime for the UMB campus during this year in review period.
- Along with the important SDQD work, comes important technology aspects which were shepherded by IT Network Services Staff members. Monitoring and stewardship of the IHub to prevent damage from SDQD demolition nearby.
- Full SDQD Quad technology design, equipment specifications, procurement and low voltage cable design and contractor procurement.
- Fully supported 24/7 IHub operational needs to maintain critical uptime availability for the campus most important technology facility.
- Integration of the IHub HVAC and electrical controls into the Facilities dept. 24/7 Schneider control system for 24/7 monitoring.
- Replacement and upgrade of the two Brocade switches that provide connectivity to DCO virtual servers located in Shrewsbury.
- Upgrade of 3 campus voicemail servers and elimination of end-of-life server hardware. All 3 servers are now virtual on VXrails in IHub.
- Upgrade of campus phone system software to supportable software versions. This also included redesign of the campus phone system server topology with half of the servers virtual and the other half rack mount in all three phone system locations (Main UMB campus, CJ building and One Beacon Street Presidents office).
- Upgrade of campus contact center server software to supportable software versions.
- Aruba campus network upgrade - All hardware has been purchased with some few remaining critical components experiencing lead time delays. All professional services have been purchased and we are approaching one building at a time starting with the campus center, University Hall, Integrated sciences complex. These are the first three buildings we intend on fully upgrading on to the new Aruba network hardware.
- Design and installation of the new Aruba network for the campus center building is 90% completed. Remaining 10% is migration of user connections at desktop layer. Predesign of University Hall and ISC network equipment is underway.
- A full campus wireless predictive and site survey was completed for all campus buildings to assist in providing better wireless coverage in all areas. A complete wireless report was produced as a result of this survey.
- Active participation on Campus police digital radio system RFP, design, and vendor/solution selection.
- Full participation on the Chancellors Services and responsiveness committee to investigate and recommend ways to improve service delivery and responsiveness to campus users from many UMB service providers.
- VXrails assistance with both network design, receiving and installing hardware and active participation on all planning meetings. Installation and network design of the UHall VXrail instance.
- Full support for campus Contact center operations for enrollment management and IT service desk teams.

“ I would like to take this opportunity to show my appreciation to the entire network services team for their tireless behind the scenes service delivery, project work, teamwork, dedication and professionalism. The network services team exemplifies dedication and teamwork that benefits our users every single day.

- Jamie Soule, Director, IT Network Services

- Design and planning for UMassNet routing changes to add UMB to the new UMassNet general transport ring along with all other campus and President’s office.
- Ongoing support for all IT security and IT system network related changes, network redesign and requests.
- Full participation representing IT at all space committee meetings for space changes, moves, additions.
- Design and early-stage procurement of full technology infrastructure for the Marine Operations boat dock positively impacting research.
- Participation on AT&T cell tower RFP, Contract language, siting, and low voltage cabling design from Healey rooftop to Mount Vernon Street.
- Ongoing full campus SCADA review and network design to add building electric meters to the BMS network. This will allow future energy conservation and cost savings.
- Participation on new campus emergency mgmt. loudspeakers to replace the end-of-life rooftop speakers. Loudspeakers are another modality for Alertus notifications.
- Upgrade of Emergency management contact center laptops and full softphone contact center capabilities.
- UHall 1032 electrical and cooling improvement requests. Approved by space committee. Early design.
- Working with DPS and Facilities, The Campus police station dispatch area redesign and addition of a secure IT closet to house all critical police technology systems and cabling.
- Early-stage design and equipment procurement for the Network and Security Operations center to monitor the myriad of campus technology environments.
- Phase one creation of a disaster recovery (DR) plan and inventory. The DR plan is out for comments from IT Leadership. The DR inventory is ongoing and a work in progress that will change regularly. Both are ready for IT Leadership review and next steps.

## Project Management Office

- Project Portfolio
- The project management office successfully managed 18 projects as part of the FY22 Project Portfolio.
- Completed PMO Projects
  - AIRA - the completion of this project provides the ability to connect people who are blind or have low vision with real, highly trained professionals who provide visual information on demand.
  - Campus Center Ballroom Upgrade - The project successfully completed the replacement and upgrade of all AV System in the Campus Center Ballroom with a new Digital AV System, that includes the AV Switcher, Interfaces, Projectors, and Microphones.
  - CloudPC - The completion of the CloudPC 2.0 project provides a new, more robust experience for the student and provides IT professionals with new tools that enable proactive monitoring and troubleshooting capability.
  - Course Evaluation - The project successfully implemented the new Qualtrics product to replace the previous Scantron devices.
  - Remote Labs Pilot - The project successfully completed the scope of the pilot project in providing remote access to labs. The project owner is now reviewing efficiency to determine if a full project implementation is warranted.
  - Summit Cloud Migration - A multi-campus project, the summit cloud migration project successfully completed the task of migrating the current on-premise summit reporting capability to the OAC (Oracle Analytics Cloud). The project will provide new data visualization tools and machine learning features.

“UMass Boston’s Slate implementation was a resounding success. IT has lead to increased undergraduate enrollment in its first two cycles and increased processing speed / efficiencies. None of these successes would have been possible without UMass Boston’s IT Project Management Team - specifically Mary Ryan, Phung Vo and Lisa Moriarty.

The PMO team not only worked to ensure a successful implementation, but also established UMass Boston as a leader in the Slate space amongst the other UMass campuses. Our standing as leaders in the space will help us shape policy and dictate practice in the future.

- **Corey Ford, Director of Enrollment Management**

- SQL Server Migration to Azure - The project successfully migrated all applications from the IT mercury 1 and 2 servers to Azure resulting in the decommissioning of both Mercury 1 and 2 servers.
- Enrollment Technology - Slate project - the completion of this project represents the full migration of all graduate and undergraduate admission business processes, data integrations and supporting technologies from Peoplesoft to the UMB Slate application. The project was a very complex, multi-year engagement with high-profile, revenue generating office impacted.
- Enable Inclusive Identity (Phase 1) - the completion of phase 1 of this project represents an important cultural change for the University where technology can support a fully inclusive community.
- Mobile App - The project successfully redesigned and deployed a new design that is student focused and includes enhanced functionality providing an easy to navigate\meaningful application for students, staff and faculty.
- Completed Partnership Projects
  - AV Upgrade Program - The completion of this yearly program includes a number of AV sub projects each cycle. Maintaining our classroom and lab with the latest technologies are critical for our students, faculty and staff.
  - Information Security Improvements - The completion of this yearly program a number of new security improvement initiatives to ensure our University security profile, guided and assessed by an annual audit and a pen test - scope includes Azure SSO, IPAM, MFA, SIEM.
- Data Integration
  - Successfully design and implemented UMB Boomi Cloud Tenant. Task completion resulted in the decommissioning of on-premise Boomi environments.
  - Designed, developed and implemented 27 very complex data integrations as part of the Enrollment Technology - Slate Project. All integrations were critical to the success of the overall project.
  - Designed and implemented a complex Boomi data change control process flow for multiple Slate integrations. Process flows were generated as templates and made available to other campuses for implementation.
  - Designed and implemented ACM salesforce data integration enhancements.

“*Quan and Hung N went above and beyond for us. Hung was extremely patient and Quan made the process much smoother and easier.*

*- Louise Putnam, Executive Asst to the Dean, College of Liberal Arts*

“*Nadya was outstanding. It's technicians like Nadya who make IT an extremely important office on campus!*

*- Elizabeth Bussiere, Associate Professor, Political Science*

## Salesforce

- One Stop Go-Live - New interface/refined case management process, Legacy data migration, Staff training and launch. Processed over 10k cases to date
- Early Alert Enhancement - Modified static process, Leveraged student enrollment records, and Automated case creation
- Internal Support/Case Management - Built/deployed case intake form, Integrated with queue, and Created change object to supplement case detail
- Built automation into previously manual processes - Deployed process to autoload test score data following transformation, Initiated daily load of orientation data from Slate, automated SF update, and Built flow to accommodate ownership sync
- Launched Azure SSO with MFA - Migrated from legacy SSO, MFA leverages Microsoft Authenticator, and Established tighter user security

## Systems

- CloudPC /WVD
- Built and deployed new CloudPC2 environment. The new environment will allow us to better manage expenses and yield savings.
- Disaster Recovery process planning and documentation. Develop a disaster recovery plan and documented inventory.
- DR VxRails rollout and deployment. Purchased and deployed new VxRail platform to provide a disaster recovery function for production servers.
- SQL to Azure. Built and deployed SQL Instance within Azure for migration from Isilon storage platform.
- SSO - Modern Authentication. Established an inventory of authentication applications within the UMB Campus. Will use the inventory to standardize authentication offerings in the future.
- Backup standardization and streamlining. Streamline backups to a single solution and migrated all servers from current Iron Mountain platform to Commvault.
- IPMonitor build and deployment. Deployed IPMonitoring solution and established associated alerts for all servers.
- Isilon Retirement and migration to OneDrive. Migrated User storage to Microsoft's cloud based One Drive solution and retired Dell's from Isilon platform.
- Buildout of Test and DEV environment for IDM migration/ Build out of Test/DEV environment for testing of IDM solution.
- MFA. Deployed MFA solution for the UMB Campus in which all new users will be enrolled.
- Impersonation Rule.
- Migration of servers from DCO to VXRail Production. Migration of all virtual servers from the Shrewsbury data center back to the Boston UMB campus. This will allow access to both local and cloud based resources.
- Consolidation and reduction of Web servers. Consolidated servers consisting of over 1000 websites into a smaller footprint. Additional consolidation will occur over FY23.
- Google Workspace administration and support. Provide administrative services for Google related offerings.
- Shibboleth Authentication. Provide authentication and expertise for federated authentication specifically Shibboleth.
- Linux Administration support Provided UMB staff Linux related support.
- Monthly Deprovisioning task automation. Established automation through scripting through the UMB provisioning process.
- HighRisk/Compromised accounts & Abuse. Additional scripts

“ On behalf of the Faculty Council, I just want to extend my enormous gratitude to Jamil Moosavifard, Marla Filoso, Brian Forbes, and Apurva Mehta, for all the work they have done and the many hours put in to help us sort out a multiplicity of difficulties we have been having. Their prompt, competent, and efficient help have been of enormous benefit to the faculty and faculty governance and we most certainly would not have been able to get our work done without your labor. I assure you we do not take it for granted and are well aware that places like universities don't work without the labor of folks like you who prop us up and make our work possible. So thanks a million.

- C. Heike Schotten, Chair, Faculty Council

## Application Services

- Since the occurrence of the COVID pandemic we have tracked on a weekly basis, key performance indicators and metrics for the entire ITS Division. We now produce 158 individual graphs, with additional data collection graphs created as the need arises to capture new or changing data or systems.
- We chair two monthly committees, IT Syzygy, ITS cross departmental status reporting, and the Student Administration Technical Committee SATC, both with the attendance of numerous key contributors and stakeholders.
- We manage projects independently as an approved IT Project Management Office partner.

“ Rocky was the gentleman that helped me and I would like to express how responsive and helpful he was.

- **Sabrina Paola, Alumni**

## Web Services

- UMB Mobile App Redesign -
  - We consulted with Student Affairs, Student Government, and Student focused committees; we developed a 3 Release plan to upgrade the app over the next year. This focus was on the student experience. Release 1 was deployed successfully in FY22, Release 2 and 3 are slated for FY23.
  - Planned, orchestrated, and deployed the new ModoLabs V4.0 mobile app upgrade.
- Web Re-Architecture Program
  - This multi-year program will be implemented in several phases. All technology components have been established for a new Marketing and Engagement focus for the UMB site.
  - Phase 1 has been implemented, which includes the new UMB Logo and Tag Line, and a new Content Management System, Terminal Four (T4), has been established in Amazon Web Services, and the training of all Web Services staff members on these new technologies is underway.
  - The Amazon Web Services development, staging, and test environments have been established. We continue to work with internal departments and the vendor Carnegie (previously mStoner) and we have completed numerous Discovery Sessions with UMB key stakeholder areas. Web Governance planning is underway with Marketing and Engagement.
- SLATE
  - Throughout the year, we assisted the SLATE Project Team, led by the IT Project Management Office, in creating web capabilities that were not inherent in the out-of-box system for Enrollment Management and related administrative departments. This included the creation of web pages and specialized forms to further facilitate ease of use for our staff across multiple business areas. We created 63 forms that are a combination of customized landing pages and program landing pages. Created an interim brand standard for all email banner marketing templates in SLATE (with over 100 banners with unique images).
- New and / or Redesigned Web Sites - Although working remote, we were busy in FY22, implementing new and redesigning existing web sites across umb.edu. Including, but not limited to TeachOnline, Writing Center, and Manning School of Nursing and Health Sciences.
- Roadmap for Participatory Archives (ROPA)
  - We completed the entire web architecture of ROPA for Healey Library and deployed it in its' entirety in February of 2022. It is a complex and sophisticated site which encompassed 3 years of design and subsequent content entry activities. This was a grant funded project with the goal to bring together Higher Education Libraries and Public libraries nationally and internationally.

“ I would like to express my gratitude to Lisa Link for giving a talk at the ENVSCI First Year Seminar. Our students enjoyed your talk, and your suggestions are very helpful for their academic progress. We plan to use their photos on social media this semester.

- **Georgia Mavrommati, Assistant Professor, School for the Environment**

- Annual Updates to Student Forms - Continued yearly updates to student form applications for scholarships and opportunities (Biology-REU, Beacon Student Success Fellowship as well as CSM scholarship opportunities)
- Course Wizard - We updated the Course Wizard search form to include options for free and low-cost book courses.
- Course Catalog Application
  - Imported Winter, Spring, Summer and Fall courses. Created a process for importing non-credit, continuing education courses from PeopleSoft. Coordinated with Registrar's Office to make these courses available through the DELL Boomi API. Automatically cancel courses through our PeopleSoft API, converting a previously manual process. Created administration screens to manage imported data. Created an Academic Calendar in the Course app which is used to Open and Close courses for registration automatically. Created an administration screen to allow Marketing to override course data for several fields that were previously imported. Added a General Education filter to courses based on the filter in WISER. Added performance improvements to courses using caching.
- IT Student Photo Project: - Year 8
  - This year IT allocated 1 hour per week of student salaried time for participation to assist with this overall engagement. Collaborated with Client Services AVC on organizing the project.
  - Inclusive are physical exhibits and virtual collaboration meetings, and the introduction of FrameVR capabilities.
- Student, Staff, and Faculty Web Related Software Training
  - Training for new, or refresher courses for existing, web editors and content contributors continued as a virtual offering throughout the year. We also established a "Train the Trainer" program with Student Affairs, a model that will be used going forward to minimize the number of IT staff led trainings and allow super users within each Academic and Administrative Department to oversee training and changing resources within their departments.
  - Trainings are scheduled monthly for web specific software products, including the Siteimprove Web QA/QC/Analytics/ SEO/ADA Compliancy System, the Expression Engine Content Management System, Image editing classes, and photography workshops with customized curriculum. Total training sessions conducted and were virtually presented, resulting in 20 training sessions with a total of 102 attendees.
- Siteimprove Quarterly e-newsletter - Created all content, distributed, and maintained all associated eMail-lists.
- UMass Boston Interactive Campus Map - Mentored PACE student on redesigning the Online Campus Map layout.
- Admissions CAS landing page - Creation of interim brand standard for all email banner marketing templates in SLATE (over 100 banners with unique images).
- Native American and Indigenous Students website - Currently in early phase development for FY22 with an FY23 implementation scheduled.
- Isilon Storage Migration -
  - The Isilon Network Storage Device is at end of life and slated for removal by the end of 2022. For the past year, we have migrated all folders and files off the Isilon to the existing UMB Microsoft One Drive offering. This affected over 20 Administrative and Academic departments, and IT staff from Application Services and Systems teams, worked together completing the migrations and security access controls in an

“ I have had the pleasure of working with student employee Yensis Pena in my capacity as support staff for the Frisone Center for Italian Cultural Studies, for which Yensis has been an extraordinary help. He designed and drafted email templates from my highly vague specifications. They worked flawlessly -- but he did not stop there. Unbidden, Yensis wrote to schedule a meeting where he would analyze the effectiveness of my mailer, offering expertise I did not expect at all but could not appreciate more.

- Troy Tower, Lecturer, Modern Languages Lit, Cultures

“ Andy, as always, was very helpful and supportive.

- LaRinda Roper, Departmental Assistant, Center for Collaborative Leadership

“ Tam is always very professional, available, and very flexible. It's always a pleasure to work with him. Keep up the great work!

- Nancy Chincholi, Business Process Systems Analyst, Controller's Office

organized manner. The project will be completed by the end of September 2022 and is at 95% completion.

- ITS Project Portfolio - In FY22 we produced the ITS Project Portfolio tracking document.
- Student Contributors
  - We mentored and directed two PACE students throughout FY22 who worked on production level work.
  - We mentored and directed two Urban Scholars students in the summer months who worked on production level work.
- Service and Support Incidents - Web Services staff resolved 1,014 incidents and requests for service tickets in FY22.

## Application Administration and Support

- Service Now - Incident, Request for Services, and Knowledge Management
  - The deployment of modules ramped up significantly in FY22. We implemented a Self-Service Web Portal to centralize the collection, assignment, and tracking of all IT Service provisioning requests reported by staff, faculty, and students. Additional Service Request specialized forms were created to meet the needs of requests for Preferred Names, and the Central Business Unit.
  - With an eye to continuous improvement, we offered the system to non-IT departments as well. Currently established are Central Business Unit, Student Affairs, College of Nursing and Health Sciences, and the College of Science and Math. Additional Administrative departments are in progress for use of Service Now, Request for Services, Service Catalog, Incident, and Knowledge Management processing replacing other for-cost products and / or manual processes.
  - We replaced the for-cost LivePerson online chat service implemented at the initial time of COVID with the native Service Now Chat service, saving the University \$ 15,000 annually.
- Service Now - Problem Management - We demonstrated the capabilities of the module to IT partners and are slating the implementation for the IT Service Desk early in FY23.
- Service Now - Asset Management
  - We initiated a new project with the IT Project Management Office, to deploy the Asset Management Module in FY23 and are in the Discovery Phase at this time. The outcome will be a centralized repository for all hardware assets from cradle-to-grave and will be implemented to meet the needs of several departments that are currently manually intensive. These departments include Receiving, Property, Controllers Office, and all areas of IT, allowing the collection of physical, logical, and financial attributes, activities tracking, and integration with Incident, Problem and Change management modules in use currently, replacing an end-to-end manual process.
- Service Now - Service Requests - We automated several service requests and related data collection forms for Aira Accessibility, Blackboard Course Copy, Chosen Name, and Student Affairs Technology.
- Service Now - Reporting - We create weekly metric reports for the use of IT management and distributed Administrative and Academic user departments utilizing Service Now Incident Management to record and track incoming incidents and service requests.
- Service Now - Workplace Safety
  - This module was procured to handle all things COVID related. Due to the ever-changing face of the COVID pandemic, we continue to customize the module to best fit the needs of the Boston campus. Currently we continue to track Faculty and Staff vaccinations and boosters. We create automated reports to the Chancellor's Office and University Health Services on a weekly basis.
- One Drive Share with Everyone

“ Lucille, thank-you! You are really, really good at your job, and your superiors need to know that! I'm continually impressed by IT staff.

- Elizabeth Bussiere, Associate Professor, Political Science

“ Hung N went well above and beyond the requirements of the situation and was incredibly courteous and respectful.

- Rebecca Mailman, Alumni

- We identified an issue with this Microsoft out-of-box capability, which allowed users to share their files with all UMB users of One Drive. This issue was identified as a problem by Microsoft, and we moved swiftly to rectify it with proactive scripts to close this hole in the out-of-box system, solving this problem for now and the future.
- Roadmap for Participatory Archives (ROPA)
  - We completed the entire web architecture of ROPA for Healey Library and deployed it in its' entirety in February of 2022. It is a complex and sophisticated site which encompassed 3 years of build, design, and subsequent content entry activities. This was a grant funded project.
- IT Student Photo Project Year 8
  - This year IT allocated 1 hour per week of student salaried time for participation to assist with this overall engagement. Collaborated with Client Services AVC on organizing the project.
  - Inclusive are physical exhibits and virtual collaboration meetings, and the introduction of FrameVR capabilities.
- DocuSign E-Signature and Power Forms
  - There was a significant uptick in the use of DocuSign in FY22, with users becoming more comfortable with not only simple electronic signature capabilities, but the creation of both simple and complex Power Forms, providing a solid platform for this processing. Overall, we expanded the system user base by 61% from 8,708 to over 14,000.
- Qualtrics - Assisted the College of Science and Math Senate Elections with their surveys with almost no notice.
- Modern Authentication
  - Working closely with UITs and the IT Project Management Office, a centralized solution to access control operations has started and will be completed in early FY23 for UITs supplied applications and selected campus-based applications. This change affects approximately 55 applications for the Boston campus and will allow simplification of access to our users by providing a consistent look and feel for access to these applications. Currently access control is done with differing products, we have sought a one product interface solution throughout FY22 in the Azure cloud environment. Initial results have been Peoplesoft Summit (BI), completed, with additional ERP and Shared Services applications in progress (i.e. HRDirect, Finance, Buyways), then campus-based applications being completed through the remainder of calendar year 2022.
- Enterprise Database Environment move to Microsoft Azure Cloud
  - In 2022 we migrated our pre-existing on-premises Enterprise SQL Server environment and databases to the Microsoft Azure Cloud environment. We also shut down and decommissioned the pre-existing hardware servers (Mercury1 and Mercury2), another cost-avoidance, and freeing up rack space in the Boston campus iHub. We provided analysis activities to assist us in tuning the environment for business-critical applications such as Print Services, Institutional Research Data Warehouses, Active Directory Synchronization, and the Beacon Card systems, to name a few.

“ I wanted to drop a note to acknowledge the help Linda Sudlesky gave me as I prepared for my course this semester. Linda was great!! She met with me many times, even when I had last minute questions... she was comprehensive, knowledgeable, patient and professional. I am very grateful for her assistance and her continued offer of support. While I am still clearly in the learning stages, I have been able to successfully get it up and running for the semester and I look forward to learning more as the semester advances.

**- Diane D'Arrigo, Assistant Vice Chancellor for Campus Services**

“ Christine was unbelievably patient and kind. I feel so lucky to have had her help, so grateful for her understanding and her patience.

**- Judith Smith, Professor, American Studies**

“ I just want to thank Kalindi Mehta for her incredible efficiency. Her prompt response to my requests, of which there has been many this past day or so, makes my job so much easier. She is so good at her job and it is greatly appreciated.

**- Dimity Peter, Program Director, Global Inclusion and Social Development**

- Emergency Notification Systems
  - The Boston campus uses multiple integrated systems to service several Emergency Notification systems and services. Our primary system is RAVE, which was upgraded to the latest vendor supplied version in FY22. Second is AlertUs, which provides desktop notifications and panic button capabilities and integrates to the VISIX cross campus TV monitor system. We have increased the panic buttons deployed by 40% in FY22 to a total of 76.
  - VISIX integration has been upgraded and is operational at this time. These include interfaces to the campus Public Safety organization. We envision additional increases in the need for AlertUs panic buttons in FY23. Currently, key areas are University Health Services, One Stop, Financial Aid, Bursars, Registrar's Offices, Admissions, Public Safety, and Healey Library.
  - We continue to monitor the growing needs for these systems and remain sensitive to their need for the safety of our campus community.
- PeopleSoft Account Administration - We continued to administer accounts for HR, Finance, and Student Administration (WISER) modules for Boston campus Students, Staff, and Faculty. In addition, we responded to requests for audits.
- Course Evaluations - We assisted the Provost's Office with complex Microsoft Excel processing for data analysis and reporting for selected colleges.
- Student Orientations - We continued to assist new students in accessing WISER at all student orientations throughout the year.
- X25 (25Live Analytics) - With a resurgence of on campus space planning, we have supported multiple areas with analysis of current space and X25 has once again become a key product in this process and use has increased significantly and is likely to continue to do so.
- Service and Support Incidents - Application Administration and Support staff resolved 643 ServiceNow incident tickets in FY22.

“ Lucille, thank-you! You are really, really good at your job, and your superiors need to know that! I'm continually impressed by IT staff.  
 - Elizabeth Bussiere, Associate Professor, Political Science

# Project Portfolio



	Jul 2021	Aug 2021	Sep 2021	Oct 2021	Nov 2021	Dec 2021	Jan 2022	Feb 2022	Mar 2022	Apr 2022	May 2022	Jun 2022	
<b>AIRA Project</b>													
<b>Campus Center Ballroom Upgrade</b>													
<b>CloudPC</b>													
<b>Course Evaluation</b>													
<b>Disaster Recovery</b>													
<b>Enable Inclusive Identity</b>													
<b>Enrollment Technology - Slate</b>													
<b>FY22 AV Upgrade Program</b>													
<b>FY22 Information Security Improvements</b>													
<b>FY22 Network Core/Edge Upgrade</b>													
<b>FY22 NG-911</b>													
<b>FY22 Public Safety Communications</b>													
<b>OneDrive Adoption</b>													
<b>Remote Labs Pilot</b>													
<b>Roadway Video</b>													
<b>SQL server migration to Azure</b>													
<b>Summit Cloud Migration</b>													
<b>UMB Mobile App</b>													
<b>UMB Website Redesign</b>													

## Aira Project

Timeline: Jan 1, 2021 - Sep 22, 2021

Status: Complete!

Project Owner: John Mazzarella

Aira is a tool to connect people who are blind or have low vision with real, highly trained professionals who provide visual information on demand. This application and service has great utility for accessibility at UMB and would particularly be useful in assisting students and staff with university-mandated requirements surrounding physical distancing, navigating and avoiding campus construction, and accessing digital information that has yet to be made fully accessible.

## Campus Center Ballroom

### Upgrade

Timeline: Feb 1, 2021 - Dec 31, 2021

Status: Complete!

Project Owner: John Jessoe

This project involves the replacement and upgrading of the AV System in the Campus Center Ballroom with a new Digital AV System, that will include the AV Switcher, Interfaces, Projectors, Microphones. The upgrade will also include three new podiums with built-in Computers and HD Cabling to allow for the connection of newer model laptops via HDMI cables.

## CloudPC

Timeline: Jul 1, 2021 - Sep 15, 2021

Status: Complete!

Project Owner: John Mazzarella

The CloudPC 2.0 is design to upgrade the current CloudPC 1.0 to provide a more robust experience for the student and provide Information technology with new tools sets that will enable proactive monitoring and troubleshooting capability

## Course Evaluation

Timeline: Oct 1, 2021 - Mar 1, 2022

Status: Complete!

Project Owner: Apurva Mehta

The goal of the initiative is to replace the outdated and no longer support course evaluation technology (Scantron) with the current version of the Qualtrics product.

## Disaster Recovery

Timeline: Jul 1, 2021 - Jun 30, 2022

Status: On Schedule

Project Owner: Jamie Soule

Disaster Recover planning to produce D/R plan with associated infrastructure inventory, plus implementation of D/R VxRail cluster.

## Enable Inclusive Identity

Timeline: Oct 1, 2021 - Jun 1, 2022

Status: On Schedule

Project Owner: Mike Metzger

The objective of this project is to identify best practices and technology changes that can provide a inclusive, respectful, seamless and welcoming experience with processes and systems that reflect that goal and value.

## Enrollment Technology - Slate

Timeline: Nov 1, 2020 - May 1, 2022

Status: Complete!

Project Owner: John Drew

This project will serve as a replacement of the current Target X application and will enable the 'decoupling' of the undergraduate admissions process from Peoplesoft. The project will provide an autonomous, campus specific admissions and marketing platform that will increase the efficiency and effectiveness of the undergraduate and graduate admissions recruitment and marketing efforts.

## FY22 AV Upgrade Program

Timeline: Jul 1, 2021 - Jun 30, 2022

Status: On Schedule

Project Owner: John Jessoe

This is a yearly program that manages a number of AV sub projects each cycle. Maintaining our classroom and lab with the latest technologies are critical for our students, faculty and staff. The FY 21 project has targeted 18 TEC 1 & 2 classrooms and labs to be upgraded. The program will also replace UMB TV end of life Vbrick Set top Boxes with Visix Media Players and upgrade 30 LED projectors to Laser.

## FY22 Information Security

### Improvements

Timeline: Jul 1, 2021 - Jun 30, 2022

Status: On Schedule

Project Owner: Wil Khouri

A full year project designed to implement University security improvement initiatives to ensure our University security profile, guided and assessed by an annual audit and a pen test - scope includes Azure SSO, IPAM, MFA, SIEM, ...

## Network Core/Edge Upgrade

Timeline: Jul 1, 2020 - Dec 31, 2022

Status: On Schedule

Project Owner: Jamie Soule

The campus has begun the 1st phase of the campus network upgrade that will include an external vendor assessment of

our current environment and design plans for the implementation of the comprehensive network core/edge upgrade.

## NG-911

Timeline: May 1, 2021 - Dec 31, 2022

Status: On Schedule

Project Owner: Jamie Soule

The project is charged to implement the state-of-the-art NG-911 (next generation) emergency communication software. The goal of the implementation is to increase the communication, response and coordination of emergency services between the campus police and emergency service providers.

## OneDrive Adoption

Timeline: Jan 1, 2022 - Dec 31, 2022

Status: On Schedule

Project Owner: Ray Lefebvre

Migrate share drives to Microsoft OneDrive and decommission Isilon storage array.

## Public Safety Communications

Timeline: Jan 1, 2022 - Dec 31, 2022

Status: On Schedule

Project Owner: Michael Metzger

The project is design to identify, review and update/replace all current public safety analog based communications with digital technology.

## Remote Labs Pilot

Timeline: Aug 15, 2021 - Dec 1, 2021

Status: Complete!

Project Owner: John Mazzarella

Collaborative pilot project with the College of Management to provide remote access to labs. If successful this technology may be extended to additional labs.

## Roadway Video

Timeline: Jan 1, 2022 - Jul 1, 2022

Status: On Schedule

Project Owner: Michael Metzger

Enhance roadway video capabilities across campus leveraging Blue Light poles

## SQL Server Migration to Azure

Timeline: Jul 1, 2021 - Nov 1, 2021

Status: Complete!

Project Owner: Linda Modiste

This project is charged with the decommissioning of the IT mercury 1 and 2 servers now at end of life. The project will migrate all applications from the servers to the Azure clouds services.

## **Summit Cloud Migration**

Timeline: Oct 1, 2021 - May 1, 2022

Status: Complete!

Project Owner: Ray Lefebvre

A multi-campus project, the summit cloud migration project will migrate the current on premise summit reporting capability to the OAC (Oracle Analytics Cloud). The project will provide new data visualization tools and machine learning features. In addition it will also provide a high availability and disaster recovery processes fully managed by Oracle.

## **UMB Mobile App**

Timeline: Jan 1, 2021 - Sep 29, 2021

Status: Complete!

Project Owner: Michael Metzger

The project will reevaluate the current mobile application with a new redesign that will be student focused and include enhanced functionality to provide an easy to navigate\meaningful application for students, staff and faculty.

## **UMB Website Redesign**

Timeline: Jul 1, 2021 - Jun 30, 2022

Status: On Schedule

Project Owner: Jonathan Lee

This project will take a comprehensive approach to the redesign of the current UMass Boston website. The project has three phases; Marketing Research, Branding and Website Redesign.