

IT Annual Report 2023

Jan Faust

Table of Contents

WELCOME FROM THE CIO 1

MISSION VISION & VALUES 2

AREAS OF FOCUS AND KEY PRIORITIES 3

IT ORGANIZATION CHART 4

DEPARTMENTAL INTRODUCTIONS 5

YEAR IN REVIEW..... 8

PROJECT PORTFOLIO 18

Welcome from the CIO

Information Technology permeates all aspects of our lives – a fact reinforced by recent advances in artificial intelligence, cybersecurity, quantum computing, etc. – and further evidenced by the UMass Boston For the Times and IT strategic plans which both honor the past, recognize the present, and embrace the future.

Honoring the past includes acknowledging those who have come before us and applying lessons learned along the way, recognizing the present entails working together to meet and exceed expectations, and embracing the future focuses on continuous improvement through IT partnerships.

This annual report reflects past, present, and future through notes of praise for a job well done, by listing and recognizing recent major IT accomplishments, and by acknowledging the fledgling “One IT” strategic partners program; all of which reinforce the key role that IT plays in enabling and advancing student, faculty, and staff success.

I am proud of the accomplishments outlined in this annual report and appreciative of everyone who contributed. This report truly reflects “One IT” campus wide reinforced by tangible real-world outcomes.

Special thanks to everyone involved in IT service delivery at UMass Boston past, present, and future.

Sincerely,

Raymond V. Lefebvre

Vice Chancellor and CIO

University of Massachusetts Boston

MISSION VISION & VALUES

MISSION

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

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

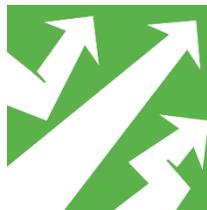
UMass Boston IT Services is committed to the values of:

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



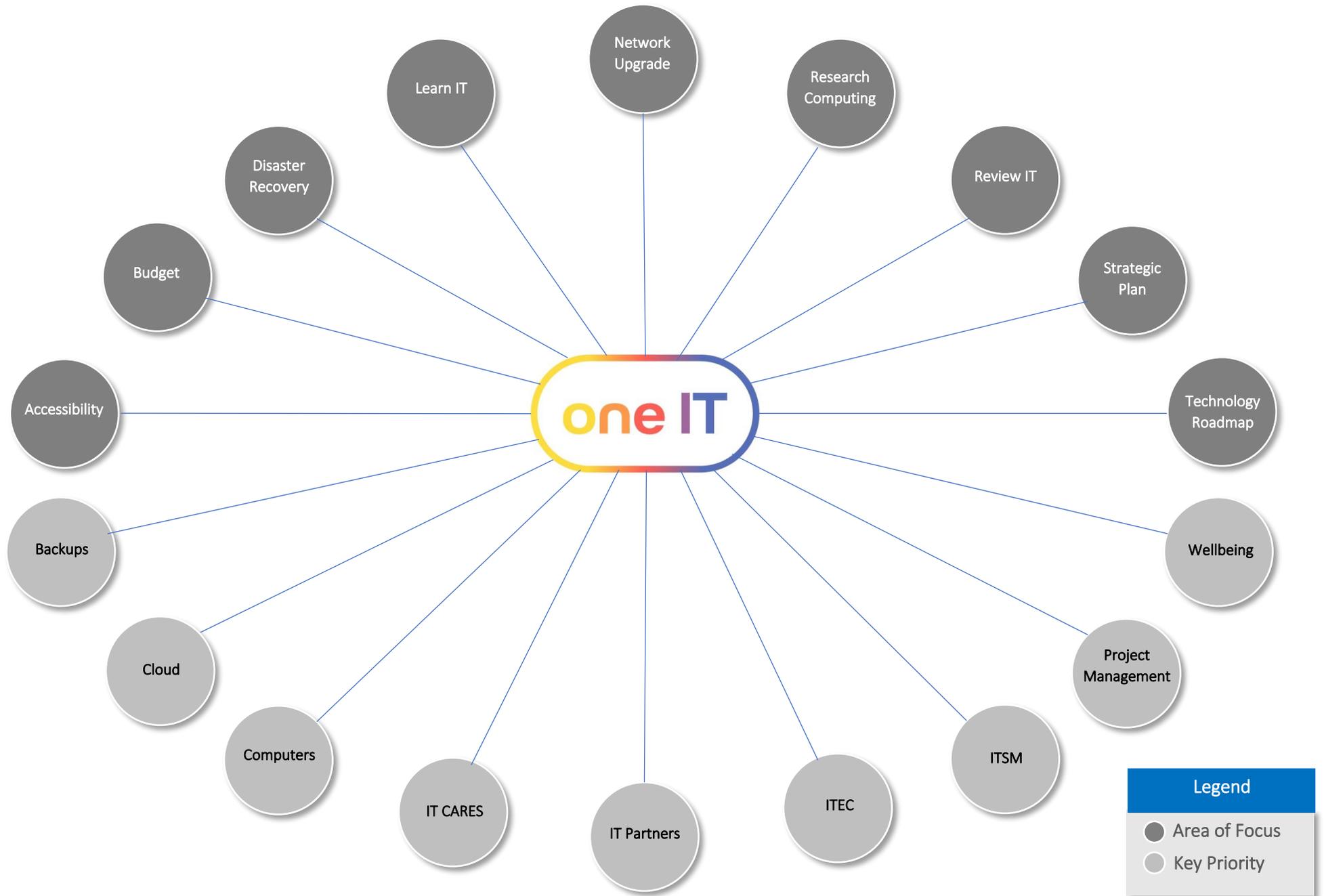
We are committed to the mission of the university and the people we serve, and we work hard to ensure successful outcomes.

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

• **Nicole Robinson**, Executive Assistant

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

• **Zack Ronald**, Senior Classroom & Instructional Technologist
[Student Employees: 5]

Jeffrey Dusenberry, Director Research Computing
• **Kurt Keville**, Research Computing Associate

John Jessoe, Director, Classroom Technology and AV Services
• *Open Position, Academic Technology Specialist*
• **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**, McCormack AV Office Supervisor
• **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 Learning Design Services
• *Open Position, Senior Learning Designer*
• **Rrezarta Agimi**, Online Learning Designer
• **Ellen Foust**, Senior Learning Designer
• **Kalindi Mehta**, Senior Learning Management System Administrator
• **Gene Shwalb**, Principal Learning Designer
• **Linda Sudlesky**, Senior Learning Designer
• **Peter Tofuri, Jr.**, Learning Management System Administrator
• **Irene Yukhananov**, Digital Initiatives Lead
[Student Employees: 1 | PACE Employees: 1]

John Mazzarella – Assistant Vice Chancellor, Client Services

• **Katherine Ananis**, Technology Training Specialist
• **Theresa Nelson-Miller**, Technology Services Adoption Specialist
[Student Employees: 1]

Nasser Abasali, Director, IT Service Desk
• **Dann Brown**, IT Service and Support Specialist
• **Christine Carpenito**, IT Service Desk Support Consultant
• **Rocky Haggard**, Software Support Specialist
• **Lucille Nguyen**, Student Supervisor
[Student Employees: 20]

Quan Nguyen, Director, IT Desktop Services
• **Andrew Arcadipane**, Desktop Applications Support Consultant
• **Nadya Clark**, Desktop Support Consultant
• **Binh Le**, 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: 2]

Trieu Ly, Director, IT Managed Services
• **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: 5]

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 McClellan**, Business Systems Analyst II
• **Bhaves Shah**, Database Administrator

Wil Khouri - Assistant Vice Chancellor and CISO

• *Open Position, Information Security Analyst*
• **David Bonczar**, Senior Information Security Architect
• **Cam Hughey**, Information Security Analyst
• **Daniel Mayer**, Endpoint Security and Threat Hunting Analyst
• **Alison Murray**, Senior Information Security Specialist
[Student Employees: 1 | PACE Employees: 2]

Neil Rosenburg - Assistant Vice Chancellor, Business Operation

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

Jamie Soule, Director of Network Services

• *Open Position, Network Engineer*
• **Sereynita Altarejos**, Administrative Assistant II
• **Kurt Charlton**, Operations Technician
• **Carmine DiFilippo**, Technical Specialist II
• **Donald Foye**, Senior Network Engineer
• **Scott Gilbert**, Senior Network Engineer
• **Damond Lassiter**, CIS Telecom Network Engineer
• **Eduardo Luciano**, Network Administrator
• **Larry McKeon**, Telecom PBX Engineer
• **Mimoza Papargjir**, Administrative Assistant I
• **Robert Siebert**, Staff Assistant
• **John Tansey**, Operations Technician
• **Ruth Tremblay**, Clerk IV
[Student Employees: 2]

Marla Filoso, Interim Director of Systems

• **Yuk Fung**, Enterprise System Administrator
• **Daniel McDonald**, Linux Web and HPC Administrator
• **Jamil Moosavifard**, Senior Systems Administrator
• **Chhorda Rorth**, Enterprise System Administrator
[PACE Employees: 1]

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

Open Position, Director IT Web Services

• **Lisa Berelson**, Senior Web Designer/Developer
• **Kevin Gerich**, Senior Web Developer
• **Daniel Heck**, Web Designer/Developer
• **Lisa Link**, Senior Web Designer/Developer
• **Peter Tattlebaum**, Senior Web Developer

IT Partners

- **Eric Berry**, Director of Laboratories, Psychology Department
- **Christopher Brindley**, IT Administrator, MGS
- **Jeff Coburn**, Senior Web Services Manager, ICI
- **Chris Colon**, Director, Student Affairs Technical Services
- **Justin Comeau**, Director Emergency Enterprise Risk Management, A&F
- **Joe DeVivo**, Info & Systems Administrator, Academic Support Services
- **Dung Do**, Assistant Director of Transportation Services, Parking & Transportation
- **Tim Dunn**, Director of Transportation Services, Parking & Transportation
- **Chris Kelly**, Information Systems Analyst, Health Services
- **Apostolos Koutropoulos**, On-Line Program Manager, Applied Linguistics
- **Danny Luu**, Director of Enrollment IT Systems
- **Katharine Middleton**, Simulation Operations Specialist, CCER
- **Tom Mullaly**, Senior Systems Administrator, Computer Science
- **Francesco Peri**, Research Engineer/Project Manager, SFE
- **Mike Pollard**, Associate Registrar for Technology
- **Gustavo Portillo**, Assistant Director of Enrollment IT Systems
- **Larson Rogers**, Information Systems Manager, CNHS
- **Rosemary Samia**, Simulation Director, CCER
- **Peggy Tippitt**, IT Specialist, Quinn Graphics
- **Kahrim Wade**, Executive Director of Print & Distribution Services

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: Learning Design 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.

Technovator

The Technovator is a hub for faculty, staff, and researchers to work with IT to discover new and exciting technologies to enhance the learning and student experience. The purpose of the facility is to work directly with faculty, staff and researchers to discover new technologies and possibly pilot the technologies for their courses or elsewhere on campus to enhance the student experience.

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.

Learning Design Services

Learning Design Services 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. LDS 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.

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,

“ *It's hard to explain how excited and delighted we are with the 3-D model of the Old North Church, that the Technovator student employee, Gianluca Oppedisano created for us--but let me try! The model is fantastic in and of itself. More than that, though, it will help us help students (in particular) understand the building that we interpret. Students--and frankly many visitors--can find it hard to think about the exterior of the building when they are inside it, and for visitors of any age who have low vision, the model will provide access for them to "see" the Old North Church building. We are so grateful to you and the rest of the project participants. Thank you very, very much for your time and generosity with your resources.*

- **Catherine Matthews, Director of Education, Old North Church & Historic Site**

“ *I must tell you what a life saver the Learning Design Services Virtual Office Hours (VOH) is. Your staff is amazing. I have had almost 80-100 hours of Blackboard training since Covid. I am sincerely working on becoming more independent. Today between one or two emails, and VOH I resolved a "Self-enroll for BC 290 Group Project" within minutes. Linda responded to an email. Gene was on VOH later in the day, and Anusha was also helpful. I think your staff is the most efficient department in the University. Thank you! This eliminates quite a lot of stress. Keep up the good work.*

- **Michele Giargiari, Senior Lecturer, College of Management**

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 providing 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 Computer Lifecycle Management program to provide computers to employees and securely dispose of old ones.

“ Thanks for Hung Ong. Over the past four decades, I have been fortunate to have IT at my side. For me, a technological novice, it has been an ongoing learning experience. Many staff from Desktop Services and the IT Service Desk have been there to help me navigate the needed accommodations. No one has been as wonderful as Hung Ong. Hung, in addition to his expansive knowledge of computers and computer software, has all the pro-social skills of a clinician. He is highly empathetic with unlimited patience when dealing with the frustrations of a novice client. Hung is unflappable when working with clients like me whose problems are often complex. Overall, Hung is a shining example of what IT is all about. He adds luster to IT's role and mission on campus. In closing, again, thank you IT and especially Hung Ong, for always being there.

- Gary Siperstein, Ph.D., Professor Emeritus and Director, Center for Social Development and Education

Managed Services

Managed Services oversees the twelve shared teaching labs, Mobile Classroom technology, the Student Printing Service, and Microsoft Virtual Desktop environments. 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, Chromebooks, and other more complex IT services. Finally, we work with clients to leverage ITS Services to solve problems in their areas.

Technology Services Adoption

The Tech Services Adoption team 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.

“ I received training from Katherine Ananis on three Microsoft Teams topics yesterday. The training was the BEST training I have ever received at UMASS Boston. For once, I felt I like I came away from a training learning something. Katherine is a phenomenal trainer!! Thank you so much for letting me take this training. I look forward with more to come.

- Maria MacKenzie, Administrative Assistant, CNHS - Dean's Office

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.

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).

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.

IT Partners

New this year, IT Partners represent embedded business professionals with extensive IT backgrounds, skills, and responsibilities within their respective business units. IT Partners represent a natural extension of central IT services, are considered part of the "One IT" team, and fulfill a critically important IT liaison role in support of students, faculty, and staff.

Year In Review

Technovation

Nursing CCER Virtual Reality for Sim Education with IT Partner Rosemary Samia: Piloted two distinct types of VR Software for Nursing education, including Oxford Medical Sim and Llear dal VR Simulation. Technovation Team provided training, VR Headsets, Support, and piloting to assure a smooth and educational pilot.

Microsoft Power Automate for Writing Center intake: The Writing Center approached the Technovation Team with a request for automating their manual sign in and “turn-away” logs, along with combining a quick survey form. We investigated several tools and determined the Power Automate was the best tool for the job.

Old North Church VR in the Classroom: Completed the CLA Pedagogical Award Grant VR Project for the Old North Church and piloted the tours in the classroom for Professor Maryann Brink. Tours will be used throughout the History department in the coming semesters. We are continuing to enhance the tours using innovative technology.

RoboMaster Robots assistance for CS410- 6 students used the Technovator RoboMasters robots for the final project for Daniel Haehn’s CS410 course, Technovation Team aided with set up, coding, support, and informative guidance and practical use cases.

Virtual Reality for BIO101- Navitas- Professor Karla Schallie’s introduction to Biology Summer course is using the VR headsets for 3 classes to help engage the Summer Navitas students. Technovation team provided sideload of beta applications, in room support, training, and material guides.

Adobe Aero AR Creation- Faculty have asked about creation of Augmented Reality content, with the help of the Technovation Team we have successfully used Adobe Aero to create several AR projects including the Covid Cell and Flu Cells.

Linkedin Learning Content Path Creation- Co-Project with Classroom Technology/AV Services for Gerontology. Creation of a custom learning path for Gerontology and Nursing students called redefining aging.

Hosted a “Hackathon” student showcase for MakerSpace and Technovation Student’s to showcase their talents and ideas.

Worked with School for the Environment, Engineering, and Computer Science along with Haley and Aldrich to provide UMass Boston students with exploring innovative career opportunities outside and inside of STEM.

Sustainability Projects for the Nursing CCER: Creation of IV Caps and other what would typically be single use items to save the department money and wasteful plastic. This is part of the new effort for MakerSpace to work with departments on sustainability and plastic waste.

Senet Board for CLSICS230- Creation of several ancient Egyptian board games called Senet for professor to showcase and engage her students.

3D Plant and Animal Cells – BIOL101- Creation of 3D printed Plant and Animal cells with enhanced plastic pins to allow students to put the parts of the cell in the correct location, providing engagement and physical touch for learning.

CLA First! Bookmarks and Keychains: CLA First! Asked MakerSpace to design and 3D print custom keychains and bookmarks for orientations. CLA First! Are also looking for ways to incorporate MakerSpace into first year coursework.

Development of Student Self Print Model- Working in collaboration with the Engineering Department, MakerSpace are in conversations to incorporate 3D printing design and printing into course curriculum for two courses for the Fall semester.

“ Hi Gene, I sent out the google site link to all our students and am getting extremely enthusiastic responses from them. Thanks, Gene!

- Carol Sharicz, Lecturer, Curriculum & Instruction

Research Computing

Configuration and implementation of new storage - ITRC has configured and installed a number of network attached storage (NAS) devices, integrating some within our High Performance Compute (HPC) system. Groups supported include the Math and Chemistry departments, the Biophysical Instrumentation Core Facility, and individual PIs within the School for the Environment and the College of Science and Mathematics.

Biophysical Instrumentation Core Facility - ITRC has implemented a database server and integrated lab workstations in the UMass Boston environment for the Biophysical Instrumentation Core Facility.

IT Governance - ITRC has played a key role in establishing new IT governance at UMass Boston.

IT Strategic Planning - ITRC has played a key role in strategic planning, both for central IT and for Research Computing specifically.

Decommissioning of the GHPCC shared cluster - The aging UMass system-wide GHPCC shared cluster was decommissioned in June 2023. Prior to decommissioning, researchers' compute and data requirements were identified and moved to other systems.

UMass Boston joined the Unity shared cluster - UMass Boston formally joined the UMass Amherst Unity shared cluster with a seed contribution from the Office of the Vice Provost for Research. Participation in the Unity shared cluster grants UMass Boston researchers access to compute resources beyond what can be provided by our local HPC clusters.

Chimera expansions - With contributions from the Math department, and from an individual PI, we have expanded the compute capacity of our local cluster 'chimera'. The Math department and members of the PI's lab were given priority access consistent with their contributions.

Data security compliance - FY23 saw a considerable number of new requests to ensure compliance with either specific Data Use Agreements (DUAs) or with Department of Defense Controlled Unclassified Information (CUI) requirements. ITRC has played a key role in negotiating agreements and ensuring correct implementation and compliance.

Classroom Technology and AV Services

Production and Postproduction Work for UMass Boston Commencement Ceremonies – We produced, supported, recorded, live streamed, edited and created YouTube videos for each of UMass Boston's spring 2023 Commencement Ceremonies, i.e., Doctoral Hooding Ceremony, Undergraduate Ceremony and Graduate Ceremony. The Undergraduate and Graduate Commencement ceremonies returned to our campus this year and we utilized the UMB Fiber network to Live Stream both events and provide closed circuit indoor viewing locations at several locations on campus. To date the three ceremonies combined have received almost 18,000 views.

Event Support – We provided AV Support, Video Production and Postproduction services for over 80 events held in FY23 for several internal and external clients, some examples of the events we supported are; UMB Fall Open House and Spring Welcome Day Ceremonies, MCNHS Fall and Spring Pinning Ceremonies, Fall Convocation Ceremony, Fall and Spring Campus Update Meetings, Black Lives Matter Day, Afro Latinx Event, Equity in Sports Event, Robert Wood Lecture, Veterans Excellence Awards Ceremony, Massachusetts Gubernatorial Debate event, 25th Annual Martin Luther King Jr.- Amilcar Cabral Event, Keith and Angela Motley Residence Hall Dedication, Charlie Titus Retirement Celebration, Performing Arts Fall and Spring concerts, etc... We also supported several External Events for EMPATH, Mass BioEd, Mass Health Equity Compact, CLCDN, Mission Safe, etc..

“ *John Jessoe, Wowwww! What a great video. I possibly teared up and ended with a laugh so thanks for doing such a great job of capturing these voices. I'm so thankful for all of your hard work on it.*

- Jacqui Schuman, VC & Director Athletics and Recreation

Video Creations - We created over 20 videos for our internal and external clients, we created a video for the Reframing Aging Project for the Gerontology Program, a Mentor Corps video for Professor Jean Rhodes, a student interview video for playback at the Community Partnerships Fireside Chat Event, a congratulations video for the Charlie Titus Retirement

Celebration, a student video for the McNair Graduation, a video for the Pension Action Center and several other video creations for Chancellor Messages, etc...

YouTube Video Postings – The UMass Boston YouTube Channel is an important hosting and viewing option for videos created by our unit and other departments on campus. This past year UMB posted over 220 videos to the channel and our department uploaded over 100 of those videos for various UMass Boston Departments.

AV Installations – We provided project management for several AV Installations in FY23 including 7 AV Upgrades for the ISC Meeting Rooms, adding equipment to support Hybrid Meetings. We also upgraded the AV systems in 15 Classrooms that received complete make overs by Facilities that included new carpet, ceilings, lights, painting, etc.. In addition to those major AV Installations, we also provided installation and project management for over 15 other spaces on campus, adding equipment to support hybrid meetings in departmental conference rooms and adding TV Displays in several other areas on campus. We also solicited quotes and issued purchase orders for 5 Campus Center Meeting Room AV Upgrades and an AV Upgrade for the Chancellor’s Conference Room and the One Stop Office. In addition to those projects, we also plan to replace the AV Control Systems in UH Rooms 1100 and 1300 this summer and add AV Equipment to several Classrooms this summer to equip them to support BeaconFlex teaching and have taken delivery of most of the equipment needed for those upgrades and installations.

Fusion Upgrade – We migrated our Crestron Fusion Classroom monitoring system from an on-premises server to a VM hosted machine, allowing us to utilize an upgraded OS, stay current and resolve on-going security issues present on the older hosted machine.

Zoom and UMB TV Support – The Zoom Meeting and Webinar tool is still heavily utilized daily by our faculty students and staff. In FY23 we issued over 2000 Zoom Licenses, hosted over 179, 200 Zoom Meetings and over 150 Zoom Webinars. We also provided over 70 Zoom Drop-In Training sessions for faculty and staff. This past year we also invested in a Zoom Events Platform License and saw that license utilized numerous times by Enrollment Services and other groups on campus. We also created and posted over 380 Slides on the UMBTV System across the campus and increased the total number of UMB TVs locations to 45.

“ Just want to thank Lauren Luis so much for assisting today with the OLLI Open House. This was our first time doing a large event in this hybrid manner, and you made it seem so easy. OLLI will be doing some large events later in the fall, so this gives us a great idea of what to expect and maybe look at ways to change up a few things.

- Jim Hermelbracht, Director, Osher Lifelong Learning Institute

Echo360 Support – Echo360 is still a widely utilized teaching tool by our faculty and students. This past year we had over 13,300 Echo360 Classroom Captures, with over 272,813 views of those Echo360 captures.

Classroom Support, (Including BeaconFlex Option) – We provided day, evening and Saturday technical support throughout FY23 for our over 290 spaces on campus with AV Technology. This past year also saw the advent of additional BeaconFlex course offerings and my group was also called upon to provide daily support for over 80 BeaconFlex classes held across the campus in the summer, fall and spring of FY23.

AV Repairs – We replaced/upgraded 22 lamp projectors on campus, upgrading those classrooms with new state of the art laser projectors that will provide better and brighter picture quality and eliminate the need to replace the lamps every 3000 hours. We also repaired and replaced equipment in our Technology Classrooms as needed throughout FY23 to ensure that the AV Systems in all our technology classrooms are in working order daily to support teaching and learning.

Learning Design Services

Website Revision - Successfully completed the timely consolidation of the Learning Design Services website in preparation for migration to the new CMS.

Disability Activities - Participated in the Teach Access Grant Committee and Massachusetts Concurrent Enrollment Initiative. Provided ongoing support for the MAICEI program director in supporting her students with disabilities.

Workshops and Webinars in BeaconFlex Modality & Courses - Successfully offered and ran 30 workshops of which 7 sessions dealt directly with ChatGPT. Helped 16 faculty members successfully complete the Teaching and Learning Online course for new online course development.

LMS Review of Canvas, Ultra and D2L platforms - Successfully designed and implemented a face-to-face and virtual review of Ultra and Canvas with campus wide stakeholders and provided recommendations to the Provost.

Virtual Office Hours Expansion - Offered 10 additional Virtual Office Hours per week to provide full time support services to faculty, staff, and students Monday–Friday 9am–5pm.

Blackboard System Administration - Integrated Pronoun choices with all Blackboard accounts. Updated Embanet support toolkit and the SNOW knowledgebase for ITServiceDesk. Completed upgrade of Blackboard LTI integrations to replace outdated Building blocks.

YouTube Team Channel - Increased number of instructional videos by 50% on the Learning Design Services YouTube channel.

Adoption of LinkedIn Learning - Sent “LinkedIn Learning Video of the Week” to faculty, staff, and students as a marketing campaign for the Spring semester.

Educational Technology

Hosting the Annual Conference on Teaching Learning & Technology

Hosted the annual University Conference on Teaching, Learning & Technology (UCTLT): Disruptive to Innovative Technologies @UMass Boston, in May 2023. Topics covered were around ChatGPT, The impact of ChatGPT; ChatGPT & Our Students: Impact of Generative AI on Academic Support; Bridging the Gap: Technology-Enhanced Peer Mentoring Programs as well as Considerations for Decolonizing the Work Within and Across Library Services. The event brought together over 60 faculty and 25 Academic Support staff. Three faculty were awarded for their contributions in teaching – NTT Faculty; Community Engagement; and Academic Support.

Addressing the Digital Access Gaps in Education (ADAGE) - Recipient of a \$2.9 million multi-year federal grant.

Over a period of two years to work with 200 UMass Boston students and 100 families in anchor communities allowing them to attend classes remotely and have access to training resources via broadband connectivity offered through the Digital Inclusion Program. Each student will be given a laptop and a hotspot for internet connectivity. Professional development workshops will be offered in the areas of IT, CyberSecurity, and other STEM disciplines.

Develop/Launch the OER Program

Three faculty adopted OER content as part of our first incentive program saving students hundreds of dollars. Two courses in Biology and one in Arts took advantage of this incentive to convert from a traditional textbook to one that is open.

IT Governance

Define, set, and launch four of the six IT Governance Working Committees.

Research IT Governance structures and recommend a model.

Learning and defining the charge, goals, and membership of the six working committees.

Standing up four of the six committees.

“ I am writing to provide a letter of evaluation for Linda Sudlesky, MEd, who was a valuable assistant to me. Her skills are outstanding and her ability to communicate and be an informed participant in the education of our students is invaluable. Her knowledge of the intricacies of Blackboard and how to uncover problems when courses are transferred from one faculty to another was very helpful for me. I am grateful to her for her timely ability to respond to my request and help me to deliver accurate content related to what was in the course syllabus. Linda is an excellent teacher, as she guided me in learning the innovations that Blackboard has instituted to make grading tests and assignments easier and more timely.

- Margaret McAllister RN, Ph.D., FNP., Associate Lecturer RN-BSN program

IT Strategic Planning

Update the IT plan and align it to the new University Strategic Plan. With assistance from three members of IT, we reviewed several documents (Tech Road Map, Project Portfolio, etc.) and drafted 6 goals which we shared with Ray/CIO.

Zoom and Blackboard Storage Policy - With approval from ATC, we implemented the Zoom and Bb storage proposal/policy. Old Zoom recordings and Bb course shells stay active for a period of 2 years.

Course Evaluation – Gradescope - Using Gradescope to stand up a completely new system for course evaluation to meet the contract needs of the faculty.

Host – TEACH 2022/2023

Faculty development - hosted three events – one on BeaconFlex, a second one on Supporting Neurodiverse and Autistic/ASD Students in the Classroom and a third on ChatGPT/AI – followed by multiple sessions to support faculty.

Host – New Faculty Orientation and onboarding them – both TT and NTT.

Volunteer Work (on campus): Undergraduate Commencement [internal].

Committees: ATC (Academic Technology Committee) – taking the lead on setting agenda, drafting minutes and mid & annual report., Academic Council Meeting – Monthly Meeting, OER – UMass Boston (Chair), Open Educational Resources – Representing UMass Boston on the State-Wide initiative , Evaluation of Teaching Taskforce, Faculty Council, Library Faculty Committee, UITS – IT Strategic Sourcing, UCLTL – Ed Tech Conference (Chair)

Technology Services Adoption

Group Based Teams Training – Offered customized trainings for groups of staff on Microsoft Teams, so that coworkers can adopt and be trained on Teams all together, which creates a great method to improve Teams adoption.

Microsoft Forms Workshop – Created a workshop on Microsoft Forms and added it to our regular rotation of training topics offered each semester.

Training Registration System Changes – Evaluated and migrated all trainers to use Zoom’s free registration tool, allowing us to not renew the previous dedicated training registration system, GoSignMeUp.

IT Website Migration – Significant cleanup work in preparation for the forthcoming migration to the new website content management system.

Knowledge Base Migration – Moved over 100 pages from our webpage to be hosted on our Knowledge Management System, Service Now.

Tech Summer Camps – Executed the 9th annual “Tech Summer Camps”, a collection of technology training workshops offered through the summer to all employees.

Service Desk

Pop-up desk for Orientations – I was incredibly grateful for the opportunity to coordinate the highly successful Pop-up desk for the start of classes (two weeks) at the Campus Center, Upper Level. We expanded our Pop-up desk this year to include Managed Services and Application Services. All stakeholders (students, Faculty, and staff) appreciated the opportunity to receive immediate excellent customer service and technical support (One IT).

Satellite Desk (Pilot Project) – We launched the Satellite Desk in front of The One Stop and expanded our Service Portfolio - we offered walk-up assistance with a staff of one student - Monday, Tuesday, Wednesday, and Thursday from 11:30 am – 1:30 pm. Even though our service requests were light, we are very hopeful that we can offer future Satellite Desks at strategic locations throughout campus depending on our budget.

“ Apurva, This is truly wonderful. Thank you for your leadership on this and thanks to Ellen and Lucas for their great work as well.

- Joseph Berger, Provost

Service Desk team continues to offer excellent customer service and technical support – The Service Desk team (staff and students) are one of the first responders of support for our Information Technology Services and our students are constantly receiving wonderful feedback from all stakeholders (Faculty, staff, and students). Luci does a remarkable job to train, mentor and coach our students.

Assisted Philip Begeal (Dir, New student and family programs) with New and Transfer Orientations – Nasser, Luci, Rocky, and Christine along with SD students volunteered their time to assist with Student Orientation (June 5-July 28) in the following locations: UHall 1100, Ryan Lounge, Campus Center – Testing Center and Healey Labs. Also, Luci, Theresa, and Zen did a wonderful PowerPoint on step-by-step instructions for MFA.

Assisted Dan Doherty (Associate Dir, New Skills Boston, and Early College) with Orientation – I did an intro to our Service Desk and demonstrated how to contact the SD for assistance through our Chat channel. Also, with the aid of SD Student assisted the following high school students to claim their UMB account and set up MFA (BCLA High School, Fenway and New Mission High School and Burke High School).

The official launch of the UMB Webstore – John Mazz and Rocky successfully collaborated and launched the UMB software distribution website - <https://umb.onthehub.com/>. This allows students, Faculty and staff to purchase software at significant discounts and off standard retail prices. The software@umb.edu was eliminated and now the Service Desk is the first point of contact for software assistance.

Adobe Cloud authentication migrated to Microsoft MFA (SSO) – Rocky worked with Alison (Security), Tom McClennan (Application Services) and David Gorfine (Project Mgmt) to move the Adobe Cloud to Microsoft MFA authentication. Now it's one username and password for both Adobe Cloud and Microsoft (SSO).

Desktop Services

Received, Imaged, delivered 398 new computers from the departments ordered. It's a combination of MacBook, Dell laptop, iMac, Desktop, and iPad.

IT Workshop- Dan had surplus 753 outdated computers for this fiscal year.

TLP Return and Conversion to Permanent Assignment-completion.

Train new staff hired by Apurva to manage Mobile -Network Lead & UMass Boston- Project Coordinator and Verizon Liaison

IT Asset Management- Continuing working, testing with Terry team fine tuning the application. Get it ready for deployment on July 1st 2023.

HP Printers Firmware upgrade. Hung O upgraded 63 HP network printers. 2 is off-line. 3 is accessible.

Popup Service Desk- Cooperative with Service Desk and Managed Service teams provide technical support to student, staff and faculty for the first 2 weeks of semester (Fall and Spring)

Intune training- Team take turn to attend the Intune training provided by security team.

Enroll 2 new students into PACE program. Hung Ong is a supervisor\mentor for students.

Viable computers QC check, upgrade RAM, replace HD. Dan & Alex had completed QC 33 units so far.

Provide about 196 units. It's a combination of Laptops, MacBook, MS surface, Monitors, Docking station, Webcam, Mouse & Keyboard from the inventory (NOS) to staff and faculty.

Managed Services

“ Nasser Abasali, Thank you so much for all the help and support you provided me during the Early College orientations these past few weeks. Besides the information and expertise your brought to our orientations, the students appreciated your energy and humor (they loved the fedora!). I really appreciate all the work you did to help make our orientations a success, and I look forward to collaborating again with you soon.

- Dan Doherty, Assoc Director, New Skills Boston

“ Hi Quan and team, Thank you for the home run!

- Ken Qiu, Sr. Analyst
Department: Controller's Office

Accelerated Bachelor's of Science in Nursing Orientation - Quarterly purchases, and prepared/set up/install Surface Go laptops for new incoming students per quarter – 60 – 80 students. Met with nursing students via Zoom/Teams to help them set up their laptops.

Chromebooks loaner program - monitor the Chromebooks' queue request, collaborate with library staff shelving Chromebooks available to loan to clients, ensuring Chromebook is in working condition, updates, and powerwash devices. Provided 120 Chromebooks for students in need through a special summer program under Directions for Student Potential.

Mobile device management - Platforms such as Apple School Manager, Jamf, and Intune, Google Admin. Purchase and deploy Apps, create, and deploy configuration profiles and policies, onboard devices, reprovision and de-provision Chromebook.

Printing/Kiosk - 18 WEPA printer redeployment (due to change in contract terms) Migrate all 30 Public workstations attached to WEPA printers campus-wide from Neverware Chromebox to Chrome OS Flex.

CloudPC/Splashtop - Work with Microsoft technicians to successfully troubleshoot frequent issues that CloudPC (AVD) faced, reducing tickets by around 70-80%. Initially starting with a pilot project of 25 computers in Fall'22, expanded Splashtop deployment to 45 computers, with 15 courses and close to 500 users have used it.

GoodMaps/Aira - Coordinated with GoodMaps to rescan the Campus Center at no cost to UMass. Negotiated with Aira for 2022-2023 contract extension at 2021-2022 pricing and to continue to offer the needed services.

Ross Center - Established regularly scheduled meetings with Ross Center team. Provided significant assistive technology and accessibility support to Ross Center staff and students.

Global Accessibility - Collaborated with Learning Design and Communications to roll out Global Accessibility Awareness Day email campaign series.

Accessibility testing - Provided Accessibility testing and guidance for UITS/ACA health form, guidance for multiple wiser student issues, and guidance for the UMB website redesign project.

Applications Administration & Support

We relocated all Application and Web Services teams from the Bayside Office Park 150 Mount Vernon Street to Wheatley 02-203.

We transitioned all Web Services design, development, and web applications team from the UMB Information Technology Services Division to the Marketing and Engagement Division.

We migrated, along with the UMB IT Systems group and our management team to coordinate and migrate all campus users and departments with data on Isilon EOL Storage Device. We communicated with users by email, zoom, and Teams meetings regarding their data migration to OneDrive. Coordinated days and times with those users and did all migrations successfully to the Microsoft OneDrive environment.

On boarded new departments to ServiceNow, including Transportation.

Completed a major upgrade to the Tokyo version of ServiceNow.

Switched over 35+ applications to Azure SSO Single Sign On Authentication.

Worked with RAVE and Modo Labs to fix integration with the UMB Mobile App.

Configured RAVE to work with the upcoming SMS changes relating to 10DLC.

Added AlertUs speaker system to RAVE and configured it to work with our current alerts.

“ Matt McCubbin, Great speaking with you yesterday. Thank you and your team for all your help. Most of all, thank you for hearing my IT concerns and reaching out through e-mail and voice. I'm happy to learn zoom provides a feature for zooming.

- Judith Edwards, Student

Worked with IT Network Services to decommission AlertUs desktop panic buttons (95+) to Mitel SIP Panic Buttons (Still in Progress).

Helped migrate UMB Lab computers to the Lab OU.

Maintained applications for Healey Library, EZProxy, IT only management databases and applications.

Information Security Office

Concluded the Information Security Improvements Project and achieved most of the goals and milestones - The ISO staff reviewed the University's current security posture and identified those areas that can most speedily and cost-effectively be improved. The staff then summarizes its findings in a Plan of Action and Milestones (POAM) document dubbed the Information Security Improvement Project (ISIP). The POAM is a corrective action plan for tracking and planning the resolution of information security gaps where it identifies tasks and projects needing to be accomplished, detailing resources required to achieve the elements of the plan, milestones in meeting the tasks, and corresponding scheduled completion dates for the milestones according to "NIST SP 800-37 (Rev.2) Risk Management Framework for Information Systems and Organizations." The ISO pursues a follow-up information security assessment by a third-party entity. Based on the findings, the ISO staff identifies critical and strategic priorities, reviews their impact, and plans for future implementations.

Developed and implemented Security Orchestration, Automation, and Response (SOAR) playbooks for automated security workflows. - Azure Logic App playbooks have been developed to automatically respond to users clicking on malicious email links, enrich Sentinel incident data (IP information, URL and file hash queries, etc.), perform Tenable API queries for vulnerable devices, and prompt users with devices that are potentially infected with malware.

Expanded the role of Microsoft Sentinel by implementing planned connectors from various systems logs - As new solutions come online, it is imperative that logs and alerts from these solutions be sent to Sentinel. This occurs using data connectors. These streams of disparate log and alert data are ingested and correlated with existing data streams to provide a picture of the security posture of the environment. From here, the ISO staff can remedy alerts - either manually or automatically.

Retired legacy PA Firewalls and replaced them with the new PA- 5450 and enhanced remote connectivity options by offering native Palo Alto Global Protect VPN client to Linux, Android, and iOS platforms. - The staff successfully replaced the Palo Alto firewall pair and verified their high availability by failing over the units. The PAN-OS has been upgraded to 10.2.3-h3 (Nebula). This major upgrade can interpret zero-day threats in real-time using inline deep learning. Nebula also introduced AIOps, a new Advanced Threat Prevention service, Advanced URL Filtering, DNS Security, and IoT Security, among other significant enhancements. In addition, to further enhance secure communications from remote systems, support the zero-trust model, and enforce the Universities' authentication requirements, the ISO has purchased a global Palo Alto license that will enable the use of Palo Alto Global Protect VPN Client on Linux, Android, and iOS platforms.

Established a Network and Security Operations Center and operationalized it. Expanded PACE apprenticeships for the NSOC and improved mentorship and real-world, hands-on opportunities for students. - Staffed by four undergraduate and graduate students, the NSOC's PACE apprentices constantly monitor the ISO's toolset for real-time security incidents, including identity or asset-based incident response and vulnerability investigations. Additionally, the full-time members of the ISO conduct regular training exercises to better hone the apprentices' skill sets.

Modernized Identity and Access Security by implementing MFA on M365 for all applications and services, Migrated all applications and services to Azure SSO, and implemented the Cirrus Identity Bridge, allowing the retirement of deprecated Shibboleth servers. - The ISO completed the MFA campus-wide implementation and consolidation to one MFA provider using Microsoft, which was central to the next phase of modern authentication tasks. The ISO then partnered with the Systems and Applications teams to review and compile all applications used by the University, their contacts, vendors, and IdP connection details to plan implementation through Azure, allowing a unified federated access experience and process protected by MFA. The University's integration with InCommon faced unforeseen challenges

with Azure compatibility, and the Cirrus Identity Bridge solution was brought in and stood up to replace the deprecated on-premises Shibboleth servers providing InCommon access. The smooth transition provided seamless, protected access with the added benefit of visibility into where and how campus identities are being used.

Conducted a comprehensive Cyber Awareness Campaign (CSAM and Training) - The ISO ran a successful year of Security Education Training and Awareness programming that included awareness campaigns, phishing simulations, quarterly newsletters, a new and fun educational series, a targeted climate survey, in-person tabling, tailored sessions to the Osher Lifelong Learning Institute, and presenting our program's approach at a national conference. This year saw the full integration of students into the programming, which launched with National Cyber Security Awareness Month. The NCSAM programming included condensed awareness campaigns for students and staff partnered with infographics across campus and the ISO staff and PACE apprentices tabling in various locations to talk with the campus community about cyber from the perspective of "Identity is the New Perimeter".

Network Services

Network upgrade - University Hall, Campus center, McCormack, ISC and Healey are all running on new Aruba network equipment. Quinn, Service and supply and Clarke are the only buildings remaining to be upgraded. The three campus Data centers and the campus WiFi are next on the list.

Support for UMB commencement - All Network and telecom connectivity for the campus Emergency Operations center (EOC) as well as network connectivity for all AV services during commencement were installed, monitored and successfully leveraged for the commencement and EOC activities.

NG911 – All NG911 technical components are all completed and ready. Communication to users and last stage coordination with campus police are necessary next steps.

Panic Buttons – The Replacement of all alertus campus emergency notification panic buttons is at 50% deployment. We are making great progress towards completing all 100% of panic buttons and will retire the legacy alertus buttons once we have the new system in place.

Rubrik - All network design and engineering for the new Rubrik storage solution. Rubrik is now online and backing up critical systems on campus.

IHUB battery replacement – The Replacement of all IHUB UPS DC battery strings that protect critical campus power uptime to critical campus systems and networks.

UHall 1032 – The full design and specifications for upgraded cooling and UPS power in UHall 1032 (backup to IHub). The next step is to send specs and drawings out to bid.

Systems

Upgraded VxRail (4.7.550 to version 7.0.400) / RecoverPoint (5.3.2 to 5.3.3) / OMNI (3.1 to 3.2)

Set up RecoverPoint which is used to failover select high priority VMs from one VxRail cluster to the other in the event of a system failure

Built and configured 4 new domain controllers on VxRail DR to replace the ones on DCO

Completed the migration of servers and backups out of the Shrewsbury Data Center, aka DCO

Shibboleth services were migrated to Azure, and all Shibboleth servers have been decommissioned

Isilon to OneDrive migration is complete, and the Isilon SAN has been decommissioned

The new, powerful Rubrik backup platform has been installed and configured. All servers previously backed up via DCO/Commvault are now protected by Rubrik

Conducted a survey of VMs to determine possible migrations to Azure in the future

Started a test phase for a new Microsoft Single Sign-on Password Reset Tool (SSPR) that uses the Microsoft Authenticator App for heightened security. Working with Security and the PMO; Tests have been highly successful.

Configured the production VxRail Cluster to allow an Out of Band (OOB) network which is needed for the Wireless Upgrade Project

Project Management Office

The Information Technology Project Management Office manages a yearly portfolio of projects identified as critical to IT and the University community. The projects can vary in size, complexity, timeline, cost and resources requirements. Below is a summary of projects completed during the FY23 business cycle and the FY23 PMO portfolio report. For more detailed information about all projects please refer to the IT PMO quarterly report.

PMO FY23 Completed Projects:

AV Upgrade Project - this is a yearly program has completed the upgrades of all targeted TEC, classrooms and labs with the latest technologies that are critical for our students, faculty and staff.

Azure Password Management - to continue to provide a more secure method of password management the project team successfully completed the implementation of the Microsoft Azure password management functionality including the deconstructing current custom password management application to now only provide account claiming functionality.

Enable Inclusive identity SA - UMass Boston is an open and welcoming community. This project enhanced that vision by successfully introducing 5 new 'identity' components to enable our community to best reflect who they are. The components include: chosen name, sex, pronouns, gender identity and sexual orientation.

Financial Aid Excess Awards - the project team successfully completed the design, development and implementation of a custom process to provide residential students the opportunity to 'automatically' have any excess funds applied to their housing balance.

Information Security Improvements – this yearly program has successfully completed all targeted security improvements. For more detailed information on security achievements please refer to the Information Technology Security Office quarterly report.

Guest Registration – The project team successfully completed the discovery\prototype design to automate the guest registration process for students and alleviate manual efforts of the administrative staff. However, due to resource constraints further development of the project was halted until further notice.

Modern Authentication – the project team successfully completed the design and implementation of the migration of over 80 applications from current Shibboleth authentication functionality to the new UMB Microsoft Azure authentication and MFA functionality. In addition to increasing the efficiency and effectiveness of our authentication processes the project also delivered single-sign on capabilities across all applications targeted.

Residential Housing Integration - the project team successfully completed the design and implementation of a new data integration\business process between StarRez and Peoplesoft that will enable the Financial Aid staff access to this housing data via the Peoplesoft\summit application.

Project Portfolio



June 2023	Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
AV Upgrade Program												
Azure Password Management												
Cloud Strategy 2.0												
Document Imaging												
Enable Inclusive Identity HR												
Enable Inclusive Identity SA												
Financial Aid Excess Award												
Guest Registration												
Helio Campus												
Information Security Improvements												
IT Asset Management Intake												
IT Start of Classes												
Modern Authentication												
Network Core/Edge Upgrade												
Network Wireless Upgrade												
NG-911												
Public Safety Communications												
Residential Housing Integration												
Rubrik Backup and Recovery												
Windows 11 Migration												