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# INFORMATION TECHNOLOGY QUARTERLY UPDATE

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**APRIL- JUNE '23**



UCF

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**Information  
Technology**

UNIVERSITY OF CENTRAL FLORIDA

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APRIL - JUNE '23

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# A Message from Matt Hall

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Hello Knights, and welcome to the Information Technology Quarterly Update!

This report presents an overview of IT accomplishments and updates across campus from April to June 2023. IT@UCF has made significant progress on the 2022-2023 IT Transformation Roadmap, as shown on page three. We achieved several important objectives this quarter. We successfully completed phase one of our migration from Data Site Orlando (DSO) to Azure cloud. We also improved the security and integrity of information by implementing MFA protection for Webcourses. Additionally, IT@UCF further positioned itself as a regional technology leader by hosting events through the College of Medicine and the Office of Instructional Resources.

I extend my thanks to the IT staff across campus who tirelessly tackled the challenge of propelling these and other projects forward as we continue to construct a technological infrastructure and foster a culture of high-quality service. Our aim is to eliminate obstacles and empower members of the UCF Campus Community to achieve their full potential.

Thank you, and Go Knights!

A handwritten signature in black ink that reads "Matthew J. Hall". The signature is written in a cursive, flowing style.

**Matthew Hall, CISSP, CHFI, Security+**

Vice President for Information Technology  
and CIO



# IT TRANSFORMATION

## 2022 - 2023 ROADMAP



Dr. Ron Piccolo, Galloway Professor of Management in the College of Business, will help envision the future of UCF IT by assisting with the facilitation of UCF IT's strategy formation.



### Operations Planning: Toward the Common Good and RCM

As we move toward the Common Good funding model in the context of RCM, activity-based costing and service quality levels, investment profiles need to be discussed and locked in based on institutional quality, budget and risk tolerances.

This year, we are focusing on maturing our work environment by improving Workday, enhancing our comprehensive 24/7 threat detection and intelligence, finalizing labor sourcing and HEERF fund deployments and moving our core infrastructure to the cloud.

# IT FOCUS AREAS

2022 - 2023 OPERATIONS-FOCUSED



## 01 Infrastructure and Operations 51%

258 FTE (50,000 Assets)



## 02 Digital Transformation and Enterprise Systems 33%

169 FTE (1106 Applications)



## 03 Information Security 4%

18 FTE (55K events per month, ~300 SIRT incidents)



## 04 Data, Analytics, AI, Machine Learning 7%

35 FTE

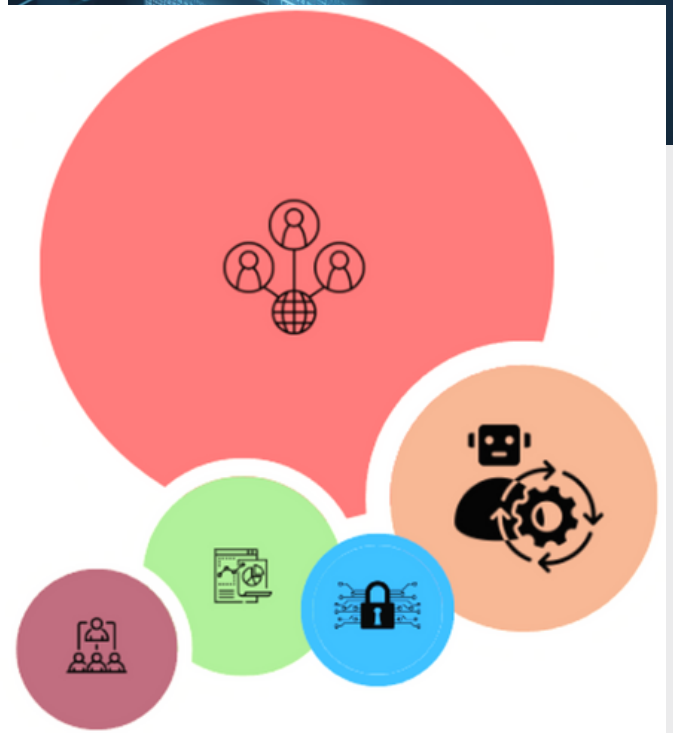


## 05 IT Office of the CIO / Management 5%

27 FTE (~200 Projects per year)



Work is focused around five primary operations



## THREE "BIG ROCKS" FOR 2023

1. HEERF/NETWORK STABILIZATION
2. STUDENT SYSTEMS
3. TECHNOLOGY RATIONALIZATION





# COLLEGE OF MEDICINE

UCF's Health Information Technology department has **modernized the College of Medicine's Anatomy Lab** to address the technological gaps and enhance the overall educational experience for medical students.

Faculty members have inquired about innovating the curriculum around the new technology



Implemented a Stryker high-definition camera system with integrated lighting to feed all student stations and lab monitors, allowing a closeup view of anatomical structures and techniques from the instructor's station or prep rooms

Upgraded to a wireless microphone system and antenna array to improve wireless coverage and eliminate audio dropout



Mounted five 65" Panasonic commercial-grade 4K monitors on lab walls and two 43" Panasonic commercial-grade monitors in prep rooms to view surgical camera systems locally

Installed 23 ADA-compliant, medical-grade monitor arms with 32" 4K capacitive-touch anti-microbial monitors



COM hosted funeral home directors on-site at the new Anatomy Lab to learn about new embalming techniques. The directors gave positive feedback about the technology, setup and the event overall.

**Michael Duong**  
Associate Vice President for Health and Information technology



# Human Resources

Human Resources hired a new HR partner, Jahan Vesamia, who is solely dedicated to UCF IT. HR is collaborating with Talent Acquisition to streamline both the recruitment and hiring processes.

Moving forward with the new strategy, HR is now able to offer the following new services:

## Core Services (Provided by Talent Acquisition)

- Sourcing talent and building candidate pipelines.
- Screening candidate pools based on minimum requirements.
- Shortlisting the most qualified candidates based on preferred qualifications.



## Enhanced Services (Provided by Talent Acquisition)

- Pre-posting strategy sessions to provide recommendations for job posting language, developing a recruitment plan and proactively sourcing candidates based on the hiring official's specific needs.
- Internal consulting team for executive searches, offering a strategic search plan and delivering top-tier talent acquisition services from job description creation to final candidate selection.

## Compensation Analysis (Provided by HRBC)

HR Partners are required to complete a Compensation Assessment that allows the Business Center to evaluate compensation up to the mid-point of the salary range, aiding in the hiring of new candidates.



### LaVerne Parchman

HR Director II  
Academic Affairs Business Center



# Administration and Finance IT



The Administration and Finance IT budget and organizational charts were provided to the Chief Information Office as part of the Admin and Finance IT team integrating with Central IT.

The team has completed the proof of concept and roadmap for the migration from the AirWatch Mobile Device Management system to JAMF. This will streamline services and reduce the number of supported applications.

A [new page](#) is now available to the UCF campus community on the Knights Experience Team website providing the latest in Workday news with updates in various areas of HR, finance and other system enhancements.



**Andrew O'Mara**

Director of Information Technology Services







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# PARKING SERVICES

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- Parking applications now allow individuals to assign their current parking pass/permit to a different vehicle for a temporary time (up to 14 days). Once this time has expired, the permit will revert back to the original vehicle assigned.
- Citation writer devices have been enhanced to optically read license plates, no longer requiring parking enforcement staff to manually enter a plate number.
- Citation pictures are now included in the appeals process, allowing any person appealing a citation to view the images taken for the citation.



**Update for**

# Public Safety

The Public Safety VPN has been upgraded to version 12, improving the application security and providing more functionality and license flexibility.

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A new website for UCF Victim Services has been published:  
<https://victimservices.ucf.edu/>

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The Florida Department of Law Enforcement completed an FBI Criminal Justice Information System (CJIS) audit. Public Safety has already corrected and submitted the four areas of concern raised in the audit.

The UCF Police Department is waiting on the compliance letter from the State.



# Facilities

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## Update



Facilities is on track with the migration of the Integrated Workplace Management System (IWMS) from on-premises to a vendor SaaS solution with a goal of implementing several Facilities work modules and workflows. The cutoff date is targeted for the end of July.

The new TrakaWeb Key Management System project is underway to replace outdated Traka32 cabinets. Impacted departments received the Project Roadmap in April.

The project has a projected end date of August 2024.



Facilities assisted Aramark with the implementation of a new point of sale (PoS) system.

Aramark is a vendor that provides food services to UCF, mainly serving students. This new PoS will improve efficiency of order processing and payments.

# INFORMATION SECURITY OFFICE



## Multi-Factor Authentication for Webcourses

ISO completed the implementation of Multi-Factor Authentication (MFA) protection to all accounts used for signing into Webcourses. All UCF students will now use the Microsoft Authenticator application to sign into Webcourses with their NID.

This MFA project plays an important part in the University's ongoing efforts to enhance the security of our network and academic data.

## Data Loss Prevention (DLP) Project

ISO has launched Phase I of the Data Loss Prevention (DLP) project. This project aims to strengthen UCF's data protection framework by implementing advanced technologies, policies and procedures to help identify, monitor and mitigate potential risks associated with the handling and storage of protected data within our university community.

### David Zambri

Assoc. VP and Chief Information  
Security Officer



# CTO VERTICAL



The first phase of the conversion from Data Site Orlando (DSO) to Azure cloud has been completed - moving 314 servers to Microsoft's Azure cloud with the help of our partner, Accenture. We identified approximately 964 servers running at DSO in total. The remaining ~650 servers will be addressed in upcoming phases of the project.

## Phase I



The following have been completed during Phase I:

- Setup a highly available 10 Gbit/sec ExpressRoute network connection to Microsoft,
- created a new network security model,
- leveraged infrastructure as code and automation pipelines to define security posture,
- and gracefully moved the servers to Azure with the help of the campus community.

## Phase II



The goal for Phase II is to get all non-ERP servers out of DSO by December 4, 2023.

- Retire 183 servers,
- retain 89 servers – moving them to main campus on-premises hosting,
- and re-platform 57 servers, moving applications to cloud-based solutions like Pantheon for web hosting.

After the completion of the next phase, we will only have virtual ERP-supporting servers remaining at Data Site Orlando. We have marked those ERP servers for cloud-based hosting using Oracle Cloud Infrastructure (OCI) with the assistance of a managed service provider.

The Cloud Infrastructure team will continue working on additional changes and operational improvements to optimize our cloud computing systems through projects going into 2024.

**Mike Scruggs**

Assoc. VP, Deputy CIO and CTO





# OFFICE OF INSTRUCTIONAL RESOURCES

On June 13 and 14, the Office of Instructional Resources and the Faculty Multimedia Center hosted the UCF Integrated Experience Tours for attendees of InfoComm 2023 - the largest audiovisual trade show in North America, bringing in 20,000-50,000 people from all over the world.

Led by Scott Prichett, Manager of Multimedia Services; Dylan Yonts, Manager of Multimedia Services; and Todd McMahon, Assistant Director of Instructional Technology, the tours offered the guests an inside look at UCF's Sandbox Classroom, designed as a space to test new technology in a live classroom environment. The Sandbox is a collaboration among the Faculty Center, Office of Instructional Resources (OIR), and Information Technology (IT).

**Don Merritt**

Director of Instructional Resources





# Office of Research

The team continues to provide direct support for research computing and data capabilities and demonstrates steady professionalism in presenting and publishing as experts in their domains.

- UCF IT and Research IT have partnered to work on onboarding the first project to the new Google Cloud platform environment for Dr. Dexter Hadley, who is working on an app to help with breast cancer detection through Digital Imaging and Communications in Medicine image data.
- An Azure Open AI subscription was established for UCF researchers to harness the power of Open AI large language models (LLMs). Dr. Zhongzhou Chen plans to develop student facing LLM applications that can help in academic assessment, training students to deal with misinformation, problem bank generation and testing providing feedback to students on conceptual questions targeting misconceptions.
- UCF Research IT helped two UCF researchers, Dr. Ozlem Garibay and Dr. Eduardo Mucciolo, receive \$42,500 in cloud credits for use on Amazon Web Services (AWS) to accomplish their research objectives. Dr. Garibay is working on a Distributed Vision Transformer for High-Resolution Image Classification and Dr. Mucciolo is exploring the use of Quantum Computing in AWS.

## RECORD NUMBER OF COMPUTING WORKSHOPS

In Spring 2023, the team organized 25 workshops for researchers - over 58 hours of training - on the following topics:

- High-performance computing
- Reproducible science
- Unix bash shell scripting
- Programming & plotting with Python, R, MATLAB, LaTeX for collaborative scientific writing
- Cloud computing for Machine Learning and Data Science
- Research data management
- Conductive longitudinal studies in Qualtrics

These workshops were conducted by UCF staff, faculty and external partners.

- UCF is working on a research partnership with ASU, and leadership from both universities met in June to discuss the strategic opportunities for collaboration

UCF hosted The Sunshine State Education & Research Computing Alliance (SSERCA) all-hands meeting on May 2, 2023, chaired by Dr. Glenn Martin, as well as the inaugural Florida Lambda Rail (FLR) Members meeting on May 1, 2023.

**Chad Macuszonok**

Assoc. VP of Research Technology



# IT@UCF

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