INFORMATION TECHNOLOGY QUARTERLY UPDATE

UCF | Information Technology

UNIVERSITY OF CENTRAL FLORIDA

CONTENTS

A Message from Matt Hall

Hello Knights, and welcome to the first edition of the Information Technology Quarterly Update! This report includes a comprehensive overview of IT accomplishments and updates across campus between January and March 2023. Our focus on improving the University's network (particularly the wireless), personal computing support, classroom technology support, web hosting and software licensing and distribution is reflected in this report with direct examples of how different areas at UCF are benefitting from IT initiatives and projects.

As you read through this report, I encourage you to reference the 2022-2023 IT Transformation Roadmap on page three to track all the positive changes that have been accomplished or are currently underway. This transformation is essential to teaching and research missions, along with the institutions overall mission, vision and goals.

Thank you, and Go Knights!

Matthew Hall, CISSP, CHFI, Security+
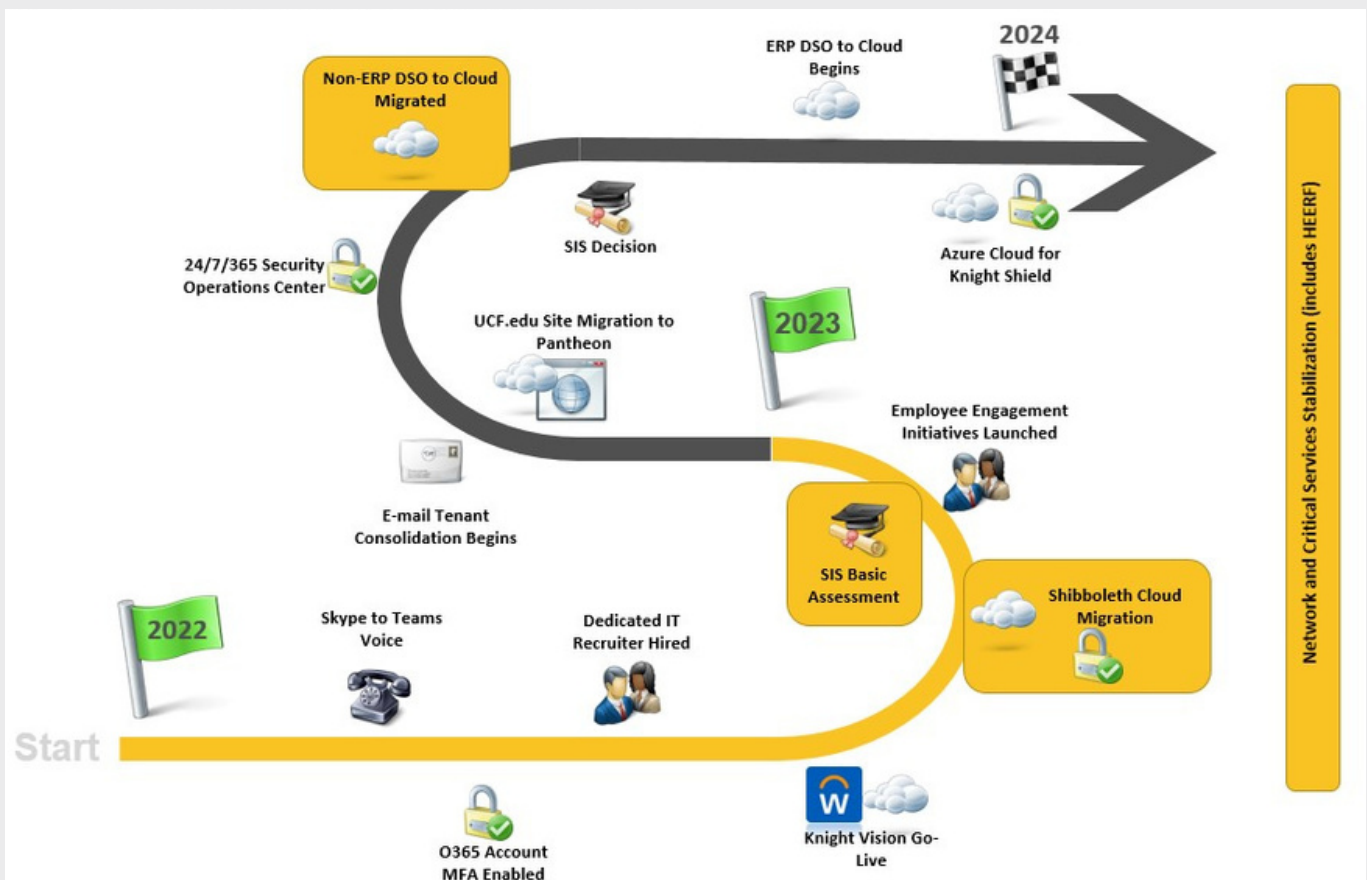Vice President for Information Technology and CIO

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 upon 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.

COLLEGE OF MEDICINE ACCOMPLISHMENTS

Established an indirect reporting structure for the College of Medicine - Knowledge Management and Analytics (KMA) to Health Information Technology.

Compiled unit data to quantify distribution of effort across the service catalog and define the cost of accounting.

Implemented an enhanced secure print architecture (Uniflow) to improve resiliency and scalability to support the expanded Academic Health Sciences Center in preparation for the planned cloud-hosting strategy.

Implemented a new call tree solution, Anywhere 365, to enhance the patient experience and provide real-time call metrics in the clinical enterprise.

Designed a Big Data storage solution to accommodate high availability of frequently accessed research data, along with timed transition to long-term archive.
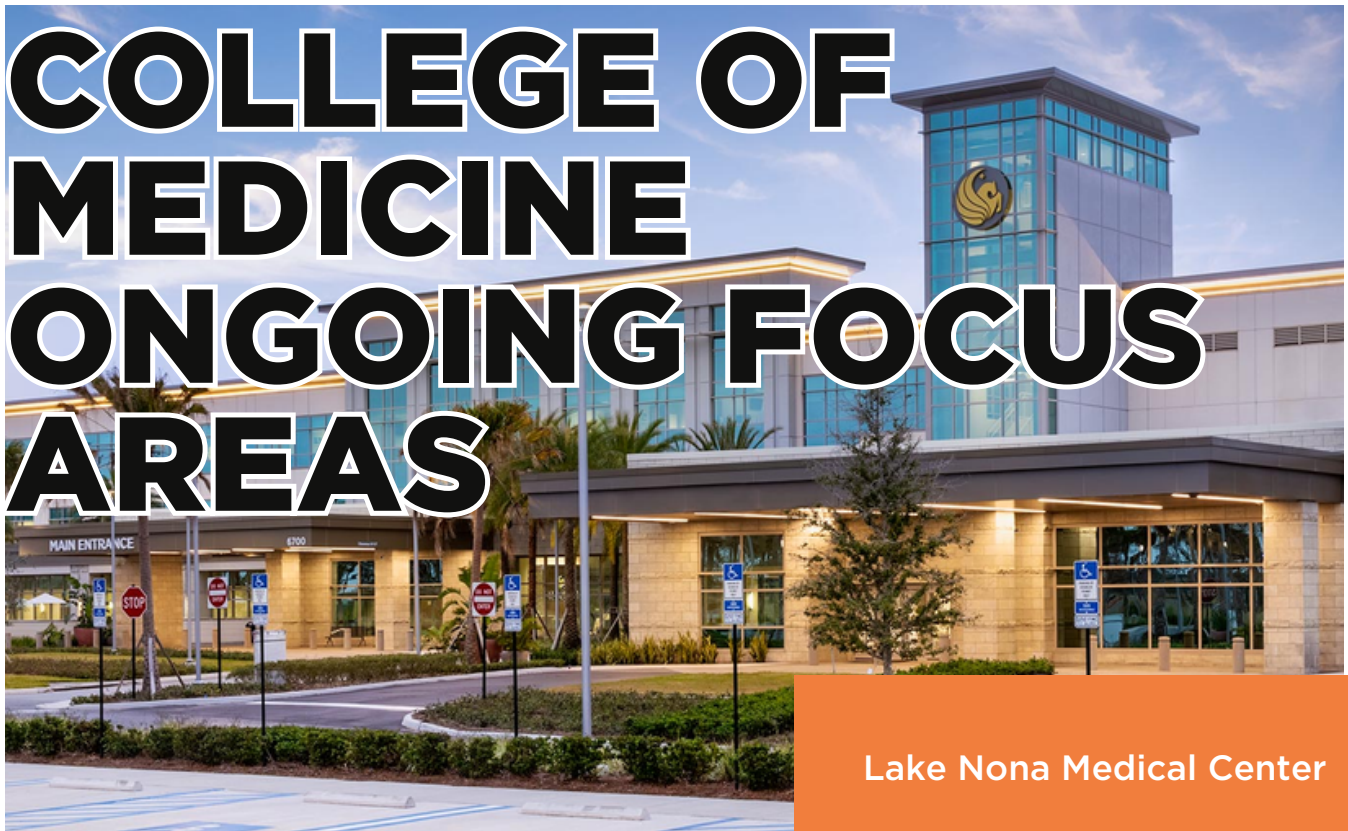
Opened the Central Florida Center for Huntington Disease Clinic (CFCHD) in partnership with BSBS, CHPS, COM and UCF Health.

Michael Duong

Associate Vice President for Health and Information technology

COLLEGE OF MEDICINE ONGOING FOCUS AREAS

Lake Nona Medical Center

IT Transformation efforts remain a large area of focus.

We will conduct ongoing refinement of service data and metrics in preparation for Common Good discussions: transitioning resources, platforms and tools associated with medical administration under a common Knowledge Management and Analytics (KMA).

We will also continue collecting metrics, identifying roles and responsibilities etc. to determine what it costs to deliver services.

Medical IT Focus

We will maintain focus on the growth of both the research enterprise and the clinical (patient care) enterprise.

Lake Nona Research Center

We will continue work to complete the Lake Nona Research Center by the end of calendar year 2023.

Administration and Finance IT

The Administration and Finance IT team is working on a consolidation of data from various department-level servers and migrating all financial data to one central repository to align with the restructuring associated with the implementation of Workday and SET. Work is ongoing with various accounting teams to implement the data structure and access rights. The goal is to <u>reduce the data footprint across multiple department servers and provide the Division with easier access to data</u>.

In January, the Administration and Finance IT Team completed the IT Staff Reclass and Compensation project. Staff appraisals have been completed with the updated position descriptions.

The team also added a new member with an Application Developer III who started in early March.

Andrew O'Mara
Director of Information Technology Services

PARKING SERVICES

Parking Services completed a proof-of-concept pilot for LPR (license plate recognition) technology. A review is underway of the scope of work to install fixed LPR in Garages A, C, D, H, F and I. An application for virtual chalking for short term parking, using a handheld device, is in development.

Update for

Public Safety

In response to the State of Florida Mandated Incident reporting migration, Public Safety has begun the process of converting the current reporting structure of Unified Crime Reporting (UCR) to the FBI National Based Incident Reporting System (NBIRS). This project will be active through 2024.

Provides greater specificity in reporting offenses

Collects more detailed information

Helps give context to specific crime problems

Provides greater analytic flexibility

Facilities

Update

Facilities is in the discovery phase of a 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. A series of meetings to develop a full scope of work is in progress.

Last year, all Facilities systems were migrated from Traka32 to the TrakaWeb Key Management Application, and a new standard to install iClass Prox readers was completed.

Single Sign On (SSO) testing was completed in January, and by the end of April we expect SSO to be active in the Production application.

RESEARCH CYBERINFRASTRUCTURE COMMITTEE

The Research Cyberinfrastructure Committee has kicked off! This cross-disciplinary faculty-led committee was created to better support the research cyberinfrastructure needs of the University.

A two-day in-person workshop, "Modern Cyberinfrastructure for Research Data Management," took place on February 16-17. The event offered hands-on training in Science DMZ, Data Mobility, perfSONAR network measurement and other affiliated Research & Engineering best common practices that are designed to operate modern research and education networks to support data intensive science. The event was a Training/Workforce Development collaboration in support of modernizing cyberinfrastructure for the promotion of research with the University of South Carolina, Florida Lambda Rail (FLR), Energy Sciences Network (ESNET) and Engagement and Operations Center (EPOC).

Chad Macuszonok
Assc. VP of Research Technology

Conflict of Interest Software (COI)

In partnership with the University Compliance, Ethics, and Risk (UCER) Office, the Office of Research, and Huron Consulting, the Graduate and Research Information Technology (GRIT) team launched the Huron Conflict of Interest (COI) software on October 31st, 2022.

Huron COI provides a centralized place for faculty, executive service, postdoctoral employees, individuals in positions of trust and employees engaged in the design, conduct and reporting of research (otherwise known as "disclosers") at UCF to submit their Potential Outside Activity, Employment and Conflict of Interest and Commitment Disclosure (AA-21). The system also integrates annual disclosure data with related research certifications to ensure transparency and document researcher compliance.

After the New Year, end user feedback was evaluated, and system settings were adjusted to reduce the number of times disclosers are required to take action in the system. These changes improved the user experience and helped reduce the administrative burden for both disclosers and central offices. GRIT is continuing to expand the training resources available in the system to improve overall user proficiency and contribute to increased efficiency and productivity.

Huron COI is part of the Huron Research Suite (HRS), UCF's cloud-based electronic research administration system first introduced in December 2018. This new system is the final implementation of Project Wahoo, the multi-year, multi-phased project focused on restructuring research administration business processes and supporting technologies. Huron COI replaced the homegrown legacy ARGIS system.
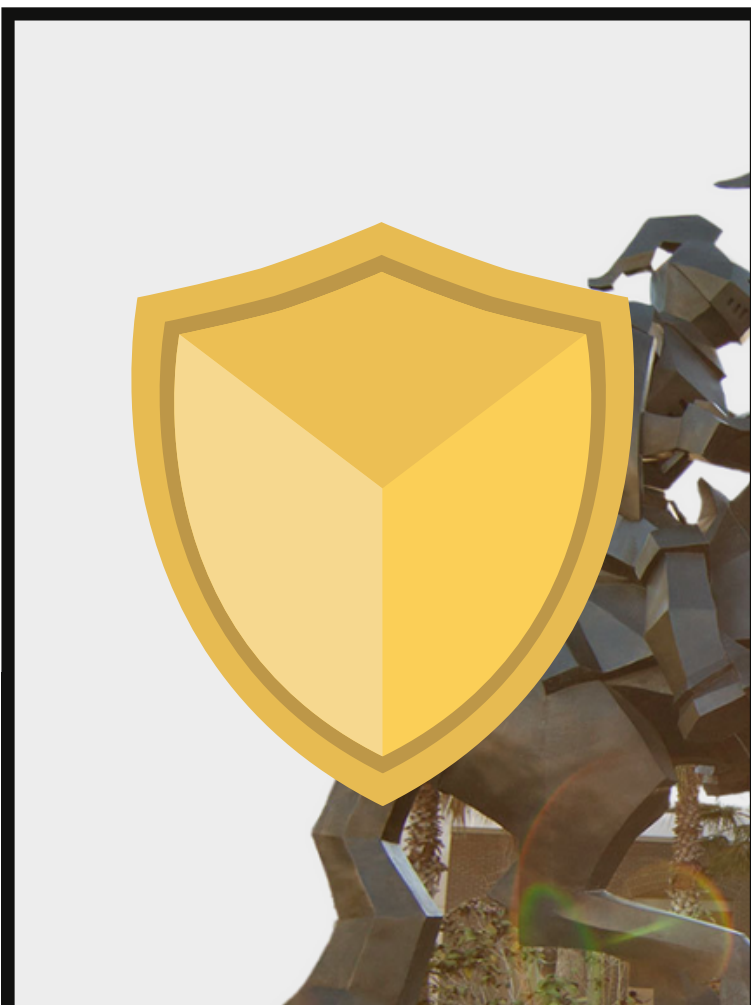
KNIGHT SHIELD

Knight Shield, a university policy for Controlled Unclassified Information (CUI) has been submitted to the Policy Committee for review. The fiscal year 2023 second quarter stats reflect a slight increase in sponsored research projects involving CUI, with 41 active projects totaling $35.3M in sponsored funding.

Business process improvements have been identified and are being implemented to ensure researchers are onboarded into Knight Shield and required compliance documentation known as the System Security Plan are completed before the awards commence.

What's New?

The SOW with Accenture has been finalized, and a late February kick off will begin the Azure GovCloud/GCC High project for Knight Shield.

Tammie McClellan

Program Director

INFORMATION SECURITY OFFICE

Threat Detection and Response

Completed an evaluation of vendors to provide threat detection and response services. Detection, rapid response and containment of a breach are critical to minimize data loss and reduce disruption to UCF operations. The solution will provide 24/7 monitoring, detection and response, intelligence focused on higher education threats and proactive threat hunting. It will also integrate with current UCF technologies and partner with the UCF InfoSec team.

Shibboleth

The single sign-on service Shibboleth has been moved to the cloud, increasing availability and enabling faster recovery and greater agility and scalability.

Vulnerability Management

Work is ongoing to improve the ISO vulnerability management program, including refinements to processes and measures of effectiveness.

David Zambri

Assc. VP and Chief Information Security Officer

C T O
V E R T I C A L

The conversion from DSO to the cloud continues. Over the next few months the remaining servers - approximately 150 from a total of over 1,000 - will be migrated to increase reliability and sustainability of service and allow access from anywhere.

Network services has also implemented a WAN service upgrade to increase the border network speed at the university from 20 to 100 gigabits per second (Gbps). This provides a shared UCF 100 for all three university platforms (internet, commodity peering and research).

The **Teams Voice Migration Project** was completed in March. This project has consolidated UCF on a single phone service for the first time in over 15 years.

- A total of 1621 voice lines were either migrated or disconnected.
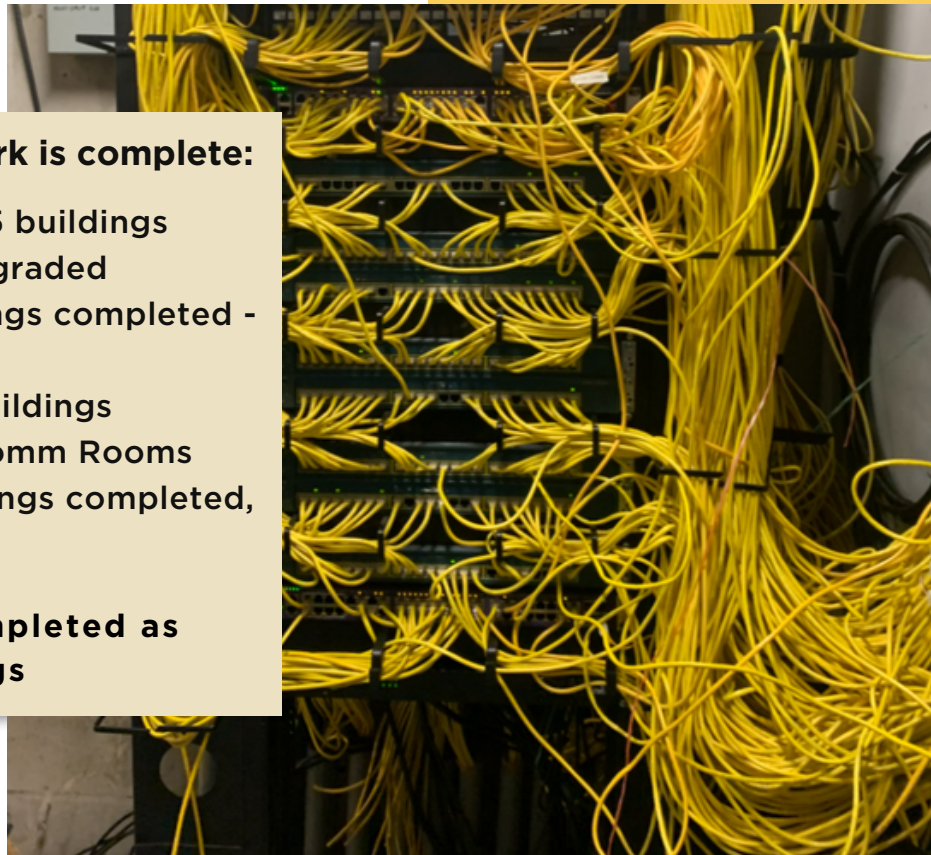- 13 Training sessions were provided to support users in the transition to Teams

Mike Scruggs
Assc. VP, Deputy CIO and CTO

H E E R F   I I

HEERF II student housing project work is complete:

- Lake Claire Housing Community - 15 buildings completed - Living Room Cable Upgraded
- Nike Housing Community - 7 buildings completed - upgraded cable and Comm Rooms
- Hercules Housing Community - 7 buildings completed - upgraded cable and Comm Rooms
- Libra Housing Community - 6 buildings completed, upgraded cable and comm rooms

Improvements have been completed as planned in 35 buildings

After HEERF funds:

HEERF II has also been allocated toward the HVAC and Electrical Comm Room upgrades for:

- Nike Housing Community (5 Rooms)
- Hercules Housing Community (5 Rooms)
- Rosen Housing Community (4 Rooms)

The upgrades are being completed by UCF Facilities.

Construction is planned to start and complete in April 2023.

IT@UCF

VOLUME 1

QUARTERLY REPORT: JANUARY - MARCH '23

🔗

WEBSITE:
HTTPS://IT.UCF.EDU

FEEDBACK FORM

MONTHLY
NEWSLETTER:
PAST ISSUES