
INFORMATION TECHNOLOGY QUARTERLY UPDATE



JULY - SEPTEMBER '23



UCF

**Information
Technology**

UNIVERSITY OF CENTRAL FLORIDA

JULY - SEPTEMBER '23

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A Message from Matt Hall

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

This report presents an overview of IT accomplishments and updates across campus from July through September 2023. IT@UCF has made significant progress on the 2022-2024 IT Transformation Roadmap, as shown on page three. We achieved several important objectives this quarter. We successfully completed the Student Email Migration project, migrating all existing student email accounts over to the ucf.edu email tenant. We also improved the security and integrity of information on our ucf.edu webpages by migrating them over to the Pantheon web-hosting platform.

During this quarter, we encountered a campus-wide network slowdown due to spiked utilization of our campus Border & ResNet firewall systems. I extend my thanks to the IT staff across campus who tirelessly tackled the challenge of resolving the network issues and getting our campus up and running for our first home game of the season! Our IT community displayed exceptional dedication to eliminating obstacles that would prevent the campus community from conducting their daily activities smoothly.

Thank you, and Go Knights!



Matthew Hall, CISSP, CHFI, Security+

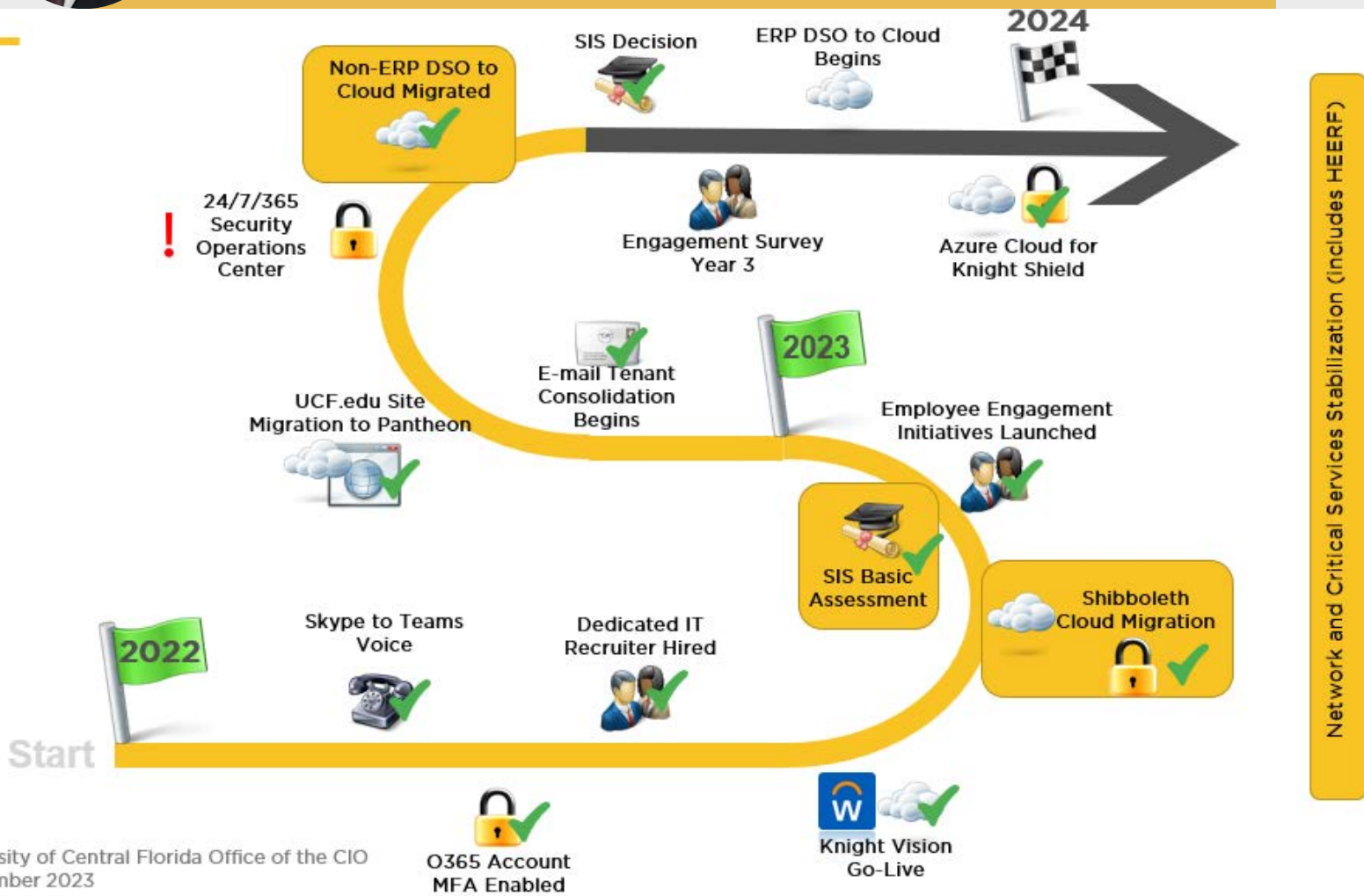
Vice President for Information Technology
and CIO

IT TRANSFORMATION

2022 - 2024 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.



University of Central Florida Office of the CIO
September 2023

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 (1204 Applications)



03

Information Security 4%

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



04

Data, Analytics, AI, Machine Learning 7%

35 FTE



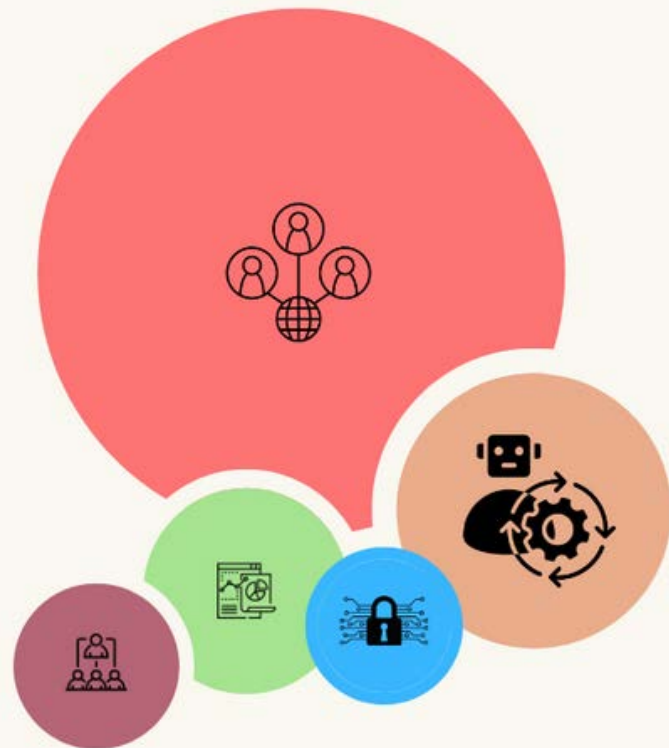
05

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



IT Leadership Workshop

IT Leadership hosted its second IT Leadership Workshop on September 14, gathering all UCF IT leaders for an in-person gathering to discuss the UCF Information Technology strategy, transformation and operational process improvement.

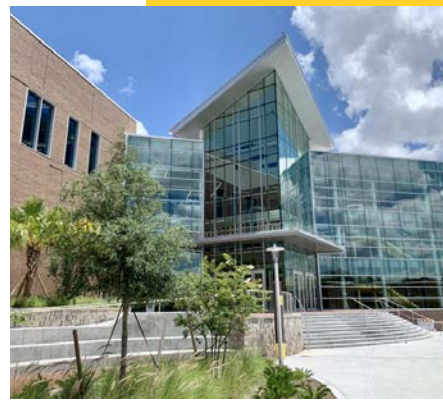
IT leadership is driving a transformation of the organizational culture to have a more customer-centric orientation. This ongoing evolution is the result of a proactive and purposeful process. By prioritizing the needs and preferences of UCF's diverse community, IT aims to enhance the overall experience for students, faculty, staff and other stakeholders.

This cultural evolution and a steady alignment with UCF strategic priorities signify IT's commitment to not only meeting but exceeding the expectations of the UCF community.



Facilities

Update



FACILITIES BUSINESS OPERATIONS DINING SERVICES



The Facilities team worked with Aramark to provide technical assistance supporting the implementation of Transact, a new food ordering system.

Transact enables food orders by kiosk systems in all restaurants. The team worked to align this system with the UCF federated ID tying NIDs to the Dining Dollars accounts.

On-campus restaurant food orders are now available via the Transact.com mobile app for students, staff and faculty. UCF receives 13% of all revenue from this service.



ENVIRONMENTAL HEALTH AND SAFETY (EHSweb) MIGRATION COMPLETE

The EHS 18-month migration project was completed in September, resulting in all modules becoming operational and all legacy data being migrated to the new app. The old app, a Server 2012 build, has now been decommissioned as a production database.



FACILITIES INTEGRATED WORKPLACE MANAGEMENT SYSTEM (AIM, AIMSPACE)

The Facilities IWMS was migrated to the hosted SaaS and is now an operational application. More to follow as we continue to add value through additional modules.

Andrew O'Mara

Director of Information Technology Services





PARKING SERVICES

The following enhancements were developed to the Parking Enforcement citation devices:

- Optical Character Recognition to auto-read plates via device camera.
- Added digital chalking, using preset timers.
- Auto generation of Citation warnings.



INFORMATION SECURITY OFFICE



Cybersecurity Awareness Month Planning

ISO geared up for October - Cybersecurity Awareness Month - by planning a month-long extravaganza of engaging events for the campus community to educate staff, faculty and students on best practices to safeguard themselves and fortify our university against cyber threats.

5 OCT Safeguarding Against Ransomware <i>Keith Givens Special Agent, FBI</i>	12 OCT Phishing and Social Engineering <i>James McQuiggan KnowBe4</i>	19 OCT Moral Implications of Artificial Intelligence <i>Matthew Hall, CIO and Jonathan Beever, director of UCF Center for Ethics</i>	26 OCT Cultivating Security Consciousness <i>Panel of experts</i>
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<https://infosec.ucf.edu/cybersecurity-awareness-month/>



David Zambri

Assoc. VP and Chief Information
Security Officer



CTO VERTICAL

HEERF Project Update - Housing Libra and Lake Claire Community

The team has made the following network upgrades using HEERF funds:

- Libra: 6 buildings/1030 resident beds
- Lake Claire: 15 buildings/702 resident beds

Phase I of the network upgrade focused on all wired and Local Area Network Connectivity (UPS and LAN switches).

By upgrading this equipment our students received the following benefits:

- Removal of numerous End-of-life/Sale equipment that led to higher than normal average repair times
- Increased network speeds from 100Mb to 1Gb on all hardwired network ports
- Additional network ports in living room spaces for common area equipment
- Increased power over ethernet to accommodate newer wireless access points (to be installed in Phase II)

Due to campus Housing scheduling, this installation required a tight time frame (under 4 days) to replace 68 switches. UCF IT utilized the HEERF funding to procure the switches and to have the reseller configure and install the switches with our team's "golden code" and oversight. This change in operating procedures (typically multiple network service team members would procure, design, code and install) allowed the majority of our Network Services teams remain working on other projects and operational duties while minimal oversight was given to our resell partner.

Overall, our Telecommunications sub-group has upgraded:

- 21 out of 52 buildings (40%)
- 1732 of 7031 to resident beds (25%)

Mike Scruggs

Assoc. VP, Deputy CIO and CTO



CTO VERTICAL

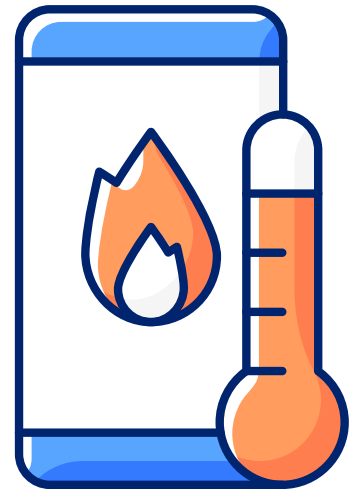
Emergency Response:

UCF IT Campus Downtown Node HVAC Issue

In early August, the Downtown UCF IT team noticed high temperature readings on equipment in the Doctor Phillips Academic Center node (DPAC) that rose to double digits above the manufacturer's threshold, a set number at which equipment can sustain permanent internal damage. In several pieces of equipment, temperatures reached 134 degrees or higher. UCF CTO Telecommunication team members worked tirelessly (over 250 hours) to ensure IT service continuity and to protect all electronics from catastrophic failures.

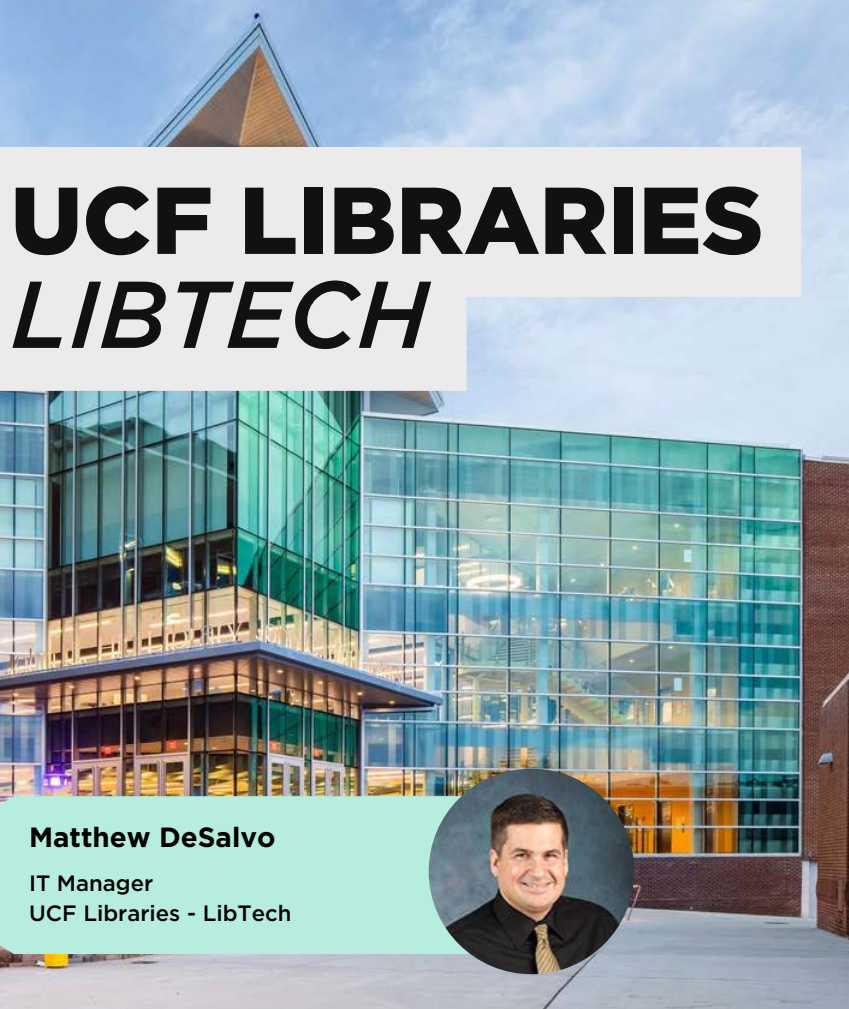
The team diligently reduced the heat load on the equipment by:

- actively reducing redundancy,
- constantly moving network ports
- and continuously moving and adding HVAC to the room and directly into equipment fans to keep services alive.



What equipment is in the DPAC room?

- DPAC network connectivity- AV IT equipment, offices, security, facilities controls, event spaces, etc.
- Downtown campus interconnect point for all UCF Buildings - Union west, Energy Plant and Center for Emerging Media (CEM)
- Wide Area Network Redundant connection point - connects to UCF 100Gb and all cloud infrastructure (Office 365)



UCF LIBRARIES LIBTECH

Matthew DeSalvo
IT Manager
UCF Libraries - LibTech



UCF Libraries IT department has opened up their new podcast studio - The Hitt Studio - located in the John C. Hitt Library. This podcast studio will be open to all UCF students, faculty and staff by reservation and at no cost by next year at the latest with a soft-launch during the Fall 2023 semester.

This podcast studio is equipped with state-of-the-art audio and video recording technology. A LibTech support member will accompany each studio user during their first session to assist with operations.

If you're a staff member interested in participating in the soft launch, please contact matthew.desalvo@ucf.edu.

Graduate and Research IT (GRIT)

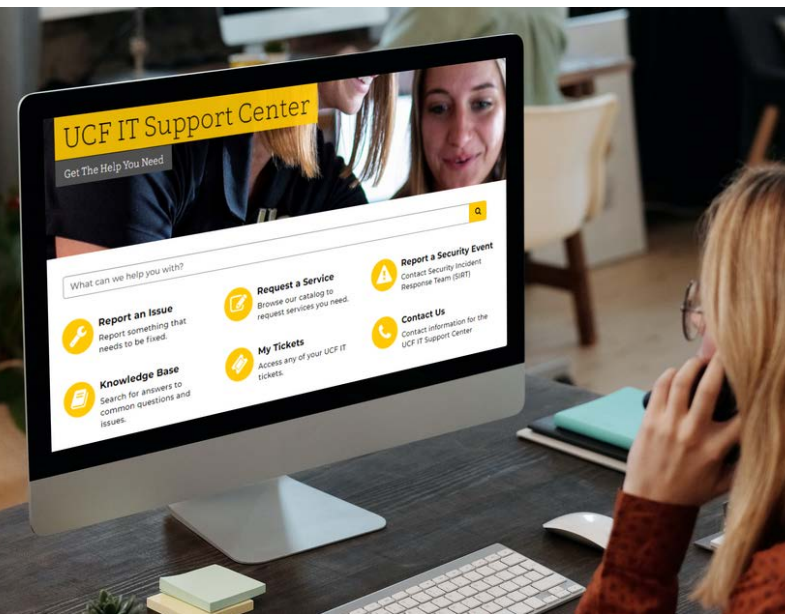


GRIT Migration to ServiceNow Announcement

GRIT has successfully migrated to the UCF Central IT ticketing system, bringing several benefits to the research community. Completion of this migration project has unified the support system into a single, streamlined platform, making it easier than ever for end users to receive support.

Benefits of the Migration:

- Empowers end users by providing the capability to access comprehensive ticket details and tracking information
- Equips GRIT technicians with the tools they need to streamline their workflows and align their processes with Central IT, enhancing their efficiency and effectiveness in resolving support requests
- Offers GRIT leadership access to more advanced reporting tools compared to the previous system
- Eliminates unnecessary complexity of an ancillary ticketing system when requesting GRIT support, ensuring a consistent and efficient experience for all
- Increases financial savings by decommissioning the ancillary GRIT ticketing system allowing the departments to redirect resources towards further enhancing services and support



AJ Porrovecchio

IT Project Manager II
Office of Research



UCF IT and Student Accessibility



CITRIX | Microsoft Azure

Student Accessibility Virtual Workstation

New ways to access the tools you need.
Anytime. Anywhere.

UCF Apps

<https://apps.ucf.edu>

Making connections with students and the UCF community is incredibly important to the IT@UCF community. One group of IT@UCF members in particular, Chris Tellez and his team of Systems Engineers, Robert Haas and Robert Connors, went above and beyond while interacting with a graduate student requiring special assistance.

The student reached out to UCF IT in January specifically asking for an accessible virtual environment in Citrix/UCF Apps to be created to meet his needs before starting his graduate program as a Knight. Chris, his team, and Kevin Price - the Assistant Director of Accessibility Services at SAS, immediately got started on ensuring that the student had everything he needed for the same digital opportunities and accessibility as his fellow grad students.

They did a great job of both completing the project with the student's feedback and collaboration, as well as communicating along the way about the status of the student virtual workstation project. The student was very pleased with the results of the project for making the Citrix desktop accessible to him by his first day of classes during Fall 2023 as a graduate student, and there is good reason to expect that this project may also help other students connected to Student Accessibility Services.

Chris Tellez

IT Manager III
UCF IT



Student Email Migration Project

The Student Email Migration Project team successfully completed the migration of 106,137 active student email accounts to the ucf.edu email tenant in September. The project's success depended on the technical delivery and successful communications.

Phase II of the project is currently underway. The Project team is planning the full decommissioning of the Knights email tenant (including alumni accounts) by June 2024.

Technical

106,137
accounts
migrated

120 TB
of data
migrated

4,000
Help Desk
tickets resolved

1
pilot week
completed

11
migration waves
completed

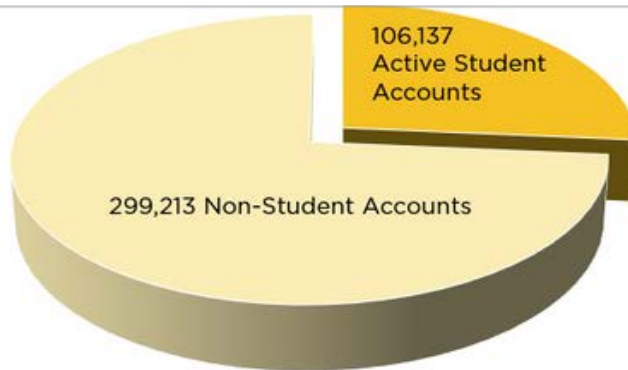
- Daily cross-team coordination, planning and execution
- Successful development and implementation of the auto-provisioning process

Communications

- Project Roadshow/Stakeholder Events
- T-Minus Communications
- Change Champion Network created
- Project Website

Phase II

Knights Tenant
Planned
Decommission
June 2024



Accounts Migrated
into UCF.EDU in
under 90 Days

- Improved communication and collaboration between active students and faculty/staff
- Enhanced platform security, governance and administration

Lisa Isham
Assc. Director of Unified
Communications
UCF IT

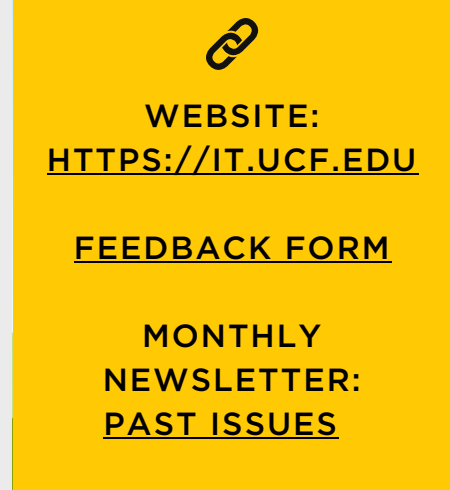
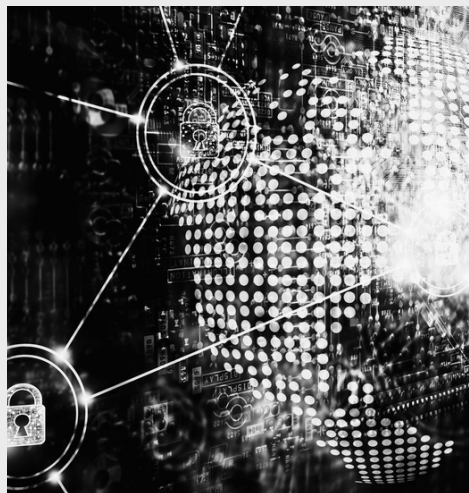



IT@UCF

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VOLUME 3





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