
INFORMATION TECHNOLOGY QUARTERLY UPDATE



OCTOBER - DECEMBER '23



UCF

**Information
Technology**

UNIVERSITY OF CENTRAL FLORIDA

OCTOBER - DECEMBER '23

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A Message from Sheila Amin

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

2023 is behind us, and I am very pleased to have joined the IT team during this pivotal time. This report presents an overview of IT accomplishments and updates from October through December 2023. As we turn our attention to 2024, we have updated the IT Transformation Roadmap on page four to track our progress on strategic initiatives. We accomplished important milestones this quarter, including the implementation of Azure Cloud for Knight Shield and the completion of the 2023 IT@UCF Employee Engagement Survey.

We also made great progress in vital initiatives this quarter. We began key changes such as making New Microsoft Teams available to campus users, starting the transition to a new Multi-Factor Authentication tool, and taking initial steps toward decommissioning the Knights Mail tenant. We also engaged the campus community with events for Cyber Security Month that all had great participation. These success stories are indicative of the hard work and dedication of the IT Team, and as we look ahead, I am confident that we will keep this momentum going into the new year.

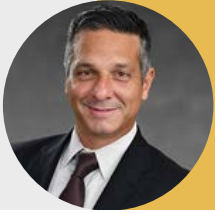
Thank you, and Go Knights!

Sheila Amin, PhD

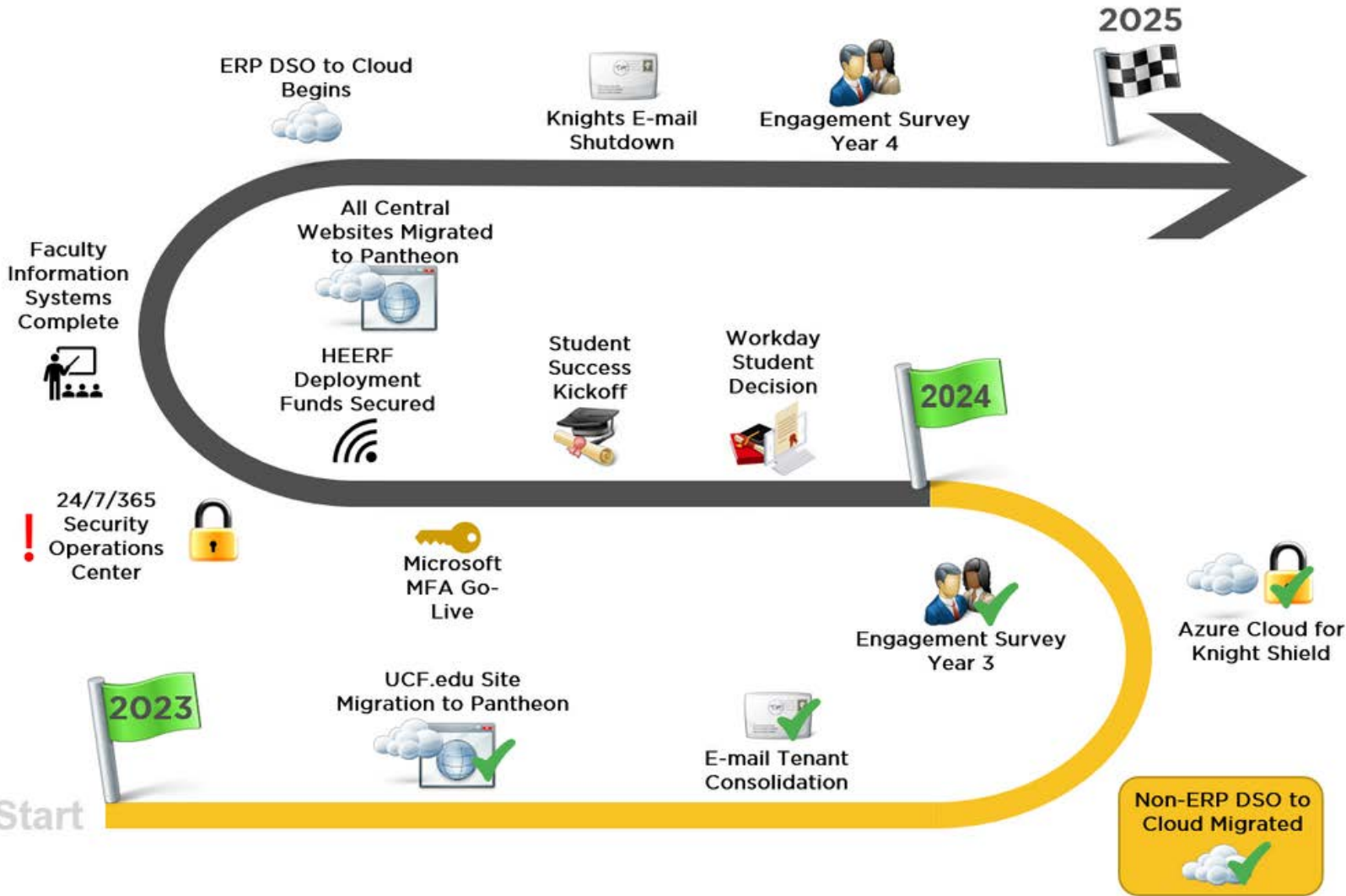
Interim VP for Information Technology and CIO
Dean, Burnett Honors College

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.



STUDENT EMAIL PHASE II :

SUNSETTING KNIGHTS MAIL

Phase II of the Student Email project is in progress. Phase I, completed summer 2023, migrated active student accounts to the ucf.edu tenant. The current phase will allow UC to decommission the Knights tenant entirely. To date, UCF has deactivated those Knights accounts that have not been active for at least two years.

In early Spring 2024, UCF will begin a phased shutdown of remaining Knights accounts in preparation for the system closure in June 2024. After June 2024, alumni and former students will no longer have access to their Knights accounts.

Lisa Isham
Assc. Director of Unified
Communications
UCF IT



COMPLETED AUGUST 2023

Migration of active student accounts to UCF.edu accounts.

Approximate Accounts: 100,000

COMPLETED DECEMBER 2023

Decommissioned inactive Knights accounts.

Approximate Accounts: 200,000

PLANNED FOR JUNE 2024

Decommission all remaining Knights Mail accounts.

Approximate Accounts: 100,000

TRANSITION FROM DUO MFA TO MICROSOFT AUTHENTICATOR

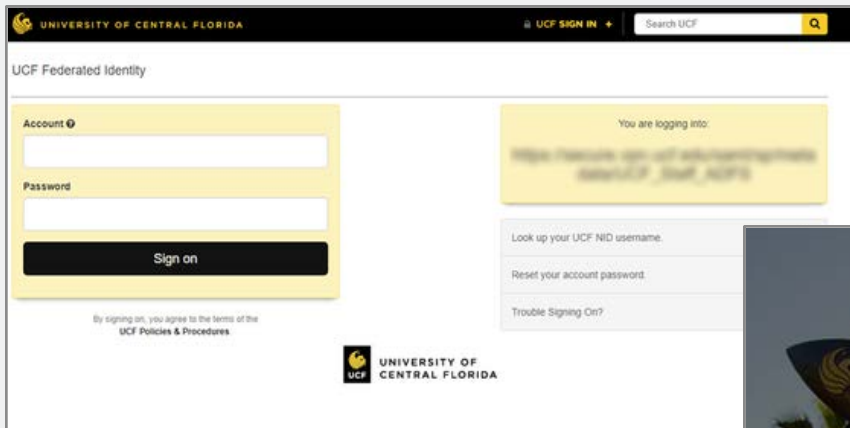
<https://infosec.ucf.edu/security/multi-factor-authentication/2024-mfa-updates/>



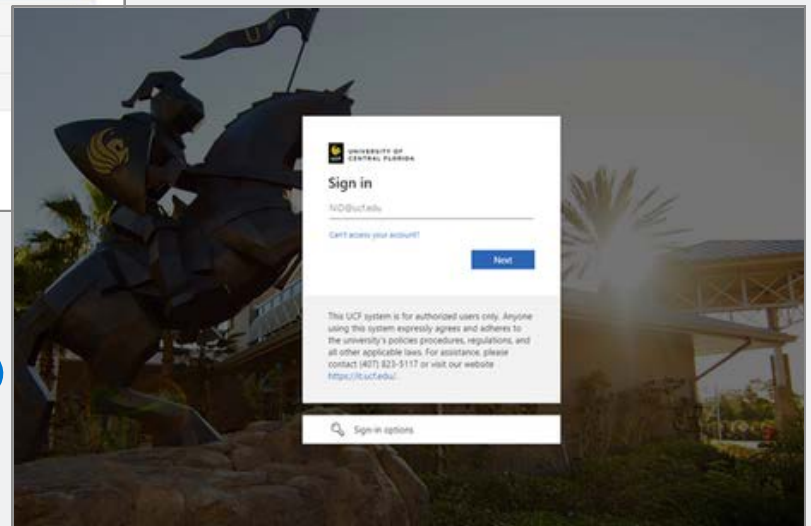
UCF's transition from Duo to Microsoft Authenticator for Multi-Factor Authentication (MFA) underscores our unwavering commitment to enhancing account security and streamlining access to university applications. This move to Authenticator, already successfully adopted by our student body, is set for completion in March 2024.

Our phased approach, led by the early adoption by IT@UCF staff in December, will ensure minimal disruption and a smooth transition. With dedicated support and clear communication, we will be prepared for the final cutover on March 4th, 2024.

Federated Single Sign On screen before and after the change:



Before



After

Matthew Fitzgerald

Deputy Chief Info Security Officer
UCF IT



CYBERSECURITY AWARENESS

CYBERSECURITY AWARENESS MONTH

During October's Cybersecurity Awareness Month events, UCF's InfoSec team held a series of events to enhance cybersecurity awareness. Attended by about 180 participants, these sessions covered key topics like phishing and AI ethics, featuring insights from FBI representative Keith Givens. The events, complete with pizza lunches and prize opportunities, demonstrated UCF's dedication to promoting digital safety and education.



David Zambri

Chief Info Sec Off & Assc VP
UCF IT

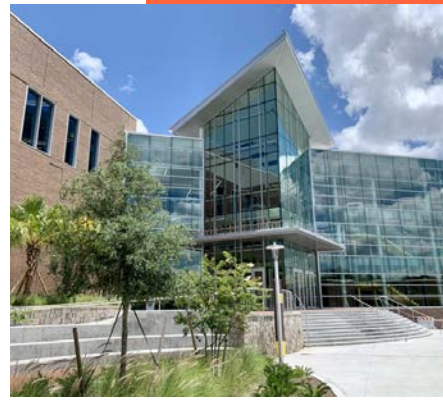
INTERCOLLEGIATE CYBERBOWL

UCF participated in the multi-university Cyber Bowl Challenge as a part of October's awareness-building events. With 1,745 participants, UCF showed an impressive level of engagement and team spirit, ultimately placing a respectable 6th in the state-wide competition.



FACILITIES

UPDATE



PARKING GARAGE AVAILABILITY

The recent upgrade to UCF's Parking Garages now allows staff, faculty, and students to access real-time availability information, displaying available parking spots in each garage. This enhancement, emphasizing convenience and efficiency, is part of our commitment to using technology to improve campus infrastructure and services.

For more details, visit: <https://parking.ucf.edu/resources/garage-availability/>



CARD DEPARTMENT TRANSFORMATION: STREAMLINED AUTOMATION

UCF's Card department has revolutionized its service by implementing a new automated process with PowerBI and Power Automate, slashing 85% of the manual effort and cutting down processing time from hours to just 30 minutes daily. This upgrade has also enabled real-time notifications for customers, greatly enhancing service delivery.



AIM APPLICATION: SITE TO SITE VPN IMPELMENTED

The UCF Facilities team has successfully implemented a Site to Site VPN, establishing a robust read-only (RO) connection between the university and the Software as a Service (SaaS) solution. This dedicated connection is specifically designed to enhance report design and analysis for the AiM application, ensuring secure and efficient data handling for the SaaS instance.



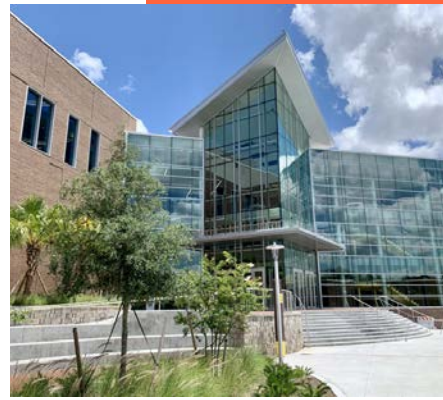
Andrew O'Mara

Director of IT Services
UCF IT

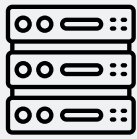


FACILITIES

UPDATE (CONT.)



WINDOWS SERVER 2012 TO 2019 UPGRADE



We have successfully completed the UCF Server 2012 migration project. The team mitigated challenges with 18 servers running on Server 2012 by upgrading to Server 2019 and decommissioning outdated applications, and by applying extended service licensing to three servers to meet vendor application requirements. Furthermore, the Administration and Finance File Server was migrated to Azure, employing on-premise caching servers to facilitate the transition.

ACCESSIBILITY AUDIT OF ADMINISTRATION & FINANCE WEBSITES

The Division's websites underwent a comprehensive review using SiteImprove (an ADA accessibility tool). The audit report revealed that approximately 2,000 PDFs currently do not meet ADA compliance standards.



STREAMLINING ACCESS WITH FEDERATED ID INTEGRATION

The UCF Card Office has successfully aligned the Cloud Card application with the UCF Federated ID, integrating Single Sign-On (SSO) capabilities. This alignment enables Card Services to offer a straightforward link for the community to request cards. As a result, photo submissions and supporting documentation can now be efficiently validated using the UCF credentials, enhancing both security and user convenience.



Andrew O'Mara

Director of IT Services
UCF IT



New Teams

NEW MICROSOFT TEAMS



The recent upgrade of Microsoft Teams marks a significant enhancement to one of our key digital communication tools. This update, offering up to twice the speed and halving memory usage, brings improved performance, simplified navigation, and greater flexibility.

The redesign introduces a user-friendly interface, making it easier to manage notifications and organize channels. The integration of AI advancements also enhances the app's capabilities.

Beginning in Spring 2024, the new version of Teams will become the standard for all UCF users.

Multi-Department Effort

UCF IT

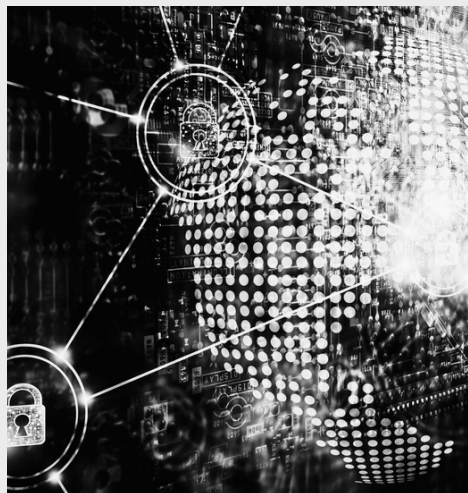



IT@UCF

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VOLUME 4





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