
INFORMATION TECHNOLOGY QUARTERLY UPDATE



JANUARY - MARCH '24



UCF

**Information
Technology**

UNIVERSITY OF CENTRAL FLORIDA

JANUARY - MARCH '24

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CTO Vertical



A Message from Sheila Amin

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

As we progress through 2024, I am eager to dive deeper into the workings of IT @ UCF. This report provides an overview of our accomplishments and updates from January to March 2024. Notably, we achieved important milestones this quarter, including implementing Microsoft Multi-Factor Authentication for staff and faculty.

We have made significant progress in other key initiatives, including the Student Success project, which aims to improve degree planning, advising, and other factors contributing to student success. We are also focused on efforts to reduce costs to our department and the University, such as by de-provisioning the Knights Mail tenant.

Thank you, and Go Knights!

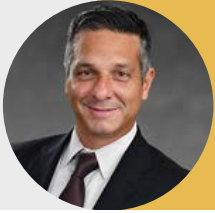
A handwritten signature in black ink that reads "Sheila".

Sheila Amin, PhD

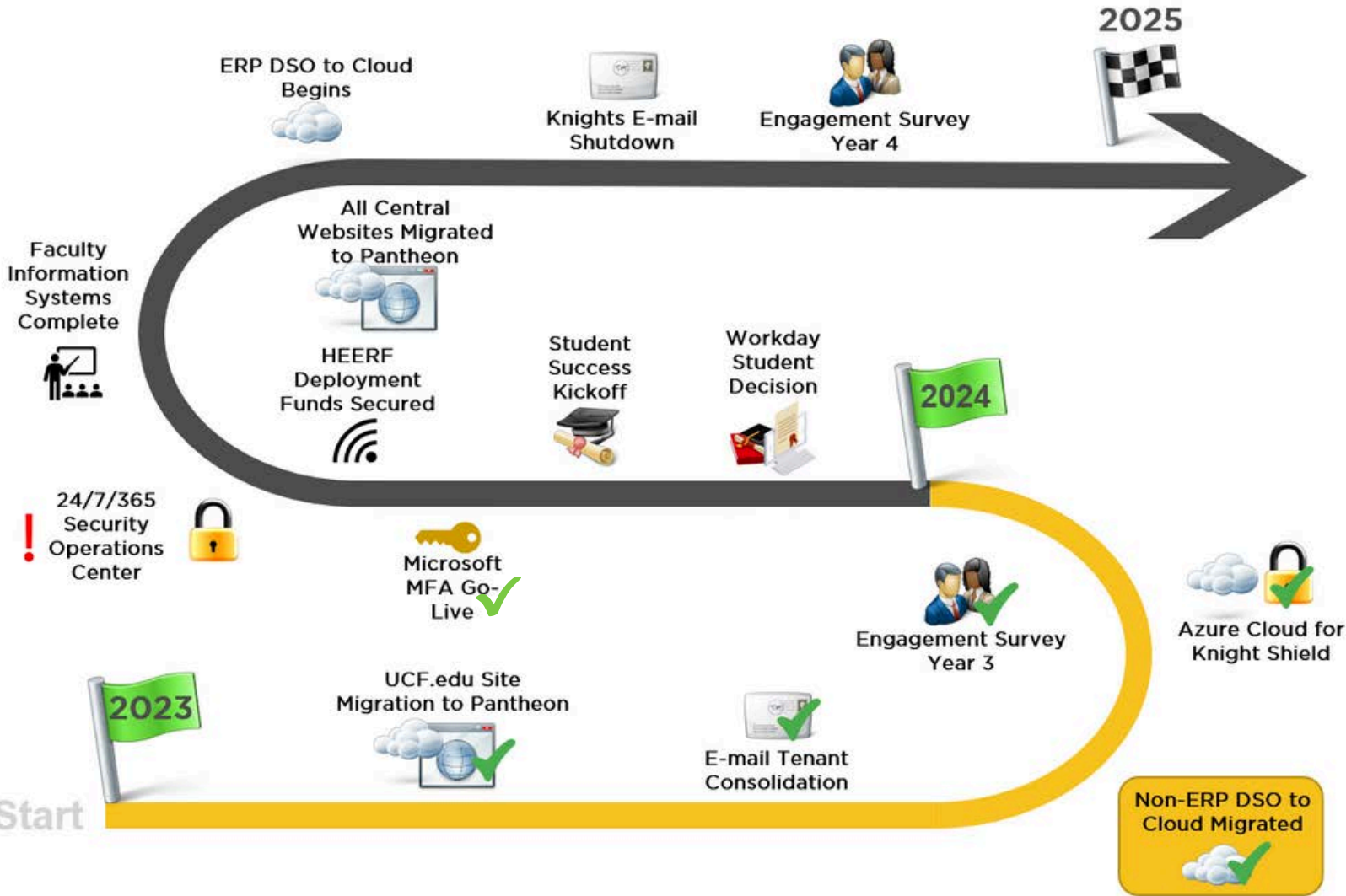
Interim VP for Information Technology and CIO
Dean, Burnett Honors College

IT TRANSFORMATION

2022 - 2024 ROADMAP



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



UNIFIED COMMUNICATIONS

SUNSETTING KNIGHTS MAIL

Phase II of the Knights Mail decommissioning is in progress. The Unified Communications team has started a phased shutdown of remaining Knights accounts in preparation for the tenant closure on June 1, 2024.

After the closure, alumni and former students will no longer have access to their Knights accounts. Current faculty members with active Knights Mail accounts will have their accounts merged with their @ucf.edu email accounts.

Lisa Isham
Assc. Director of Unified Communications
UCF IT



COMPLETED AUGUST 2023

Migration of active student accounts to UCF.edu accounts.
Approximately 100,000 Accounts

COMPLETED DECEMBER 2023

Decommissioned inactive Knights accounts.
Approximately 200,000 Accounts

UP NEXT JUNE 2024

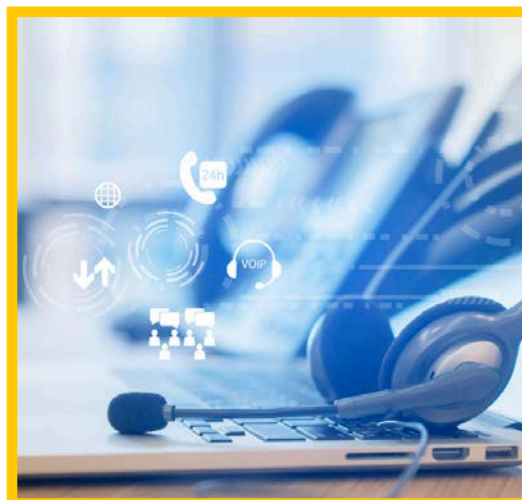
Decommission all remaining Knights Mail accounts.
Approximately 100,000 Accounts

INFORMATION SECURITY OFFICE

SECURITY OPERATIONS CENTER (SOC)

UCF IT has secured funding for a 24/7, 365 Security Operations Center (SOC). A SOC is a centralized unit responsible for monitoring, detecting, analyzing and responding to cybersecurity incidents and threats.

This centralization will enable better safeguarding of our university's digital assets, infrastructure and data against unauthorized access, breaches or other malicious activities. SOCs play a critical role in incident response and coordination efforts during cybersecurity incidents, helping to minimize the impact and restore normal operations quickly.



SOC@ucf.edu

David Zambri

Chief Info Sec Off & Assc VP
UCF IT



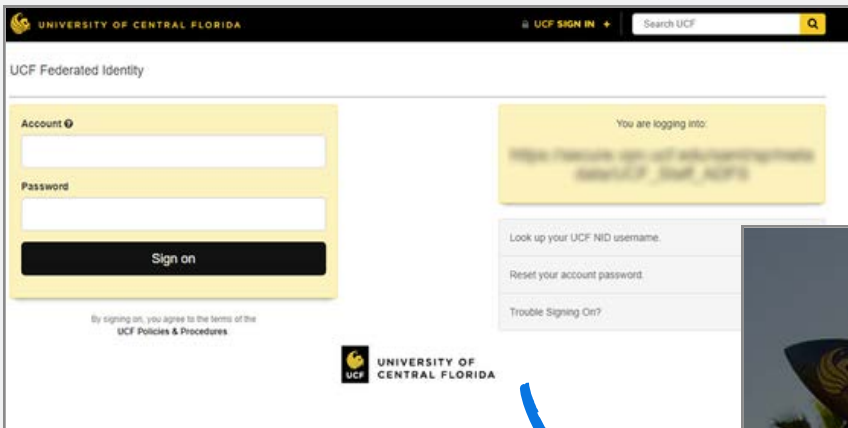
IDENTITY ACCESS MANAGEMENT UPDATE

TRANSITION FROM DUO TO MICROSOFT MFA

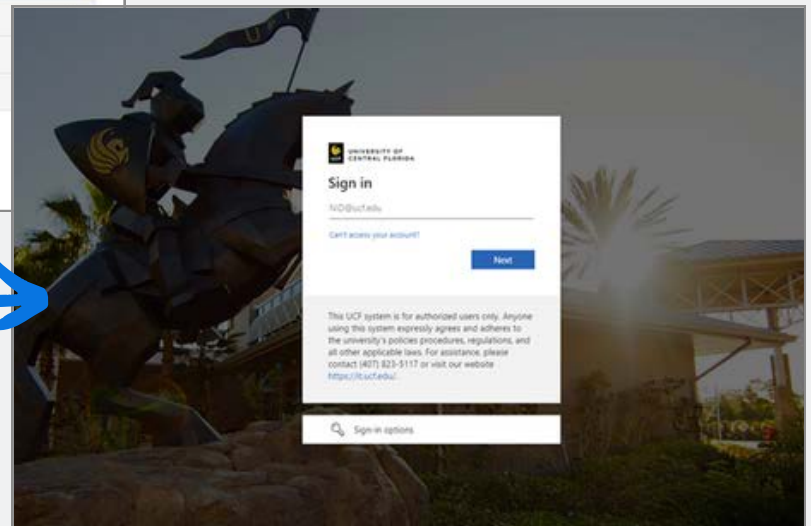


UCF successfully transitioned all staff and faculty from Duo to Microsoft Multi-Factor Authentication in March 2024, underscoring our unwavering commitment to enhancing account security and streamlining access to university applications. This move to Microsoft MFA was already successfully adopted by our student body in Fall 2023.

Federated Single Sign On screen before and after the change:



Before



After

Matthew Fitzgerald

Deputy Chief Info Security Officer
UCF IT



IDENTITY ACCESS MANAGEMENT UPDATE

UCF ACCOUNT DE-PROVISIONING

In Fall 2024, UCF will update the process for removing access to the UCF network and email for members of the UCF community when they leave the University. The new process will affect students, staff and any faculty not covered by the MOU supplementing Article 24 of the 2022-2024 BOT-UFF Collective Bargaining Agreement (CBA).

Communications regarding these changes will be distributed to staff, faculty and other impacted units, such as HR, in the next few months.

Employee De-provisioning Logic For Email & Workday (WD)



Matthew Fitzgerald

Deputy Chief Info Security Officer
UCF IT



ENTERPRISE & INFRASTRUCTURE SERVICES

WORKDAY UPDATES

The first Workday system update of the year was completed on March 9, 2024. This update included the following:

All Users:

- New location for WD Announcements
- More accurate search results

Hourly Employees:

- Enhanced time entry user experience for hourly employees

Managers:

- New pop-up windows for quick reviews
- New Smart Summaries for managers when they search for their team's time off



[**View the Updates in Detail**](#)

Cherie Herrin

Assoc. VP & COO
UCF IT



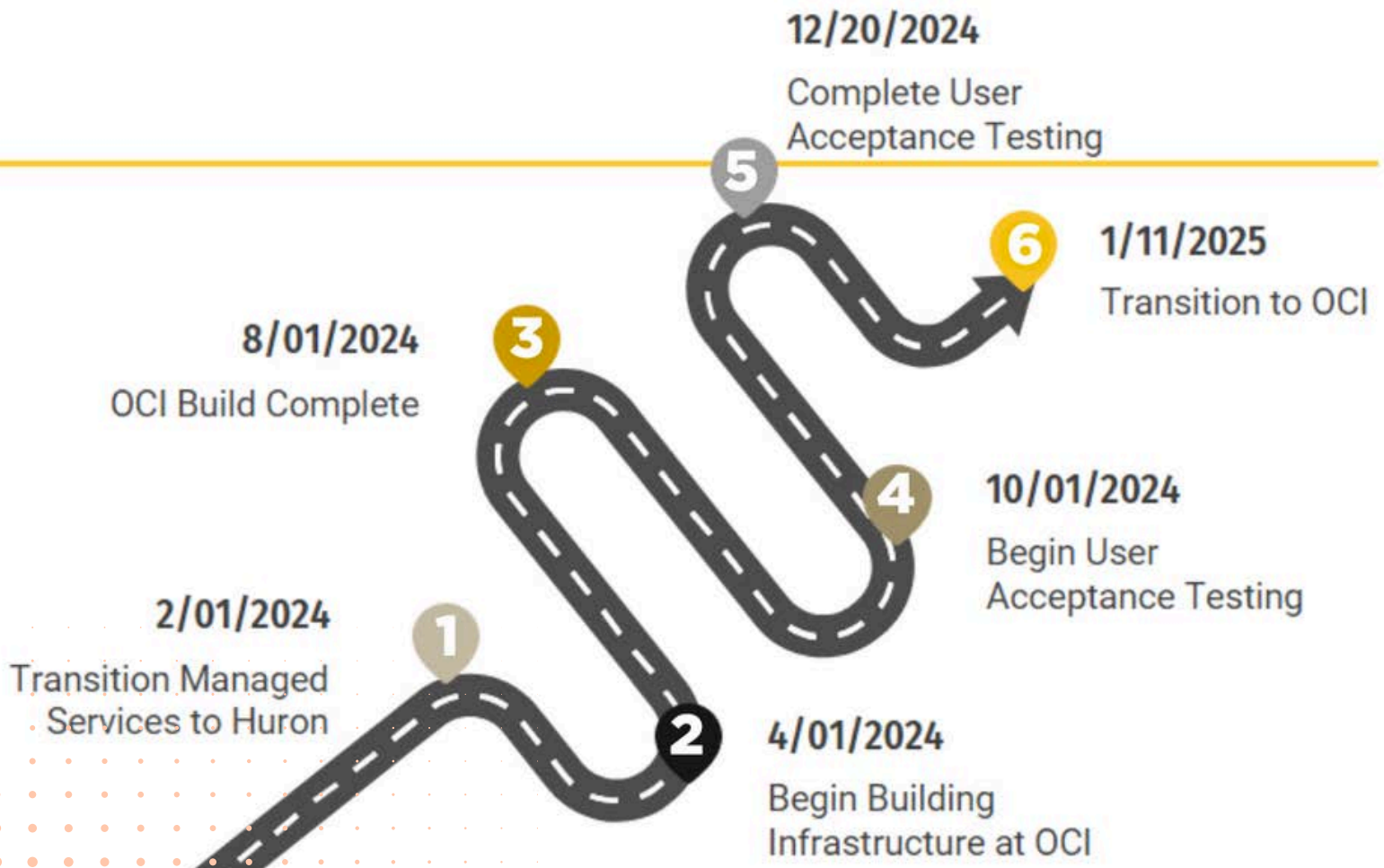
PEOPLESOFT TO THE CLOUD

UCF has selected Huron as the Managed Service Provider (MSP) partner to manage and maintain our PeopleSoft ERP.

MSP Responsibilities:

- 24/7 monitoring of ERP system
- Proactive maintenance to identify and address potential problems
- Software updates to ensure up-to-date patches and enhancements
- PS to Oracle Cloud infrastructure
- Data backup and recovery

Implementing robust security measures





STUDENT SUCCESS

Overview:

The Student Success project aims to make it easier for UCF advisors and academic success coaches to help students succeed. This will be achieved by improving tools used in degree planning, advising and registration, and by giving advisors better access to important student data. By using tools like EAB Navigate 360 and Ad Astra, along with improving student communications, UCF hopes to make the journey to graduation smoother for students. The project aligns with UCF's goals of helping students graduate on time and supporting their overall well-being.

Status

Update:

- Launched Phase 1A of Navigate 360 Student App rollout and invited ~70 students to begin using app on 3/12
- Conducted a kick-off with EAB on 3/22 to align on implementation timeline, scope and strategy
- Continued development of AdAstra Solution, including Monitor, Align, and Predict modules
- Reviewed data and analyzed communication maps to identify overlapping and redundant messages, gaps, and inconsistencies across all units that distribute student communications
- Conducted Change Management & Visioning Lab to align group on case for change, guiding principles, and key messages

UCF LIBRARIES *LEGANTO UPDATE*



UCF Libraries has hired Joe Bizon as the inaugural Learning Resources Librarian, a.k.a. the “Leganto Librarian.” Bizon will implement and manage the new Leganto system at UCF.

Leganto is a resource management system that streamlines the integration of affordable course resources within Webcourses@UCF and helps reduce costs for students by providing easy access to free and library-sourced materials. This system can save the student body at least \$2.8 million when instructors cross-reference their required materials with what is already free and available in the library collections.



Beau Case
Dean of Libraries



UCF LIBRARIES



Hitt Maker PODCAST STUDIO

The UCF Libraries IT department has opened the new Hitt Maker Podcast Studio to all staff, faculty and students for use at no cost.

Located in the John C. Hitt Library, this podcast studio is equipped with state-of-the-art audio and video recording technology.

There is an introductory [pre-requisite course on Webcourses](#) that users must complete before reserving the space. Once this course is completed, UCF Libraries will provide a link to make recording session reservation(s).

For questions, email libpodcaststudio@ucf.edu or visit <https://library.ucf.edu/podcast-studio/>





EMPLOYEE ENGAGEMENT COMMITTEE

The IT@UCF Employee Engagement Committee (EEC) has launched the Staff Training and Development Platform for all IT@UCF employees. This platform consists of various learning tracks that provide IT@UCF staff opportunities for career growth through the acquisition of new skills and competencies.



This platform was developed to satisfy the need for more growth and development opportunities that was expressed in the Employee Engagement Survey and in [UCF's Strategic Plan](#).



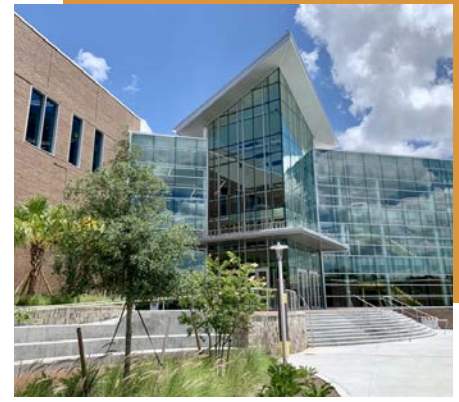
[Enroll in the Training and Development Program](#)

Multi-Department Effort
UCF IT



FACILITIES & BUSINESS OPERATIONS

UPDATE



Administrative Update

- The Facilities and Business Operations Team is currently assessing the cost of replacing old computers for Admin and Finance Division in the upcoming fiscal year.
- Our goal is to replace all computers that are over 5 years old or cannot run Windows 11.
- The team is currently working to secure funding for this replacement project.



UCF Card Mailing Automation

UCF used to spend approximately 40-50 labor hours every week to process and distribute ID cards. The process was tedious, involving manual tasks such as data entry, validation and customer tracking.

We have streamlined this process by implementing automation with PowerBI and Power Automate. This automation has left the printing and mailing of ID cards as the only remaining manual tasks. As a result, UCF now completes the entire process in just 3 hours, a substantial improvement in efficiency.



Andrew O'Mara

Director of Information Technology Services



Infrastructure Accomplishments

- PRTG Monitoring Tool: Implemented a monitoring tool called PRTG at the Police and Facilities Data Center to enhance surveillance capabilities and provide alerts for any detected issues.
- SSO Migration to ENTRA ID: Transitioned the single sign-on (SSO) system to ENTRA ID, powered by Microsoft, simplifying user authentication across multiple systems with a single set of credentials.
- TrakaWeb Implementation: Deployed TrakaWeb, a system designed to manage keys and other important items, ensuring efficient tracking of assets and maintaining organizational order.
- Parking Services Portal Creation: Developed a portal for Parking Services, enabling users to conveniently pay for parking permits and register their vehicles.
- Facilities CMMS Migration: Transitioned from a server-based computerized maintenance management system (CMMS) to a cloud-based solution, enhancing the efficiency of maintenance tasks and ensuring seamless operations.



Client Service Team Updates

- Service Now Implementation: We are now using Service Now to track the time it takes to complete each IT request. We've also changed how we classify these requests and incidents.
- Business Operations and Parking Service Move: The Business Operations and Parking Service teams have moved to a new location at DPAC.





PROGRESS MADE IN

PARKING SERVICES

Virtual Events & Permit Update

Virtual Events has been launched to run alongside the parking web application. Virtual Events allows both the UCF community and external parties to reserve parking spaces in advance for any campus event. Users can submit their requests electronically, and all billing information is automatically integrated with Workday Tags.

In the past two years, the IT team has provided Parking Services with Virtual Daily and Annual permits, Virtual Events, and Enforcement License Plate Recognition (LPR). Additionally, all physical permit payment machines will be taken out of service. This change will bring several benefits, including cost savings and reducing risks related to PCI compliance.



Public Safety

February Updates

We switched Public Safety's phone service from Verizon to AT&T FirstNet, which is a top-tier network for first responders. This change gave all staff new phones with their own data and cellular network.

Additionally, Public Safety has transitioned from the Campus AirWatch app to the CJIS-compliant FirstNet Samsung Knox Mobile Device Management suite. The IT team also switched over 300 mobile devices used by Facilities and Business Operations from Campus AirWatch to the Apple JAMF MDM solution.

Because of these changes, we can now sunset the Campus AirWatch app, eliminating a cost to the University.



March Updates

- Florida Incident Reporting System (FIRS): Currently testing FIRS, the system required by the state for reporting incidents, to make sure it works correctly.
- Validation for Group A, B Incidents and Arrests: Checked and confirmed that the system accurately records both major (Group A) and minor (Group B) incidents and arrests.
- FDLE JIT/FIBRS Statute Mapping: Loaded and confirmed that the system accurately categorizes incidents based on Florida Department of Law Enforcement (FDLE) guidelines.



CTO VERTICAL

2023 Operational Metrics

The CTO 2023 Operational Metrics for 2023 were finalized in January and reflect continuous positive trends, with the majority of key metrics rating “above satisfactory” or “outstanding.” These operational metrics have been measured and documented since 2021 and have shown consistent year over year increases.

This is a direct reflection of the employees and leadership within the vertical embracing and focusing on operational service delivery as their primary goal each year while dealing with increased ticket volume, attrition, and loss of total personnel counts.



Operations Measuring as Outstanding in 2023:

- 2023 Telecom - MTTR High (9 hr)
- 2023 Telecom - MTTR Normal (27 hr)
- 2023 Infrastructure - MTTR Critical (4 hr)
- 2023 Infrastructure - MTTR Normal (27 hr)
- 2023 Telecom - Request SLA Success
- 2023 Infrastructure - Request SLA Success
- 2023 Infrastructure - CAB Score

Mike Scruggs

Assoc. VP, Deputy CIO and CTO




IT@UCF

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