UMASS
BOSTON

iT SERVICES Annual
Report 2021

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Cover photo by Ellen Foust, Instructional Designer, IT eLearning and Instructional Design

Welcome from the CIO

When the university first announced a switch to remote operations for the COVID-19 pandemic in early 2020, we all assumed that we would be back on campus in a couple of weeks or months, but who would have thought that our exodus would span multiple years? Fast forward nearly 18 months and our transition back to campus has begun in earnest with everyone adjusting to yet another new normal.

As technologists, we in the Information Technology Services Division had talked for years about digital transformations, remote instruction and working modalities, and hybrid and flexible methods of teaching and meeting, but it was always assumed that these transitions would happen slowly sometime in the future. Last year, adoptions and evolutions of new technologies which might have otherwise occurred over years or even decades had to happen in weeks, but what I've observed again and again from my perspective as Chief Information Officer, is the university community's repeated willingness to unite in meeting these unexpected challenges with courage and positivity.

Within this document, you will find a summary of the amazing work that has been performed by the IT Services Division team in the past twelve months of this year, and eighteen months since March of 2020, which show the amazing results that can be achieved through that spirit of unity. Also included throughout these pages are words of thanks from faculty and staff throughout the university; little notes of recognition for the big acts of dedication performed by this team on a daily basis.

To start these thank you notes, I highlight two on this page from Chancellor Suárez-Orozco and Provost Berger, as shared at the final TEACH Spring 2021 event, which was a time to recognize faculty and staff for their efforts throughout the COVID-19 pandemic.

> *"What I've seen from all of you and your wonderful colleagues throughout the University of Massachusetts Boston is the ability not just to pivot, but to embrace the challenge, to transcend the immediate hardships and stress, and to work together to make sure that our students have the opportunity to learn and to grow and to thrive." - Chancellor Marcelo Suárez-Orozco*

> *"I'm so proud of the ethic of care, the ethic of responsibility, the smarts, the ingenuity, the creativity with which you've all stepped up to create solutions so that we could continue our work via this different medium. And you did all of this on behalf of our students, I'm so grateful for that." - Provost Joseph Berger*

I will end by adding my own personal thanks and appreciation towards each of the 90 members of the IT Division. Your ingenuity, creativity, and dedication could never be fully captured in this note or in the pages that follow, but please know that your presence and efforts are valued by me and by the community we serve.

Thank you.

Sincerely,
Raymond V. Lefebvre
Vice Chancellor and CIO
Information Technology Services
University of Massachusetts Boston

MISSION
VISION&
VALUES

MISSION

Information Technology Services (ITS) provides a diverse population of students, faculty, and staff with reliable and secure technology, services, and solutions to continuously improve scholarship; teaching and learning; research; and business processes to enhance student success and support the mission of the university.

VISION

To be a trusted partner in providing secure, transformative, and innovative Information Technology services to advance teaching, learning, research, and administrative practices through dynamic and adaptive customer service.

VALUES

UMass Boston IT Services is committed to the values of:

CARING

We interact with students, faculty, and staff with respect, empathy, and professionalism.

INCLUSION

We embrace our differences to provide the best service to a diverse UMass Boston community.

INNOVATION

We value creativity and critical thinking, focusing on developing efficient, effective technology services and solutions.

COLLABORATION

We work together to implement new services and technologies to solve problems and improve the quality of life for all.

DEDICATION

We are committed to the mission of the university and the people we serve, and we work hard to ensure successful outcomes.

EXCELLENCE

We strive to provide high-quality service and support to our community of students, faculty, and staff.

Areas of Focus and Key Priorities

Opportunities. Collaborations. Results.

Learn IT
Information Security
Network Upgrade
Governance
Research Computing
Budget
Strategic Planning
Accessibility
Technology Roadmap
Cloud Strategy
Staffing Investments
Data Privacy & Protection
Data Integration
Review IT
Disaster Recovery
Mobile Application
Multifactor Authentication
Project Management

Legend
Area of Focus
Key Priority

IT Organization Chart

Raymond V. Lefebvre – Vice Chancellor / CIO

- **Salina Allen-Sharpp**, Executive Assistant

Apurva Mehta - Associate CIO, Educational Tech. & Learning Commons
[*PACE Employees: 2*]

Jeffrey Dusenberry, Director Research Computing
- **Runcong Chen**, Research Computing Associate

John Jessoe, Manager, Classroom Technology and AV Services
- **Michael DiFilippo**, AV Technician and Academic Technology Specialist
- **Lauren Luis**, UMB TV Administrator and Academic Technology Specialist
- **Christopher Rennie**, University Hall AV Office Supervisor
- **Zack Ronald**, Echo360 Administrator and Academic Technology Specialist
- **Stephen Siteman**, McCormack AV Office Supervisor
- **Mark O'Sullivan**, Video Editor/Producer
- **Vivian Tran**, Wheatley AV Office Supervisor
- **Jeffrey Wade**, Chief Audio Visual Engineer

Paula Thorsland, Manager, eLearning and Instructional Support
- **Jouliana Bosneva**, Instructional Designer
- **Ellen Foust**, Instructional Designer
- **Rrezarta Hyseni**, Senior Instructional Designer
- **Kalindi Mehta**, Senior Learning Management System Administrator
- **Theresa Nelson-Miller**, Instructional Technologist
- **Gene Shwalb**, Senior Instructional Designer
- **Linda Sudlesky**, Instructional Designer
- **Peter Tofuri, Jr**, Learning Management System Administrator
- **Irene Yukhananov**, Digital Initiatives Lead

[*Student Employees: 1 | PACE Employees: 1*]

Michael Lyons - Assistant Vice Chancellor, Client Services

Peter Adams, Supervisor, IT Service Desk
- **Christine Carpenito**, IT Service Desk Support Consultant
- **Rocky Haggard**, Software Support Specialist
- **Lucille Nguyen**, Chat and Student Supervisor

[*Student Employees: 5*]

Quan Nguyen, Manager, IT Desktop Services
- **Andrew Arcadipane**, Desktop Applications Support Consultant
- **Nadya Clark**, Desktop Support Consultant
- **Quyen Ly**, Desktop Support Consultant
- **Daniel Mayer**, Desktop Support Consultant
- **Hung Nguyen**, Desktop Application Support Consultant
- **Tam Nguyen**, Desktop Application Support Consultant
- **Daniel Okoh**, Desktop Repair Technician
- **Hung Van Ong**, Desktop Support Consultant

[*Student Employees: 1*]

Michael Lyons, Manager, Managed Services
- *Open Position, Solutions Engineer*
- **Dann Brown**, Computer Lab Consultant
- **Henry Lay**, Mobile/iOS/Virtual Lab Supervisor
- **Binh Ly**, ITLC Systems Specialist
- **Matt McCubbin**, IT Accessibility Coordinator
- **Ananta Sinha**, Supervisor, Comp Op System and Services
- **David Wilson**, Computer Lab Consultant

[*Student Employees: 2 | PACE Employees: 1*]

Linda Modiste - Assistant Vice Chancellor, Application Services

- **Christine Boseman**, Administrative Assist

Peter Tierney, Manager, Applications Administration & Support
- **Jeeva Arthur**, Database Developer
- **Anthony Manibusan**, Application Administrator II
- **Tom McClennan**, Business Systems Analyst II
- **Bhavesh Shah**, Database Administrator

Jim Wyse, Director IT Web Services
- *Open Position, Web Designer/Developer*
- **Lisa Berelson**, Senior Web Designer/Developer
- **Kevin Gerich**, Senior Web Developer
- **Lisa Link**, Senior Web Designer/Developer
- **Peter Tattlebaum**, Senior Web Developer

[*PACE Employees: 1*]

Wil Khouri - Assistant Vice Chancellor and CISO

- **David Bonczar**, Senior Information Security Architect
- **Alison Murray**, Senior Information Security Specialist

[*Student Employees: 1 | PACE Employees: 1*]

Neil Rosenburg - Assistant Vice Chancellor, Business Operation

- **Jiuan Mo**, Business Manager
- **Eleanor Brown**, Assistant Business Manager

Terence Phalen, Director IT Project Management
- **David Gorfine**, IT Project Manager
- **Lisa Moriarty**, IT Project Manager
- **Mary Ryan**, Data Integration Specialist
- **Phung Vo**, Data Integration Specialist
- **Sheri Ryder**, IT Project Manager

John Mazzarella, Director of IT Communications and Training
- **Katherine Ananis**, Software Trainer

[*Student Employees: 5 | PACE Employees: 1*]

- **Chris Mullen**, CRM Administrator

[*PACE Employees: 1*]

Jamie Soule, Director of Network Services
- *Open Position, Network Engineer*
- **Sereynita Altarejos**, Administrative Assistant II
- **Kurt Charlton**, Operations Technician
- **Carmine DiFilippo**, Technical Specialist II
- **Donald Foye**, Senior Network Engineer
- **Scott Gilbert**, Senior Network Engineer
- **Damond Lassiter**, CIS Telecom Network Engineer
- **Eduardo Luciano**, Network Administrator
- **Larry McKeon**, Telecom PBX Engineer
- **Mimoza Papargjir**, Administrative Assistant I
- **Robert Siebert**, Staff Assistant
- **John Tansey**, Operations Technician
- **Ruth Tremblay**, Clerk IV

[*Student Employees: 2*]

Brian Forbes, Director of Systems
- **Marla Filoso**, Systems Administrator
- **Yuk Fung**, Enterprise System Administrator
- **Daniel McDonald**, Linux Web and HPC Administrator
- **Jamil Moosavifard**, Senior Systems Administrator
- **Chhorda Rorth**, Enterprise System Administrator

[*PACE Employees: 1*]

Departmental Introductions

The following is an introduction to each department and group in the IT Services Division.

Educational Technology and Learning Commons Department

The Educational Technology Department is comprised of three groups: eLearning and Instructional Services, AV & Classroom Support, & Research Computing. Together they provide pedagogical and technical support to enhance teaching and learning, both online and face-to-face as well as support faculty in their Research Computing needs.

Research Computing

The Research Computing group supports the computational needs of researchers not traditionally met by other administrative functions. The group administers, supports, and brokers High Performance Compute (HPC) resources and training. In addition, the group supports more localized resources such as storage servers, workstations, dedicated and specialized applications, and acts as a liaison between researchers and other IT departments.

Classroom Technology and AV Services

Classroom Technology and AV Services provides services and access to equipment and facilities related to the use of instructional technology in the classroom. In addition, AV Services provides media support for non-classroom events such as functions, conferences, seminars, etc. The department also maintains and services over 200 Technology Enhanced Classrooms (TECs), Conference Rooms, Labs, and Auditoriums on campus.

> **Praise for IT – Classroom Technology and AV Services**
> *I just wanted to share a note of thanks to you for all the help and support in organizing this year's Virtual Convocation. I thought the ceremony came together beautifully! You are all amazing and wonderful colleagues! I look forward to our continued work together.*
> *- Anne Riley, Chief of Staff, Chancellor's Office*

E-Learning and Instructional Design

eLearning and Instructional Design is a group helping faculty integrate technology into their teaching and engage their learners, by providing highly personalized technical and pedagogical support about various online educational practices and digital tools. eLID champions research-backed effective practices in online, blended, and on-campus environments to make learning accessible, active, and equitable for all students. Through collaborative work with faculty and other stake holders on campus, we design and facilitate consultations, workshops, webinars, and cohort-based professional development opportunities to faculty and academic groups based on their teaching needs and students' academic goals.

> **Praise for IT – eLearning**
> *I am writing to express my deep gratitude for the amazing work your team is doing to help us all prepare for online teaching. After about 30 years of doing very high touch in person skills-based teaching, I was terrified of the moment when I would finally be forced to move this all online. Your team has been absolutely incredible at every step of the way! I wanted you to know how much this is helping me personally and how critical it is for students and the whole institution. Your team is one of the critical lynchpins making this possible for us and I wanted to express my thanks to you directly.*
> *- Pacey Foster, Professor, College of Management*

Client Services Department

The IT Client Services Department is comprised of three groups: IT Service Desk, Desktop Services, and Managed Services. Together, they are responsible for the effective delivery of support for all of IT's services, either solving client issues directly, or coordinating with other support staff throughout IT. In addition to supporting client computer issues, with the Lab Operations group, all campus computer labs, many computer-based classrooms, and related services are operated and supported.

IT Service Desk

The IT Service Desk is the front desk of IT — the first point of contact. We handle password changes, confusion on how (and when) to access UMass Boston systems, software distribution, basic security issues like compromised accounts, and other general IT questions. We maintain the Self Service Portal with its knowledgebase of support articles, and oversee the new chat services. And if we can't handle it, we route it to the people in IT and beyond who can.

> ***Praise for IT – IT Service Desk***
> *Rocky Haggard made it all work! He stuck with me, replied over and over during the past several weeks of frustration, and just now solved all my troubles. Marvelous!*
> *- Benyamin Lichtenstein, Professor, College of Management*

Desktop Services

IT Desktop Services provides on-campus and remote technical support for Windows and Mac computers, to faculty and staff, and collaborating with partners in other groups within IT and technical support staff from other departments. There are three team members dedicated to provide weekend service to VIPs such as the Chancellor and Provost. The Desktop team uses endpoint management tools for computer inventory, and to remotely install and update applications to university computers. We also plan, coordinate, and execute the annual Computer Replacement Program to provide new computers to employees and securely dispose of old ones.

> ***Praise for IT – Desktop Services***
> *Tam is an absolute rockstar. Thank you!*
> *- Vanessa Carta, Director, Donor Engagement & Stewardship*

Managed Services

Managed Services oversees the twelve shared teaching labs, Mobile Classroom technology, and the Student Printing Service. Our team also includes management of the Adaptive Computer Lab, including accessibility testing for campus technology systems. We also provide support services for the Library IT. Additionally, we enter into short term and ongoing support partnerships with other university departments for their computer needs including updates of department owned labs, support of technology roll out plans, and other more complex IT services. Finally, we work with clients to leverage ITS Services to solve problems in their areas.

> ***Praise for IT – Managed Services***
> *Ananta Sinha did an excellent job of setting up my new computer and moving files from the old computer to the new. That was a lot of work, and he did the work very efficiently.*
> *- Marilyn Day, Library Coordinator, Healey Library*

Application Services Department

The Application Services departments is comprised of two groups: the Applications Administration & Support group provides technical and administrative support for software applications specific to the use by the Boston campus, as well as administrative and access control support in conjunction with the President's Office for UITS hosted applications. Web Services provides technical support for UMass Boston's web site, including web design, QA/QC/Accessibility testing and improvements, and web development.

Web Services

> ***Praise for IT – Web Services***
> *Web Services was instrumental in the re-architecture of our website; a huge undertaking long in the making. Lisa Berelson kept us on task and up to date all while taking on a PACE intern who was an incredible asset to the team; keeping us in the know and communicating so we were all on the same page. The new layout and page structure helps faculty, staff and students find valuable information in a more intuitive way and looks great. We have a useful website that we are proud of! Thanks to Web Services for all the hard work.*
> *- Valerie Corrente, Registrar*

Chartered with all aspects of the university's web presence, including design, content, coding, CMS maintenance, editor management, imagery, api integration, ADA conformance, and service availability. Also overseeing the UMass Boston mobile app, custom applications and programming, the MyEmma email newsletter tool, and more. Web Services is a talented group of seasoned professional graphic designers and developers, many of which have worked together at Umass Boston for over a decade.

Applications Administration & Support

Application Administration and Support manages applications that are used by everyone at UMass Boston. We offer many services used across the campus, some of the primary ones are listed here: Help manage student, employee, and financial records (WISER, HR Direct, BuyWays, and Finance), scheduling classes and events (25Live), enhancing communication with the community (EMMA), signing legal documents remotely (DocuSign), storing and accessing files from anywhere (OneDrive), alerting the community in times of emergency (Alertus, Rave), and access to applications simply and securely (IDM/SSO).

Information Security Office

The Information Security Office (ISO) coordinates efforts and provides services to protect the University's information assets, and computing and networking infrastructure. The ISO staff provides consultative services, incident response coordination, policy and procedure development, fraud and forensic investigations, awareness and training, penetration testing, cybersecurity risk governance, and regulatory compliance. The ISO staff also serves as the pivot for many cybersecurity services operated by other teams, including authentication, access control, centralized logging, email security, data loss prevention, anti-malware management, endpoint and patch management as well as supporting the University's payment card industry (PCI) regulatory compliance obligations.

> *Praise for IT – ISO*
> *Alison Murray and her team was super helpful in conducting a safety and accessibility assessment of our database and file servers. This was so important, given how much we all began to depend on them to complicate our federal, state, and local contracts.*
> *- John Steinberg, Research Scientist, Fiske Center*

Business Operations

The Business Operations group is responsible for IT's financial management/forecasting and reporting, personnel and space management, and oversight of the procurement process for IT's goods and services.

Project Management Office

The mission of the Project Management Office is to guide projects to a successful conclusion and to create a foundation for consistent project management. In support of that mission, the PMO has five primary objectives: Deliver successful technology projects. Build Project Management maturity across the IT organization. Serve as the organization's authority on IT Project Management methods and practices. Mentor and guide project teams as they learn and adopt project management best practices. And fully implement the project portfolio management system that will support strategic planning, project integration, effective resource allocation, and executive reporting.

> *Praise for IT – PMO*
> *I want to extend a special thank you to Lisa Moriarty! Lisa, you were so good to us. You were also patient with us and thorough, often going above and beyond to look out for our best interests. We hope to work with all of you again for Athletics to keep improving our operations.*
> *- John Pagliaulo, Associate Director,*

Network Services

The IT Network Services group provides Network, Telecommunications and Critical Technology Facilities services to all UMass Boston Faculty, staff, students and all campus building technology facilities. Some of these services include: Campus wired network and wireless services, Campus voice, voicemail and contact center services, Campus critical facilities and cable plant maintenance and management and UMassNet ISP services.

> *Praise for IT – Network Services*
> *I want to complement you and your IT team for getting the Fiske Center through this trying time with flying colors. We had just moved to our second floor labs when the pandemic started. If Jamie and Kurt had not gotten the IT for our new spaces set right when we moved, it would have been a disaster. They, along with Carmine and Jackie came up with elegant solutions to make everything work very well in our new spaces and rapidly implemented them, finishing just before the pandemic struck. Because our Fiske Center servers were all set, everybody could work from home.*
> *- John Steinberg, Research Scientist, Fiske Center*

Systems

The IT Systems group is responsible for the administration and management of the core IT services provided to the students, faculty, and staff of the University. These core services include email, active directory administration, Microsoft O365 administration, server management and administration (physical and virtual), administration and management of the virtual desktop service CloudPC, along with many other mission critical services. This group has a diverse skill set with decades of experience that positions the University well to deliver new future state solutions to the University at large.

> **Praise for IT – Systems**
> Jamil Moosavifard was so responsive to the flood of phishing emails that came our way.
> - John Steinberg, Research

Communications and Training

The Communications and Training group is responsible for managing all the ways that the UMass Boston community learns about, and learns to use, the services offered by IT. The group coordinates with IT's service owners and project managers to plan and execute marketing campaigns to promote use and awareness of new and existing IT services, create strategies and procedures for the effective sending of broadcast email communications about news and service alerts to existing clients of these services, and oversee the creation and delivery of client training offerings on these services.

UMass Boston MakerSpace

The UMass Boston MakerSpace opened in 2016 to help our students, faculty, and staff to join the growing worldwide "maker movement" with a goal of expanding the ways they learn, teach, and work on research -- regardless of subject area. We've worked with clients in subjects as diverse as Biology, Poetry, Electrical Engineering, Art, English as a Second Language, Entrepreneurship, and more. The MakerSpace is primarily a 3D printing lab with fifteen 3D printers available to users, but is also expanding into the use of virtual reality.

> **Praise for IT – UMass Boston Makerspace**
> Special thanks to John Mazzarella and his student employee, Gianluca, at UMass Boston Makerspace for providing the 3D printed "manipulatives" that complement our APH CodeQuest class. The manipulatives were helpful for our blind and low vision students to grasp spatial concepts and to plan their code. Thanks for your work, there are so many moments I wish we could have videoed and sent to you. It would be fantastic to keep the partnership going in the future.
> - Regina Fugate, Technology Teacher, Maryland School for the Blind

Year in Review

Chancellor Goal #1

Making UMass Boston a Leading Antiracist Health Promoting Public Research University with Excellence and Compassion at its Core: Bringing together UMass Boston stakeholders (Faculty/Staff/Students) to develop a joint set of action items to combat racism and inequality in its various intersectional vectors and start making progress towards their implementation.

Division Mapped Goal

Promote the University's initiatives of diversity and social justice through community and civic engagement.

Year-End Report

1. Provided support for the Sankofa Conversation Series on Structural Racism, including Zoom Webinar technical support, video editing and file storage, and web design services.

   > *Praise for IT – Client Services*
   > *Michael Lyons, your emails make me happy. That's rare. You really care.*
   > *- Atreya Chakraborty, Academic Partnerships, CM Dean's Office*

2. Virtual Digital Assistant (VDA) program assisted institutional events that support diversity and inclusion such as "Modeling Leadership, Making Change: Women of Color Transforming Massachusetts Politics" Webinar and
3. Webinars on Latinx & Haitian Mental Health.
4. Hosted the first annual D.I.P.S (Diversity & Inclusion Potluck Social) event, promoting the power of appreciation of the different cultures and ethnicities across our campus community through food. Participants were asked to bring a dish that represents their ethnicity or culture, give a brief description of the dish, its origin, or family story behind the dish, and share the recipe with the group in a D.I.P.S. cookbook that was created and distributed.
5. Formed a Monthly W.I.T. (Women in IT) Luncheon - This virtual event started during Women's history month and continues to be well attended. The luncheon is an opportunity to share, encourage, and uplift each other. A place for positive gossip - "Possip"
6. Implemented a "preferred naming" business process to change usernames and email addresses, for UMass Boston students.
7. Supported a variety of projects to improve Accessibility in many ways this year, as described in the remaining entries below.

   > *Praise for IT – AV Services*
   > *John Jessoe and Lauren Luis, we just wanted to THANK YOU both for your help with making sure the Town Hall (post-verdict) went smoothly! It was a short turnaround request and you were both amazing! We appreciate the excellent support and don't take it for granted.*
   > *- Georgianna Melendez, Assistant Chancellor, Office*

8. Rolling out the AIRA solution to aid community members with vision challenges to see signage and traverse the campus.
9. Piloting of GoodMaps which is a 3D mapping of the Campus Center and will leverage an app on a smartphone to help students traverse the campus.
10. Created Accessibility Awareness Project, containing monthly newsletters on various topics, monthly virtual office hours event, and expansion of accessibility-related content on IT webpages.
11. Live Transcription features deployed for Zoom and Microsfot Teams
12. Closed Captioning feature deployed for Voicethread and Echo360 services.
13. Launched an Accessibility Challenge- supporting faculty and staff in creating accessible content.

14. Established Accessibility Partners program with aim to integrate components of accessibility compliance into the project management process. All members of ITS Project Management Office trained.
15. Completed accessibility compliance reviews for Blackboard Collaborate, HyFlex classroom technologies, Zoom, and HR Direct.
16. Established observance of Global Accessibility Day.

Chancellor Goal #2

Student Success, Wellness, and Mental Health, particularly in the Age of COVID-19: Developing a ten-point action plan to improve retention and graduation rates, enhance student engagement, and support student wellbeing.

Division Mapped Goal

Collaborate with faculty, academic leadership, and students to apply technology to teaching and learning & student administration in ways that promote pedagogical innovations and student wellness.

Year-End Report

1. Supported the development and deployment of over 10,000 courses during this year, helping faculty convert their teaching to the technology needed for offering courses during covid.
2. At the beginning of the pandemic, UMass Boston Zoom licenses had to be distributed manually. This year, we connected Zoom to our "Single Sign On" system, which allowed for automatic account creation, including the ability for all students to use a UMass Boston Zoom Pro account
3. Chromebook Lending Program - Updated Chromebook laptop lending program to students in partnership with the library and managed the program throughout the year. Setup Student Affairs with 100 loaner Chromebooks in support of student orientation. Set up 25 loaner Chromebooks for the DSP student program.

4. Produced and recorded Chancellor's Virtual Fall Convocation and Fall and Spring Town Hall Meetings.
5. Launched the Digital Assistant Program, now called Virtual Digital Assistant (VDA). Developed, Hired and trained VDA's to support faculty through teaching remotely.
6. Launched a pilot program for the BeaconFlex class modality for several classes in University Hall classrooms, providing pedagogical training, support, and documentation.
7. Launched a pilot program of the Pronto service to enhance student collaboration, providing training, support, and documentation.
8. Launched a pilot program of the Frame VR service, providing a virtual 3D meeting and collaboration space for students, faculty, and staff. Provided consultation, 3D design services, training, and support to clients.
9. Launch the LinkedIn Learning service to the campus, providing access to a huge library of instructional video content helping to replace the in-person support and training services provided before covid. Held marketing campaigns and numerous support webinars for this service.
10. Piloted Honorlock as a proctoring solution for the Math department, providing remote course integrity.
11. Commenced the move of class evaluations from Scantron manual system to Qualtrics online system.

12. Setup Student Affairs, Athletics, and Academic Affairs Central Business Unit departments to use the ServiceNow ticketing system.
13. Supported the implementation of CloudPC, UMass Boston's implementation of the Microsoft Windows Virtual Desktop services. Currently working on the new version of CloudPC service with partner vendor and Microsoft.
14. Worked with IT Systems group, assisting Enrollment Services, Psychology, and Student Affairs on server needs, with conversions to UMass President's Office datacenter (DCO2)
15. Continued our traditional departmental recognition event for our student employees, this year held remotely due to covid. All IT student employees received a student appreciation digital badge, and each IT staff member that supervised students selected one to receive a "Student Leadership Award" with a special additional digital badge and letter of recognition/recommendation. A video was produced recognizing each student and the leadership award winners.

> **Praise for IT – AV Services**
> *John Jessoe, All of you in IT are doing just phenomenal work to support us! Much appreciated*
> *- Maureen Scully, Professor, College of Management*

16. Integration of Blackboard Mobile into the new University Mobile App allowing students to easily access their courses
17. Invested in and made available SAGE databases on Data Science for Graduate Students
18. Developed a protocol and contributed over 50 knowledge base articles for faculty and students on recently launched self-service portal for Service Now.
19. Coded Blackboard courses to open 3 days prior to the start of the semester allowing students to have access to course content, zoom links, etc. so they are prepared for the first week of classes.

Chancellor Goal #3

Excellence and Wellness for Faculty and Staff, particularly in the Context of COVID-19: Developing a ten-point action plan to further academic and program excellence, advance diversity and equity in hiring, bolster retention and satisfaction, and strengthen support for sustained remote teaching and working.

Division Mapped Goal

Strengthen information technology services, infrastructure, and support for remote teaching, learning, research, and operations.

Year-End Report

1. Faculty needs for new technologies was at an all-time high, and the eLearning group met that need. In total, they supported 2,135 faculty members with one-on-one consults this year. A Virtual Office Hours service was created, providing staff availability of 20 hours per week.

> **Praise for IT – eLearning**
> *I wanted to take a moment to extend special thanks to you for all the help you have provided to our department during the pandemic. It wasn't easy to move 120 sections online all at once with no warning, and for a long time we really didn't know what we were doing. The support that you and your team gave us, most especially last spring and fall, gave us enough breathing room to learn how to do things properly, and this spring has gone more smoothly than any of us had a right to hope. We couldn't have done it without you.*
> *- Steven Jackson, Professor, Mathematics*

2. Hands-on training workshop webinars were offered throughout the year on many topics including Blackboard, Voicethread, Zoom, Collaborate, Echo360, Honorlock, Respondus Lockdown Browser and more.
3. Faculty were kept informed with a new "Teach Online" website, monthly newsletters, and weekly announcements about programs offered.
4. Expanded the use of Gradescope for online evaluation/assessment supporting faculty assessment of students
5. Hosted TEACH Fall and TEACH Spring events to support faculty remote instruction and provided video and website resources.

6. Comprehensive remote training services were launched to replace IT's previous in-person training services, including broadcast email series, webinars, and training webpages, for the topics of Information Security, Microsoft Teams, Microsoft Bookings, and OneDrive/Office Online.

7. While 99% of the campus community worked from home, many of our remote services relied on on-campus components and systems. These had full-time support and maintenance provided by IT Staff who were physically on campus throughout the entirety of the covid pandemic.

8. To help our campus community continue to collaborate, the Microsoft Teams service was launched. The software was made available, promoted, and training services were offered. IT Staff worked with Microsoft to apply for a grant to assist with the deployment. Future Teams projects are in development, including "One-Click Teams Meeting Rooms" soon to be available on campus, as well as the integration of Teams into the campus phone system.

> ***Praise for IT – IT Services***
> *Our thanks to our IT department, Vice Chancellor Ray Lefebvre and Jamie Soule for their vigilant, hands-on attention to meeting the needs of our remote faculty and staff.*
> *- Marcelo Suárez-Orozco, Chancellor*

9. A huge amount of our work was still done on paper up until the start of covid. That would have been a big problem but for the rollout of the Docusign service, allowing for electronic signatures and document conversion. Electronic signature users went from less than twenty to over six thousand!

10. Faculty and staff were sent home for covid on short notice and most had to rely on using their personal computers for university business. No longer, with Get IT, the technology loaner program available for employees to get UMass-owned laptops, screens, and other accessories for use at home. Additional work was done to utilize tools such as JAMF, KACE, and Microsoft Intune to help manage all these devices remotely.

11. The need for IT Support exploded this year, and we not only met that need but improved efficiencies in how it was provided in several ways. The IT Self Service Portal system was launched, letting users see existing issues, read "Knowledge Base" training articles, and submit new questions.

12. Per the University's Information Security Training and Awareness Policy, Information Security Office (ISO) staff conducted an ongoing information security awareness and training program for the community delivered via multiple means: Maintenance of an Information Security website; Providing a mandatory Cybersecurity Orientation for all

> ***Praise for IT – Desktop Services***
> *I would like to take a moment of your time to point out one special IT staff member, Andy Arcadipane. Over the years, Andy has been a valuable resource to my center. When you put together his "bed side manner" along with his extensive knowledge of IT, and add a dollop of "can do", you have an exceptional problem solver. A hallmark of his approach is that he listens and holds back on his advice until he thoroughly understands the problem. In many ways, he is a "clinician" when thinking though the problem, taking the time to piece together all of the information. I am in my forty sixth year here at UMass Boston, and I consider Andy one of my "go to" people in both my personal success and the success of the Center for Social Development and Education. I hope you share in the appreciation my staff and I have for Andy Arcadipane.*
> *- Gary Siperstein, Director, Center for Social Development and Education*

new hires; Conducting a comprehensive National Cybersecurity Awareness Month (NCSAM) series of activities; Providing a quarterly Security Smart Newsletter; Providing periodical information security classes; Publishing of regular cybersecurity IT news and alerts email broadcasts; Conducting of simulated phishing campaigns via the Infosec IQ system; Running regulated data compliance awareness training; Running PCI Compliance Awareness for individuals handling PCI-related data; Publishing an informative summary in an ISO quarterly report.

13. Internal to IT, efforts were made to improve staff experience. Professional development funding was made available, and all staff were encouraged to take advantage of it, under a program called Learn IT. PMP reviews were resumed, and an organizing structure was built around the existing procedure, called

Review IT. Several fellowship-building events were held for IT Staff, including a Virtual IT BBQ Event (VIBE), monthly "Lunch 'n Learn" events, and an "Early Risers" event consisting of a 6am coffee hour.

Chancellor Goal #4

UMass Boston of the City and for the City; Of and for the Times: Developing a ten-point action plan to make UMass Boston more visible, indeed indispensable, to the community and to industry and government leaders.

Division Mapped Goal

Build and strengthen local partnerships by providing technological opportunities and advancement locally & regionally.

Year-End Report

1. Working with BLC, State of Massachusetts and MASSPIRG on promoting the adoption of Open Educational Resources (OER).
2. NERCOMP presentation on the TEACH program with colleagues.
3. ROPA Library Site - The Repository of Participatory Archives web site was designed and developed, with content created by Library staff and oversight of Library Project Manager. Allows the Healey Library to participate with other public and University Libraries in the serving of related current and archived content and publications. Grant funded project starting in 2019 and ends in August of 2021.

> **Praise for IT – IT Service Desk**
> *Thank you, Peter Adams, as always, for your quick response. Again, very grateful for your assistance. You really saved the day!*
> *- Diane D'Arrigo, Assistant Vice Chancellor, Campus Services*

Chancellor Goal #5

Continuous Improvement at UMass Boston: Improve administrative efficiency and effectiveness, including improving quality and responsiveness of services, enhancing IT infrastructure, and fine-tuning the tools, practices, processes, and relationships that support our purposeful work.

Division Mapped Goal

Advance the mission of UMass Boston by implementing a state of the art, secure, reliable, and scalable technology infrastructure.

Year-End Report

1. The AV Services and the Instructional Design groups produced over 300 videos for YouTube and Brightcove Posting, including; Lung Cancer Screening Grant Video, Pension Action Center Video, Promotional Videos for History and Psychology departments, New Faculty Orientation Video for Provost Office, Graduation Video Celebrations for the McCormack Graduate School, Political Science, how-to videos supporting best practices for remote course design, etc.
2. Classrooms upgrades were preformed taking advantage of the covid lockdown. This year we installed KACE and Echo360 Universal Capture on 112 classroom and lab resident computers. Installed Mirroring360 on the resident computers in an additional 90 classrooms and meeting rooms, bringing the total number of rooms to around 140. We completed 35 classroom upgrades, 12 classroom AV Refresh Upgrades, and installed 10 new Echo360 Appliances.

> **Praise for IT – AV Services**
> *I just wanted to take a minute to acknowledge Zack Ronald. Zack has always been helpful to me with technology related to teaching, but over the last few months he has been extraordinary. I know he is busy, yet someone he responds almost immediately when I have a problem. If a fix is not readily available, he finds one quickly and gets back to me. He has thorough, current knowledge of Echo360 and can explain and demonstrate things for me in the most helpful ways. He also seems to have an understanding of faculty and how they approach teaching. This combination of knowledge and his professionalism is so greatly needed right now.*
> *- Amy Smith, Professor, Public Policy & Public Affairs*

3. Nursing Simulation lab - Full network design of the simulation lab under REAB project. Procurement and fit out of IT infrastructure to include, servers, racks, cables, UPS, power services and ongoing support of all.

4. Important work was completed on our servers and systems that provide all our technology services, much of which was related to the migration of services out of the Old Science Building, and into the new Infrastructure Hub (IHub). Purchased and implemented 2 new virtual environment platforms VXRail. Migrated virtual server environment v-Start to the Shrewsbury data center (DCO) and new VxRail platform. Migrated colocation departmental servers to virtual servers to the DCO. Move of all physical infrastructure from Data Center to the IHub. Decommissioned residual Data Center IT infrastructure. Working with DCO2 personnel to use and transition to the Commvault backup solution.

5. Along with the important SDQD work, comes important technology aspects which were shepherded by IT Staff. Monitoring and stewardship of IHub to prevent damage from SDQD demolition. Full participation with SDQD quad low voltage and technology design. Full participation with IHub project closeout, punch list and operational needs to maintain critical uptime availability for the campus most important technology facility.

> ***Praise for IT – AV Services***
> *Christopher Rennie, Thank you SO MUCH for spending your Saturday with us. The event went so much better than we thought it would, and that is all thanks to you! Thank so much for everything you did for the event, you went so above and beyond to make sure that this was a perfect day for us.*
> *- Kori Lantas, Chief of Staff, Institute for Early Education Leadership & Innovation*

6. Based on maintenance status for critical campus Infoblox equipment, worked with UPST and IT business operations to establish discount for Infoblox and RFP waiver. Received all Infoblox hardware. Installed all Infoblox hardware and acted as on-site presence to connect and configure new Infoblox equipment.

7. Research Computing (RC) work done this year includes upgrading operating systems, file servers, hardware, networking, software, etc. One of the local High Performance Compute clusters was significantly upgraded. Cluster usage policies were revamped, an RC strategic plan was created, and an RC Advisory Committee was established. RC staff developed a pilot stimulus-response application for a Psychology research project. Remote support and training sessions were held throughout the year.

8. The ServiceNow ticketing system has been expanded in its features, but also who is using it. This year, the service was rolled out to several other groups, including lots more IT staff that hadn't been previously using it, as well as groups external to IT including Student Affairs, Central Business Unit, Athletics department, and College of Nursing and Health Sciences.

9. AlertUs Panic Button Installations - Cross campus deployment of new emergency alert panic buttons in all key areas of the campus, replacement of existing hard-wired buttons with USB connectivity configurations, provided installation and trainings, testing with Public Safety and collaboration with Student Affairs.

> ***Praise for IT – eLearning***
> *Linda Sudlesky has been an amazing support for me during this past year helping me as a new faculty employee with course design for my Spring, Summer, and Fall courses. I rely on her experience and expertise in course design, accessibility for students, teaching tools I never knew about, and moral support. There were many times I started a meeting with her feeling overwhelmed, but by the end of our training session felt confident about my course design progress and implemented teaching strategies. Linda is always patient and kind and I appreciate her expertise. I could not have done this without her! She is an asset to your team.*
> *- Beth-Anne Leo Alves, Associate Lecturer, EHS*

10. R25 / X25 Classroom and Space Management - Worked throughout the COVID pandemic to meet the needs of a campus under construction and preparations for return to campus activities. Added 360-degree layouts for all pertinent rooms.

11. Added HIPAA security feature for Zoom meetings requiring that protection.

12. Computer Replacement Program - Worked with Central Business Unit, Finance, and contacts from colleges to gather details on replacements. Worked with CDW to acquire $1.5 million worth of equipment. Worked with Receiving and Property Department on onboarding of the systems.

13. Worked on transition of One Stop support platform. Identified key functional aspects in source application to transition. Configured new environment to meet requirements. Rebuilt reporting structure to support move. Enhanced current functionality to enable more efficient process.

14. Deployed appointment scheduling solution integrated with Advising CRM solution. Enabled tracking of student appointment data within the CRM solution.

> ***Praise for IT – Desktop Services***
> *I felt I have to send a note to let you know how helpful Nadya Clark has always been with any computer issues I have had. She goes above and beyond to take the time to fix the issue. Very kind and helpful!*
> *- Justin Comeau, Emergency Manager, Office of Emergency Management*

15. Developed and published a Written Information Security Program (WISP) and an Information Security Policy Book per State Audit Office (SAO). The following policies are currently available or under review: Incident Response Policy (and Plan), Firewall Change Management Policy, Change Management Policy, Acceptable Use Policy, Security Education Training and Awareness Policy, Security Risk Management Policy, Information Privacy Policy

16. Acquired and implemented M365 A5 services including Email Security and Analytics, Advanced Data Governance, Threat Intelligence and Threat Hunting, Defender for Endpoints, Cloud application security, Identity protection and access management.

17. Continued the implementation of multifactor authentication (MFA) for applications namely: VPN Global Protect (DUO), Student Applications (DUO), M365 Suite of Applications (Microsoft MFA).

18. Penetration Test 2020 Mitigation: Identified host names and system owners, Cross-referenced IPs with Tenable for a full picture of vulnerabilities, analyzed the firewall for current access of each system, contacted system owners and provided specific steps for remediation, including patching, OS upgrades, and reviewing firewall access rules, Re-ran internal Tenable scans to verify the effectiveness of mitigation steps.

> ***Praise for IT – IT Service Desk***
> *I just got a new iPhone and was having trouble getting it set up for email. I won't bore you with the number of people I spoke to at Apple and Verizon, or the number of hours I spent on the phone with them trying unsuccessfully to set it up. Then I got in touch with your student employee, Devin, and he took care of it in no time! Really nice, helpful, and skillful. I'm sure that the pandemic has made your job incredibly challenging. It's good to know that you are helping IT to keep us all connected.*
> *- Kristy Alster, Professor, Nursing*

19. An IT Project Management Office (PMO) was created last year with success and has had several expansions this year. Twenty-six new projects were identified this year to be managed by the PMO and two critical positions were filled to help manage this workload. A Project Management Partner Program was developed to enable non-PMO staffers to execute their projects under the guidance of the PMO office, and a Managed Work program was created to assist with work which wouldn't otherwise be considered a formal PMO project.

20. Migrated Blackboard Learn from managed Hosting to the 'Cloud' allowing us to prepare for future upgrades/enhancements.

21. Integrated the TA role into WISER/Blackboard to improve efficiency of access to Blackboard.

System Office Goal #1

Operating Margin: Achieve an operating margin of 2%.

Division Mapped Goal

Partner with Administration & Finance to reduce IT spend year-over-year institution-wide by reviewing & implementing central procurement and tracking of technology.

1. Launched "Get-IT" technology loaner program to loan out unused campus computers (as well as Cares Act funded new equipment) to faculty and staff to use while working from home. Get-IT also includes detailed tracking and inventory components.
2. Actively worked with the Budget Office on capital funding - Soliciting information on non-ITS department projects with IT components. Shepherding IT capital projects through the Capital Asset Requisition process.
3. Extensive reduction of student employee and graduate assistant budget usage, as well as increased planning and support to student labor budgeting in general.
4. Collaboration with buyers in other departments to assist in sourcing purchases from state-approved vendors at lower costs.
5. Review and alignment of capital budget funding to IT project management for tracking and budget oversight.

> ***Praise for IT – Desktop Services***
> *I had an issue with my Mac and remote access to my desktop at the office - and of course it happened on a Friday afternoon. I needed the access issue resolved today in order to be able to help an employee with a high priority benefits concern. I submitted a case via email and Hung Nguyen contacted me right away. He spent the time needed with me to successfully resolve the issue. He was extremely patient with me and I am very grateful for his help. I wanted to let you know how much I appreciate the outstanding customer service from your staff.*
> *- Lori Sullivan, Compensation & Benefit Analyst, HR*

System Office Goal #2

Fundraising: Continue to identify and cultivate prospects; grow fundraising donations and increase donor engagement.

Division Mapped Goal

Partner with University Advancement to identify & explore technology related fundraising opportunities geared towards increasing the UMass Boston endowment.

Year-End Report

1. Provided dedicated live support during, and editing and production services after, for University Advancement and Chancellor videos and Zoom events.
2. The IT Research Computing group assists researchers in pre-proposal and post-award roles for their grants.

> ***Praise for IT – IT Service Desk***
> *Thank you again for your quick and expert help. I am all set. I had some initial difficulty in accessing some files- but thanks to this information and your help- I am "GOOD TO GO"*
> *- Laura Hayman, Professor, Nursing*

System Office Goal #3

Enrollment: Increase enrollment numbers and expand online education.

Division Mapped Goal

Partner with Enrollment Management (CAPS, UG, G) across the institution to implement new admissions & enrollment technologies and business process improvements.

Year-End Report

1. Telecommunications Contact center - Full administration and support of the campus contact center for enrollment management and IT service desk.

2. UMB Web Site Redesign (joint project with Marketing and Engagement) - Commenced project as PMO Partnership to meet the needs of Marketing and Engagement. Issuance of Content Management RFP, final vendor selection is in progress. Additional phases in progress include Branding, Design, Development, Hosting Architecture selections.

3. Complete managed services project for Nursing for upgrades of their SIM lab. In process of a second managed services project for Nursing to add simulation capture rooms to two exam rooms and both of their skills labs.
4. Introduced enrollment data into Advising CRM. Worked with data integration team to identify needed data. Determined appropriate id structure to match courses, course offering and enrollments to student record. Loaded core data to support automated load of corresponding enrollment data. Built reports to enhance visibility into new data.
5. Built Online forms in FormAssembly to support prospective student inquiries. Enhanced existing forms where possible to reduce record duplication. Implemented solution to better track associated inbound inquires with appropriate campaign for marketing. Built internal user support request form to help better track internal CRM support requests. Worked with the Web Services team to troubleshoot/deploy new forms.
6. Innovation Lab - Worked with EdTech on Innovation Lab, this will be a new space on campus for leveraging technology in learning. Secured the Taylor Lab for use of the program and supplied with all needed computer equipment.

System Office Goal #4

Financial Planning Advisory Working Group: Work with UMass President's Office in following the recommendations of the Financial Planning Advisory Working Group, and make progress in meeting the goal of long-term financial sustainability.

Division Mapped Goal

Partner with senior leadership team to advance the financial wellbeing of the entire UMass system.

Year-End Report

1. The IT Research Computing group is working with the Vice Provost for Research and Strategic Initiatives on a strategic plan enabling improved support of sponsored research by campus researchers.
2. IT is reviewing legacy systems to identify alternatives for costly architectures, such as WEPA student printing, Cloud PC and Thin Client PCs, ChromeBoxes, SSD Upgrades to Desktops, etc.

3. Partnering with Administration & Finance to establish a central IT purchasing process.
4. Worked with UPST to improve contracting and procurement policies and practices - New Bank Card. Revamping the Contracting module. VAR consolidation
5. The IT Business office partnered with the central procurement office (UPST) on several working groups, including business process improvements, improving the procurement contracting process, and a system-wide RFP process to narrow the list of Value-Added Resellers with which the system contracts

for the bulk of the system's goods and technical services; this effort is expected to save the university system millions annually.

System Office Goal #5

Improve Government Relations: Continue to strengthen engagement with local, state and federal elected officials.

Division Mapped Goal

Partner with University Relations to pursue $1.8 billion Massachusetts Technology Bond Bill funding opportunities.

Year-End Report

1. Provided technical support and Zoom licensing for the Office of Government Relations Zoom webinar and meeting events.
2. Provided video editing, video creation and video file hosting services for Office of Government Relations Zoom event video recordings.

System Office Goal #6

COVID-19: Continue to collaborate with UMass President's Office on Health & Safety and regulatory matters in a highly ambiguous environment.

Division Mapped Goal

Partner with Environmental Health & Safety, Emergency Management, Human Resources, and University Health Services on COVID-19 related safety measures and technology solutions.

Year-End Report

1. The campus-wide UMB Digital Signage system was resumed for the display of Health & Safety information, and other important messages for on-campus students and employees.
2. Deployment of "softphone" system, allowing campus-based telephone numbers to be routed to alternative phones, such that university business can continue while employees work remotely. Other telecom projects assisting remote work include fully functioning remote contact center capabilities, call forwarding, voicemail to email notification, and daily support of the campus data network enabling remote desktop capabilities to all employees.
3. ServiceNow - Acquired and implemented the Workplace Safety module stack of Service Now. Built COVID Portal, Check List, Ad Hoc Entrance to Campus, Positive Reporting, and Vaccination Reporting.
4. Deployed "Zero-touch" printing service for students to print with a minimum of contact with shared equipment.

> *Praise for IT – eLearning*
>
> *I wanted to be sure to write an email expressing my deep appreciation for the excellent IT assistance I received this semester from the eLearning and Instructional Design team. I consistently received timely follow-up to all of my inquiries, whether they were minor or more complex questions.*
>
> *I am sincerely grateful for the specific and extremely valuable assistance I received from Paula Thorsland on one of my individual sessions. You helped with your ideas for my BB Weekly Sessions setup. Several students shared that they were very appreciative of how the weekly agenda was organized after classes went remote. I also was skillfully and thoughtfully assisted by Ellen Foust for my VoiceThread learning and related questions.*
>
> *I want to particularly acknowledge the skillful, patient and very attentive support from Irene Yukhananov and your student employee, George, at several critical timepoints throughout the semester. I needed to rely on Irene's expertise for questions and creative assistance related to aspects of BB design such as use of new features, and for preparing and setting the parameters for online quizzes and exams. I had never used online quiz and exam software as part of my teaching. I did not have access to a PC so was able to receive their expert guidance for the use of Respondus and other Blackboard features. Irene and George were detailed and extremely professional. Their skills and assistance were vital for my remote teaching work, as I was teaching 140 students across three Psychology classes.*
>
> *The IT staff and the elearning team at UMass Boston deserves special recognition and appreciation. I regret that I cannot thank everyone in person at this time, but wanted to be sure to express that the quality of support and assistance provided was exceptional at a very stressful time.*
> *- Peggy Vaughan, Senior Lecturer, Psychology*

Project Portfolio

	On Schedule	In Queue	Complete

Fiscal Year: 2022	Jul 2021	Aug 2021	Sep 2021	Oct 2021	Nov 2021	Dec 2021	Jan 2022	Feb 2022	Mar 2022	Apr 2022	May 2022	Jun 2022	Jul 2022
AIRA Project	■	■ On Schedule through Dec 2021											
AV Upgrade Program	■	■ On Schedule through Jun 2022											
Ballroom Upgrade	■	■ On Schedule through Dec 2021											
CloudPC	■	■ On Schedule through Dec 2021											
Course Evaluation							■ In Queue Jan–Jul 2022						
Disaster Recovery	■	■ On Schedule through Jun 2022											
Emergency Service Display	■	■ On Schedule through Jul 2022											
Enrollment Tech. - Slate	■	■ On Schedule through Jun 2022											
Info Sec Improvements	■	■ On Schedule through Jun 2022											
Network Core Edge Upgrade	■	■ On Schedule through Jul 2022											
OneDrive Adoption							■ In Queue Jan–Jul 2022						
Public Safety Communications							■ In Queue Jan–Jul 2022						
Remote Labs Pilot			■ In Queue Sep 2021–Jan 2022										
Roadway Video							■ In Queue Jan–Jul 2022						
UMB Mobile App	■	■ On Schedule through Dec 2021											
UMB Website Redesign	■	■ On Schedule through Jul 2022											

AIRA Project

Timeline: Jan 1, 2021 - Dec 31, 2021
Status: On Schedule
Project Owner: Mike Lyons

Aira is a tool to connect people who are blind or have low vision with real, highly trained professionals who provide visual information on demand. This application and service has great utility for accessibility at UMB and would be particularly be useful in assisting students and staff with university-mandated requirements surrounding physical distancing, navigating and avoiding campus construction, and accessing digital information that has yet to be made fully accessible.

AV Upgrade Program

Timeline: Jul 1, 2021 - Jun 30, 2022
Status: On Schedule
Project Owner: John Jessoe

This is a yearly program that manages a number of AV sub projects each cycle. Maintaining our classroom and lab with the latest technologies are critical for our students, faculty and staff. The FY 21 project has targeted 18 TEC 1 & 2 classrooms and labs to be upgraded. The program will also replace UMB TV end of life Vbrick Set top Boxes with Visix Media Players and upgrade 30 LED projectors to Laser.

Campus Center Ballroom Upgrade

Timeline: Feb 1, 2021 - Dec 31, 2021
Status: On Schedule
Project Owner: John Jessoe

This project involves the replacement and upgrading of the AV System in the Campus Center Ballroom with a new Digital AV System, that will include the AV Switcher, Interfaces, Projectors, Microphones. The upgrade will also include three new podiums with built-in Computers and HD Cabling to allow for the connection of newer model laptops via HDMI cables.

CloudPC

Timeline: Jul 1, 2021 - Dec 31, 2021
Status: On Schedule
Project Owner: Michael Lyons

Migration from CloudPC 1.0 to CloudPC 2.0.

Course Evaluation

Timeline: Jan 1, 2022 - Dec 31, 2022
Status: In Queue
Project Owner: Apurva Mehta

Migrate Scantron course evaluations to Qualtrics

Disaster Recovery

Timeline: Jul 1, 2021 - Jun 30, 2022
Status: On Schedule
Project Owner: Jamie Soule

Disaster Recover planning to produce D/R plan with associated infrastructure inventory, plus implementation of D/R VxRail cluster.

Emergency Service Display

Timeline: May 1, 2021 - Dec 31, 2022
Status: On Schedule
Project Owner: Jamie Soule

Provide all campus hardwired phones with emergency location services when calling 911. The call location information will be automatically displayed at the public safety call console.

Enrollment Technology - Slate

Timeline: Nov 1, 2020 - Jun 30, 2022
Status: On Schedule
Project Owner: John Drew

This project will serve as a replacement of the current Target X application and will enable the 'decoupling' of the undergraduate admissions process from Peoplesoft. The project will provide an autonomous, campus specific admissions and marketing platform that will increase the efficiency and effectiveness of the undergraduate and graduate admissions recruitment and marketing efforts.

Information Security Improvements

Timeline: Jul 1, 2021 - Jun 30, 2022
Status: On Schedule
Project Owner: Wil Khouri

A full year project designed to implement University security improvement initiatives to ensure our University security profile, guided and assessed by an annual audit and a pen test - scope includes Azure SSO, IPAM, MFA, SIEM, …

Network Core/Edge Upgrade

Timeline: Jul 1, 2020 - Dec 31, 2022
Status: On Schedule
Project Owner: Jamie Soule

The campus has begun the 1st phase of the campus network upgrade that will include an external vendor assessment of our current environment and design plans for the implementation of the comprehensive network core/edge upgrade.

OneDrive Adoption

Timeline: Jan 1, 2022 - Dec 31, 2022
Status: In Queue
Project Owner: Ray Lefebvre

Migrate share drives to Microsoft OneDrive and decommission Isilon storage array.

Public Safety Communications

Timeline: Jan 1, 2022 - Dec 31, 2022
Status: In Queue
Project Owner: Michael Metzger

Analog to Digital migration and all that entails.

Remote Labs Pilot

Timeline: Aug 15, 2021 - Feb 1, 2022
Status: In Queue
Project Owner: Mike Lyons

Collaborative pilot project with the College of Management to provide remote access to labs. If successful this technology may be extended to additional labs.

Roadway Video

Timeline: Jan 1, 2022 - Dec 31, 2022
Status: In Queue
Project Owner: Michael Metzger

Enhance roadway video capabilities across campus leveraging Blue Light poles

UMB Mobile App

Timeline: Jan 4, 2021 - Dec 31, 2021
Status: On Schedule
Project Owner: Michael Metzger

The project will reevaluate the current mobile application with a new redesign that will be student focused and include enhanced functionality to provide an easy to navigate\meaningful application for students, staff and faculty.

UMB Website Redesign

Timeline: Jul 1, 2021 - Dec 31, 2023
Status: On Schedule
Project Owner: Jonathan Lee

This project will take a comprehensive approach to the redesign of the current UMass Boston website. The project has three phases; Marketing Research, Branding and Website Redesign.