UMASS
BOSTON

iT Annual Report 2020
SERVICES

Contents

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

CIO Welcome and Summary

It goes without saying that this year represents one of the most unprecedented and unexpected upheavals in modern history. The COVID-19 pandemic has touched everyone on Earth in ways big and small. The sudden closure of all campus-based operations at UMass Boston is not, by far, the worst effect of this pandemic, next to the tragedies we hear about daily in the news and from our families and neighbors. However, despite the worldwide impact of the pandemic, the effect that it had on the teaching, learning, and working at UMass Boston has also been significantly challenging.

The end of fiscal year 2020 marks just over one year since I joined The UMass Boston IT Services family. I want to take this opportunity to extend my heartfelt thanks to each of the 90 amazingly talented and dedicated staff and managers that make up the IT Division. I am humbly privileged to work with this team, and to be a part of the wonderful accomplishments that come out of this group every day. These accomplishments could never be fully and completely captured in a document such as this, but we will nevertheless attempt to do so on the following pages.

The wonderful response I saw from across the IT Division in response to this challenge was praiseworthy, but the accomplishments of the eLearning and Instructional Support group deserve a special mention. The group worked to rapidly get over 1,600 courses moved to fully-online, and provided support to about 1,200 faculty in early Spring, to convert their teaching modality from face-to-face to online. This required long hours, lots of training via group webinars and one-one consultations, and many methods of communication with clients – all while providing exceptional customer service to our faculty.

I wanted to call out several projects in particular, in which work had started in part or in entirety before the COVID-19 pandemic closed our campus, but which made that closure much less of a difficult experience for our community:

- E-signatures with Docusign was a project to allow UMass Boston employees accept digital signatures in place of physical in signatures. This was launched in February, and has seen a rapid uptick in use since the campus was closed, totaling 1,312 users and 5,010 e-signature documents created by July 1st. Docusign enabled staff to more easily transition to a fully remote operation by moving their forms and other paperwork to this digital system.

- Zoom has become synonymous around the world for working remotely this year. The IT department had provided access to Zoom before the campus closure, but use has skyrocketed since then. By July 1st, IT provided 1,410 Zoom Presenter accounts, who hosted a total of 62,393 Zoom meetings. An interesting metric here is that the number of new Zoom Presenter accounts added for each of the first three weeks of the campus closure was nearly equal to all new accounts created in all of 2019!

- CloudPC is a service that had been in the early planning stages before the campus closure, but was fast tracked for rapid deployment within the first few weeks of April. CloudPC is powered by Windows Virtual Desktop. The way we describe it is, just like Netflix lets you stream a movie as if you had the physical DVD, CloudPC lets you stream access to a powerful pc as if you had an expensive new computer at home. With CloudPC, students, faculty, and staff were no longer limited to the speed and storage space of whatever device they had available at home. CloudPC also has some exciting uses soon to roll out to replace the services provided by general computer labs, and computer lab classrooms, which are being planned for the fall semester.

There are many stories like these that are told in the pages that follow, and many more that will surely go untold. Stories of how the university community has come together in this time of uncertainty. But just as steel is forged in fire, the strength of the IT team and the whole university has been honed and not hindered during this challenging year.

Together we are stronger!

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

Information Technology Services Org Chart
July 2020

Raymond V. Lefebvre – Vice Chancellor / CIO

Salina Allen-Sharpp, Executive Assistant

Apurva Mehta - Associate CIO, Educational Technology and Learning Commons

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

John Jessoe, Manager, Classroom Technology and AV Services
- *Open Position*, AV Evening Supervisor
- **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, E-Learning 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 Design/Sync Online Learning Specialist
- **Peter Tofuri, Jr**, Learning Management System Administrator
- **Irene Yukhananov**, Digital Initiatives Lead

  [*Student Employees:* **2**]

Mike Lyons - Assistant Vice Chancellor, Client Services

Peter Adams, Supervisor, IT Service Desk
- **Christine Carpenito**, IT Service Desk Support Consultant
- **Rocky Haggard**, Software Support Specialist

  [*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**]

Max Razdow, Manager, Lab Operations
- **Dann Brown**, Computer Lab Consultant
- **Henry Lay**, Mobile/iOS/Virtual Lab Supervisor
- **Binh Ly**, ITLC Systems Specialist
- **Matt McCubbin**, IT Accessibility Coordinator
- **Lucille Nguyen**, IT Lab Operations Student Supervisor
- **Ananta Sinha**, Supervisor, Comp Op System and Services
- **David Wilson**, Computer Lab Consultant

  [*Student Employees:* **3**]

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
- **Lisa Berelson**, Senior Web Designer/Developer
- **Jonathan Crawford**, Web Designer/Developer
- **Kevin Gerich**, Web Designer/Developer
- **Lisa Link**, Senior Web Designer/Developer
- **Peter Tattlebaum**, Web Designer/Developer

Wil Khouri - Assistant Vice Chancellor and CISO

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

  [*Student Employees:* **2**]

Neil Rosenburg - Assistant Vice Chancellor, Business Operation

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

Terence Phalen, Director IT Project Management
- *Open Position*, IT Project Manager
- **David Gorfine**, IT Project Manager
- **Lisa Moriarty**, IT Project Manager
- **Mary Ryan**, Data Integration Specialist

John Mazzarella, Manager, Training, Communication, and Makerspace
- **Katherine Ananis**, Software Trainer

  [*Student Employees:* **8**]

Jamie Soule, Director of Network Services
- **Sereynita Altarejos**, Administrative Assistant II
- **Azadeh Aslani**, Senior Network Engineer
- **Kurt Charlton**, Operations Technician
- **Carmine DiFilippo**, Technical Specialist II
- **Donald Foye**, Senior Network Engineer
- **Scott Gilbert**, Senior Network Engineer
- **Damon 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
- *Open Position*, Systems Administrator
- **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

  [*Student Employees:* **1**]

Department 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.

> ***Praise for IT – eLearning and Instructional Support***
> *Your patience and consideration have been a boon in my professional life and in my life in general. I am truly impressed by your professional approach. Like the best instructors, you explain yourselves clearly in an accommodating, helpful, respectful manner. Your work with me sets the "gold standard". With heartfelt thanks, Jeslyn Medoff, Senior Lecturer, Department of English*

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 261 Technology Enhanced Classrooms (TECs), Conference Rooms , Labs, and Auditoriums on campus.

E-Learning and Instructional Support

The eLearning and Instructional Support 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. The eLIS 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.

Client Services Department

The IT Client Services Department is comprised of three groups: IT Service Desk, Desktop Services, and Lab Operations. 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.

> ***Praise for IT – IT Service Desk***
> *Just wanted to let you know that James confirmed that he had no trouble getting into his class today, which is a relief. So thanks again for all your help in making that happen, much appreciated.*
> *Marie H. Bowen Vice Chancellor for Human Resources*

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. And if we can't handle it, we route it to the people in IT and beyond who can.

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 the VIP, Chancellor, and Provost. Desktop uses the KACE and JAMF endpoint management tools for computer inventory, and to remotely install and update applications to university computers. The Desktop team also plans, coordinates, and executes the annual Computer Replacement Program to provide new computers to employees and securely dispose of old ones.

Lab Operations

Lab Operations has eight staff and several student employees who manage and support thirteen shared teaching and open Computer Labs on campus, 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, Library IT and Systems support, and the new IT Support Live Chat service.

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 including web design, QA/QC/Accessibility, and development for the University of Massachusetts Boston's Web Site.

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).

Web Services

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.

> ### Praise for IT – Classroom Tech. and AV Services
> *What you have done is nothing short of miraculous. I am techno-challenged, old, and vision impaired, etc. and even I have managed to successfully conduct meaningful online courses. :) This is all exclusively due to the extensive instructions and support that you have provided. You are amazing! When this is all over, your department deserves a parade in its honor! Talk about stepping up! (Just knowing that you are all in the background to help has increased my own confidence beyond words. I can never fully express my gratitude! Joan Struzziero, Counseling and School Psychology*

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.

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.

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 – Networking Services
> *I want to let you know the about the excellent service that Kurt and Scott provided UHS, the College of Nursing and Student Affairs today. As you are aware a very important clinic is being conducted for our students this coming month and we needed to quickly move the location from the gym to the Campus Center. Kurt and Scott were able to activate and route the proper VLAN to allow this clinic go forward. Without this vital service the clinic would have been delayed and that impact would have affected several students for the fall. Please accept this thank you from me personally and on behalf of UHS, Student Affairs and the College of Nursing for a job well done. As always, excellent service from IT, Thank you Peter J. Bonitatibus Director of Information Systems & BeaconCard Ops. Student Affairs*

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.

Training, Communications, and Marketing

The Training, Communications, and Marketing 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.

Makerspace

The University's 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 15 3D printers available to users, but is also expanding into the use of virtual reality.

Completed Project Highlights

The following are selections from IT's list of completed projects for FY20. The Project Management Office creates a "Project Portfolio" document showing the status, timeline and descriptions of their projects. See this document in the Appendix B of this report.

Student Billing & Payment

Implementation of a new, easier, and more efficient method for students to pay their University bills via a single payment or by enrolling in a University payment plan.

Shorelight

Construction of an online video studio at the bayside building that will enable the University to provide UMB faculty led course instruction for students in Qatar.

Web Marketing Pilot Project for UMB Online

Provide new and innovative web based marketing capabilities for the UMass Boston Online programs and courses, centering around the launch of the online.umb.edu website.

Call Center

Our current active call directory (ACD) system is at end of life and has been replaced with a new robust VoIP based SIP phone compatible call center software.

CloudPC BYOD

Provide a virtual desktop for all students, staff, and faculty that will allow anyone to access and work with a Windows virtual desktop regardless of the device (PC, Mac, tablet, phone).

Electronic Signature

This project replaced our previous e-signature software and any user developed forms with Docusign, a new and improved University-wide e-signature application.

Information Security Improvements

A full year project designed to implement University security improvement initiatives to ensure our University security profile.

> *Praise for IT – eLearning and Instructional Support*
> *Thanks Paula, your department are the heroes of UMB in my opinion.*
> *Kevin Murphy, Associate Lecturer, History*

Managed Student Print Services

Replaced the previous student print stations with a new vendor print kiosk system that provides additional functionality including leveraging cloud printing.

Online Student Orientation

Introduction of a new online student orientation capability that will enable students to complete their orientation either partially or completely online.

Residential Housing

Phase II of the housing interface program, this project integrated UMass Boston residential housing data with PS and Summit systems.

University Tickets

This project implemented a third party product (University Tickets) that will enable students to purchase student activities tickets online 24/7.

FY 20 Year End Report on Goals

The following are highlights of the IT Department's FY20 accomplished goals, with notes included in parentheses.

- Increase the use of the Blackboard Learning Management System for all students by 5%, by focusing on the LMS as a "Universal Access Port" for all academic content. **Complete** *(Due to Covid19 we have a much higher use of Blackboard and Gradescope usage has also gone up.)*

> *Praise for IT – Classroom Tech. and AV Services*
> *I cannot thank all of our staff who helped with convocation enough for the splendid ceremony. Your hard work created a flawless celebration. Many people have contacted me to say how much they enjoyed the event. It displayed everything that is joyous and meaningful about this campus. It takes an enormous amount of organizational energy and talent to bring that off and we are all very much in your debt. Katherine S. Newman Interim Chancellor*

- Promote best practices in Blackboard's use among faculty with training workshops, webinars, outreach events in innovative formats, and host 6-9 workshops a month to service faculty with informational training on teaching and learning tools. **Complete**

- Provide support for the growth of Online Programs. **Completed with additional work ongoing** *(Ongoing support for Nursing faculty in developing and teaching courses for the new Advanced Online Nursing Program by training, support new technology such as Examsoft, and providing ongoing consultations on best practices for teaching online.)*

- Enhance remote computer service offering allowing students and faculty to stream access to a windows operating system and software, for use in remote classes, labs, exams and more. **Complete** *(Deployed new CloudPC service offering to students, staff, and faculty to address remote access and specialized software needs.)*

- Move the Makerspace to its new location in the McCormack building, partnering with the REAB team to coordinate the move. **Completed**

- Complete the Xythos to Microsoft OneDrive migration by the end of July 2019 and decommission the Xythos hardware and software system. **Completed** *(IT Desktop team, working with Application Services assisted clients migrate data from Xythos drive to MS OneDrive for over 21,600 users and files, providing 35 training workshop sessions with 203 registrants, and ongoing support throughout the migration.)*

- Partner with the Office for Faculty Development and the Office of the Provost to design and implement The Active Learning (TAL) Fellows programming, specifically targeting teaching in large enrollment courses (pre-selected 22 faculty: 2 cohorts each consisting of 11 faculty). **Complete** *(Provided support and training with office of Provost Brian White TAL scholars programs.)*

- Collaborate with McCormack Graduate School of Policy and Global Studies to launch an online version of the award-winning Gender, Leadership, and Public Policy (GLPP) Graduate Certificate for Fall 2019 by providing training and best practice consultations. **Completed** *(Completed initial launch of 3 courses, provided support, training, and feedback.)*

- Review of proposals to Student Printing RFP, select a vendor, and implement an improved student print solution across campus. **Completed** *(WEPA Student Printing was launched for the start of Spring 2020 semester.)*

- Complete the Document Imaging implementation for Graduate Studies. – **Completed**

- Participate in SA Governance projects such as Curriculog, CIVITAS and Student Billing that impact the Boston campus. CIVITAS - utilize Civitas as the method for Salesforce Advising Case Management to alert advisors of risk for factors (indicators) of a student's performance. **Complete**

- Increase Zoom Meeting usage on campus, by increasing the amount of available license to 400. **Completed** *(The COVID –19 situation resulted in us increasing our Zoom Meeting Licenses count to 1,400 licenses, and also saw us add Zoom Webinar and Large Meeting licenses to our account, which are being utilized as a shared resource among our numerous Zoom License holders.)*

- Expand the Cybersecurity Awareness Program with increased activities during the October National Cybersecurity month and beyond for students, faculty and staff. **Completed** *(See page 9 for more details)*

Instructional Continuity Accomplishments

Members of the Educational Technology department have been on the front line of Instructional Continuity, helping about 1,200 faculty adapt and adopt a multitude of technologies to ensure teaching and learning can continue. A truly herculean task has been accomplished by a small team of dedicated individuals who have worked tirelessly during this time, all while providing excellent customer service.

The eLearning team was in all hands-on deck mode since the announcement that courses would be moved to fully online after spring break. Staff members participated in daily team meetings, offered daily drop in online sessions for faculty, one on one consults, group trainings, answered tech support requests, and posted updates and information to their website and via an email newsletter. They also played a vital role working with upper administration to answer questions and determine best next steps to support teaching and learning in this new modality.

The following is just a small summary of their accomplishments:

- Provided drop in online sessions and one-on-one consultations for faculty to learn how to use Zoom, Collaborate, Voicethread, Echo360, and a variety of other tools.

- Created new websites and videos containing tutorials, best practices, and support information for Blackboard, Zoom and other services, including general teaching and learning information, for faculty and for students.

- Provided 10 departmental online training cohorts to prepare faculty for summer online teaching (serving over 100 faculty).

- Supported and advised on the launch of the new Accelerated Bachelor of Science in Nursing program.

- Met with a long list of different vendors to troubleshoot problems, streamline vendor support, gather analytics, and better integrate products to online teaching modality

- Assisted School for the Environment and McCormack Graduate School of Policy and Global Studies with their Zoom Hosted Virtual Earth Week Events.

- Edited, captioned, and posted video recordings for Nursing, Political Science, Performing Arts, Anthropology, College of Management, Health Services, University Advancement, Enrollment Services, Advising, Provost's Office, Chancellor's Office, and many more groups.

- Worked with the Provost to define and share the various options/modalities for teaching in Fall.

- Working with Deans Chairs to promote training sessions available to faculty for remote instruction.

Praise for IT – eLearning and Instructional Support
What a great job you did today sharing your expertise. I am sure we will have more questions as we begin to use these online tools.
Greg Sun, Chairman, Engineering Department

Praise for IT – Classroom Tech. and AV Services
Thank you. IT has been amazing through this – I've heard this from many faculty.   Know you and your crew are immensely appreciated!
Steve Striffler, Director, Labor Resource Center, Professor, Anthropology

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Praise for IT – eLearning and Instructional Support
I can't thank Gene Shwalb enough for working so late and at the last minute! I have a Teaching Assistant who is very sick with coronavirus, which is scary, and it also means that plan fell apart. You guys are heroes in this whole process of converting to online.
Rachel Skvirsky, Professor, Biology

Praise for IT – Classroom Tech. and AV Services
Thanks to John Jessoe for EVERYTHING that he and the others are doing to support our students, faculty and staff -- your work supporting the entire UMB community during this intense time is greatly appreciated.
Ann Malone, Clinical Faculty, College of Nursing and Health Sciences

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Praise for IT – eLearning and Instructional Support
I would be in the DARK without the consistent and thoughtful tutorials from Jouliana Bosneva. Truly, she has been a Godsend to me. She helped me on a number of levels during this COVID-19 pandemic. I cannot express this enough how truly thankful and impressed that I am working with you and the overall IT team at UMB. Several of my colleagues from other institutions are not so lucky during this demanding time.
Denise Patmon, Professor, Curriculum & Instruction

Cybersecurity Awareness Efforts Summary

IT's Information Security Office team performs a lot of technical work to keep the university community safe, but the best defense is an informed user, so cybersecurity awareness is a major focus of the group's activities, as described here.

The National Cybersecurity Awareness Month (NCSAM) which is held every October, is a collaborative effort between government and industry to raise awareness about the importance of cybersecurity and to provide tools to raise the awareness. This past October the University Information Security Office staff held various activities and other efforts for the 7th year in a row. This year's topic emphasized personal accountability and stressed the importance of taking proactive steps to enhance cybersecurity at home and in the workplace. The overarching message – Own IT. Secure IT. Protect IT. – focused on key areas including citizen privacy, consumer devices, and ecommerce security. To that end, our cybersecurity staff, prepared "awareness posts" which were displayed on the digital signage system's screens, stationed in high traffic areas throughout the campus. Instructional and informative handouts were made available in high traffic areas such as at the IT Help Desk in Healey, the Campus Center, and the University Hall Atrium. The Cybersecurity staff were stationed at an information booth for two hours every Tuesday and Thursday during the month at both University Hall Atrium and Healey Library 2nd floor where posters were displayed, handouts provided, and discussions and advice was provided to students, faculty, and staff.

The Information Security Office (ISO) expanded the Information Security Awareness Program and is currently delivering training via multiple new means:

- ISO maintains an Information Security website with announcements, blog posts, concepts, best practices, advisories and relevant security newsletters and articles.

- ISO in conjunction with IT Communications began presenting a mandatory Cybersecurity Orientation for new hires.

- ISO and IT Communications publishes a monthly cybersecurity newsletter sent via email and posted online.

- IT Communications provides a monthly hour-long information security overview workshop, available to students, faculty, and staff.

- IT Communications published regular ISO news and alerts providing relevant Cybersecurity messages, directions, announcements, and news from the ISO via mass email to the Community, including a weekly "ISO Tips" series produced each week for the first four months of the campus closure.

- ISO runs simulated phishing campaigns which follows with a mandatory online training for those who fall for the simulated phishing attack.

> *Praise for IT – Classroom Tech. and AV Services*
> *Amazing! Great job team, and yes it was so fun to watch all of the comments pour in on Facebook! Congrats class of 2020 and to you all! Allison Duffy Asst. VC Alumni Engagement and VC University Advancement*

IT Strategic Plan Progress

In this fast changing environment of technology, the introduction of AI, Makerspaces, Virtual and Augmented Reality, and more as ways to enhance teaching and learning, decision making systems built on data warehouses, and other social developments in our country, the need to create a 'Strategic Plan' is ever so important. The plan will help guide us forward towards addressing challenges in the coming years.

Getting input from all IT staff, the data collected will allow us to develop our Mission, Vision and Values statements – the foundations for any strategic plan. The data to build the Technology Road Map was completed in early 2020 by the Leadership Team and revised in July 2020. These four documents will be socialized with the IT Leadership Team for feedback and enhancements. Meeting with staff from each department will allow us to define our Goals and Objectives to be accomplished in the next 3-4 years. Next, the strategic plan will be socialized with members of the community with the goal of it being completed by December 2020.

See the Areas of Focus & Key Priorities visualization in Appendix A of this report.

Upcoming Featured Projects Highlights

The following are selections from IT's list of projects which are currently in progress or planned for FY21.

Recreational Management

This project will provide students the ability reserve recreational facilities, rent equipment, and conduct financial transactions to secure recreational management memberships.

e-911

As the University continues to develop its security profile, the e-911 project will provide campus security with real-time location services for anyone reporting a 911 emergency.

Information Technology Data Integration

This project will manage the design, development and implementation of the infrastructure required to leverage the Dell Boomi toolset for all future campus data integration needs.

Information Security Improvements

A full year project designed to implement University security improvement initiatives to ensure our University security profile.

> ***Praise for IT – eLearning and Instructional Support***
> *The IT staff and the e-learning 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. Take care.*
> *Margaret (Peggy) Vaughan, Ph.D. Psychology Dept.*

2020 Classroom & Lab Upgrade

This project will upgrade target classrooms and labs with new equipment for the 20\21 academic year

Network Upgrade

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 upgrade

Library UASC Web Project

This project will build an accessible, adaptable, and engaging online "roadmap" to guide libraries of all kinds and sizes through the process of collecting and preserving materials in partnership with their community members.

Graduate Centralized Application Service (Grad CAS)

The Graduate Admissions Centralized Application Service project will serve the 'common application' for those programs and will interface directly with downstream target locations.

DCO2

The Data Center Optimization (2) program is a University-wide initiative designed to provide a platform for secure Virtual Machines (VM servers). The campus-specific project will focus on the visualization of campus-based physical servers, providing UMass Boston server administrators a secure platform for their applications without the cost and effort of maintaining a physical server.

VXRail

This project will provide the UMass Boston Information Technology division a local virtual environment for critical on-premise operational requirements.

Goals Postponed to FY21

Understandably, the COVID-19 pandemic changed many priorities and plans for this year. This list shares some FY20 goals which had to be expanded, reprioritized, rescheduled, or changed in some way. The efforts and projects are still in the running and are listed below with additional notes in parentheses.

- Contribute to learners' equity and access by establishing clear expectations among academic administration and faculty about online course quality standards, including accessibility, through the continuous deployment of ALLY, principles of OSCQR and UDL (Universal Design for Learning). Develop at least ONE exemplary Blackboard course in each college by partnering with academic administration and faculty. **In Progress** *(We have begun to identify quality courses and will be continuing this in the new year and providing more accessibility webinars and workshops in the spring term)*

- Roll out Virtual Reality services to faculty as a pilot for a campus-wide service. **Ongoing** *(Devices purchased, received, and configured. Pilot test with COMM 300 class completed. Two student employees trained on use of equipment to learn technology for support and configuration. VR project suspended in March due to COVID-19 pandemic.)*

> *Praise for IT – IT Service Desk*
> *I write this email to kindly inform you that Prabin Tamang responded promptly yesterday to my request for services from the IT Dept., when my my UM Boston email account was compromised. I greatly appreciated his help and professional expertise and would like to thank him for his services. Maria Athanassiou Professor of Latin American and Iberian Studies*

- Create an awareness campaign to publicize Blackboard mobile app among students. **On Going** *(We have reached out to students through various channels, and added it to the IT Website.)*

- Expose faculty to gamification apps (e.g. Kahoot) to develop learning activities in the classroom. **In *Progress*** *(We have offered 2 workshops on mobile and will be offering 2-3 workshops around mobile and gaming in the future)*

- Promote quality, accessibility, and standards of online classes with academic tools, integrated with Blackboard and teaching of best practices (ALLY, OSCQR, academic integrity, etc) through workshops and webinars that increase the accessibility of courses by 15%. **On going** *(We have offered multiple workshops and webinars each month since June and will continue. We have also presented training sessions at several department meetings. Accessibility, though a moving target, has improved almost 30%.)*

- Host training, events, and marketing to promote Makerspace use to the University of Massachusetts Boston community, with a focus on its benefits for curriculum delivery. **Ongoing** *(Held seven in-person workshops in FY20, including one presented to a pre-service teacher cohort on using makerspaces in the classroom. Held annual "MakerFest" event to promote the UMass Boston MakerSpace to faculty and students. Makerspace was shut down in March for the COVID-19 pandemic.)*

- The UMB edge network refresh to enhance performance, reliability, and security for all UMB network users. It will also strategically position the University to meet the technology needs for the foreseeable future offering the latest in technology advancements. This will be a significant competitive advantage among our competing higher education institutions. **Ongoing** *(Initial planning has begun and a vendor will be selected to assist us in decision making, technology options, sourcing and platform.)*

- Partner with The Ross Center for Disability Services to implement an online training on Ross Center (Accommodations) and eLIS (Accessibility) Services for people with learning differences. **In *Progress*** *(We have completed the build of the course and are working with the Ross Center pilot the training course.)*

- New "IHUB" data center completion and full commissioning Relocation of all Science data center assets to IHUB once completed. Decommissioning of Science data center. **Ongoing** *(Project is ongoing and on schedule. IHub generator and cooling infrastructure is online.)*

- Order and install 6 to 12 additional Echo360 Capture systems to replace end of life units currently in service. **In Progress** *(Received late funding to support this goal and plan to replace 8 End of Life units and install appliances in 2 new Classrooms.)*

FY20 Professional Development Summary

Technology is our business, and it's advancing every day. The only way IT Services can provide the technology leadership needed by our partners across the institution is by being lifelong learners in our areas of expertise. IT Services Leadership acknowledges this fact and so makes it a high priority to provide opportunities to IT staff for professional development to keep up with these rapid developments. During FY20, IT staff participated in the following professional development activities:

Educational Technologies

- PEARC19 Conference
- OLC Accelrate Conference
- Sxsw Edu. Conference; llc
- ServiceNow Fundamentals
- Educause Learning Initiative
- Caps Fall & Spring
- Nercomp
- Makerbot-Aug 30th; New York

Client Services

- ONLC; Itil 4 foundation certificate; 12.02.2019
- ServiceNow; March 23rd to March 26th.
- Service Management World; Crucial
- JAMF Admin (covered by license fee)
- AWS Certified Architect
- Security+ Certification Bootcamp
- Cert. HDI
- 2020 CSUN Conference; Self Pay
- ITIL Training
- Pluralsight annual subscription
- SalesForce, Trailhead Bootcamp, and Virtual Institute On Building Equity

Application Services

- ServiceNow Annual Conference
- ModoLabs Kurogo Conference
- ModoLabs Kurogo Conference
- Training-Virtual Online /ExamsITIL Expert Bundle
- HTML
- SalesForce
- CollegeNet Annual Conference

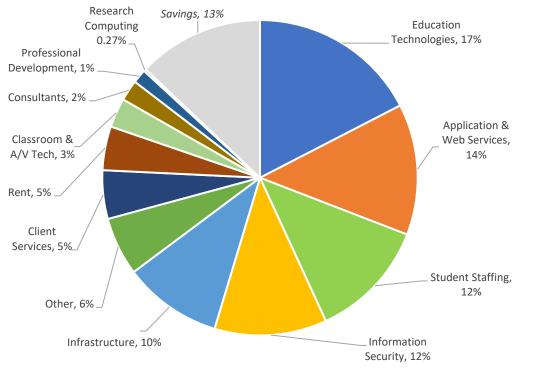## Communications and Infrastructure

- SSCP CBK Online Instructor-Led NAR
- CISSP-ISSAP
- Linux Clusters Workshop
- Azure Admin.
- Global Knowledge; Microsorf Azure Admin
- Global Knowledge; Vmware vSan Deploy & Manaage [v.6.7]
- Azure Admin
- CISM Exam Fee & Class Subscription+C77
- CISM Exam Fee
- D&S Communication; 09.2019
- D&S Communication; 12.2019
- D&S Communication; 09.2019
- D&S Communication; 12.2020
- Global Knowledge; Microsoft Azure for IT Admin
- CISSP; Boston
- Vmware Horizon 7 Instal Configure Manage [v.7.7]

FY21 Professional Development – "Learn IT"

The importance of IT staff's professional development never ends, and so in FY21, the program is continuing under the heading of "Learn IT". A webpage for IT staff was created as a way to encourage IT Staff to leverage the professional development opportunity, plan out their learning through the year with their supervisor, and leverage the Docusign system to present a purchase request form to submit their plans. Visit http://blogs.umb.edu/learnit/ to see the site!

FY20 Budget Expenditure

The FY20 operating budget for IT Services, excluding salary staff, was approximately $3,313,172 as displayed below. We are happy to report a savings of $428,023 (see the next section). The 'Other' category includes: Phone recharge, copy, mailing, office supplies, and small equipment (peripherals).

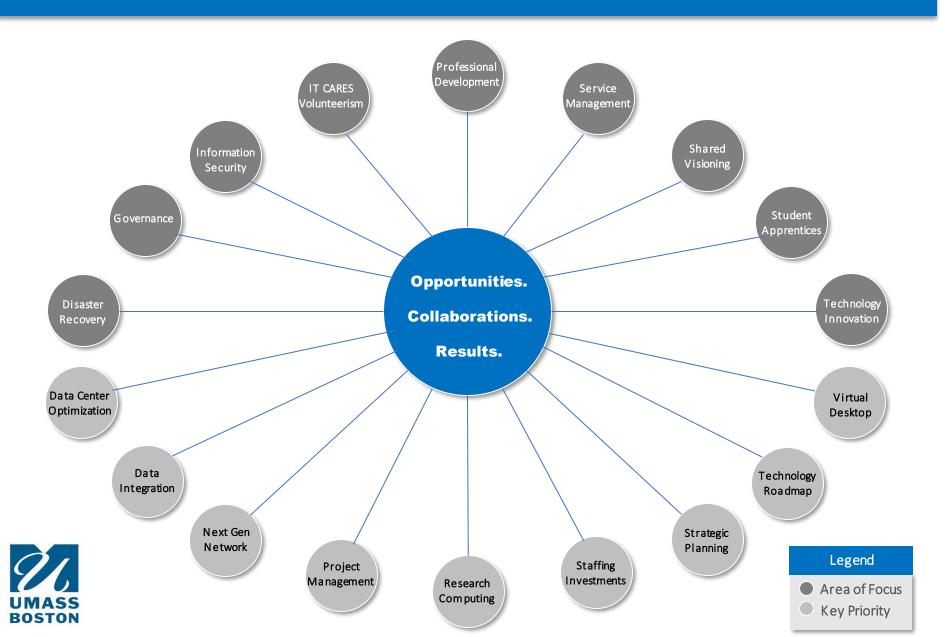|	
Education Technologies	$577,361
Application & Web Services	$445,162
Student Staffing	$406,771
Information Security	$381,566
Infrastructure	$335,943
Other	$198,552
Client Services	$164,974
Rent	$148,863
Classroom & A/V Tech	$99,742
Consultants	$71,092
Professional Development	$47,377
Research Computing	$7,747
Subtotal, spending	**$2,885,149**
Budget Savings	*$428,023*
Total FY20 Budget	$3,313,172

IT General Operating Fund Underbudget Note

This document describes all the large-scale projects worked on by the IT department this year. We provide the technology services vital to every other department on campus. Those services come at a large financial cost. Despite the vital role of our services, it's equally vital that we be good stewards of the investment that the university makes in our department. At the beginning of FY20 Ray Lefebvre set a goal at one of his first managers meetings after starting as CIO, to come under budget for the year and shoot for a savings of 10%. Over the next several months, the IT Leadership Team looked for opportunities to reduce our budget use. This included efficiencies in use of student employees, use of PACE Apprenticeship Program funded positions, changing of vendors to meet service goals at a reduced cost, reduction of overtime shifts, and more areas as listed below. Of course, no one knew then that the COVID-19 pandemic period was fast approaching, which would bring with it both unexpected expenses and unexpected savings. At the end of the fiscal year, when numbers were tallied, we realized a total savings of $428,000, a 13% reduction to our GOF budget for FY20.

Budget Variance Reconciliation	(Savings) / Excess	% Variance to Budget	Budget
Reduction in student labor	-$139,729	-26.0%	$546,500
Software & equipment maintenance	-$86,856	-13.0%	$668,772
Student pay-for-print*	-$80,313	-67.0%	$120,000
Other operating expenses, excluding new initiatives	-$72,456	-20.0%	$363,469
Software & IT licenses	-$68,960	-6.0%	$1,143,998
Professional development*	-$52,356	-53.0%	$98,362
Staff overtime*	-$6,363	-31.0%	$20,607
Rental expense	$7,863	6.0%	$141,000
Use of Contingency Budget for New and One-Time Initiatives	$71,147	34.0%	$210,464
Net Savings	-$428,023	-13.0%	$3,313,172

DIVISION OF INFORMATION TECHNOLOGY

AREAS OF FOCUS & KEY PRIORITIES

Opportunities. Collaborations. Results.

- IT CARES Volunteerism
- Professional Development
- Service Management
- Information Security
- Shared Visioning
- Governance
- Student Apprentices
- Disaster Recovery
- Technology Innovation
- Data Center Optimization
- Virtual Desktop
- Data Integration
- Technology Roadmap
- Next Gen Network
- Strategic Planning
- Project Management
- Research Computing
- Staffing Investments

Legend
- Area of Focus
- Key Priority

UMASS BOSTON

INFORMATION TECHNOLOGY
Project Portfolio
July 2019 - July 2020

FY: 2020	Jul 2019	Aug 2019	Sep 2019	Oct 2019	Nov 2019	Dec 2019	Jan 2020	Feb 2020	Mar 2020	Apr 2020	May 2020	Jun 2020	Jul 2020
2020 Classroom & Lab Upgrade													
Call Center Project													
CloudPC BYOD													
Data Center Relocation													
e-911													
Electronic Signature													
Grad CAS, Bus CAS													
Information Security Improvements													
IT Data Integration Project													
Library UASC Project													
Managed Student Print Services													
Network Upgrade													
Online Student Orientation													
Parking System Upgrade													
Recreational Management													
Residential Housing Interface													
Shorelight													
Student Billing & Payment													
University Tickets													
Web Marketing Pilot for UMass Boston Online													
	Jul 2019	Aug 2019	Sep 2019	Oct 2019	Nov 2019	Dec 2019	Jan 2020	Feb 2020	Mar 2020	Apr 2020	May 2020	Jun 2020	Jul 2020

Legend:
- In Queue: Approved not yet scheduled.
- Planned: Approved, scheduled, not active.
- On Schedule: Approved, in-progress.
- Complete

Information Technology Project Management Office
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UMASS BOSTON

Brief Project Descriptions

Administration & Finance

Student Billing & Payment

Timeline: July 1, 2019 – June 1, 2020
Portfolio Status: Complete
Implementation of a new, easier and more efficient method for students to pay their University bills via a single payment or by enrolling in a University payment plan.

Document Imaging; VCAF

Timeline: August 1, 2019 – March 2, 2020
Portfolio Status: Cancelled
One Drive technology replaced need for Document Imaging application.

Athletics

Recreational Management

Timeline: October 15, 2019 – August 6, 2020
Portfolio Status: In Queue
This project will replace the current end of life application used for recreational activity functions.

Chancellor

Document Imaging; Chancellor

Timeline: January 2, 2020 – April 1, 2020
Portfolio Status: Cancelled
One Drive technology replaced need for Document Imaging application.

Shorelight

Timeline: October 1, 2019 – January 24, 2020
Portfolio Status: Complete
The goal of this project is to construct an online video studio at the bayside building that will enable the University to provide UMB faculty led course instruction for students in Qatar.

Web Marketing Pilot Project for UMB Online

Timeline: August 15, 2019 – Dec. 12, 2019
Portfolio Status: Complete
Project will provide new and innovative web based marketing capabilities for the UMass Boston Online programs and courses.

Information Technology

2020 Classroom & Lab Upgrade

Timeline: August 1, 2019 – July 30, 2020
Portfolio Status: On Schedule
This project will upgrade target classrooms and labs with new equipment for the 2020 academic year.

Call Center

Timeline: May 1, 2019 – Jan 20, 2020
Portfolio Status: Complete
Our current active call directory (ACD) system is at end of life and will be replaced with a new robust VoIP based SIP phone compatible call center software.

CloudPC BYOD

Timeline: March 16, 2020 – April 27, 2020
Portfolio Status: Complete

This project will provide a virtual desktop for all students staff and faculty that will allow anyone to access and work with a window virtual desktop regardless of the device (PC, Mac, tablet, phone).

Data Center Relocation

Timeline: Aug 1, 2019 – Aug 1, 2020
Portfolio Status: On Schedule
The Science building is on schedule for demolition in early 2020. The goal of this project is the successful relocation of all IT data center equipment from the science building to the new target locations

e-911

Timeline: March 2, 2020 – January 25, 2021
Portfolio Status: In Queue
As the University continues to develop its security profile, the e-911 project will provide campus security with real-time location services for anyone reporting a 911 emergency.

Electronic Signature

Timeline: September 1, 2019 – Jan31, 2020
Portfolio Status: Complete
This project will replace our current e-signature software and any user developed forms with Docusign, a new and improved University-wide e-signature application.

IT Collaborative Space

Timeline: January 6, 2020 – July 10, 2020
Portfolio Status: Cancelled
The project will repurpose the former PC repair shop located in the Quinn Administration Building.

Information Technology Data Integration

Timeline: March 1, 2020 – October 1, 2020
Portfolio Status: In Queue
This project will manage the design, development and implementation of the infrastructure required to leverage the Dell Boomi toolset for all future campus data integration needs.

Information Security Improvements

Timeline: July 1, 2019 – June 30, 2020
Portfolio Status: Complete
A full year project designed to implement University security improvement initiatives to ensure our University security profile.

PMO Project Portfolio Management

Timeline: October 15, 2019 – March 20, 2020
Portfolio Status: Deferred
Critical to the success of the IT Project Management Office this project will provide the ability to electronically manage all aspects of a project including; task, cost, resource, schedule and documentation management.

Managed Student Print Services

Timeline: May 1, 2019 – February 28, 2020
Portfolio Status: Complete
This project is designed to replace the current student print stations with a new vendor print kiosk that provides additional functionality including leveraging cloud printing.

Network Upgrade

Timeline: March 16, 2020 – September 7, 2020
Portfolio Status: On Schedule
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 upgrade.

Parking Controls Upgrade

Timeline: January 20, 2020 - August 1, 2020
Portfolio Status: On Schedule
This new parking garage will require a complete system upgrade. This project will focus on providing the upgrade in a timely and efficient manner.

Library

Library UASC Web Project

Timeline: January 20, 2020 - Sept 21, 2020
Portfolio Status: On Schedule
This project will build an accessible, adaptable, and engaging online "roadmap" to guide libraries of all kinds and sizes through the process of collecting and preserving materials in partnership with their community members.

Provost

Annual Faculty Review

Timeline: January 20, 2020 – August 2, 2020
Portfolio Status: Complete
Project Status: Cancelled
The sponsor of the project decided to not replace the current AFR application.

Graduate Centralized Application Service (Grad CAS)

Timeline: January 2, 2020 – Sept 30, 2020
Portfolio Status: On Schedule
The Graduate Admissions Centralized Application Service project will serve the 'common application' for those programs and will interface directly with downstream target locations.

Student Affairs

Online Student Orientation

Timeline: September 17, 2019 – June 1, 2020
Portfolio Status: Complete
This project will introduce a new online student orientation capability that will enable students to complete their orientation either partially or completely online.

Residential Housing

Timeline: September 1, 2019 – February 27, 2020
Portfolio Status: Complete
Phase II of the housing interface program, this project will integrate UMass Boston residential housing data with PS and Summit.

University Tickets

Timeline: September 23, 2019 – March 2, 2020
Portfolio Status: Complete
This project will implement a third party product (University Tickets) that will enable students to purchase student activities tickets online 24\7.

Key for Portfolio Status:

Planned: project is approved and active
On Schedule: project is approved, active and on-schedule
In Queue: project is approved but not active
Closed: project has completed, cancelled or deferred.