UMass Boston

IT Annual Report 2025

IT Annual Report 2025

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Cover image by Javier Rivas, University Photographer.

Welcome from the CIO

It is my privilege to present you with this FY25 IT Annual Report. Our work this year can best be summarized by three overarching themes: modernization, integration, and efficiency.

Modernization was a defining force this year. We successfully launched Canvas, retiring Blackboard and migrating over 5,000 active courses and archiving 50,000 inactive courses. We implemented Abnormal Security to dramatically reduce email threats, introduced SoftDocs to modernize document workflows, and launched Follet Access for select courses to provide students with low-cost course materials. These improvements, and others listed in this report, position the university well with a strong, scalable foundation for future innovation and growth.

Integration was another core priority, as we advanced our efforts to connect people, platforms, and processes across campus. This included automating connections between Canvas and WISER for mid-term grade reporting, and the unification of computer data across systems into a ServiceNow dashboard for computer fleet management, all further exemplified by our newly created IT Data Integration Team. These and many more initiatives exemplify how integration helps reduce barriers, improve service, and create a more connected university experience.

Efficiency guided our approach to service delivery, internal operations, and resource management. We formalized our Incident and Problem Management practices, reducing unresolved tickets and improving response times. We deployed automation tools to streamline cybersecurity alerts, expanded our reuse of surplus computer devices, and supported initiatives like lab upgrades and device donations to UAccess. These efforts helped us do more with less, enabling quicker service, better stewardship of resources, and broader access to the technology our campus depends on.

This report reflects the dedication, skill, and collaborative spirit of the entire IT organization—"One IT" and I am deeply proud of the work we have accomplished together this year. Through our collective efforts and the many others detailed in this report, we continue to build a stronger, more secure, and resilient digital environment for students, faculty, staff, and all related constituent groups at UMass Boston.

Sincerely,
Raymond V. Lefebvre
Vice Chancellor and CIO
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.

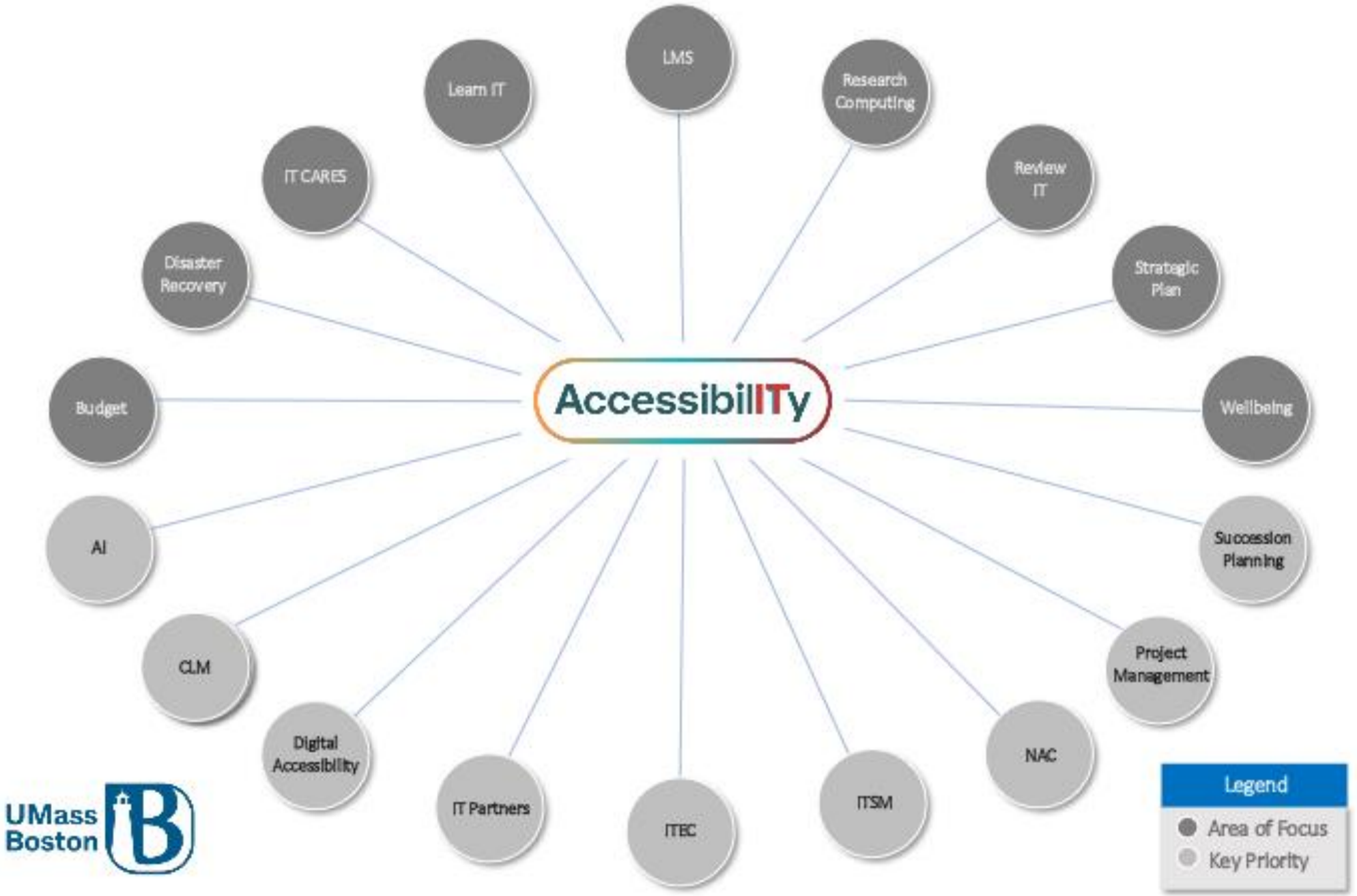
DEDICATION

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

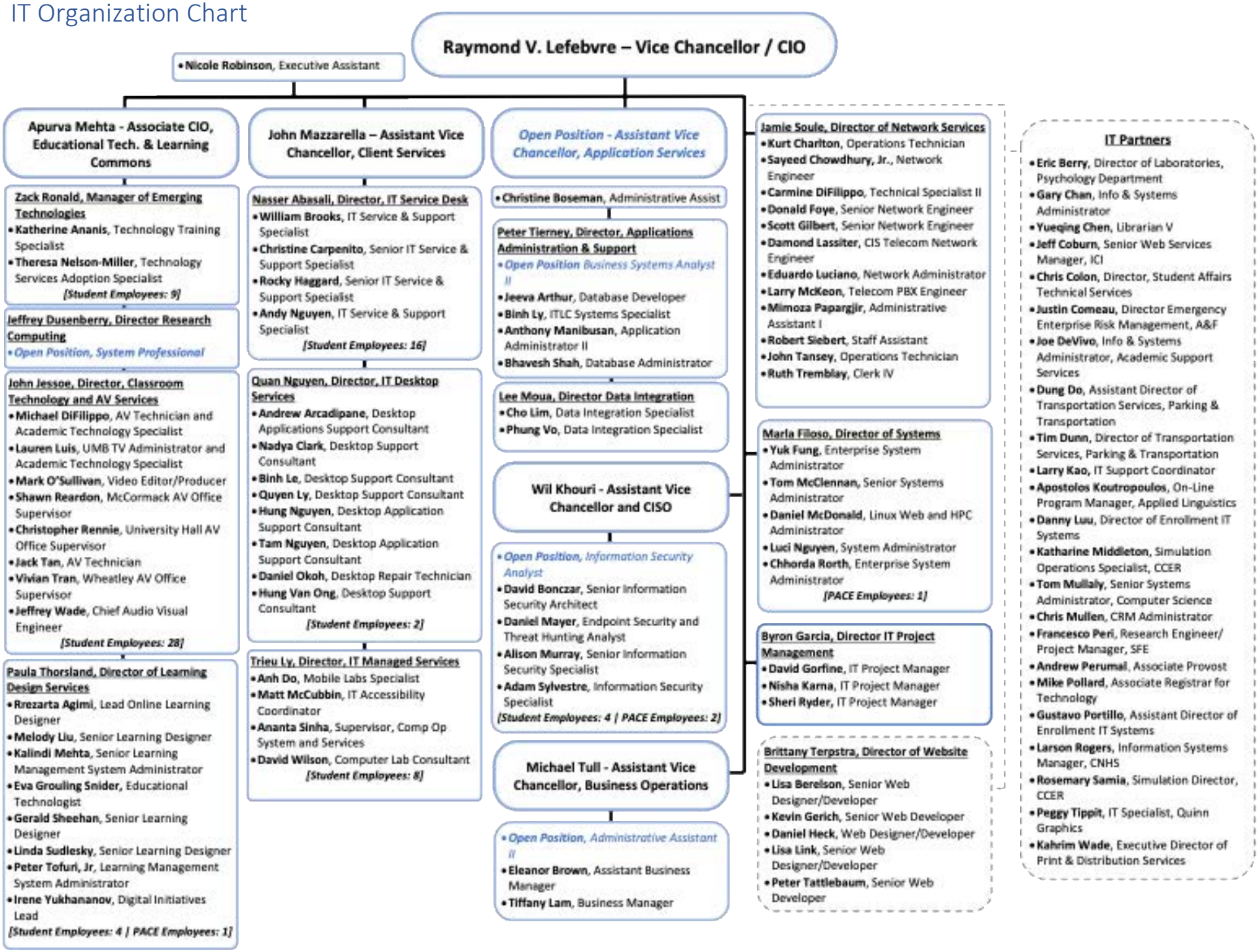
EXCELLENCE

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

Areas of Focus and Key Priorities



IT Organization Chart



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: Learning Design 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.

Technovator

The Technovator is a hub for faculty, staff, and researchers to work with IT to discover new and exciting technologies to enhance the learning and student experience. The purpose of the facility to is to work directly with faculty, staff and researchers to discover new technologies and possibly pilot the technologies for their courses or elsewhere on campus to enhance the student experience.

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.

> “John, we wanted to take a moment to thank you and your team for your excellent AV support during our recent event at UMB. Your collective efforts ensured everything ran smoothly, and we’ve received great feedback from participants on how seamless the technical aspects of the event were. Your professionalism and expertise truly made a difference, and we couldn’t be happier with the outcome.
>
> **Joaquin Corvalan, Director of Individual Giving, Massachusetts**

Learning Design Services

Learning Design Services 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. LDS 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.

> “Paula, I just wanted to take a moment and let you know what a great job Linda did. Ms. Sudlesky helped me out of a difficult situation. She was not only very nice but very professional. Extremely knowledgeable as to the various topics that I needed to deal with in regards to Canvas. I was given two courses to teach the Thursday before classes began and she helped me to get them ready for use by my students. They and I did not miss a heartbeat due to her help and efforts. I say thank you to you too, great teams have great coaches and obviously if she is this good you must be too.
>
> –**Paul Napolitano, Associate Lecturer, Marketing**

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.

> "I just wanted to thank Rocky Haggard from the IT Service Desk Team for all the help he provided yesterday. I appreciate his patience and persistence.
>
> –**Mary Stevenson, Staff Person, Economics**

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 providing 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 Computer Lifecycle Management program to provide computers to employees and securely dispose of old ones.

> "I just wanted to send you a note of thanks for the great team you have. Hung Ong and Quyen Ly of the IT Desktop Team helped me today with a computer issue. I am in office hours and they even came to my office rather than have me miss a student. They were kind and fixed it quickly. I always feel like this team goes above and beyond — they want to help.
>
> –**Erin O'Brian, Professor, Political Science**

Managed Services

Managed Services oversees the twelve shared teaching labs, Mobile Classroom technology, the Student Printing Service, and Microsoft Virtual Desktop environments. 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, Chromebooks, and other more complex IT services. Finally, we work with clients to leverage ITS Services to solve problems in their areas.

> "I sincerely appreciate the efforts of Trieu Ly of the IT Managed Services Team in arranging CloudLab for my class. Despite the limited time to set it up at the beginning of the semester, he and his team did an outstanding job ensuring everything was ready. Their prompt responses and clear communication throughout the process were invaluable. Thanks for their dedication and support in providing this resource for my students.
>
> –**Jonathan Kim, Professor, MSIS**

Technology Services Adoption

The Tech Services Adoption team 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.

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.

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.

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 UMass NET ISP services.

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.

Data Integration

The Data Integration team designs and maintains the university's core systems for cross-platform data sharing, automation, and real-time access. They support academic and administrative operations by building scalable, reliable pipelines that connect services like PeopleSoft, Salesforce, and Canvas. Working closely with departments across campus, the team enables integrated workflows that improve student support, streamline services, and reduce manual processes. They play a key role in strategic initiatives such as Advisor Case Management, Handshake integration, and modular architecture development for future scalability. Data Integration also contributes to university-wide data governance and ensures compliance with security and privacy standards in all integration work.

Year in Review

Technovator & Makerspace

Nursing CCER Stethoscope Application Creation—MakerSpace and Technovation developed a 3D-printed stethoscope bell containing a mini-Bluetooth speaker, paired with an iPad web app that plays instructor-selected sounds through the stethoscope. The system supports uploading custom audio such as lung, heart, or vital sounds.

Expansion of Virtual Reality—Through collaboration with departments such as Environmental Studies, Art, and History, Technovation expanded its virtual reality (VR) offerings to encompass offshore wind exploration, virtual field trips to distant locations, and the integration of student-curated art exhibitions within the virtual environment.

> “This will come as no surprise, but once again I want you to know how much I appreciate Zack Ronald. He is such an asset to the university. Every time I ask for his help, he goes above and beyond the call. IZack has been a huge help to me each and every time I’ve asked. I'm headed back into the classroom this spring, after nearly three years away, and I've already turned to Zack for help. Knowing I have him as a colleague makes my life as a professor and administrator easier, and I want to be sure he is recognized for it.
>
> **–Jennifer L. Gregg, Associate Dean, CLA**

Creation of MakerSpace Certification Course—A student-led initiative was implemented at The UMass Boston MakerSpace Studio, providing a 90-minute seminar on 3D Printing open to all students. Completion of the seminar enables participants to independently use MakerSpace’s 3D printers. As of July, more than 375 students participated in the course through scheduled classes and walk-in sessions.

Completion of Nursing Immersive Suite—The Technovation team participated in the planning, design, and implementation of the new Nursing Immersive Suite. The team will continue to offer support and guidance for the suite.

Multi-Departmental Translation Form—Student Affairs asked Technovation to develop an online medical form translatable into multiple languages, allowing students to complete it in their native language before translating to English for mailing. Instead of outsourcing, Technovation students built the form using the Google Translate API and created a reusable template now adopted by other departments, including EHS for a summer camp.

Educational Technologies

Hosted the University Conference on Teaching, Learning, and Technology (UCTLT)—The annual UCTLT conference promotes technology adoption to enhance teaching and learning. This year's focus was AI in Teaching and Learning, featuring keynote speakers and presentations exclusively from UMass Boston faculty and students.

Facilitated New Faculty Orientation each semester for NTT and Tenure Track faculty—We onboard 20-20 new Tenure Track faculty and a larger number of Non-Tenure Track faculty annually. This orientation familiarizes them with our comprehensive technology services, including software applications, Canvas, and supporting solutions for teaching, learning, and research.

Organized TEACH Sessions for faculty development—TEACH sessions offer a platform for faculty to explore new technologies, classroom etiquette, and other relevant issues impacting classroom and research activities. Experts on campus lead these sessions, with past topics including Student Attendance, AI, Canvas, and Academic Integrity.

> “Apurva, the support from the TEACH session was highly efficient and well-structured. Thank you for providing such a great platform to assist professors teaching in Spring 2025 using Canvas.
>
> **–Wei Ding, Fellow of IEEE, Professor, Computer Science**

Coordinated IT Governance Working Committees—supporting their progress. As IT Governance Coordinator, we've established five working committees (Academic Technology, AI, Client Services, Enterprise Systems, Infrastructure and Security, Research Computing) and we are working to operationalize the sixth, Data Management and Analytics. The newest, the AI

Working Committee, is developing a university framework as a guide to its adoption. All committees are vital in advancing university goals, from teaching and learning to infrastructure, security, and administrative system support.

Managed a $3 million grant addressing digital access gaps in education (ADAGE)—This grant, extended for another year, aims to bridge the digital divide. It provides professional development opportunities to a growing number of students, who also receive a Windows or MacBook laptop and a hotspot for internet access. Professional development areas include Apple "You Can Code," app development, AI, and Project Management, with several self-paced courses available on our Canvas platform.

Research Computing

New DGX H200 GPU node—With the assistance of the operations group, we integrated a new DGX H200 GPU node into the local chimera cluster. This cutting-edge equipment will support primarily data science related research and teaching and is particularly beneficial for projects that can use multiple H200 GPUs in parallel, such as fine-tuning of Large Language Models and Reinforcement Learning.

All-flash Storage—We installed and configured a new all-flash storage server 'Pomplun' for the Computer Science Department. The system is named in honor of Marc Pomplun and will support researchers, instructors, and students within the CS Department.

> "On behalf of the instructional team and our students, we want to thank the Research Computing and IT teams for their support, and partnership. The reliable access to well-managed HPC resources was critical to the program's success and directly contributed to positive student outcomes.
>
> **–Kourosh Zarringhalem, Graduate Program Director/Professor, Mathematics**

We have implemented storage, GPU, and compute nodes on Chimera— as part of the Introduction to the Cancer Genome Atlas (iTCGA) project. These have supported three intensive workshops and two interdisciplinary courses in genomic and cancer data science over the past year. Every student was able to work directly with large-scale datasets and modern bioinformatics pipelines in a true HPC setting. Students could readily move from theoretical/descriptive concepts to hands-on analysis.

'Gibs' Upgrade—Our GPU cluster 'Gibbs' is in the process of being upgraded to a modern operating system and provisioned with MAAS ("Metal as a Service"). While this is an older cluster, its availability helps reduce demand for our newer GPU equipment.

New Pilot Website—We are piloting a new documentation website (currently internal to UMB only) to facilitate faster adoption of Research Computing resources. The pilot website is operational.

System Upgrades and installations—We have performed system upgrades and new installations throughout the Research Computing environment, including our Shiny Server, REDCap server, Open OnDemand, XDMOD (metrics on demand), and Grafana. Open OnDemand provides a graphical user interface (via the web) for accessing high performance compute resources. XDMOD and Grafana provide metrics and monitoring that is critical to efficient and effective performance of our resources.

Classroom Technology and AV Services

Production and Postproduction Work for UMass Boston Commencement Ceremonies—We provided video direction, AV Support, video recording, live streaming, video editing and YouTube file creations for UMass Boston's 2025 Doctoral Hooding, Undergraduate and Graduate Ceremony. All commencement ceremonies were once again held on campus, and we utilized the UMB Fiber network to Live Stream all three events and provide closed

> "John, just wanted to send a massive thank you over to you for all that you do for our Open House programs. Your support, flexibility, and dedication to offering the best possible program makes an incredible impact on the event. Please extend this message to your team as well!
>
> **–Sarah MacHugh, Associate Director, Events & Visits, Undergraduate Admissions**

circuit indoor viewing locations at several locations on campus. To date, the three ceremonies have received over 23,600 views.

Event Support—We provided AV Support, Video Production and Postproduction services for over 100 events held in FY25 for internal and external clients. Some examples of the events we supported are; Fall Open House and Spring Accepted Student Day Ceremonies, MCNHS Fall and Spring Pinning Ceremonies, Fall Convocation Ceremony, Fall and Spring Campus Update Meetings, Equity in Sports Leadership Event, Robert Wood Lecture, Veterans Excellence Awards Ceremony, 26th , Africa Day, AI – For Everyone Lecture, Chancellor's Climate Lecture Series, Performing Arts Fall and Spring concerts, etc…

> "John & Mark: Thanks for putting together a wonderful presentation of student research activities. Didn't know they were also going to thank Millie and I. Wow! If this is the last one, we went out in a bang for the evening.
>
> –**William Hagar, Director, McNair Program**

AV Installations—We provided project management for over 25 AV Installations this past year including the installation of a new AV system in the Venture Development Center. We also provided AV Installation services for the Global Studies Program, Communications and Poli Sci Department, CSM Dean's Office, CEHD Dean's Office, Utility and Public Safety Offices etc.. and upgraded/replaced the AV Control Systems in 4 University Hall Classrooms and replaced/upgraded over 20 projectors in our Classrooms and Meeting Rooms with brighter state-of-the-art Laser Projectors.

Classroom Support, (Including BeaconFlex Option)—We provided day, evening, and Saturday technical support throughout FY24 for our over 290 spaces on campus with AV Technology. This past year we also installed additional cameras and microphones as a part of the ADAGE Grant to increase the number of classrooms that can better support hybrid/BeaconFlex teaching.

> "Thanks, John - this is really helpful. Appreciate you and your team for helping make the *Resilient Mass Climate Mitigation, Adaption and Societal Transformation Event* summit a resounding success.
>
> –**Matthew Fenlon, Assistant Chancellor Government Relations and Special Assistant**

Zoom and UMB TV Support—The Zoom Meeting and Webinar tool continued to be utilized daily by our faculty students and staff. In FY24 we continued to issue Zoom Licenses to faculty, staff and students and provided support for numerous Zoom Webinars. We also created and posted hundreds of Slides to advertise events, classes, etc.. on the UMB TV System Displays across the campus.

Learning Design Services

Platform Implementation and Migration

> "Paula and Apurva, I met with Linda today on another matter and mentioned that my startup with Canvas has been flawless, due to the great care that you all took with our preparation. Many thanks!
>
> –**Neal Bruss, Associate Professor, English Dept.**

- The team successfully implemented the full Canvas ecosystem—including the main instance of Canvas, Canvas credentials, and Yuja Panorama and Elumen's Insights—modernizing the university's digital learning infrastructure. This foundational work enabled a seamless transition from legacy systems and positioned the institution for long-term scalability. Over 5,000 courses were migrated from Blackboard to Canvas for direct use by faculty, while 50,000 courses were archived to K16 and also stored as zip files for long-term access. This large-scale effort ensured academic continuity and preserved institutional knowledge.

- A second Canvas instance and Canvas catalog was launched for CEE, with tailored training and support provided. Two environmental courses were rebuilt and migrated from Moodle, ensuring consistency across platforms.

Training, Enablement, and Communication—Comprehensive training was completed across all newly adopted systems, including Canvas, Yuja Panorama, and Elumen. The team developed and delivered online workshops, quick start guides,

and ADA-compliant course design resources to support faculty and staff. All public-facing web content was updated to reflect the transition from Blackboard to Canvas, including the addition of new informational pages for tools like Yuja. These updates improved clarity and access to support resources for the university community.

Operational Support and Integration—Throughout the year, the team manually supported Canvas course creation, enrollments, and term management while collaborating with UITS to automate integration with WISER. This ensured uninterrupted service delivery during a critical transition period. Over 100 new learning tools (LTIs) were integrated into Canvas and CEE instances, expanding instructional capabilities and enhancing the digital learning experience for faculty and students.

> “Lucas, Rrezarta, and Eva, thank you all for your support of my recent project to build Canvas-based courseware for History 265 using OER. I mentioned you all my final report and I want to share a copy directly. The new course was very successful. Thank you!
>
> –**Meaghan Duff, Associate Lecturer, History**

Student and Program Support—The team provided direct support to a wide range of academic and student-facing programs, including MAICEI, EHS, CMWA, CCER, COIL, and others. These efforts ensured that specialized training, exams, and advising services were successfully transitioned to the new platform.

Digital Credentials and Recognition—Twenty-six non-credit digital badges were developed, and over 350 badges were issued using Canvas Credentials, expanding recognition opportunities for learners and supporting institutional goals around lifelong learning and workforce development.

Team Development and Staffing—Three full-time staff were hired to support the transition, along with six student workers who played a key role in the migration process. This collaborative staffing model enabled the team to meet aggressive timelines while maintaining service quality.

IT Client Services

Successfully operationalized the Computer Request service Computer Lifecycle program, and Fleet Management program—by developing extensive process documentation and standard workflows. These services are now managed by a newly established, dedicated team within IT Business Operations and partners from several other IT teams, ensuring consistent delivery and long-term sustainability.

Rolled out and operationalized formal Incident Management and Problem Management processes—as part of our IT Service Management (ITSM) Formalization Journey. The team implemented process documents and established a foundation for continuous improvement. Incident Management has been in active use since January 2024, while Problem Management was fully developed and documented by October 2024 and has been in regular use. These efforts strengthened service consistency and advanced the adoption of ITSM best practices across the IT department.

Completed Phase 1 of the Computer Inventory Reconciliation project—successfully engaging departmental contacts to verify and update assigned computer owners. With those updates submitted, the project has entered Phase 2, which leverages both manual research and automated data sources—including login records and endpoint management tools—to identify ownership of remaining "Unknown" computers. This effort improves the accuracy of inventory records and supports more effective lifecycle planning and resource management across the university.

Delivered two successful sessions of the 3D Printing and Product Design Workshop—in partnership with Roxbury Community College, providing hands-on STEM learning for Boston-area high school and college students. These workshops offered structured, high-impact experiences in design thinking, 3D modeling, and assistive technology prototyping. The collaboration aligns with UMass Boston’s Strategic Priority “For the City,” deepening community engagement while supporting local talent development through innovation and experiential learning.

Technology Services Adoption

Next-Level Teams training series—We created and promoted a self-paced, opt-in email training series using a drip campaign format. Participants receive short videos and actionable Microsoft Teams tips over time, helping them build skills at their own pace. The framework behind the series is reusable and is informing the development of future campaigns.

Microsoft 365 workshop series—We promoted and delivered themed Microsoft 365 workshop series featuring eight unique trainings—each offered multiple times per campaign—on tools like Teams, OneDrive, and more. Seasonal campaigns like Workshops in Bloom and the All-Star Series boosted visibility and engagement, and we added new offerings like a Microsoft Loop workshop to keep pace with evolving user needs.

Roll out of upgraded, self-paced training platform for WISER designed to help support staff complete 16 common tasks independently using step-by-step guidance. Video tutorials are now available to accompany the modules, reinforcing the learning experience. To increase awareness and adoption, we developed and launched a targeted email campaign—one of the top-performing IT News mailings in the last quarter.

> “Thank you to Katherine Ananis from the IT Training Team for her understanding and kindness. Thoroughly enjoyed today's webinar! I now approach webinars differently than before. Instead of feeling that I have to learn everything I feel comfortable getting acquainted with new tech info, through her webinars. And I know I can try out the new info, little by little. She is a very good instructor and also a very gracious person.
>
> –**Marilyn Day, Library Coordinator III**

AI tool adoption support—As active members of the ITEC subgroup, we are contributing to planning efforts for responsible AI tool adoption and helping coordinate related training and communications. We’re also working with the web team to create new webpages tailored to key audiences and sharing the ITEC working group framework and survey. This work supports the ethical, informed use of emerging technologies across campus.

Knowledge Base improvements—We created 35 new Knowledge Base articles this year to support training, communications, and departmental needs, including contributions from the Registrar’s Office and Human Resources. We're using analytics to identify content gaps, improve search functionality, and guide future planning. A peer review process grounded in Knowledge-Centered Service (KCS) principles is also in development to support long-term content quality.

Promotion of safe computing on campus—We partnered with the Information Security Office to promote mandatory cybersecurity training, including messaging from the CIO. We also issued a timely alert to help users identify and remove unauthorized AI meeting bots, supported by a Knowledge Base article with clear, immediate steps. Together with other alerts throughout the year, these efforts helped strengthen campus-wide awareness and support a safer digital environment.

IT Service Desk

Incident Management Progress—Nasser and Rocky took over the weekly Incident Manager’s meeting with the overall goal of reducing unresolved tickets. These meetings are attended by representatives from the main IT departments, so they can provide live updates and feedback on their unresolved tickets. Through our collaborative efforts and dedication, the weekly unresolved tickets have steadily decreased. On January 10th, the weekly unresolved ticket count was 43. As of June 27th, the weekly unresolved ticket count is 18.

> “I’m writing to express my appreciation for the excellent IT support I received from two student employees of the IT Service Desk team, Trisha and Blake. Both quickly understood the issues I was trying to resolve and were extremely patient with my fumbles using new iPhone features. If one approach didn’t work, they quickly suggested alternatives. Trisha and Blake were very supportive and helpful in guiding me step by step through solving my issues, and I just wanted to let you know how much I appreciate the excellent help provided by these two staffers of what can genuinely be called a “Service Desk.”
>
> –**David Rubin Associate Professor, Retired CPCS**

Computer Wellness Program Expanded—The Computer Wellness Program was expanded through consistent monthly outreach in collaboration with Theresa, increasing awareness among faculty and staff. Three student employees were successfully trained to conduct proactive device checkups, enabling early identification and resolution of potential issues before they impact productivity. This effort supports long-term service sustainability while strengthening collaboration between student staff and desktop support teams.

New Team Members at the Service Desk—The IT Service Desk welcomed two new IT Service and Support Specialists—William Brooks and Andy Nguyen—ensuring continued excellence in client support. With the team now fully staffed, we've maintained strong service continuity and upheld our commitment to delivering memorable client experiences.

Start of Classes Pop-up Desk—Worked and collaborated with all the different IT Teams (Service Desk, Managed Services, Desktop Services, Application Services, Security and Learning Design Services), to help staff the Pop-up desk for the Start of Semester Classes – Fall and Spring. By bringing together Subject Matter Experts, (one IT, Stronger Together), from different areas of expertise, we can immediately assist the visitors and solve their problems without ticket escalation. This leads to higher customer satisfaction and positive experience for all clients who visit the Pop-up desk.

> "Nasser, thank you so much for your support today @ the IT Help Desk. I appreciate your diligence and attention to detail. I was only moderately late to my 11 and was able to get to my off-campus meeting on time with renewed access.
> With many thanks,
>
> **–Mya M. Mangawang, Vice Provost**

ServiceNow Walk-Up Check-In Pilot—Working with Tom from Application Services and our Service Desk team, we successfully staged and tested the Service Now Walk-up experience, on an iPad Kiosk, at the IT Service Desk before launching in a live environment (Start of Classes, Pop-up Desk - Fall and Spring). This new check-in system allows clients to enter a queue and be called when staff are available, helping to reduce waiting times and improve the overall experience at the Pop-Up Desk.

Desktop Services

Tech Recycling Progress—IT Desktop worked with Managed Services staff and students to collect about 315 surplus computers from the Tech Recycling Days held this year. There are about 80 viable computers, and the rest are non-viable that will go to surplus. Dan is still processing for the surplus computers collected. So far, he has QC'd and set aside 25 viable computers, most of which are desktop towers intended for the Managed Services team to replace the fleet of old computers from the labs.

Department Surplus Collection—Hung O., Quan and students continue collecting the antiquated computer reports from the department office managers who have labeled their equipment as "no longer needed." Garrett, the Deputy Chancellor, refers clients to me after successfully contacting clients. So far, we have collected an additional 82 computers from various departments. **Exchange Program Tracking**—We maintain a spreadsheet to track computer replacements. Clients are required to return their old computer upon receiving a replacement computer. Since April 2025, we have collected 25 returned computers through this exchange process.

> "I am writing to commend the excellent, timely, and thoughtful advice and service of Hung Ong from the IT Desktop Team when my laptop developed some serious issues while I had two writing projects in progress this summer. Hung gave considerable time to diagnosing my computer problems, explaining the nature of the problem, and coming up with a resolution that enables me to continue my work. I didn't want my experience with his outstanding professionalism to pass without calling your attention to his work.
>
> **–Robert Crossley Emeritus Professor English Department**

802.1X Testing on Mac—Hung O., Binh and Nadya assisted the Network team in successfully testing the new 802.1X authentication on Mac computers. Testing on Windows has encountered issues. We have been asked to stand by and we are waiting for instructions from the Network team regarding the next steps for testing 802.1 X on Windows.

Heimdal Rollout for IT Staff—Hung O. has been working with Dan Mayer from the IOS team to roll out Heimdal (replacing ABR) as a preliminary step for all IT staff.

Managed Services

Mobile requests—For the 2024-2025 school year, there have been a total of 1,553 device uses. According to our data, the demand for devices has increased by approximately 100 to 200 compared to the previous year. We currently have 425 Chromebooks. Additionally, there have been over 440 requests specifically for laptops.

Supporting UAccess—Each year, we donate between 40 and 100 Chromebooks to UAccess. This partnership has been highly beneficial, allowing us to repurpose technology rather than sending it to the landfill. We work closely with UAccess clients to assist them in overcoming mobile hardship, helping them regain stability. Additionally, we have collaborated with UAccess to support their busiest periods by coordinating IT staff through volunteer efforts. The IT Managed Services team continue to provide ongoing support to UAccess, offering personalized technical assistance to meet their needs.

Cloudlabs—IT Managed Services did a pilot project with Spektra Systems to implement Cloudlabs. We had Professor Jonathan Kim test out the Cloudlabs with his MSIS 629 Cyber Forensics throughout the Spring 2025 semester. I coordinated between Spektra Systems and professor with his requirements. I lead the team in design requirements and coordinating with the vendor to set up and troubleshoot Cloudlabs template, Virtual Machines, VPN connectivity. The MSIS 629 was remote had 15 students, and they needed various cyber forensics related software to run in students' own devices. In the past, the students had difficulty installing software called Volatility on their own devices, and the course did not always go well. So, we set up the Cloudlabs Virtual Machines (other options were not suitable since the students needed administrative privileges) for each student and pre-installed all the required software. Cloudlabs was a tremendous help in the success of MSIS 629 as remote class.

> “ Thank you to Ananta Sinha from the IT Managed Services Team for his amazing help with our project!
>
> –**Heidi M. Levitt, Ph.D. Professor Psychology**

External computer labs—IT Managed Services portfolio includes assistance with computer imaging and configuration for department computer labs. For FY 25, we prepared 21 new Mac studios for the Art computer lab, 30 new computers for College of Education and Human Development computer lab, and reimaged computers for Engineering, GIS and Physics lab computers. Additionally, we assisted with replacing hard drives with SSD on the Physics lab computers. This helped certain physics lab-related software like ImageJ to be able to run on the computers. Also, through our imaging/reimaging, we enrolled all Windows computers into Intune, thus helping IT secure computers campuswide.

Flex Space—Set up 38 smart monitors in the hotel space for two phases. This was completed and tested ahead of the deadline, which allowed staff to start using the Flex Space cubicles earlier than expected. Additionally, setup up laptop connection with the smart screen in the conference room.

Lab computer replacement for Windows 11—We received surplus computers from IT Desktop, which are compatible with Windows 11. This let us upgrade two computer labs, the GRC and the Splashtop remote lab, to be upgraded to Windows 11. This helped us align with the requirement to upgrade all computers to Windows 11.

> “ I stopped by the lab today because I needed to help setting up my Linux system to my macOS. Student employee Ssam from the IT Managed Services did a great job helping me figure out how to navigate through the terminal and fixed my mac issues. Thanks to the team for helping me. Looking forward to working with you in the future.
>
> –**Adonay Brhane, Undergraduate Student**

Led Cross-Campus Accessible Document RFP Evaluation—Matt served as UMass Boston’s sole representative and was identified as a key accessibility expert on the systemwide RFP for a document remediation platform. Provided critical insight and guidance during vendor evaluations and testing, helping shape a scalable solution that will save the campus time, reduce risk, and support long-term accessibility advancement.

Recognized as Systemwide Digital Accessibility Expert—Frequently consulted by the UMass President's Office and other campuses as a key resource for digital accessibility. Serve on multiple cross-campus working groups, including those focused on accessibility testing, online learning, and web accessibility. Through this involvement, Matt provides actionable guidance, helps shape shared standards, and supports alignment across campuses. This growing reliance reflects UMass Boston's leadership role in advancing inclusive practices across the UMass system.

Applications Administration & Support

Expanded Emergency Speaker Coverage—We added a speaker to our existing HPSA speakers, including the Quad in the outdoor speaker coverage. In addition, we have added internal beacons and speakers to the Residence Halls and the Ballroom. These new speakers and alert modalities will improve the safety notification capabilities in high traffic areas.

Updated Wheatley-Peters Building Name in Systems—Working with the Registrar's Office and UITS, we have updated the name of the Wheatley-Peters building in PeopleSoft and 25Live. This coincided with the official renaming of the building to better match the desires of the students and to more accurately reflect the person whom the building is named after.

Implemented Change Management Module in ServiceNow—We implemented the Change Management Module in Service Now, which will help us manage changes in the UMass Boston IT environment. We can now implement expected changes in an organized and consistent way and have a way to implement unexpected changes that allows us to track them more effectively.

Enabled DR Inventory Module in 25Live—The DR Inventory module was added to 25Live, which will enable us to recover from failures quickly.

Configured Hoteling Reservations in 25Live—We configured 25Live to enable hoteling in Wheatley-Peters and across campus. This will allow employees to easily reserve cubicles for themselves. In addition, we will be able to save money since we will not need to use additional software, like Robin.

Information Security Office

Abnormal Security Implementation

- Abnormal Security is an email security platform that leverages behavioral AI to protect organizations against sophisticated email-based attacks. Unlike traditional solutions that depend on signature-based detection, Abnormal analyzes human behavior patterns, relationship graphs, and content context to detect and block advanced threats like email compromise and credential phishing. By combining anomaly detection with automated response capabilities, Abnormal Security helps our campus ISO lessen the workload of their security teams while enhancing protection against emerging email threats.

> "David, thank you for taking the lead on enhancing and automating the Cybersecurity Risk Management program at UMass Boston. Looking forward to the UMass Boston Cybersecurity Risk Management program being strengthened through automation, standardization, and attention to detail.
>
> **– Raymond Lefebvre, CIO**

- Since implementing Abnormal Security, we've seen a 99% drop in spam and phishing attacks—a result that exceeds typical industry benchmarks. While many organizations Achieve a 70-90% improvement with advanced email security tools, demonstrating how effective Abnormal's behavioral AI is and how well our team has configured it. By using AI-based anomaly detection along with real-time response automation, we've not only strengthened our email defenses but also eased the workload on our NSOC team.
- By achieving a 99% reduction in email threats, our organization has created a safer digital environment for everyone—students, faculty, staff, and partners. This significant improvement helps protect personal data, keeps trust strong, and boosts cybersecurity resilience.

Mimecast DMARC Analyzer Implementation

- The implementation of Mimecast DMARC Analyzer and SPF hosting has helped improve sending infrastructure visibility, deliverability, and overall security. The ISO can more readily identify and assist campus contacts using third-party email systems sending on behalf of UMB and work with them to ensure the necessary configurations are in place and up-to-date for the continued delivery of campus communications.
- DMARC enforcement is now required for PCI DSS compliance, and UMB was able to meet that requirement with the implementation of DMARC Analyzer. Though we are currently at a 60% quarantine model, we plan to move to 100% reject over the next year.
- Over the past year, we have analyzed more than 16.6 million emails, added numerous IPs and domains for SPF support, fixed several broken DKIM records, and enhanced the overall alignment and delivery of legitimate emails. We have also quickly identified unauthorized senders and collaborated with the campus to resolve those issues. None of this work or its actionable items would have been possible without DMARC Analyzer.

Risk-based cybersecurity implementation—As part of a maturing Information Security Program, the Information Security Office (ISO) has adopted a Risk Management Framework (RMF) Program. The goal of this framework is to identify, assess, mitigate, and maintain risks at an acceptable level across campus. Although still in early stages, the RMF has already provided valuable insights into the current risk landscape. To better understand this risk profile, the ISO upgraded Tenable. Initially, Tenable was deployed as an agent-based tool to detect vulnerabilities on devices. To align this platform with the RMF, the ISO purchased Tenable One in Fall 2024. Tenable One introduced a Risk Score to measure risk throughout the campus. Currently, we use the Risk Score to identify the systems that pose the most risk to the campus. We also use the Risk Score to identify which applications pose the most risk to the campus. Between January 8th and June 9th, the Risk Score has fluctuated between 454 and 479, which is categorized as a medium risk category, which spans from 350 to 649. Moving forward, the ISO plans to continue enhancing Tenable and related tools to lower the Risk Score further.

> “Thank you so much, Alison, for your amazing presentation. I am looking forward to chatting more next week. I can see a lot of synergy and great potential.
>
> –**Hugo Rengifo, ADAGE Mobile Network IT Manager**

Enhancing Network Security Operations through Automation—As part of a growing effort to improve operational efficiency and response capabilities, the Information Security Office (ISO) has continued to enhance its Network Security Operations Center (NSOC) through automation. These improvements aim to reduce analyst workload, shorten incident response times, and ensure consistency in handling security events. Over the past year, the ISO has developed and refined detection rules within the SIEM to better identify threats such as phishing, ransomware, and malware. To further streamline the response process, SOAR tools were created and enhanced to automatically triage and address these threats, enabling their containment without human involvement. Additionally, a series of Logic Apps were built to automate alerting for logon activity on sensitive devices. Moving forward, the ISO will keep advancing its automation tools to proactively reduce the time needed to detect and respond to threats.

Heimdal: A Unified Solution for Secure Privilege Management and Application Control

- Heimdal combines Privilege Elevation and Delegation Management (PEDM) with Application Control (AC) to provide a comprehensive security solution. This unified platform enhances administrative access controls, enforces least privilege policies, and prevents unauthorized application executions through Just-in-Time (JIT) access.
- With automated privilege approval workflows, Heimdal reduces manual approval times to as little as one second, streamlining access management while maintaining strong security. This integrated approach greatly lowers risks from threats like ransomware and malware, allowing users to access essential resources quickly without delays, unless specific IT policies call for alternative approval procedures.
- By emphasizing defense-in-depth, Heimdal enables our staff to sustain a secure and efficient environment, balancing accessibility with strict security measures.

Business Operations

IT Business Operations demonstrated strong fiscal and operational management throughout the fiscal year.

> “Eleanor, Thank you so much for handling the WordsFlow software purchase so quickly. I'm looking forward to using this tool to help manage our print publication workflows.
>
> –**Theresa Miller, Tech. Svcs. Adoption Specialist, IT**

- Through effective fiscal oversight, the IT Business Operations unit successfully managed the department’s $6.9 million general operating budget, concluding the fiscal year 1.74% ($120,000) under budget.
- The unit processed 166 requisitions and 146 purchase orders totaling $2.2 million, along with 13 contract requests valued at $990,000.
- Additionally, the unit oversaw the recruitment and onboarding of nine full-time positions throughout the fiscal year.
- In April 2025, responsibility for the Computer Lifecycle Management function was formally transitioned to the Business Operations unit, which processed 122 computer requests between the transition date and June 30, 2025.

Project Management Office

Digital Accessibility Initiative Launched—The team initiated a campus-wide digital accessibility project to align with WCAG 2.1 standards, laying the foundation for improved access to digital content and services. This proactive effort reflects a sustained commitment to inclusivity and long-term compliance readiness.

Project Manager Onboarded—A new project manager, Nisha Karna, was successfully hired and onboarded, strengthening the team’s capacity to manage strategic initiatives. This addition supports consistent project delivery and reinforces scalable project management practices.

Director of PMO Hired—Byron Garcia joined the organization as the new Director of the Project Management Office, bringing leadership to the continued development of project governance and delivery standards. His onboarding marks a key step in advancing the maturity of the PMO function.

Learning Management System Migration Completed—The transition from Blackboard to Canvas was successfully completed, with minimal disruption to academic services. This collaborative, multi-departmental effort enhances the digital learning experience and positions the institution for long-term platform stability and innovation.

Classroom AV Infrastructure Upgrades Executed—Targeted classroom AV equipment was upgraded as part of the ongoing infrastructure maintenance program. These enhancements support a consistent, reliable teaching environment and demonstrate the team’s commitment to proactive lifecycle management.

Enterprise Systems Sub-Committee Launched—The newly merged Enterprise Systems Sub-Committee was successfully launched, aligning key stakeholders across business and IT functions. This governance structure fosters collaboration, prioritization, and coordinated decision-making for enterprise system initiatives.

IT Quarterly Syzygy Meeting Implemented—The team established the IT Quarterly Syzygy meeting to promote cross-functional learning and increase staff engagement. This initiative supports a culture of transparency, knowledge sharing, and professional growth across the division.

Document Management Advisory Council Formed—A cross-functional advisory council was established for SoftDocs, with IT serving as co-chair. This collaborative body ensures consistent input from academic and administrative units, supporting more sustainable and strategic document management practices.

Start of Semester Readiness Project Initiated—The team successfully kicked off the start of semester readiness project, bringing together stakeholders to ensure key systems and services are prepared to support academic operations. This proactive approach promotes operational stability during peak periods.

Disaster Recovery Preparation Project Initiated—Planning and groundwork began for the 2025 disaster recovery preparation project, focusing on critical systems and continuity strategies. This forward-looking initiative strengthens institutional resilience and supports long-term risk mitigation.

IT Service Management Improvements Continued—The team continued advancing IT Service Management practices, with a focus on process refinement, documentation, and user experience. These efforts contribute to more consistent service delivery and a maturing support model aligned with industry standards.

Computer Lifecycle Management Program Completed—The team completed the implementation of a comprehensive Computer Lifecycle Management program, standardizing procurement, replacement, and decommissioning processes. This initiative enhances asset tracking, reduces downtime, and supports long-term sustainability in desktop and laptop management.

Network Services

The Network team achieved several key infrastructure and support milestones that enhanced connectivity, supported new campus initiatives, and advanced long-term planning across UMass Boston:

- Full migration off the legacy Extreme data network and on to the new campus Aruba data network.
- Complete technology design for the new campus Police Department technology infrastructure.
- Full technology design for the new Nursing Immersion lab space.
- Full coverage of Quad WiFi.
- Complete site survey for the campus Wi-Fi post installation validation in all buildings.
- Installation of 2 additional NVidia DGX ai devices in IHub to include all electrical work and new cabinet.
- Retirement of campus phone services from One Beacon Street Presidents office. This includes migration off of the Lim and relocation of the Lim hardware back to campus for proper decommissioning.
- Retirement of campus phone services from Bayside/ Corcoram Jennison building. This includes migration off of the Lim and relocation of the Lim hardware back to campus for proper decommissioning.
- Full operational uptime of the campus network and critical server facilities on campus.
- Full Technology design and cabling of shared IT hotel/Flex space.
- Full IT representation on the campus space committee working group advocating for all IT aspects and impacts of space changes.
- EOC activation and full technology support for the 2025 Commencement activities.
- Project owner of the campus IT Disaster recovery team and planning.

Systems

Active Directory Upgrade—Successfully upgraded Active Directory from 2016 to 2019, with new domain controllers built and promoted per best practices. This effort enhances system security and reliability.

AD Sync Upgrade—New AD Sync Servers were built with the latest AD Sync version to allow us to sync accounts, passwords and computers between our on-prem domain and Azure. We also now have a secondary sync server to work as a cold spare for high availability and disaster recovery.

SolarWinds Monitoring System—Implemented SolarWinds to monitor servers and network devices, enabling faster issue detection and reducing downtime.

Windows Server Upgrade—Upgraded Windows Servers from 2016 to 2019, ahead of the upcoming end of support for Windows Server 2016. This provides better performance and improved security.

Linux Server Upgrade—Linux server upgrades required new servers to be built with newer OS versions to enhance reliability and security.

Data Integration

Canvas Mid-Term Grade Integration—In partnership with the President's Office and University Information Technology Services (UITS), the Data Integration team along with Learning Design Services are spearheading the implementation of a comprehensive mid-term grade integration system within Canvas, scheduled for deployment in Fall 2025. This strategic initiative will empower faculty members to provide timely academic performance feedback through standardized grade indicators: SAT (Satisfactory), CAU (Caution), and FAL (Failing). The system will automatically notify students of their mid-term academic standing, enhancing early intervention capabilities and supporting student success initiatives across the university.

Continuing Executive Education (CEE)—Phase 2 Development This transformative initiative establishes infrastructure to support specialized online course offerings that operate independently from the traditional UMass Boston course catalog structure. Currently progressing through the comprehensive Scope and Discovery phase, this project represents a significant expansion of the university's educational delivery capabilities. The initiative includes potential integration pathways with PeopleSoft systems to ensure seamless administrative processes and data consistency across platforms.

Campus Lifecycle Management (CLM)—Phase 3: Fleet Management Excellence Phase 3 represents a sophisticated approach to centralized fleet management and comprehensive device reporting capabilities. The Data Integration team has architected an automated solution that consolidates data streams from JAMF, Microsoft Intune/Azure, and ClearPass systems into a unified operational dashboard. This integration pushes critical device attributes—including MAC addresses, synchronization timestamps, and device status indicators—directly into ServiceNow, creating a comprehensive "single pane of glass" management interface that enhances operational efficiency and security oversight.

Follett Access Program Implementation—Through strategic partnership with Follett, this initiative provides students with enhanced access to discounted digital course materials via established publisher relationships. Currently advancing through the Build, Configure, and Test phases, the project maintains an aggressive timeline targeting Fall 2025 implementation. This program directly supports the university's commitment to reducing educational costs while maintaining academic excellence.

SoftDocs Document Management Modernization—This comprehensive modernization effort involves replacing the legacy Perceptive system with SoftDocs as the university's primary document imaging and management solution. The project has successfully completed extensive Scope and Discovery phases, with integration development efforts commencing. The strategic implementation timeline targets late Fall 2025 deployment, representing a significant advancement in document workflow efficiency and accessibility.

Mobile Application Modernization Initiative—This forward-thinking initiative encompasses a complete refresh of the university's mobile application platform, incorporating enhanced functionality and user experience improvements through partnership with third-party vendor Modo Labs. The Data Integration team provides critical oversight, technical guidance, and integration support throughout the implementation process, ensuring seamless connectivity with existing university systems and optimal user experience.

Advisor Case Management (ACM) Enhancement—This ongoing initiative delivers sophisticated data integration solutions supporting Student Affairs operations through seamless connectivity between PeopleSoft and Salesforce platforms. The implementation significantly improves advisor workflow efficiency and case tracking capabilities, directly enhancing student support services and outcomes across the university.

Community Students Program Development—This innovative program extends selective university resource access—including recreation center and library facilities—to students from partner institutions, strategically designed to encourage future matriculation at UMass Boston. Targeted for late Fall 2025 implementation, this initiative establishes

the foundational framework for a subsequent high school student program, maximizing development investment and expanding community engagement opportunities.

Handshake Career Services Integration—This automated integration solution streamlines student enrollment and matriculation data flow into Handshake, a premier career services platform connecting students with employers and professional opportunities. The implementation directly supports the Academic and Career Engagement & Success Center's mission to enhance student career outcomes and professional development.

Next-Generation Framework Development—As a cornerstone of the Data Integration team's future-state architecture vision, this comprehensive framework development initiative creates modular, scalable solutions supporting maintainable project implementations across the university.

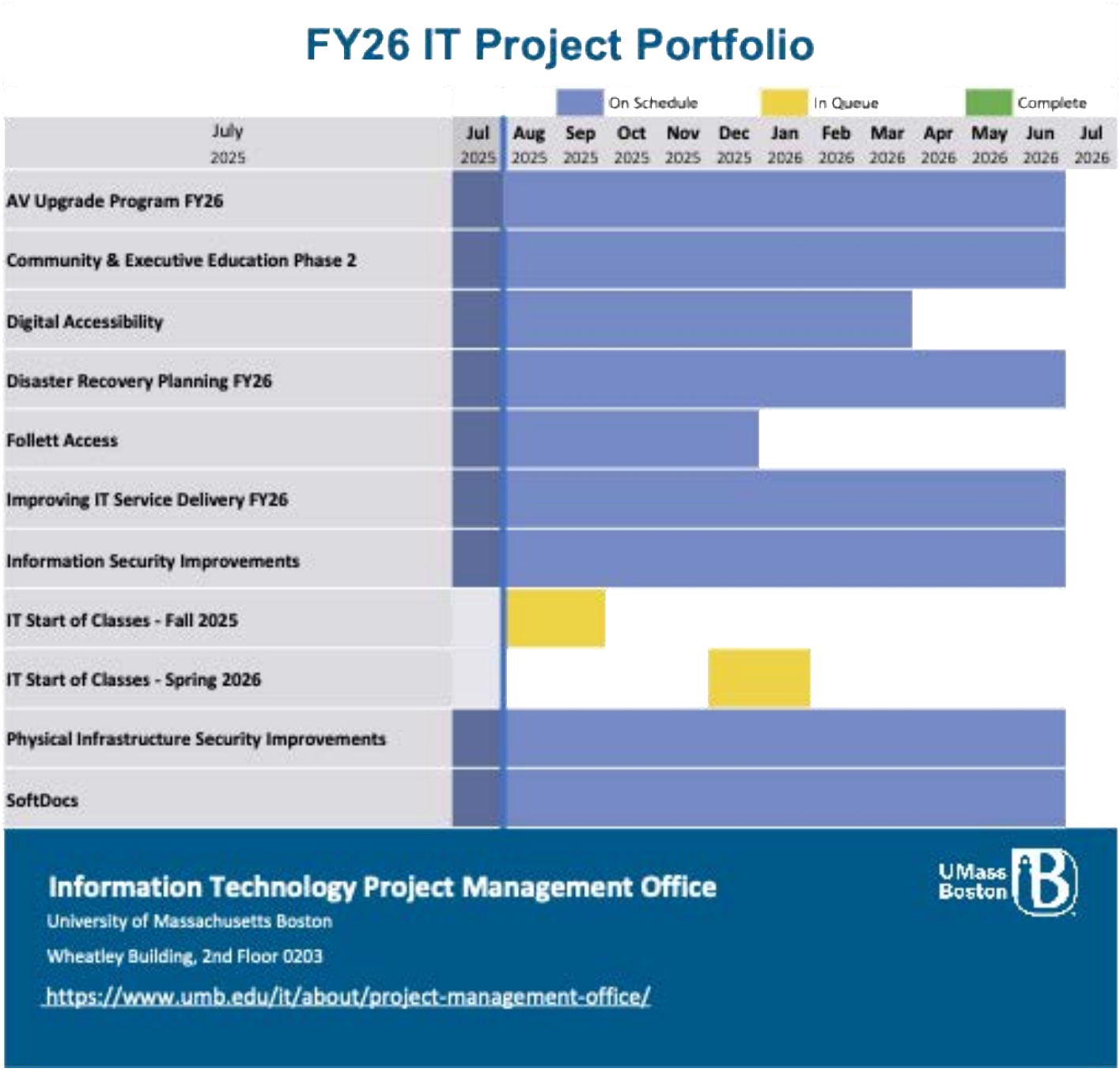
Current Development Focus—Alerting and Notification Framework: The inaugural module automates comprehensive job status communications, including Success/Failure notifications and detailed record count reporting, significantly improving operational visibility and response capabilities.

Planned Framework Modules:

- Error Handling & Logging Systems
- Scheduling & Orchestration Management
- Monitoring & Performance Metrics
- Data Transformation & Mapping Services
- Connection & Credential Management
- API Management & Reusable Services Architecture

This strategic framework approach positions the university for enhanced operational efficiency, reduced development timelines, and improved system reliability across all future integration initiatives.

Project Portfolio



AV Upgrade Program FY26

Timeline: Jul 1, 2025 - Jun 30, 2026
Status: On Schedule
Project Owner: Byron Garcia

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.

Community & Executive Education Phase 2

Timeline: July 1, 2025 - Jun 30, 2026
Status: Complete!
Project Owner: Ray Lefebvre

Phase 2 - Project to stand up Community & Executive Education business/function within Academic Affairs to include a Course Catalog, Registration, Credentialing, Payment, and Marketing/Communications leveraging the new Canvas LMS platform as requested by Provost, Joe Berger and Associate Vice Provost, Tina Chang.

Digital Accessibility

Timeline: Jun 24, 2024 - Mar 30, 2026
Status: On Schedule
Project Owner: Ray Lefebvre

Project to address and adhere to Title II of the Americans with Disabilities Act accessibility regulations pertaining to Web Content and Mobile Applications by April 2026.

Disaster Recovery Planning FY26

Timeline: Jul 1, 2025 - Jun 30, 2026
Status: On Schedule
Project Owner: Ray Lefebvre

Formal project to continuously improve UMass Boston IT disaster recovery preparedness in alignment with institutional and system-wide business continuity/disaster recovery preparedness planning.

Follett Access

Timeline: Oct 1, 2024 - Dec 31, 2025
Status: On Schedule
Project Owner: Sheri Ryder

Implement Follett Access - a program that provides students with digital or physical course materials at a reduced cost.

Improving IT Service Delivery FY26

Timeline: Jul 1, 2024 - Jun 30, 2026
Status: On Schedule
Project Owner: Ray Lefebvre

This is a multi-year project to improve IT Service Delivery through implementation of formal IT service management principles & practices starting with Incident Management, followed by Request and Problem Management.

Information Security Improvements

Timeline: Jul 1, 2025 - Jun 30, 2026
Status: On Schedule
Project Owner: Wil Khouri

Plan of Action and Milestones (POAM 25-26) - 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, ...

IT Start of Classes - Fall 2025

Timeline: Aug 1, 2025 - Sep 30, 2025
Status: In Queue
Project Owner: Ray Lefebvre

The beginning of any semester is a challenging time for faculty, students and staff with many activities, new schedules, new places to be (1st year students) and new friends to be made. IT resources and support services are in place to ensure our community this experience is as positive as possible by ensuring there are no IT related interruptions in the continuity of the experience. The project team is charged with the design of a 'start of classes' template of all IT departmental tasks that will be coordinated across all IT departments in preparation for the start of classes for each semester.

IT Start of Classes - Spring 2026

Timeline: Dec 1, 2025 - Jan 31, 2026
Status: In Queue
Project Owner: Byron Garcia

The beginning of any semester is a challenging time for faculty, students and staff with many activities, new schedules, new places to be (1st year students) and new friends to be made. IT resources and support services are in place to ensure our community this experience is as positive as possible by ensuring there are no IT related interruptions in the continuity of the experience. The project team is charged with the design of a 'start of classes' template of all IT departmental tasks that will be coordinated across all IT departments in preparation for the start of classes for each semester.

Physical Infrastructure Security Improvements

Timeline: Oct 1, 2024 - June 30, 2026
Status: On Schedule
Project Owner: Chris Colon

Expand UMass Boston video surveillance to include legacy building on campus.

SoftDocs

Timeline: Jul 1, 2024 - Jun 30, 2026
Status: On Schedule
Project Owner: Linda Modiste

The current multi-campus document imaging application (Boston, Dartmouth and Lowell) used by the Boston Financial Aid, Registrar and Provost office is at the end of lifecycle and no longer supported by the vendor. To replace this application a multi-campus team has been charged to review and procure a new application and perform the design, development and implementation of the new platform. SoftDocs has been chosen as the new document imaging platform via an RFP process completed by UPST and UITS. UITS is leading the system-wide project.