INFORMATION TECHNOLOGY SERVICES DIVISION

ANNUAL REPORT
2015

UMASS
BOSTON

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I. Executive Summary

APURVA MEHTA, Associate CIO

I want to take this opportunity to thank you for your support. Working with each and every one of you has been the highlight of my tenure here as interim CIO, and have enjoyed each day for the past two years.   As a unit, the Information Technology Services Division (ITSD) at the University of Massachusetts Boston (UMass Boston) has implemented major initiatives during the fiscal year 2014-2015 to improve the infrastructure, increasing our network capabilities and bandwidth, enhance support for teaching, learning, and research, and engage in outreach activities in support of the University's mission and the community.

The academic year has been a transformational one for the Information Technology Services Division where we had the opportunity of hiring eight new staff and promoting four into new roles – a total of twelve positions filled. The staff is truly our most valuable asset allowing us to offer great service as well as completing many a projects.

We were fortunate to get $2.5 million for capitals investment. New appliances such as Firewall, VPN and Packet Shaper were purchased allowing us to connect to UMassNet. Wireless services were saturated in both Wheatley and McCormack and the foundation to offer VDI was laid. Besides this, ITSD played a critical role in the opening of the new Integrated Science Center and planning for the new academic building as well as the relocation of the utility corridor. With a growing enrollment and many capital projects on the horizon (GAB 1, Utility Corridor to name two); a difficult winter that disrupted teaching and learning and the ever changing threat of data security, make the coming year a challenging and an opportunistic one in accomplishing the many projects and endeavors we have on-hand.

The annual MISO satisfaction survey was completed in March 2015. The results continue to show a great level of satisfaction in IT Services among all three audiences (Faculty, Staff & Students); however Wireless and Desktop Support continue to be pain points; although the trend is starting to reverse. (See Appendix C for details of the MISO Survey)

There is a great passion here within ITSD to serve our faculty, staff and students, and you have done a great job at it. You should be proud of your many accomplishments.

I would like to welcome our new Vice Provost / CIO, Robert Weir a very talented and experienced CIO to lead ITSD in becoming a world class service organization to meet the needs of faculty, researchers, students and staff.
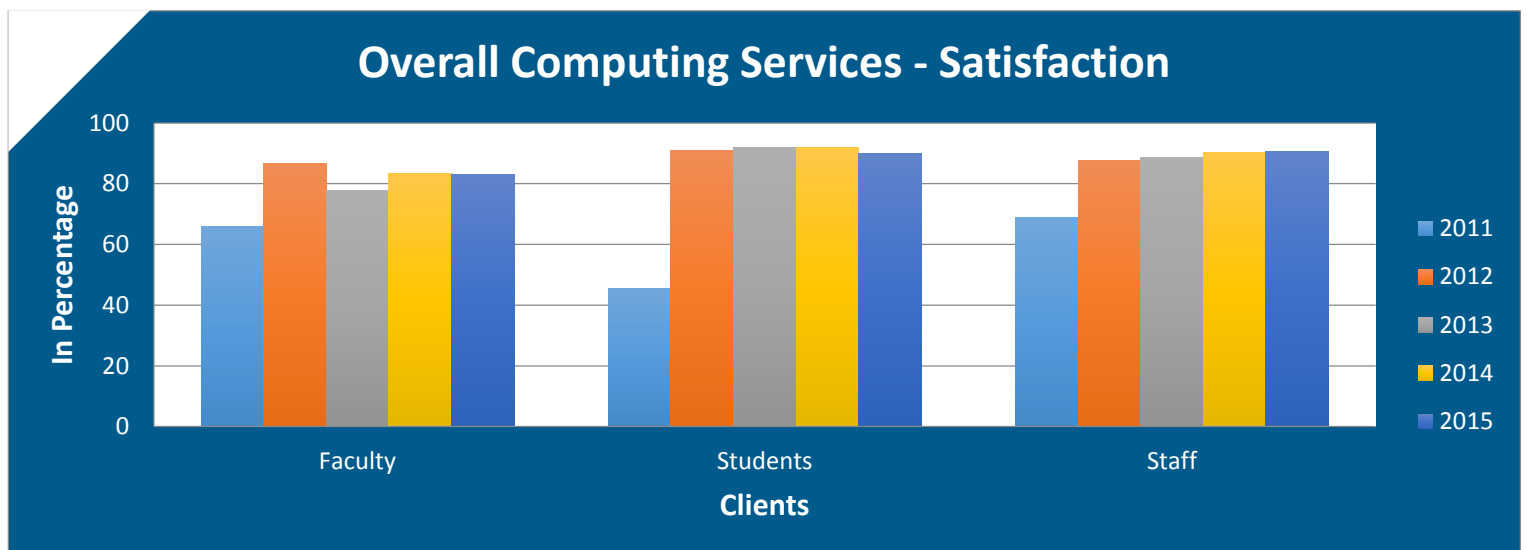

Overall Computing Services - Satisfaction

II. Mission and Strategic Plan

The Information Technology Services Division's (ITSD) goal is to provide the best service and support to our faculty, students, and staff. With a little more than 100 dedicated staff and more than 60 student employees, we support a wide variety of services listed under five departments:

➢ Application & Web Services
➢ Client Services
➢ Communications and Infrastructure, including Security
➢ Educational Technology & Learning Commons
➢ Research Computing

IT Strategic Plan – ITSD has been required to draft a five year Strategic Plan. The leadership team spent a day in late 2014 to strategize a plan. Although this plan has not been ratified by members across campus, we do feel that the broad outline is a good starting point. A copy of the plan as it stands today is included in the appendices section.

1. *Attract world-class IT workforce and promote effective management focusing on transparency, accountability, professional growth, and staff retention, in taking into account the organizational culture and values at UMass Boston*
2. *Support UMass Boston research and innovation goals and initiatives by providing cutting edge research computing, implementing a state-of-the-art information security program, and sustaining excellent customer service*
3. *To use technology in collaboration with Library, CAPS, Student Services, Academic Support and other departments to enhance teaching and learning.*
4. *Adopt leading-edge and sustainable web, mobile, and application solutions to support the technology needs of the Library, academic, and administrative units at UMass Boston*
5. *Align technological priorities in supporting UMass Boston's mission in regards to scholarships, teaching, public service, and civic engagement in partnership and collaboration with diverse stakeholders*
6. *Provide technology solutions to enhance the management of campus facilities and infrastructures*

With an increase in students' enrollment at UMass Boston, and the rise in the number of new facilities comes an increase in technological needs. The following sections highlight the success stories, accomplishments, and services provided to the University community by the five departments and fourteen different units within ITSD.   The next page highlights the division most important achievements during the fiscal year 2015.

- **Develop and implement a student training program that allows our students to learn new technologies and grow professionally.**

All training programs are now open to students. An email is sent to the students sharing with them a listing of all the workshops. This gives our students the opportunity to gain valuable technical experience and expertise in applications such as MS Excel, PowerPoint, and Word.

- **Working closely with UITS in developing a cyber-security training program.**

Security Education Training and Awareness (SETA). Successfully organized and executed the John Sileo event. We increased the participation by 110%. Conducted security awareness and training on "Managing Your Digital Identity".

- **Pilot a student-run IT Service Desk servicing student needs.**

The pilot to offer evening and weekend helpdesk services is set to commence July, 2015, with a more formal service set for Fall 2015. This service will allow our students to access and get support with technology during the evenings and weekends when traditionally the support is not available. With the In addition a Full-Time staff member will be stationed at the One-Stop to offer support to our students.

- **Commence project to develop a UMass Boston Student Portal.**

This project has not been implemented as a viable solution has not been selected. Enrollment management is working with the President's Office in selecting a solution and ITSD will assist with rolling it out. The portal is considered a critical component as it allows students to have all their resources organized in one place.

- **Provide research specific web templates to highlight the accomplishments of our researchers.**

Web designers have created templates and the Instructional Designers have offered various themes within the Blog network to support the needs of the researchers. As the university continues to strive be a R1 institution, the researchers need templates that allow them to show and share their research.

- **Reconfigure network connectivity for UMassNet offering to MGHPCC to provide higher bandwidth connections to research efforts when requested.**

New border routers and appliances to enhance network connectivity have been purchased. Implementation is anticipated to be completed in summer/fall 2015. Once this is in place network connectivity to UMassNet (commodity internet) & MGHPCC will improve fivefold – from 1gb to 5gb and from 50mbps to 100 mbps on the wired network and from 20 mbps to 50 mbps on the wireless. Speed of network connectivity has been a 'pain' point for several years now. This upgrade will address the growing needs of doing business and research on campus for both faculty and researchers.

- **Implement the new echo360 classroom capture system in 20% of the classrooms. Make available the portable echo360 system.**

The echo360 system was installed in 10% of all classrooms. The hardware based solution is an expensive one and as resources become available each year, additional classrooms will be brought online. In the interim, the portable system which captures voice and content displayed on the screen was made available.

- **Undertake the Campus Computer Replace program – 300 computers. Replace and upgrade the teaching infrastructure (furniture, projection equipment/screen, and computers).**

Installation of 300 computers as part of the "replace" program has been completed. Computers in the Blue and White labs were replaced and the Red Lab was redesigned with new furniture. Old projectors were also replaced in the labs and in the classrooms.

- **Provide a sustainable charge back model that correlates with an enforceable Service Level Agreement.**

Not completed – Although a charge back for hosting virtual servers was established. We are working with the Controller's Office to establish a chargeback system for CrashPlan (Backup Service)

- **Provide project oversight and management for upgrades and addition of new modules of our PeopleSoft Human Resources, Finance, and Student Administration systems, providing streamlined processes, reporting, business intelligence, and daily operations for departments across the campus.**

ITSD worked closely with UITS and the departments to ensure that the various PeopleSoft systems … HR, Finance and Student Information Systems or WISER were upgraded.

- **Enhance the network infrastructure, both wired and wireless to accommodate for the growth in students & faculty research and build a Virtual Desktop Initiative (VDI) allowing students to access the same resources on and off-campus.**

McCormack & Wheatley buildings have been saturated with Wi-Fi; additional coverage in the campus center, Library 10th floor and Clarke Athletics was completed. Funding for this initiative was obtained late in the fiscal year and with other major projects on hand, the VDI project was pushed back to March/April of 2015. The implementation of the VDI system is in progress – Phase I scheduled to go live September 2015

- **Implement a Mobile Device Management (MDM) solution that will assist with managing mobile technology, especially iPads in the classrooms.**

As the number of mobile devices (iPads) supported by ITSD rises, management of them can become time consuming and a strain on personnel. To resolve this issue and allow the staff to concentrate efforts on supporting teaching and learning, ITSD has invested the Apple's MDM solution. This cost effective solution can be viewed as a stepping stone for implementing an enterprise solution that will allow us to manage other mobile devices such as iPhones and other tablets.

- **Develop a marketing and communications plan that uses web, print and social media to publicize IT events, services and "story telling" about IT. Define and publish a support catalogue for all IT services.**

In progress. A manager for Communications, Marketing & Training was hired in February 2015 and is working on drafting a plan.

- **Implement a desktop management system (KACE) on 50% of all computers on campus (approx.1,000) that will allow for more efficient management of end point devices.**

Over 1,500 computers have the KACE agent installed. This will eventually allow ITSD to manage the computers from a central location, thereby reducing the time needed to resolve a desktop problem. Besides centralized management, KACE allows us to deploy and update apps thereby ensuring that the computer and the campus network is safe.

- **Convert 20% of analog TEC Classrooms into Digital Classrooms. Continue Fuze Pilot Program which will allow our faculty and staff to meet and collaborate via cloud based meeting tool.**

Today over 32% of rooms have been upgraded to digital. As newer computers and AV equipment come with digital connections, the need to upgrade to this new standard is now vital. Our students also expect to receive the best audio & video quality that digital offers.

Fuze – a video conferencing app continues to be a success and is used by many across campus -- CNHS as part of their online program, College of Management for meetings and webinars, etc. are among the big users. In addition to online learning, this tool is used by faculty for Office Hours, recruitment efforts and by staff for campus wide and system wide meetings. Fuze is an expensive solution, the future of which will depend upon the cost per license at renewal time.

- **Develop a structured Research offering and Information Security Initiatives to meet the University research goals.**

We have created a research computing department within ITSD and successfully hired our first full time staff member in addition to the director. We have also created a new local shared compute cluster to complement the GHPCC shared compute cluster, with a mechanism to allow research faculty to contribute hardware. Research VPN access groups have been created for at least five departments, with additional departments using the general purpose "HPC" group. We have implemented a formal procedure for requesting exceptions to firewall rules for research needs.

- **Implement a Service Management ITIL system to increase the productivity, customer satisfaction, and knowledge of the ITSD and Customer Service Departments using a hosted environment. Expand application teams to provide additional services and administration of applications to more UMB entities.**

ITIL is a set of practices to manage IT services. Mature organizations use these standards to deliver services to their clients and manage internal processes as well. ITSD is ready to take the next step in this process and has invested in the ServiceNow (an ITIL based system) software & licenses. Implementation is to commence in early FY 16.

- **Complete the migration of R25 to 25Live, improving our ability to schedule classrooms and expanded capabilities for special events. Added integration with the UMB web site to allow schedulers and the ability to serve up real time information to the University community.**

The migration was delayed for several reasons – changes in the customer service center, changes in the way the campus manage events, new facilities such as ISC and Bayside coming onboard have pushed back the migration to January 2016.

- **Upgrade the Xythos document management system. Provide expanded capabilities, security, and maximize performance, scalability, and storage for expected growth.**

The hardware and implementation services have been purchased. Anticipated completion is by Fall 2015.

Photo by Harry Brett

A "**High-Tech**" Building.

Opening of the Integrated Sciences Complex: The Integrated Sciences Complex (ISC) opened in April 2015, is the first new academic building on campus in 40 years. ISC positions UMass Boston to move forward with its strategic vision to increase the breadth and sophistication of its research enterprise while honoring its historical commitment to teaching excellence. The new building advances student and faculty access, engagement, and success with state-of-the-art research, teaching, and training labs. ITSD in general and CIS specifically invested numerous hours with the opening of the Integrated Science Center (ISC), the ongoing support of the ISC tenants and the new infrastructure. Efforts with the ongoing design and advocacy of the new General Academic Building 1 (GAB 1) technology infrastructure are ongoing. IT infrastructure encompasses a variety of components often "woven" together to provide the concluding services be it computer hardware and software, network and telecommunications technologies, data storage, cloud based services access and security and lastly but not least shared IT services spanning various departments. Often we insert CIS staff very early in the process to eliminate future costly mistakes.

Wireless Coverage Expansion: Wireless capacity has been one of our highest priorities this academic year. Upgrading and saturating the Cafeteria was a successful blueprint which was subsequently used to further expand wireless to all other campus buildings especially Wheatley and McCormack. Wireless volumetric consumption continues to grow rapidly fueled by affordable mobile phones, tablets and other BYODs. Twenty one (21) new Wireless Access Points (WAPs) were added to Wheatley and McCormack after conducting an exploratory site survey and heat mapping to determine need. Seventy five (75) old WAPs were swapped with the newer 3825i model, which is not only capable of greater speeds using the new 802.11ac standard, but also capable of supporting more users per unit. Directional antennae were installed in all wide open spaces like the McCormack gym.

Virtual Desktop Infrastructure (VDI): After a successful proof of concept implementation of a Virtual Desktop Infrastructure (VDI) environment (hosting a desktop operating system within a virtual machine (VM) running on a centralized server) plans are underway to provide a production VDI level by fall. ITSD acquired all the necessary components and the staff is creating the environments necessary to provide service to faculty and staff while reserving scalable ability to expand according to demand.

Storage: ITSD engaged EMC and Dell to expand the university's storage capacity and offerings. Evaluating the technology offered by the competing vendors comparing performance, reliability, cost, operation costs, architecture, security and scalability is a formidable exercise and then purchase and deploy may be sometime before offering the service university wide. CIS invested in a NetApp SAN appliance to fill the gap specially that the Xythos file sharing appliance requires it for its data store. To that end, a new version of Xythos with secure encryption will be offered for the short term. CIS racked, powered and networked 4 Windows servers with load balancing provided by an Extreme Router. Two of the servers were configured as backend servers for the purpose of clustering SQL databases.

Photo by Lisa Link

IPad Initiative

"...there are 300 iPads deployed across campus..."

Currently, there are 300 iPads deployed across campus that support classroom teaching. The College of Nursing, Academic Support Services, and the Graduate School of Education have partnered with IT to jointly fund teaching and learning initiatives in classrooms on campus, in hospitals and in K-12 schools.

This year the iPad program has enabled professors like Kathleen Raddatz in Academic Support to distribute university iPads to students for home use. Using mobile device management (MDM) management, IT is able to distribute iPads to students, push out licenses for apps to their devices and recall them from their devices at the end of a course. MDM has really enhanced the distribution model by providing more availability of apps and devices to students. The use of the iPad, increases access to many resources for classroom teaching. What our own faculty are discovering through iPads is how this mobile tool facilitates their current practices, and generates many productive, personalized and productive responses from students.

Learning Commons

Our team initiated and developed a 3-Tier student training program offering cross-training to students to students in various service areas: pay for print, IT Service Desk, computer lab applications support, mobile device deployment. Student consultants used a new mobile app called wheniwork.com that enabled student consultants to add and drop shifts, and receive job-related notices to improve coverage and support of labs.

We re-organized workspaces for staff , added lounge seating for students outside the labs, created digital and print signage to help faculty and students find the times and locations of their labs. We increased the iPad program to 300 devices, and expanded our customer base deploying iPad carts to the classroom for faculty in the College of Nursing, Education, Liberal Arts, and Sciences. Additionally, we supplied the Healey library reference librarians with a cart that they deployed across campus.

We migrated the HESI exam required for state approved nursing certification from server to iNet online testing to vastly improve the performance consistency and reliability of the delivery of the exams from our computer lab environment. Also, we Installed new computers in a Mac lab, and the Blue and White, Purple and Gold Labs through ghosting and VMware, and acquired new laptops for the mobile classroom program and the Library Circulation Desk. We have begun the process of replacing the Ezy proxy server in Healey Library, and are working on creating a new authentication method with Shibboleth to enable patrons to authenticate through user name and password sign on in order to access library databases for download.
We expanded the iPad in the Classroom program by moving from apple configurator to MDM as a cost-effective method to invest in licenses which can be recalled as opposed to apps that once installed are dedicated to a device

One of the major initiatives for ITSD is the increased collaboration with the Healey Library. There are projects such as the MISO survey that the library and ITSD partner on, which allows us to work together in meeting the goals of our faculty, students and staff. As the library enters into the 21st century, the role technology plays is critical and hence the infrastructure and the support needed is also unique. Many of the library systems are in the process of being upgraded; for example EZ Proxy which provides authentication and access to online databases from off-campus is now owned by ITSD, along with all the public and private computers, including those used as part of library instruction. The library, working with ITSD has embraced the use of iPads to promote information literacy. These iPads, equipped with connectivity to the databases as well as related apps, are rolled out to various classrooms where library instruction can be provided.

Other initiatives include adding over 30 computers to the 8th floor of the library. This will allow students access to technology in an area that provides academic support. Upcoming initiatives include building a sandbox or Makerspace which will allow faculty as well as graduate students use 3d printers and test various teaching styles and layouts – a timely service in light of the new buildings.

As the library continues to replace its technologies, ITSD is committed to playing a leading role in determining cloud solutions that meet the needs of the library from a technology viewpoint.

Teaching and Learning

The eLearning and Instructional Support Team took steps to automate it's processes in order to provide better customer support. Our Jitbit system automatically creates tickets for all emails directed allowing us to distribute, share, and manage requests for assistance and consultations. The Weekdone project management system allows the team to share information about "Plans, Projects, and Problems" with each other and with their manager enhancing collaboration and more effective delivery of services. We've also worked to integrate the flow of information between the Blackboard and Peoplesoft/Wiser systems. We contributed to two conferences. The 8th annual Teaching and Learning conference was held in collaboration with CAPS, Library, OFD and CIT And In March, the eLearning and Instructional Support Team hosted the first OpenEd Forum to celebrate Open Education Week and the Global Education Movement and to raise awareness about the benefits of open education resources (OER) on the UMB campus. To continue this effort, we've launched a new open education portal, open.umb.edu. We've expanded our promotion of VoiceThread, a cloud based presentation tool, to instructors throughout the university. Finally, we held the first "Summer Camp", a 3-day intensive experience at which faculty not currently using technology in their courses, from eight different disciplines, were taught the basics of educational technology.

Staff Recognition & Awards

Here are awards that IT staff received in recognition of their work.

1. **Video Production Center**
   UMass Boston's Video Production Center, a unit within IT Communication and Infrastructure Services, recently won a national award for video production. The Center received an "Award of Distinction" in the Film/Video Education category in the "2015 Communicator Awards" competition for its work on the "Overcoming Violence" video project.
2. **Mary Simone**
   Chancellors Achievement Award

3. **CIO Award Winners**
   a. Gerard Maloney – Client Services
   b. Lisa Link – Applications Services
   c. Rosa Oculto – Educational Technology
   d. Zachary Ronald – Communications & Infrastructure

Charting a future perspective for what IT investments to make associated with the best outcome on the university's goals is always a daunting task. The ultimate charter set forth by CIS is on providing IT services built on redundant, responsive, agile and modern infrastructure. After reviewing the existing infrastructure "health" and the demands on the current capabilities a considerable effort was spent on assessing the benefits of upgrading the core services, the risks involved and costs associated with the upgrades. The analysis and comparisons of various solutions in the market allowed us to consider alternatives or perform "out of the box" engineering to come up with innovative solutions with existing equipment (examples beyond the scope of this report but available). For Fiscal 2014-2015 CIS developed and completed the following initiatives to strengthen the core information technology infrastructure:

Border Gateway: UMASS Boston network infrastructure is responsible for providing connectivity from offices, classrooms, laboratories, public spaces, cafeterias, etc. to the backbone network. Currently the campus has access to the Internet through a single path (which UCRR will correct) via UITS with partial redundancy and limited bandwidth of 1Gbps connection. After a considerable investment in "border" connectivity equipment IT will be able to provide 10 Gbps capacity as of this coming fall semester. With plans to procure 5 Gbps bandwidth from UITS an increase from the current 50 Mbps to 100 Mbps to wired desktops and from 20 Mbps to 50 Mbps on the wireless will be provided allowing for a better network experience for our constituents. The quality of network connectivity directly impacts the quality-of-service experienced by a client. Therefore with the updated equipment a significant impact on the user experience will be felt across campus. In addition, a redundant schema has been applied by deploying 2 border routers (Juniper), 2 packet shapers with a 10G interface and finally 2 Checkpoint firewall units hosting VPN capacity for remote telecommuting replacing a plethora of EOL equipment.

Unified Communications and VoIP: The master plan dictates that the university must move voice over to the Ethernet network. This injects a serious time constraint since *the migration to VoIP stands on the master plan's critical path as the existing infrastructure "spine" is suspended in the Substructure ceiling due to be demolished.* In order to move the project along, the practice of program management was instituted to coordinate the various, often complex, activities. The project manager has been tasked to prepare a comprehensive charter that outlines the scope of the project at a macro level. The Program and the project management methodologies will serve as a launch pad for driving telecommunications forward. It is bearing fruits as, from its inception, the group has provided clear recommendations on the steps to follow to achieve VoIP upgrade and deployment. Drawing on essential input from key stakeholders and vendors, as well as our sister campuses and other institutions, the project group's focus is enabling a smooth transition from legacy systems to VoIP.

Data Center Optimization (DCO) and Virtualization: Our VStart virtual environment is growing as we continue to virtualize and absorb servers across campus in anticipation of hosting a redundant presence within the UMASS shared Data Center. This project which is well into phase 1 of its implementation does not eliminate UMASS Boston in-house data center. First, with the construction happening around campus it is risky to have the data solely off campus. Second, for redundancy and disaster recovery purposes having servers in two locations is a sound strategy. Lastly, certain services are not conducive to having them located remotely and must be hosted on site, such as AV servers and equipment, network gear and telephony among others.

CIS Operations manager Jamie Soule and CIS Operations technician Kurt Charlton administering the new ISC high speed cable plant.

RESEARCH COMPUTING
@UMass Boston

Through various departments, ITSD supported the move of numerous research labs and personnel into the new Integrated Sciences Complex. The Research Computing department has also built a new local compute cluster with contributed hardware from both research labs and ITSD. We have begun the process of significantly expanding a local GPU cluster, from 60 to 144 GPUs. Local storage administered by the Research Computing group was increased by 50TB during FY15, and high performance storage supporting the GHPCC has more than doubled (from 22TB to 54TB). ITSD has also implemented a high-security survey and project management tool, REDCap, for researchers working with confidential survey data. The Research Computing team has also installed a second tape library (installed in the ISC) to create some spatial redundancy for backups of research computing systems.

A project led by Prof. Jason Green:

Our research uses high performance computing to test new mathematical theories for the prediction of complex chemistry. We devise computationally effective strategies that make use of cutting edge technologies where the end result is software for general-purpose graphics-processing units. Together our theory and simulations are extracting the fundamental limits on our ability to predict the detailed mechanisms of chemical phenomena, such as hydrogen combustion. Without the Research Computing Group our computing intensive research would be intractable. Their management, training, and technical support are critical to our ability to conduct science through computer experiments.

Information Security

Since the Information Security Officer (ISO) was hired in FY 14, major emphasis has been laid on building the Information Security team. The Information Security Engineer position was filled with the promotion of a desktop team member, and the Senior Information Security Specialist hiring process was completed as well. Working closely with Sub Committee on Information Security which is represented by ISO's across the five UMass Campuses, a Written Information Security Plan has been finalized which is a mandatory document per Massachusetts Privacy Regulation. This document sets the framework on how Information Security will be conducted at each campus. Working closely with the presidents' office (UITS), Identity Finder pilot was rolled out within ITSD. In addition, the McAfee environment was stabilized by migrating to a new ePO server. The team focused on building the Security Education Training and Awareness campaign, and in October 2014 working closely with UITS they brought the 'Cyber Security Smack Down' event which was conducted by the notable Cybersecurity speaker John Sileo. The participation increased by significantly for this event compared to 2013. The security team also held two seminars on **Managing Your Digital Identity**. To make the UMass Boston security environment more robust, we invested in the Checkpoint Next Generation Firewall with a planned implementation for August 2015. The team has successfully completed two third party vendor assessment thereby ensuring that the vendors and their products meet the desired requirements based on some of the industry standard frameworks like NIST and/or SANS.

Photo by Lisa Link

"Through sustained and targeted promotion, attendance grew by 300% year over year."

I.T. Marketing and Communications

Marketing Cyber Security - How IT grew attendees by almost 300%!

In 2013, the IT department hosted an event to educate students, faculty, and staff about the risks and protections related to cybercrime. The event gathered a respectable 50 attendees, but IT management thought this could be improved upon. So later that year the new IT Information Security officer, Jayshree Krishnamoorthy, and the new Manager of Training, Communications, and Marketing, John Mazzarella, joined forces to improve attendance at the 2014 Cyber Security Awareness Event.

A series of consistent designs were created for print projects including fliers, posters, and student newspaper ads, and for digital distribution through email, web, social media, and digital signage. Faculty, staff and students could walk across campus and see messaging about this event in three or four different mediums, but with a constant branding and visuals to tie them all together and increase awareness of the event. An article about cybersecurity was written and published by the student newspaper which referred readers to sign up for the event. Meetings with faculty who teach relevant courses were arranged, and their students attended the presentation as a replacement for their class for the day.

By the end of their marketing efforts, over 200 attendees filled the auditorium to learn how to protect their digital information. Through sustained and targeted promotion, attendance grew by 300% year over year, and the techniques learned by IT staff would become a model for success in promotion of IT services and events going forward.

The IT Application Services team is comprised of 3 main areas, Web Services, Enterprise Applications, and Campus Applications & Database Support. We provide project management, change management, training, and account administration for campus based and university wide software applications, web application development, design and development support for the UMass Boston website in its entirety, it's content management system, and analytics tools.

Application Services

ITSD supported the expansion of the document imaging system used in Graduate and Undergraduate Admissions, Registrar, and Financial Aid offices, and now in use by the Provost's and Chancellor's office, with FY16 plans to meet the needs of Human Resources in digitized records and workflow processing requirements. ITSD also provided training on BuyWays, PeopleSoft, Security, Expression Engine Content Management, Document Imaging, and the implementation of the SiteImprove Web Governance system across the campus, training over 150 web editors. ITSD implemented the "Engage" web application for The Office of Community Partnerships, "Boston Stories" for the Provost's Office, and the "Records Retention" web application for A & F.   Working closely with the Communications Office, ITSD continues to enhance and expand the University website and create new templates for researchers, newsletters, announcements by the Chancellor, construction updates, maps, and the Web Services team completes over 2,000 work requests per year serving the campus's Departments, Colleges, and Institutes.   The University website was migrated to a highly available, robust architecture with a new hosting provider Arcustech and upgraded the Content Management System Expression Engine. ITSD implemented New Relic, an application monitoring system, which provides real time oversight of our University website and its components. ITSD continues to enhance, upgrade, and support the RAVE and AlertUS emergency notification systems, and supports the software and database architecture for our Document Management and collaboration software Xythos. ITSD continues to provide space and event scheduling via Resource25 and space analytics via X25, and completed space plans required for the opening of the ISC. ITSD has assisted with the implementation of databases that support Health Services, Quinn Graphics, Security tools, and other applications with the implementation in FY15 of a redundant cluster Microsoft SQL Server 2012 environment, providing a centralized methodology and management capability for databases. ITSD completed the feasibility study and product selection of a fully functional ITIL Service Management Suite, to be implemented in FY16.

Document Imaging

The Document Imaging project is a multi-year project that is experiencing explosive growth and will continue expansion across the University. Document Imaging provides digitization of paper media, sophisticated workflow processing, online signage and digital storage. Documents may be scanned manually or transferred electronically via application integration.
 The Document Imaging repository now holds over 4 million University documents, comprised of over 9 million individual pages.

The following departments as of the end of FY15, have implemented Document Imaging:
- ➤ Registrar's Office
- ➤ Undergraduate Admissions
- ➤ Graduate Admissions
- ➤ Financial Aid (in progress)
- ➤ Chancellor's Office (in progress)
- ➤ Provost's Office (in progress)
- ➤ Vice Chancellor for A & F (in progress)
- ➤ IT Application Services (in progress

Service Desk

4,000
3,500
3,000
2,500
2,000
1,500
1,000
500
-

Jul-14 Aug-14 Sep-14 Oct-14 Nov-14 Dec-14 Jan-15 Feb-15 Mar-15 Apr-15 May-15 Jun-15

■ Calls answered ■ eMail processed
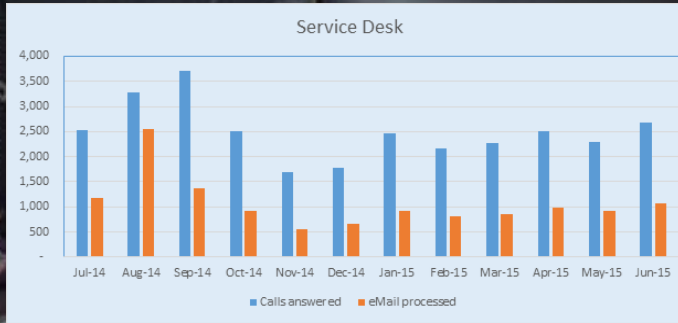
V. Services and Support: The service Oriented Institution

The IT Service Desk responded to over 28,300 tickets and the call volume was up by 36% over AY 13-14, with WISER problems (largely password issues) up 84%. Even though we can be extremely busy (28,344 tickets is about 114 per day), we always try to take the time to make sure each client receives friendly, personal attention and does not leave until they understand both the problem and the solution. Sometimes, of course, we cannot solve a problem on first contact. About 26% of the time (7,389 tickets), we had to either call the person back or refer the issue to another group. Of those, most (5,536) were sent to desktop for issues like anti-virus issues, network connectivity, startup errors, the REPLACE program, etc.

As the first point of contact for IT, our primary goal at the IT Service Desk is customer service. With an increasing enrollment and complex infrastructure, the data clearly point to the need for additional full-time staff, who was hired in June 2015 to assist mainly with software distribution and related questions.

Strengths: Human Capital: The staff within ITSD is the greatest asset of the organization. The dedicated team of 100+ professionals have the university best interest in mind. With the ever growing and changing university, the staff in ITSD have adapted and embraced the myriad of new projects – across all departments, new construction, utility corridor relocation, research computing, enhancements in classrooms, training and software support, infrastructure improvements, application development and support to name just a few.

The collaborations that ITSD has undertaken shows a great willingness to work with departments across the university. Whether it is the Library where we are building the Learning Commons, or CAPS in enhancing online teaching and learning or with the Master Planning department to ensure that the latest technologies are installed in the new buildings or with external communities in training prospective students about working in the information technology field, ITSD staff have played a vital role in such collaborations.

Weaknesses: We continue to have unfilled staff positions in highly skilled areas such as research computing, information security, networking & web development to name a few, which hamper our ability to complete projects in a timely manner. Searches often take between 9 and 12 months to complete as searches often fail. As each search requires a dedicated search committee, this places an additional burden on the existing staff who have to provide the services of the open positions, plus serve on search committees. A good solution would be to tap into consultants or temporary hires without the cost impacting our operating budget.

We recognize that 'space' is at a premium on campus, but do hope and recommend that once GAB 1 opens, which should free up office space, that the IT staff have the opportunity of move-in into some of these spaces so as to provide better services to faculty, students and staff. One of the greatest challenges that face the organization, is keeping up with the changes in technology. For example, Microsoft, Apple, Blackboard to name a few have all rolled out various services that allow for us to collaborate and share information in the cloud. Adopting these new technologies requires training and retraining our staff. This is usually an expensive and time consuming process, necessary if we are to compete in this ever changing environment.

Communications within departments as well as to the external constituents has been a perennial concern and one that we hope to address with the formation of a new department whose main goal will be to improve internal and external communication using traditional and social media channels.

For the third summer in a row, IT is collaborating with Urban Scholars on a Summer Youth Blog project. One of the original participants, Urban Scholars alumni Tramel Griffith returns this year to take on a newly created senior editorial role under the guidance of Lisa Link from IT Web Services and Brad Bleidt from Urban Scholars This intensive summer project which was initiated by IT, includes blog design, writing, photography, digital marketing and communications practice. Students will be documenting pre-collegiate programs on campus and assisting with social media sites.

IT Summer Youth blog editors Demaris Hopkins, Tramel Griffith, and Jennie Lai meet with their advisor Akunna Rosser.

Students Recognition

The CIO's Office recognized all students' workers in IT this year during National Student Employment Week, April 12th – April 18th. During this week, staff was asked to wear buttons in support of student employees in IT. The CIO hosted a student luncheon and presented all students with a Certificate of Appreciation. Seven (7) students were selected as leaders within the department, these students are:

- **Erik R. Dunn**
- **Kate Burke**
- **Melanie Maxham**
- **Vivian Poon**
- **Mohan Sisodiya**
- **Sree Sarath Babu Muppalaneni**
- **Subrina Thapa**

Each of these students received a Certificate of Appreciation, the first IT Student Leadership Award, along with the letter that was written about them in support of their nomination for the award.

External partnerships

ITSD directors and managers have been active in developing partnerships with community organizations such as YearUp, St. Mary's Center for Women and Children, McNair Program, City of Boston Summer Program, and Urban Scholars giving students the opportunity to learn new skills in the field of technology.

ITSD 2015-2016 Strategic goals

As a unit, ITSD has continually embedded in its plans activities to support the University's strategic goals and will continue to do so. Here are some of the activities ITSD aims to embark in 2015-2016:

FY 16 ITSD INITIATIVES

Advance Student Success And Development

- In collaboration with enrollment management develop a Student Portal
- Define and publish a support catalogue for all IT services
- Extend IT services and support to weekend and evening hours
- Events/Outreach Efforts: Vendor demos, training
- One-Drive – Publicize service to students so they can take advantage of this feature.
- Offer support using social media & chat
- Host events that promote security Awareness during the month of October and year round.

Enrich And Expand Academic Programs And Research

- Develop a training system to increase adoption of Blackboard and make it easier for Faculty to adopt Blackboard. Presently about 36% of all courses use Blackboard
- Support migration to hosted environment – All courses by August 31, 2015
- Support implementation & training efforts of TaskStream's ePortolfio system in the English & Chemistry departments.
- Formalize the Liaison program
- Double the usage of the GHPCC system
- Host a "Research Computing Day" where faculty can talk/discuss their research – as a way to encourage faculty to increase the usage of the GHPCC System
- Expand the iPad in the Classroom Project in the College of Nursing and Health Services (CNHS)

Improve The Learning, Teaching, And Working Environment

- Provide project oversight, training, upgrade, and technical support for enterprise applications used by the campus such as R25 migration to 25Live. Xythos Document Management, Identity Management (IdM), Code42 Crashplan, MS SQL Server 2012, Document Imaging (DI), Expression Engine CMS, OneForm business process reengineering, RAVE and AlertUS Emergency Management, AlertUs Beacons project, AES256 encryption module, Titanium and Point & Click, EZProxy System using Shibboleth, etc.
- As part of building the Learning Commons - Implementation of Computers on the 8th Floor
- Upgrade computers in Red & Mac Lab A
- Enhance the Pay-for-Print system so it is more reliable and easier to use for our students.
- Provide project management and oversight for AV & Classroom Technologies in General Academic Building #1 (GAB 1)
- Upgrade 10 More Classrooms from Analog to Digital depending on the budget
- Commission all of the Classroom and Meeting Spaces in the ISC so that they are fully operational for fall 2015.
- Provide Project Management and Oversight for AV Installations for ICI in the CJ Building.
- Upgrade the Equipment in the AV Services Control Room to HD platform to support HD Recording and Signal Distribution across the campus.
- Upgrade VTC Codecs to HD in AV Control Room and ITC Conference Room
- Installation of echo360 in 5 additional TEC II classrooms
- Installation of PCAP in all classrooms that have a resident computer where we don't have a echo 360 appliance
- Adopt and implement ServiceNow as an ITIL program to streamline service requests and integrate RightAnswers Knowledge Management with ServiceNow
- Scantron – Upgrade to an online system survey system (RFP with System's Office in place), integrate with Blackboard

- Xythos Document Management, upgrade application, database environment.
- VoIP project oversight
- Complete implementation of Kace to 2,000 computers (Kace has been installed on about 1,100 computers)
- Support for Windows 10
- Replace Program – 300 computer
- Develop systems that will allow the end user to obtain software themselves.

Establish A Financial Resources Model Consistent With The University's Vision Statement

- Finalize the ITSD Strategic Plan – December 2015
- Increase investment in professional development activities across the board
- Fill open positions (Senior Web Developer, Sr. Network Engineer, Instructional Support Manager, Instructional Designer)
- Launch new HR website
- Engage Office of Community Partnerships web application, phases II and III
- Commence intranet planning
- SiteImprove Web Governance, implement SEO module
- Salesforce CRM project

Develop An Infrastructure Supportive Of The Preceding Goals

- Increase and enhance Wireless Coverage and capacity across campus – indoor and outdoor spaces
- Network support for the opening of General Academic Building # 1
- Installation and configuration of Checkpoint Firewall/VPN/Packet Shaper appliance, Juniper border routers
- Support for the REAB project (McCormack & Wheatley)
- Select a Storage Solution that will meet the needs of our clients
- Replace UPS
- Implementation of the VDI System; Virtualize 30% of all servers bringing the total of all servers virtualized to 50%
- Upgrade AD so it can be used to manage computers and provide directory services
- Implementation of VoIP for ICI and GAB 1
- Implementation of a Contact or Call Center for Enrollment Management and Service Desk
- Implementation of an automated call routing system at the switchboard
- Selection and implementation of a NAC (Network Access Control) System

Overcoming Challenges: Improving Efficiency and effectiveness

Much work has been completed in FY 15 to improve efficiency and effectiveness within ITSD. Listed below are a few examples of how ITSD has changed the way we work but also enhanced services while reducing costs.

1. Licensing of academic software. Working closely with UITS and the rest of the UMass campuses, we have been able to reduce the unit price of some of the most expensive applications, such as MatLab, TurnItIn, SPSS & Adobe Creative Cloud. This has allowed us to offer these applications to all faculty and staff and in some cases students as well. Today students can access the entire Adobe Creative Cloud Suite for under $10.00 a year; also students can now access Mathematica and MatLab for free. Such software apps would normally cost thousands of dollars.

2. Hardware – UMass Boston can take advantage of the newly signed agreement with Dell for the acquisitions of laptops, tablets and desktop computers at a steep discount. A complete desktop computer is now available for under $750 and laptops around $1,000. These discounts will save the university on an average 5% over last year's pricing.

3. Document Imaging – As you read on page 11, Document Imaging has many benefits from entering information to retrieving it – making the entire business operation more efficient.

4. ePAF or Electronic PA's – ITSD has been piloting the use of electronic PA's for the past year, which had led to the campus wide adoption of the system. This electronic process allows us to move away from the paper based solution.

5. Probably the most important element of improving efficiency and effectiveness is hiring staff in the areas where the need is the strongest. For example, critical positions in Telecom and Networking were filled allowing us to roll out VoIP and improving our wireless coverage and performance as well as access to additional internet bandwidth.

a. ITSD 2014-2015 Expenditures

The 2013-2014 operating budget for ITSD excluding salary staff was approximately $3,379,066 as displayed in the graph below. The 'Other' category include: Telephone recharge, copy, mailing, office supplies, and small equipment (peripherals).

2015 Expenditure by Fund/Project

$210,000
$885,000
$595,000
$200,000
$375,000
$225,000
$287,000
$300,000
$38,841
$49,530
$2,661,131

Legend:
- General Operating Fund
- GOF Recharges
- GOF Transferred to IT
- Computer Replace
- Classroom Technology
- Teaching Infrastructure
- Wi-Fi Expansion
- Security Analysis
- UPS Data Center
- UMassNet Expansion

2015 Budget by Service Funded

In Dollars

$2,097,152
$262,144
$32,768
$4,096
$512
$64
$8
$1

Categories: Infrastructure, Consultants, Professional Development, Client Services, Classroom Tech & AV, Applications & Web, Student Staffing, Research Computing, Educational Technology, Security, Computer Replacement, Other/CIO

Category

Legend:
- Notes
- GOF Fund
- Total

Information Technology - June 2015

Vice Provost / CIO
Robert Weir

Business Manager
Jiuan Mo

Assistant Business Manager
Eleanor Brown

Executive Assistant
Salina Allen-Sharpp

Administrative Assistant
Vacant

Runcong Chen

Research Computing
Director
Jeff Dusenberry

Application Services
Assistant Vice Provost
Linda Modiste

Campus Applications & Databases:
Robert (Bob) Caron – Manager
Bhavesh Shah
Jeeva Arthur
Peter Tierney
Enterprise Applications
Terence (Terry) Phalen – Manager
Anthony Manibusan
Caroline Nelson
Lisa Moriarty
Linda Perrotto
Mary Ryan
Thomas (Tom) McClennan II
Web Services:
Jim Wyse - Manager
Johnathan Crawford
Lisa Berelson
Lisa Link
Peter Tattlebaum

Communications and Infrastructure Services
Assistant Vice-Provost
Wil Khouri

CIS Project Manager
David Gorfine

Security
Jayshree Krishnamoorthy- ISO
Alison Murray

Operations:
James Soule – Manager
Carmine DiFilippo
James (Jim) Morrison
John Tansey
Johnny Luk
Kenneth McCarthy
Kurt Charlton
Robert (Bob) Siebert
Ruth Tremblay
Sys. & Comm.:
Forbes, Brian – Manager
Azaden Aslani
Chhorda Roth
Daniel McDonald
David Gorfine
Ellinor President,
Jamil Moosavifard
Leonard Kroll
Maria Filoso
Scott Gilbert
Yuk Fung.

Telecommunications:
Dianne Kroll - Manager
Eduardo (Eddie) Luciano
Mimoza Papargjir
Sereynita Altarejos
DL AV Support Ctr.
John Jessoe - Manager
Jeffrey Wade
Lauren Nogueira
Mark O'Sullivan
Michael DiFilippo
Zack Ronald

Client Services
Associate CIO
Apurva Mehta

Service Desk:
Peter Adams - Supervisor
Christine Carpentio
David Wilson
Rocky Haggard
Desktop:
Raymond Tse - Manager
Andrew (Andy) Arcadipane
Daniel Okoh
Gerard Maloney
Hung Nguyen
Keith Pyle
Margaret (Peggy) Tippit
Quan Nguyen
Scott DeVillafane
Tam Nguyen

Educational Technology and Learning Commons
Associate CIO
Apurva Mehta

Instructional Technology Center:
John Mazzarella– Manager
Angela Carretta,
Katherine Anania,
Ed. Technology Operations
Mary Simone - Manager
Ananta Sinha
Binh Ly
Dann Brown
David Ford
Donna Hill
Henry Lay
Trieu Ly
Instructional Support:
Gene Shwalb– Manager (Interim)
Ellen Foust
Gene Shwalb
Irene Yukhananov
Jouliana Bosneva
Kalindi Mehta
Linda Sudlesky
Paula Dinneen
Peter Tofuri, Jr
Rrezarta Hyseni
Theresa Nelson-Miller

Classroom Technology Support
Vacant - Manager
Christopher Pahud
Richard Fish
Rosa Oculto
Vivian Tran
Special Projects
Alexandrine Policar

17

Since 2012, the Information Technology Services Division (ITSD) has used the Measuring Information Service Outcomes (MISO) model, a quantitative web based survey designed to measure how faculty, students, and staff view library and IT services in higher education.

The MISO survey helps ITSD leaders at the University of Massachusetts Boston to assess the satisfaction of the UMB community (faculty, students, and staff) on technological and library services received on and off campus, understand their needs, and the areas for improvement. The results of the 2015 MISO survey are summarized below:

Respondents' Breakdown

Audience	Population Size	Sample Size	Completed Responses	Response Rate
Faculty	1,200	1,200	448	37.3%
Students	12,536	1,500	403	26.9%
Staff	1,398	1,398	451	32.3%

1. Faculty

Below is the breakdown of the descriptive data of the faculty who participated in the survey as well as their insights of technological services at the University. When applicable, the five most important categories of each question were considered using the Mean. Of the majority of the faculty surveyed:

c. There is an equal number of male and female faculty who answered the survey;
d. Forty-five percent (45%) are fifty-five year or older;
e. Forty-six percent (46%) are non-tenure track faculty while thirty-four (34%) are tenured faculty and seventy-one percent (71%) are full time faculty;
f. Forty-one percent (41%) of the faculty respondents teach in the Liberal Arts department while only (3%) teach in University College of Advancing and Professional Studies (CAPS);
g. Thirty-five percent (35%) back up their data one or twice a semester;
h. Seventy percent (70%) use technology-enhanced lectures tools for academic purposes;
i. Sixty-nine (69%) have not used qualitative data analysis software (e.g. ATLAS.ti, NVivo) while only two percent (2%) considered themselves as experts in these tools;
j. Seventy-five percent (75%) are more interested in learning more about Blackboard Learning Management System and technology in meeting spaces/classrooms.

Over the course of a semester, on average, how often do you use the following services?[1]

Library	Information Technology
Access to online resources from off Campus (3.44)	Instructional technology support (2.10)
Online library catalog (2.86)	
Library e-book collections (2.19)	
Library reference services (2.02)	
Inter-library loan (2.00)	

How satisfied are you with the following resources?

Library	Information Technology
Inter-library loan (97.56%)	Email Services (91.45%)
Library reference services (96.72%)	Virus protection (92.46%)
Library circulation services (97.24%)	Instructional technology support (90.38%)
Research instruction for academic courses (94.81%)	VPN (88%)
Library databases (93.72%)	Email SPAM filtering (87.71%)

How strongly do you disagree or agree with the following statements with regard to the I.T. Helpdesk staff?

Question	Disagree	Somewhat disagree	Somewhat agree	Agree
Friendly	2.63%	4.31%	22.49%	70.57%
Knowledgeable	3.80%	8.08%	32.07%	56.06%
Reliable	6.22%	7.42%	28.23%	58.13%
Responsive	7.16%	8.11%	28.64%	56.09%

What devices do you own?	Yes	No
Desktop	160	235
Laptop	382	18
Smart phone	379	20
E-book reader	119	274
Tablet	226	169

1. Students

Here are the descriptive data of the four hundred three students who participated in the MISO survey:

a) Sixty percent (60%) of the students who participated in the survey are female and forty percent are male.
b) Fifty percent (50%) of the students who responded to the survey are twenty three years old or older,
c) The majority of the student respondents feel more informed about the availability of library services than technology services.
d) Ninety six percent (96%) own a laptop or notebook computer while sixty percent (60%) do not own a desktop computer.
e) Thirty four percent (34%) use cloud document storage (e.g. Box, Dropbox, Google Drive) equally for academic and personal use while twenty two percent (22%) do not use these tools at all.
f) Seventy-six percent (76%) use library research tools for academic purposes while –fifty nine percent (59%) do not use classroom electronic polling (e.g. clickers, Poll Everywhere) tools for academic purposes. Eighty percent (80%) are interested in learning new technical or research skills using self-directed online tutorial while seventy percent (70%) not interested in 1-on-1 instruction.

How important are these services to you?

Library	Information Technology
Access to online resources from off-campus (99.30%)	WISER Self-Service (99.76%)
Quiet work spaces in the library (93%)	Performance of wireless access on campus
Overall library services (97%)	Availability of Wi-Fi on campus (97.03%)
Library databases (e.g. JSTOR (93.6%)	Email services (98.86%)
Online library catalog (93.45%)	Support with WISER Self-Service(98.36)

How satisfied are you with the following resources?

Library	Information Technology
Library databases (e.g. JSTOR) (95.12%)	E-mail services (91.75%)
Library Web site (e.g. library hours, policies) (92.31%)	Blackboard Course management Sys. (90.38%)
Access to online resources (93.04%)	WISER Self-Service (89.22%)
Library reference services (93.08%)	Support for WISER Self-Service problem (88.40%)
Library support for your scholarly research (93.24%)	I.T. Web site (90.10%)

How dissatisfied are you with the following resources?

Library	Information Technology
Group study places in the library (14.29%)	Performance of wireless access on campus (40%)
Physical library collections (13.40%)	Availability of wireless access on campus (31.54%)
Public computers in the library (13.81%)	Campus printers (27.73%)
Your input into library decisions that affect you (9.94%)	Campus computing labs (15.12%
Quiet work space in the library (13.08%)	Borrowing technology equipment (14.10%)

How strongly do you disagree or agree with the following statements with regard to the I.T. Help Desk staff?

Question	Disagree	Somewhat disagree	Somewhat agree	Agree
Friendly	2.66%	4.98%	21.59%	70.76%
Knowledgeable	2.32%	5.96%	23.84%	67.88%
Reliable	4.68%	4.68%	25.08%	65.55%
Responsive	4.36%	4.70%	23.49%	67.45%

3. Staff

The descriptive data breakdown of the four hundred fifty one staff who participated are as follow:

- Eighty eight percent (88%) of the staff who participated in the survey are considered a full-time employee of the University of Massachusetts Boston for at least nine months of the current academic year. Sixty-five percent (65%) are female and thirty-five percent are male.
- Fifty-nine percent (59%) of the staff respondents are forty-five years or older.
- Forty one percent (41%) of the staff described themselves to do administrative/academic support job while twenty one percent (21%) are doing a supervisor/management job.
- Over the course of a semester, on average, sixty-five percent (65%) of the staff who answered the survey use the IT Help Desk services once or twice.
- Thirty five percent (35%) of the staff feel they are not informed on who to contact for PeopleSoft needs and data backup solutions.
- Thirty eight percent (38%) of the staff state that they never back up their data while only fourteen percent (14%) back up their data more than three times a week.
- Thirty three percent (33%) of the staff do not use cloud document storage (e.g. Box, Dropbox, Google Drive).
- The majority of the staff are interested in learning new technical or research skills using workshop/training session or self-directed with online tutorial.

How important are these services to you?

Library	Information Technology	
Access to online resources off-campus (98.5 %)	Email services (100%)	
Online library catalog (79.56 %)	Virus Protection (99.8 %)	
Library reference services (77.28%)	Overall Computing Service (99.6%)	
WorldCat Local (67.5 %)	The time it takes to resolve your desktop/laptop computing problems (98.9%)	
	Performance of wireless access on campus (97.12 %)	

How dissatisfied are you with the following resources?

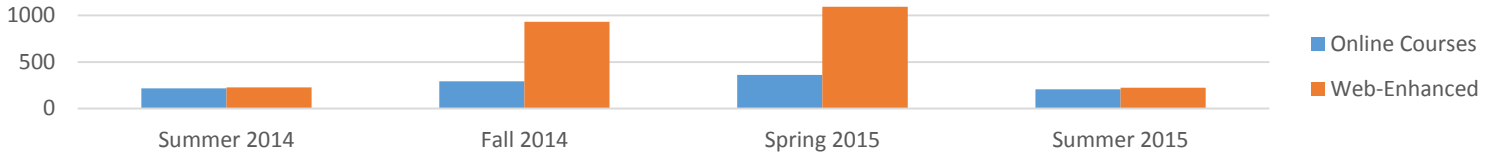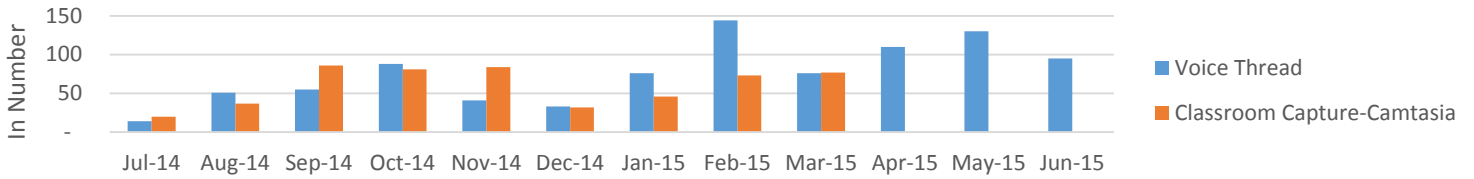| Library	Information Technology
Access to online resources from off-campus (9.68 %)	Performance of wireless access on campus (38.85%)
WorldCat Local (5.16 %)	Availability of wireless access on campus (32.42 %)
Online library catalog (5.45 %)	Desktop/laptop computer replacement (17.48%)
	The time it takes to resolve your desktop/laptop computing problems (11.81%)
	Your input into computing decisions that affect you (14.72)

How strongly do you disagree or agree with the following statements with regard to the I.T. Help Desk staff?

Question	Disagree	Somewhat disagree	Somewhat agree	Agree
Friendly	1.19%	5.48%	20.00%	73.33%
Knowledgeable	2.38%	8.31%	24.47%	64.85%
Reliable	2.84%	10.40%	25.30%	61.47%
Responsive	4.73%	9.93%	27.42%	57.92%

How strongly do you disagree or agree with the following statements with regard to the ERP data administration support staff?

Question	Disagree	Somewhat disagree	Somewhat agree	Agree
Friendly	0.00%	4.00%	17.33%	78.67%
Knowledgeable	0.00%	4.64%	16.56%	78.81%
Reliable	0.67%	4.00%	21.33%	74.00%
Responsive	0.67%	4.03%	22.82%	72.48%

How strongly do you disagree or agree with the following statements with regard to the telephone support staff?

Question	Disagree	Somewhat disagree	Somewhat agree	Agree
Friendly	1.74%	5.80%	18.55%	73.91%
Knowledgeable	1.75%	7.87%	19.83%	70.55%
Reliable	3.19%	8.70%	21.16%	66.96%
Responsive	2.64%	11.44%	21.11%	64.81%

How strongly do you disagree or agree with the following statements with regard to the Web services staff?

Question	Disagree	Somewhat disagree	Somewhat agree	Agree
Friendly	0.00%	3.50%	16.08%	80.42%
Knowledgeable	0.70%	3.16%	18.95%	77.19%
Reliable	1.05%	4.91%	20.35%	73.68%
Responsive	1.08%	6.47%	23.38%	69.06%

Blackboard Courses - FY 15

Bar chart showing Online Courses and Web-Enhanced across Summer 2014, Fall 2014, Spring 2015, Summer 2015. Y-axis 0 to 1000.

Educational Technology

Bar chart (In Number) of Voice Thread and Classroom Capture-Camtasia, Jul-14 through Jun-15. Y-axis - to 150.

Classroom Tech Support

Line chart (In Number) of Classroom Equipment Loans, Classroom Special Events Supported, Media Services Service Transactions, Jul-13 through Jun-14. Y-axis 0 to 15,000.

Audio Video Production

Area chart of UMB Digital Signage-Slides Created, Classroom Capture - Echo 360, Video, Skype and WebEx Conferencing, Jul-14 through Jun-15. Y-axis -150 to 450.

Training Portal

Line chart of Workshop Listed, Students Registered, Non-Student Registered, Jul-14 through Jun-15. Y-axis (50) to 250.

ITC Training Lab Usage

Bar chart of Events Held and Clients Assisted, Jul-14 through Jun-15. Y-axis - to 200.

Virtual Computer Lab

The lowest usage of the Virtual Computer Lab was during the month of January 2015 while the highest usage was during October 2014.
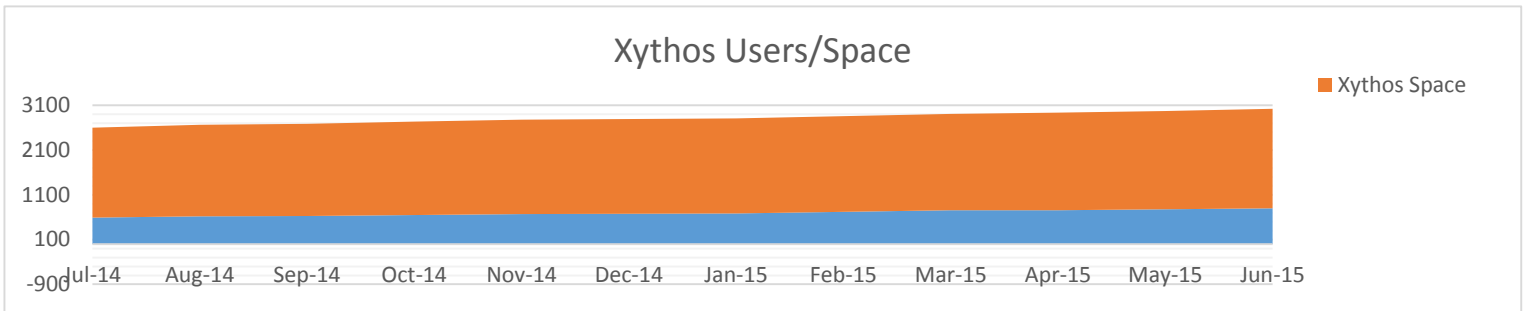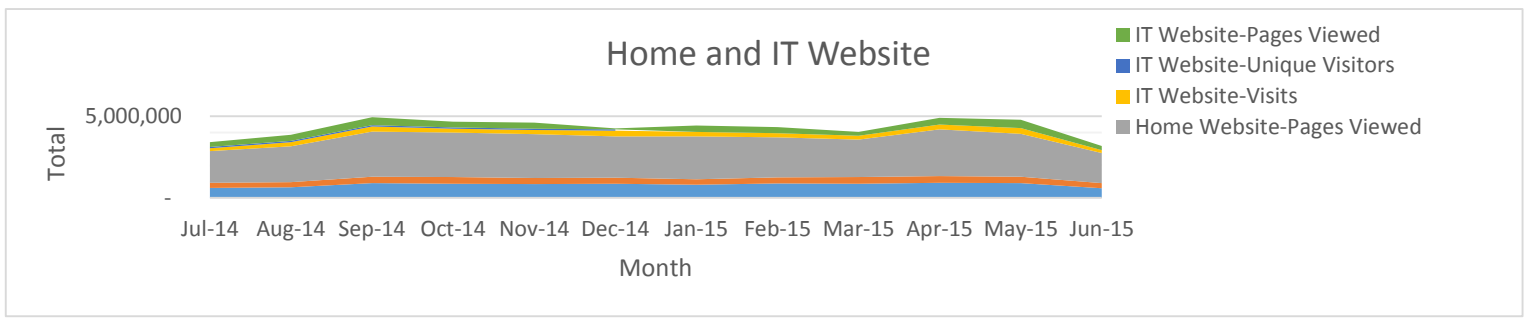
Xythos Users/Space

Xythos users remained less than 25% of the space for most of the academic year but usage went above 25% in the last three months.

## Events and Classes Statistics
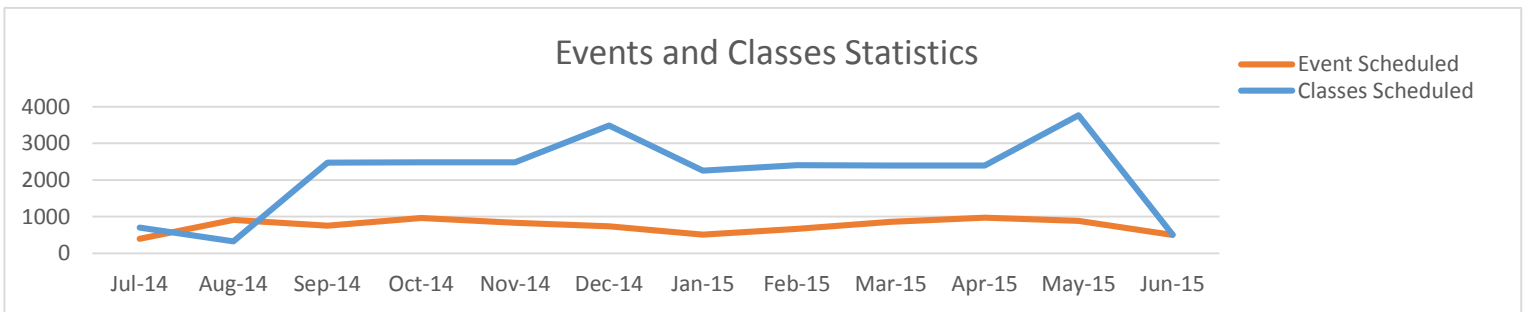
During the last academic year, we have successfully scheduled 21,418 classes and 7,591 events. The number of classes scheduled increased from 325 at the end of the Summer Semester to 2474 in the beginning of the Fall
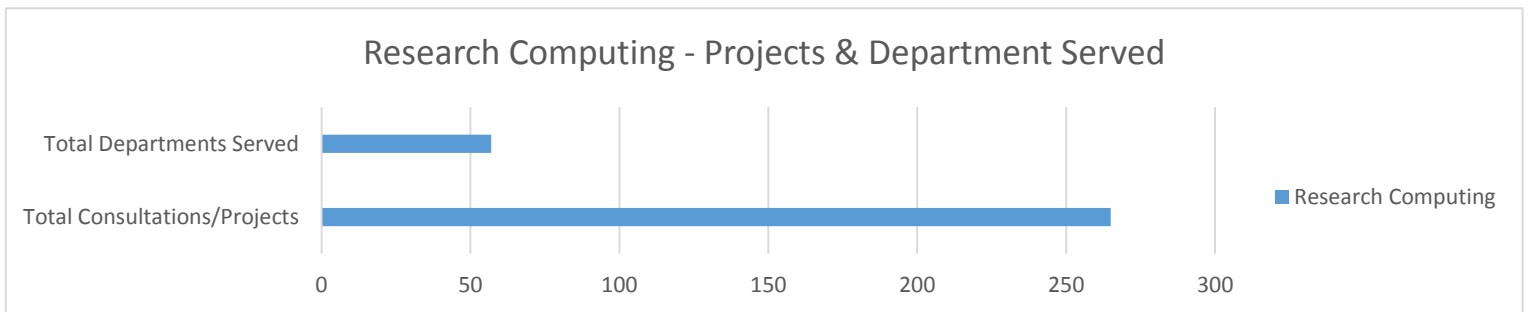
Web Services Requests
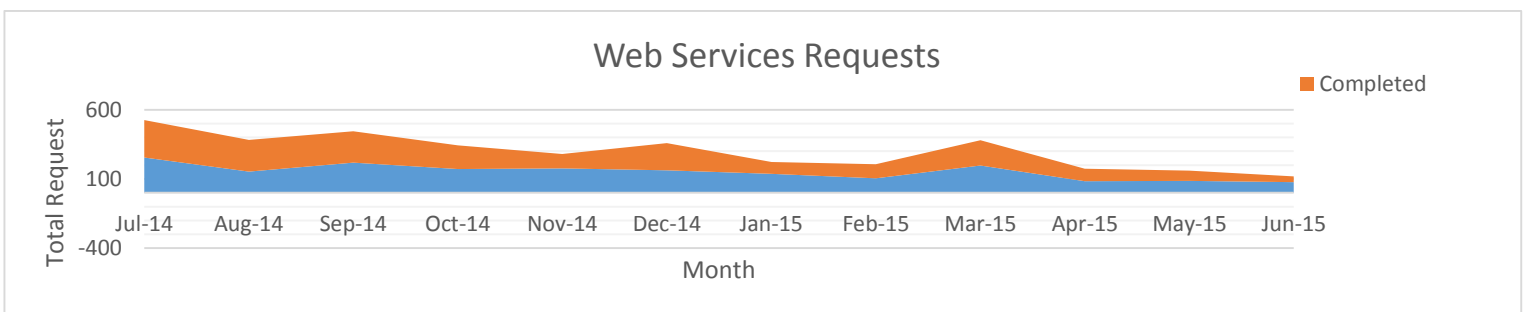
Total of 1,403 requests were submitted. Out of which 1,389 were successfully complete. July 2014 was the busiest month with 256 submitted requests and 270 completions.

Home and IT Website

Legend: IT Website-Pages Viewed, IT Website-Unique Visitors, IT Website-Visits, Home Website-Pages Viewed

Visits and unique visitors to the home page start going up in the beginning of the fall semester. The numbers of pages viewed are higher during the application deadline period as prospective students seek information.

Homepage (www.umb.edu) Visitied by # Countries
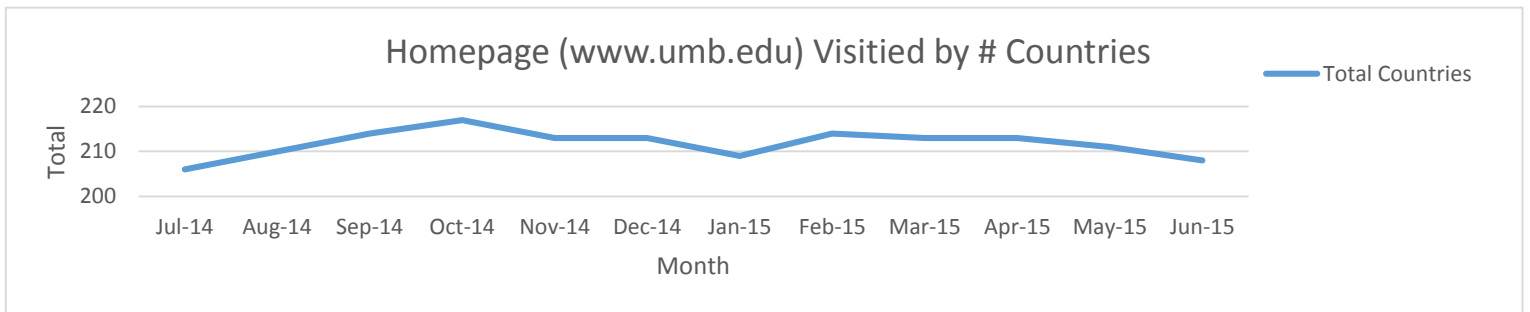
Home page visited by the number of countries went up from 206 in July 2014 to 217 in Oct 2014. The number again went down to 209 in Jan 2015 and settled at 213 in March and April 2015.

Research Computing - Projects & Department Served

Number of Users on High Performance

Legend: Chimera, HPC - Gibbs GPU Cluster, HPC - Brainiac System, HPCC - Ravana System
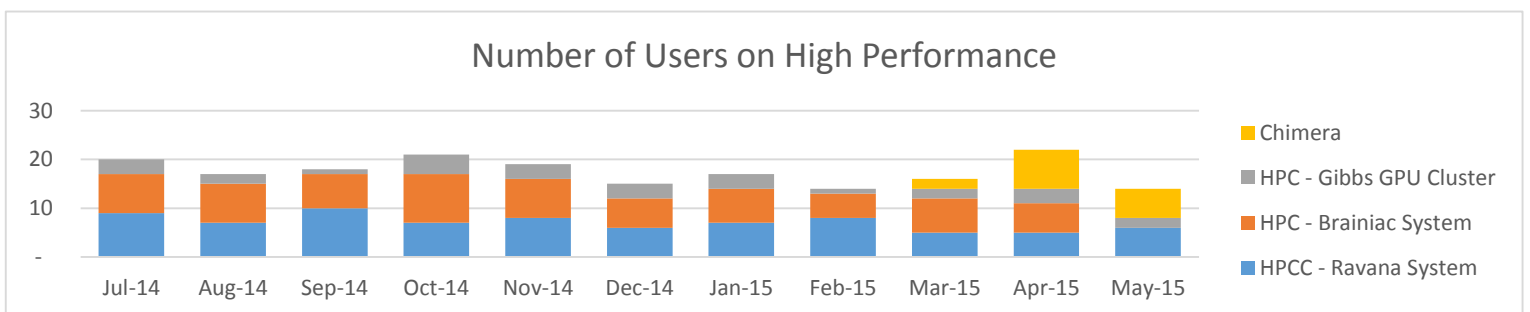
There were a few awards that our staff received in recognition of their work.

1. Video Production Center

UMass Boston's Video Production Center, a unit within IT Communication and Infrastructure Services, recently won a national award for video production.

The Center received an "Award of Distinction" in the Film/Video Education category in the "2015 Communicator Awards" competition for its work on the "Overcoming Violence" video project. The "Overcoming Violence" informational video was produced for the Suffolk County District Attorney's Office in conjunction with the UMB Office for Community Relations. The video was produced by Tanya Brussa-Pagan and Dan Mulhern from the Suffolk County District Attorney's Office, Directed by John Jessoe, Manager of the Video Production Center, Edited by Mark O'Sullivan, VPC Editor/Producer with Videography performed by VPC Director of Photography, Zack Ronald.

The Communicator Awards is an international awards competition that recognizes outstanding work in the communication field. Entries are judged by industry professionals who look for organizations or individuals whose talent demonstrates a high standard of excellence and whose work serves as a benchmark for the video production industry. The Award of Distinction is awarded for projects that exceed industry standards in production or communication skill and meet the high standards of the industry.

2. Mary Simone
Chancellors Achievement Award (2015)

Mary has been described as providing 'incalculable service,' and as expertly guiding the university through technological change and development," Motley said. "She is innovative and responsive to emerging technologies, and delights in engaging students and faculty with them to ultimately, improve education and people's lives." Beyond the improvement of the physical appearance of the facilities she manages, Mary has improved the workflow processes to improve quality of service to faculty and students such as the pay for print, student consultant training program, and the administration of student online testing. She has given fresh eyes to operations and services to transform inefficiencies into organized workspaces, maximize support services provided by student and full-time staff, and streamline workflow and communications. She brought a culture change in the environment. Teamwork and customer satisfaction priority (students and faculty) are evident in the IT-Learning Commons as a result of her leadership.

3. CIO Award Winners
a. Gerard Maloney – Client Services
Gerard is recognized for his unbelievable high level of energy, productivity and determination. Gerard moves at a pace that even a young person would not be able to keep up with; he is able to close/resolve on an average, over 8 times the number of tickets that others complete, and he is extremely resourceful when resolving problems.

b. **Lisa Link** – Applications Services

She is legitimately excited making a difference through her work, and impacting other people's lives positively. Lisa has a laser focus on growing student experience and knowledge with everything she does. She uses student employees and unemployed students in projects in ways that engages and excites them. She has a natural way to make participants with zero knowledge feel great. Lisa has a positive approach to students and interacts in such an easy and gracious way increasing curiosity and focus in the projects.

c. **Rosa Oculto** – Educational Technology

Rosa carries a shoulder bag full of tools, testing gear, adapters and always has a small laptop completely up to date that she can hand to a client whose computer has failed during class. She does this every time with grace and a smile and never, ever makes the client feel somehow technologically inept. Rosa is the consummate, 'Gentlewoman' with all clients. If she feels someone is not performing up to her standards Rosa will let them know directly and gently but firmly explain what the person must do to bring their level of performance up to where it should be.

d. **Zachary Ronald** – Communications & Infrastructure

Zack always has a good attitude and provides detailed information regarding our streaming media Echo360 service, often before you have even thought to ask. Because of this, he has made the transition from Camtasia to Echo360 very seamless. Zack was very helpful with setting up new Echo360 accounts and sections for faculty as well as answering questions they had. When we were concerned about the need for possibly storing videos for more than one year, Zack immediately asked if we wanted to extend the time to 18 months and let us know he would make this change immediately. He also made sure everyone knew that he would contact faculty to obtain consent prior to deleting any videos.