

2024 Annual Report

Accomplishments Report Information Services



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Introduction

MISSION

Information Technology is a transformative tool to propel UMKC's mission and support our foundational pillars of providing exceptional student learning, a thriving discovery enterprise, dynamic engagement with our community and region, a diverse and inclusive workforce and community, and a strong and resilient staff, process, and physical infrastructure. IT core values include a commitment to innovation, cultivating a team environment within Information Services; a collaborative environment of respect, sharing, and participation; and an expectation of excellence with ambitious standards balanced with limited resources.

VISION

Information Services will empower the UMKC community through technology that enables IT infrastructure, services, and solutions that are innovative, readily available, and utilized to provide exceptional support to students, faculty, and staff in their endeavors to uphold the UMKC mission.

VALUES

In addition to the UMKC Campus values of Accountability, Learning, Respect, Diversity, Collaboration, and Integrity, Information Services also lives by the following IT-specific values:

User-Focused – We seek out, listen to, and respond to our users' needs.

- Offering quality solutions and being accountable for follow-through
- Being pro-active, responsive, and empathetic trusted advisors, focusing on services that are most valued by our customers.

Open – We act with integrity and practice honest and respectful two-way communication.

- Balancing speaking with active listening
- Feeling free to speak up and contribute to discussions to build mutual trust.
- Proactively giving and receiving positive and constructive feedback

Collaborative – We work together with our colleagues in a way that leverages and values each other's expertise and insights.

- Valuing, building, and maintaining cross-functional relationships.
- Being inclusive, equal contributors who foster and respect new and diverse perspectives.
- Sharing each other's successes while owning and learning from mistakes

Innovative – We encourage and experiment with the latest ideas, both basic and innovative.

- Continuously striving to improve how we work and deliver services.
- Recognizing, embracing, and celebrating ideas and innovative technologies
- Showing curiosity and a willingness to invest in calculated risks to learn and evolve

Executive Summary

Information Services is a strategic asset for UMKC's missions of teaching and learning, research, service, and economic development. We continued to progress toward our defined goals and this document details our progress during the 2024 year.

The Technology Support Center handled nearly 13.5K support tickets (phone, chat, online, email, etc.) over the last calendar year. Support Services also handled over \$10M in hardware and software purchases during this timeframe.

One substantial project completed in 2024 was the implementation of a new campus-wide IT Ticketing system (TDX). This provides a much improved user interface for students, faculty, and staff to request technical help and streamlines the ticketing process.

Technology Management Services (TMS) completed six large projects. They had 33 active projects highlighted by a Security Alarm Platform Consolidation project to upgrade end-of-life Alarm systems and add outside alarm monitoring services. This group responded to ~550 support tickets for network infrastructure requests and teaching & learning environments. They also performed AV upgrades in ~40 spaces.

The UMKC phone operators handled over 44.5K phone calls on hundreds of different topics.

Networking and Security were involved in several behind-the-scenes projects. Networking currently supports ~700 network switches campus-wide. The same group also supports over 1635 wireless access points and 3,000 phone lines for the UMKC campus.

Security, in conjunction with the other UM System, continues to improve the Security Operations Center. This group deals with real-time phishing campaigns, hacks, and security threats targeted at our network, staff, faculty, and students.

Information Access develops, supports, and maintains more than 50 custom applications, 30 database servers, and 60 data integrations. Our team also maintains critical infrastructure such as PeopleSoft Operations, the University Data Warehouse, and Power BI reporting. In partnership with University Analytics and other campus units, we deliver innovative, scalable systems and data solutions that support evolving needs and drive efficiency, insight, and impact across the University.

Foundation Services supports multiple data centers and all the major cloud providers (AWS, GCP, and Azure). In 2024, this group served as the primary system administrator for 400+ servers and provided assistance and technical support for campus IT Liaisons.

Looking forward, Information Services will establish new long-range staffing and budget planning processes. Information Services is exploring new services and offerings to streamline the service offerings for students, faculty, staff, and the entire UMKC community.

Specialized IT support for UMKC Academic & Business Units

Information Services regularly meets with IT Ops Chairs for Academic Units to ensure service needs are being met and to stay updated on current technological needs within each unit. These meetings also allow us to discuss new projects and IT changes and are vital to stay current with the ever-changing landscape in Academic units. Outlined below are some key projects and custom services for each unit IS supports.

School of Science and Engineering (SSE)

SCE Projects

- Responded to a small fire in Flarsheim Hall and worked with insurance and CFM on damage to computing equipment.
- TSC technicians in the SCE support area have completed Linux System Admin training
 - This will enhance their ability to support the Linux systems within Biology and Chemistry.
 - This also further improves the ability of TSC techs to provide backup coverage to one another.
- Worked with the School of Science and Engineering to inventory and surplus old computer equipment.



Bio/Chem Projects

- TSC technicians in the Bio/Chem support area have completed Linux System Admin training
 - This will enhance their ability to support the Linux systems within Biology and Chemistry.
 - This also further improves the ability of TSC techs to provide backup coverage to one another.

Geosciences Projects

- Import the users for the two Introduction to Graphic Information Systems (GIS) classes into the ESRI system and assign licenses. An email is sent out for the students to set up their username and password to use the ArcGIS software.

AUPD Projects

- Import the users for the two Introduction to Graphic Information Systems (GIS) classes into the ESRI system and assign licenses. An email is sent out for the students to set up their username and password to use the ArcGIS software.

Custom Services (SCE)

- Departmental Computer Lab Support
 - Provided specialized hardware and software support for SCE computer labs. These included systems located in Flarsheim SCE 302, 364, 374, 451, 457, 458, 460, 462, 406, and 527.

- Provided dedicated student labor to manage computer lab spaces and all computer lab supplies
- Desktop & Application Support
 - Provided desktop, application support, and configuration for the KC Stem Alliance (KC-EZ)
- Desktop & Application Research Support
 - Provided desktop, application support, and configuration for 151 computers, many of which have non-standard, specialized builds.
- Digital Signage
 - Provided campus RISE digital signage support services for 10 signage systems in the SCE building complex.
- Server Administration
 - Provided management for SCE's Tux server
- Machine Learning Lab
 - Application support, Hardware Maintenance, OS OpenHPC and Open OnDemand Maintenance, and Backup Services

Custom Services (Biology/Chemistry)

- Research Computing Support
 - Provided support for Biology Research Labs with specified equipment. Support included 69 total research computers.
 - Provided support for Chemistry Research Labs with specified equipment. Support included 57 total research computers.
 - Provided specialized NMR Linux Controller Support
- Departmental Computer Lab Support
 - Provided specialized hardware and software support for 28 Biology lab computers.
 - Provided specialized hardware and software support for 28 Chemistry lab computers.
- Dedicated App Support
 - Provided support for Exam Scheduler, Polls, and Studio logs with QR Code Generator & Scanner

Custom Services (Geoscience / AUPD / Physics)

- Departmental Computer Lab Support
 - Provided specialized hardware and software support for computer labs. This included systems for the AUPD, Geosciences, Astrophysics, and Psychology groups.
- Research Computing Support
 - Provided support for 8 research workstations for Geosciences
 - Provided support for 9 research workstations for Physics
 - Provided support for 6 Linux Research workstations

Humanities and Social Sciences (HSS)

Projects

- Upgraded Fine Arts computer lab with 20 new iMac workstations.
- Assign student licenses for Adobe Creative Cloud

Custom Services

- Departmental Computer Lab Support
 - Provided specialized hardware and software support for computer labs. This included systems for the Digital Humanities, Fine Arts, Communications, and Psychology groups.
- Research Computing Support
 - Provided support for 6 research workstations for Psychology and Economics. Support included account support for non-affiliated UMKC guest accounts.
- Desktop & Application Support
 - Hardware and application support for KIC scanner

University Libraries (UL)

Projects

- Install six new ScannX scanners. These are the first ScannX scanners at UMKC, and are the result of the RFP from 2023.
- Coordinate the sharing of log files and testing of patches between Dematic and Ebsco for better integration between EMS and Folio.
- Migrate EZ Proxy authentication from Shibboleth to Azure AD, providing better resiliency and increased uptime for the EZ Proxy service.

Custom Services

- Departmental Computer Lab Support
 - Provided specialized hardware and software support for computer lab environments with a total of 106 computers and 18 different software applications located in the MNL and Health Science Libraries.
- Web & Application Development
 - Provided dedicated staff to support Library software programming and development efforts.
- Specialized Applications & Systems
 - Folio Catalog access and ASRS integration. OCLC ILLiad system support, Monolithic desktop application deployment and support. Liaise with contracted vendors. SenSource People Counter
- Digital Signage
 - Provided campus RISE digital signage support services for signage displays in MNL.
- Robot Support
 - Dematic ASRS/EMS software deployment, configuration, and support. Server maintenance. Liaise with contracted vendor and CFM on hardware issues. OpNet support for diagnostics and adjustments.

- Desktop & Application Support
 - EZ Proxy support and configuration, Stanza maintenance and troubleshooting, user troubleshooting, server maintenance

Henry W. Bloch School of Management

Projects

- Supported on-site events held at Bloch Executive Hall through 2024.
 - DECA and FBLA events Jan 1 through Feb 9. Every BEH classroom was used, and roughly 300 students attended the events.
 - The team handled 200+ events during the last half of the year, providing system checks before each event and support as needed.
- Summer Lab Refresh project
 - BEH and BHH labs were refreshed/ reimaged in late July and early August.
 - Manually reimaged all Lab 005 laptops.
- Trained new users on ILE classroom equipment and learning management system (LMS) at the beginning of each semester. Users who did not attend the training sessions requested the most in-class support during the first few weeks of each semester.
- The outdated video wall in BEH was removed in April, a new display was installed in late June, and the project was completed in early August. The team provided a solution to turn off the displays nightly.
- Identified, procured, and configured many software applications for Bloch employees.
- Provided technical support for Bloch's Professional MBA program, involving various teaching methods, both in person and online, including weekends.
- Managed six student workers for both Bloch buildings, in conjunction with Technology Management lead. These students provide in-person support for classes, including nights and weekends. Reduced the number of student workers from seven to six, while maintaining adequate IT coverage. This was the implementation of a cost saving initiative from Fall 2023.
- VITA - Free Income Tax Assistance Program ran from February 3 to April 6. Expanded from lab 220 to labs 211 and 212. MU Extension provided 16 loaner laptops for the project. The team found a workable solution to print in those labs from the non-UMKC loaner laptops.
- Continued support for Dean Klaas' collaborative podcasting project.

Custom Services

- Custom Website Services
 - Provided dedicated staff time to support Bloch website updates, content development, and issue support for the same.
- AV/Classroom/Event Support
 - Provided dedicated staff to provide daily onsite support for all non-standard AV/Classroom and Event spaces within the Bloch buildings. This included the building-wide video distribution system, Mobile LCD carts, Telepresence conference room, Atrium video wall, and the Finance ticker.
 - Provided dedicated staff to provide daily onsite support for all standard AV/Classroom and Event spaces within the Bloch buildings.
- Digital Signage

- Provided Rise Vision campus digital signage support services for signage PCs signage displays throughout the Bloch buildings.
- Custom Desktop Support
 - Provide dedicated support for Bloch Mobile LCD/computing carts, Huddle Spaces, and Hall of Fame computer systems.
- Departmental Computer Lab Support
 - Provided specialized hardware and software support for 55 lab computers. Includes the Bloch Executive Finance Lab and the newly created Bloch Heritage Hall Laptop Lab.
- Dedicated Desktop & Application Support
 - Provided desktop and application support for the Midwest Center staff and related machines.
- Specialized Software Applications
 - Provided specialized application support for unique software applications and related devices.

The School of Law

Projects

- Worked with the School of Law (Low Income Tax Clinic / Kansas City Tax Clinic) Tax Clinic on best practices of how to handle DCL 3 and 4 data in the clinic.
- Worked with the UMKC Security Team and the Dean of Faculty to better secure email to prevent phishing attempts.
- Worked with the School of Law to support 4 loaner laptops for the students to use in case there are emergencies with their exams, or any other loaner needs.
- Moved an enterprise-sized printer and the remainder of the computer equipment from 4741 Troost, the Law School Incubator.
- Worked with the School of Law and database team to migrate data imports for RooLaw to a new, more secure vendor.
- The Law School Admissions Council is replacing ACES 2 system with Unite for law schools to manage the admissions process. We worked with our security team to get the DKIM keys updated for use with this new system.
- Facilitated and configured a new Konica Minolta Bizhub C550i printer to be used for students in the School of Law Library.
- Transition from ILG Exam 360 to ExamSoft Exemplify for the School of Law exams. ExamSoft will have SSO integration and better integration with Canvas.



Custom Services

- Dedicated App Support
 - Provided programming and application support Attendance App
- AV/Classroom/Event Support
 - Provided dedicated staff to provide daily onsite support for all standard AV/Classroom and Event spaces

- Provided dedicated staff to provide daily onsite support for the Library classroom & video wall, Thompson and Stoup Court Rooms, and the Dean's Conference room
- Digital Signage
 - Provided campus Rise Vision digital signage support services for signage systems in the Law building
- Departmental Computer Lab Support
 - Provided specialized hardware and software support for 18 lab computers located in a computer lab in Law.
- Specialized Software Applications
 - Provided specialized testing support for ILG360 / Examsoft
 - Provided specialized application support for Law's BookEye scanner, related software, and the 12Twenty application
 - EZ Proxy Support and configuration
- Custom Desktop Support
 - Provided emergency laptop check out program for Faculty/Staff, CLE, and AV backup

School of Nursing & Health Sciences



Projects

- Worked with the school of Nursing and the Impedimed vendor on a research project to set up and install an iPad on a stand to run a SOZO Digital Health Platform for taking measurements.
- Worked with the School Nursing to inventory and surplus old computer equipment.

Custom Services

- Departmental Computer Lab Support
 - Provided specialized hardware and software support HSB 3309 50 seat Computer Lab
- AV/Classroom/Event Support
 - Provided dedicated staff to provide daily onsite support for all standard ILE/AV/Classroom within the HSB building
- CAE Learning Space
 - Patient training via audio, video, and session recording at the UMKC campus
 - Desktop Support for workstations hardware and software
- Specialized Software & Systems
 - Provided software and system support for The Collaborative
- KbPort / Gaumard Support
 - Provided AV system support
 - Provided desktop and technical support
- Research Computing Support
 - Provided Support Services Support for 7 research workstations

School of Pharmacy

Projects

- Deployed 7 ILE computers to the School of Pharmacy extension office located at the Missouri State University campus. In addition to the computer deployment, our staff met with local support teams and faculty.
- Set up permissions for the new School of Pharmacy Brick City technician.

Custom Services

- AV/Classroom/Event Support
 - Provided dedicated staff to provide daily onsite support for all standard ILE/AV/Classroom within the HSB building
- Specialized Software & Systems
 - Provided software and system support for testing and Examsoft activities
- CAE Learning Space
 - Desktop Support for workstation hardware and software
- Research Computing Support
 - Provided Support Services for 41 computers with specialized equipment

Conservatory

Projects

- Provided in-person assistance for executives, faculty, and staff with hardware/software installations, updates, and configurations.
- Collaborated with other IS groups to update computer hardware, reconfigure software applications, and AV equipment in ILE classrooms.
- Updated software on lab computers in October.
- Continued supporting the Conservatory with Teams/OneDrive usage for cloud storage and staff communication, identifying needs and offering guidance on the use of the storage platform.
- Discussed WRP needs with Conservatory leadership, identified hardware requirements based on staffing roles.
- Removed a significant number of outdated and unnecessary conservatory computers for surplus.

Custom Services

- Departmental Computer Lab Support
 - Provided specialized hardware and software support for three computers in the Impact Center with 24 unique software packages and 1 Kiosk
- Digital Signage
 - Provided support and maintenance for existing PPT digital signage
 - Support 7 digital signage systems to the Rise platform in PAC and Grant Hall
- Specialized Software Applications
 - Provided specialized support for equipment, including Recording Studio audio/video recording equipment, software configuration, and account management

Education, Social Work, & PSY

Projects

- Provided in-person support for executives, faculty, and staff with hardware and software installation, updates, and configurations.
- Identified, procured, and configured various software applications for SOE faculty and staff.
- Discussed WRP and RRP needs with Education leadership to identify hardware requirements, based on staffing and research roles.
- Provided ongoing support for the NILE internet solution in SOE.
- Worked with the Community Counseling and Assessment Services group in the School of Education to better streamline their process, including:
 - Automatically delete older user profiles to solve the issue of limited hard drive space filling up with old profiles.
 - Automate the mapping of network drives for Titanium.
 - Troubleshoot VPN services to ensure continued access.
 - Managed MFA for CCAS resource accounts, used by the SOE counseling center.
 - Configured CCAS printers to enable printing to Titanium.
- Worked with the School of Education to inventory and surplus old computer equipment.

Custom Services

- IS Ticket/Incident Support (RPDC)
 - Provided IS ticket and incident support for the Regional Professional Development Center
- AV/Classroom/Event Support (RPDC)
 - Provided regular onsite support for all standard ILE and AV/Classrooms and event spaces within the Union Station office space.
- iPad Program Support (RPDC)
 - Provide device and application support for 25 staff iPads
- IS Ticket/Incident Support (Berkley CFDC)
 - Provided IS ticket and incident support for the Berkley Child and Family Development Center
- Mobile and Project Support (Berkley CFDC)
 - Provided mobile device and project support for the Berkley Child and Family Development Center
- Departmental Computer Lab Support
 - Provided specialized hardware and software support for 20 computers in the SoE 109 computer lab
- Digital Signage
 - Provided campus Rise Vision digital signage support services for 1 signage system in the Education building
- Desktop / Application Support (CCAS)
 - Provided desktop and application support for unit Titanium PCs, application, and relates security
- Research Computing Support
 - Provided Support Services Support for 7 research workstations

School of Dentistry

Projects

- Completed installation of both Faculty/Staff and Research Workstation Replacement Computers.
- Supported the MidWest Dental Conference, 5 day event at Crown Center
- Worked with several teams in IS to identify incomplete data transfers in a highly specialized slicer application for Dental School researchers.
- Upgraded aXium to the latest version on multiple instances.
- Upgraded Dentrix, the Faculty Practice patient management system.
- Upgraded workstations in Faculty practice and AEGD
- Upgraded over 50 Windows 10 computers to Windows 11
- Assisted students with Examsoft for testing needs.

Custom Services

- Database Administration
 - Provided Dedicated IT Database Administrator
- Digital Signage
 - Provided campus Rise Vision digital signage support services for multiple signage system in the Dental Building
- Desktop / Application / Clinic Support
 - Support for 800 workstations, specialized software, hardware, and server administration
- Specialized Software Applications
 - EZ Proxy Support and Configuration

School of Medicine

Custom Services

- Server Administration
 - Provided a dedicated IT Server Administrator to support the management of the Center of Health Insights Infrastructure.

Missouri Institute for Defense & Energy

Custom Services

- Grant Support – IT Security
 - Provided Dedicated IT Security Support Staff for policy creation, secure Active Directory configuration, secure M365 environment management, and regular security scans of related systems

- Grant Support – Support Systems Administration
 - Provided Dedicated IT Support Systems Admin staff for ongoing technical support, break/fix, hardware repairs, workstations deployments, and software installations of related computing systems
- Grant Support - Desktop / Application / Support
 - Dedicated Support Staff for (70) secure workstations
 - Dedicated Support Staff for (56) non-secure workstations

Toy and Miniature Museum

Projects

- Worked with the National Toy and Miniature Museum to get the domain association for Zoom to be toyandminiaturemuseum.org.
- Worked with the National Toy and Miniature Museum and Security team to ensure email was configured correctly for their domain.

Custom Services

- Technical Support
 - Provided Dedicated IT Support Staff for technical support, break/fix, workstation deployments, software installations, specialized software support.
- Specialized Software Applications
 - Specialized support and troubleshooting for QuickBooks Online and accounting software. Work with vendor on hardware support.

Institute for Human Development

Custom Services

- Technical Support
 - Provided Dedicated IT Support Staff for technical support, break/fix, workstation deployments, software installations, specialized software support.

Innovation Center

Custom Services

- Technical Support
 - Provided dedicated IT Support Staff for technical support, break/fix, workstation deployments, software installations, and specialized software support.
 - Support for loaner laptop program



Projects

- Improve server storage use and stability through cleaning up unnecessary temp files and migrating audio files to Archival storage
- Improve server resiliency by eliminating batch files in favor of configuring key services to automatically restart upon server reboot and to send email alerts when key services fail to resume.
- Decreased the number of issues related to Enco software through implementing scheduled database rebuilds and server reboots
- Reduce audio blips on the Wheatstone system through identifying optimal workstation hardware and software settings and standardizing settings across systems.
- Help implement Signal, an anonymous tip system for members of the public to submit tips to KCUR journalism team
- Create and implement new process for Discrepancy Reports, replacing broken Google Doc with a Quali Build form. This ensures underwriting is accurately reported.
- Upgrade DadFile server to Server 2022, ensuring continued use and security of the server into the future.
- Offload Enco Dropbox service to dedicated hardware, reducing server downtime and minimizing disruption to other KCUR operations
- Identify and train backup technician for KCUR
- Implement TDX ticketing with KCUR for improved tracking of support requests

Custom Services

- Desktop / Application Support
 - Provided Dedicated IT Support Staff for technical support, break/fix, workstation deployments, software installations, specialized hardware, and software unique to the radio station.

Administrative Affairs & Student Affairs

Administrative Center

- Work with MCOM to identify large-scale storage solution for photo and video files
- Assisted with the 3rd floor Administrative Center renovations, which included removing computers and peripherals before the start of the project. We then worked with the users to schedule a time to get their equipment back up and running upon completion.
- Assisted with the renovation of the 2nd floor Administrative Center conference rooms. We removed computer equipment for the first phase of the renovation.
- Worked with the University of Missouri Extension and Engagement department in the Administrative Center to secure access to the UMKC databases and networked printers on the UMKC campus.
- Inventoried and surplus old computing equipment for multiple departments in the Administrative Center.

Brookside 51

- UMKC Health Services had 2 iPads stolen over the winter break. We consulted with them on the purchase of 2 new iPads, 2 new card swipes, and stands that can be rolled back into the secure area of the clinic each evening.
- Assisted Health Services in better integrating course information data imports from the SIS system. We worked with the vendor and our database team to improve this.
- Assisted Health Services in syncing database feeds with the bookstore. This allows them to get information on the books that can be downloaded for accommodation requests.
- The TSC worked with the Counseling, Health and Testing Center to purchase and set up a new Konica Minolta Bizhub C3351 Color Printer for their departmental use.
- The TSC implemented several group policy objects to effectively manage workstations. This included configuring wireless and better mapping of printers.
- Worked with the Counseling, Health and Testing department to update GPO and firewall settings to ensure reliable printing.

CFM

- Collaborated with Networking to ensure the School of Dentistry Phoenix Control system is reliably getting updates.
- Worked with Honeywell to ensure the Acronis Backup licenses are still needed for the multiple EBI computers in various campus buildings.
- Collaborated with procurement, vendor, and staff at the Residence Halls to resolve issues with their key tracking system.
- Installed Google Earth on multiple computers in the Carpentry Shop to assist them in working with the roofing companies on campus.
- Worked with Networking to add EduRoam to the GSB building to support staff working onsite from the University of Missouri.

UMKC Police

- Worked with the Police department to inventory and surplus old computer equipment.
- Worked with the Police and Networking teams to resolve an issue with VPN causing outages for the Police.

Projects

- Consult with, purchase, and install new Konica Minolta C3320i color printer in Manheim Hall, 106J, for the Information Services Project Management team.
- Consult with, purchase, and install the new Konica Minolta C360I color printer in Flarsheim Hall, 271, for the Information Services Technology Management team.
- Worked with umkc-hardware to purchase a new HP LaserJet Enterprise M610dn printer with stand for the Hospital Hill apartments. We set it up and installed it when it arrived.
- Re-imaged 37 loaner laptops for Career Services. These laptops are loaned to students of need who do not have the needed technology resources.
- Consulted with Student Veteran Support Services on the best way to configure the new student computers in their office.
- Migrate Security Groups to the new UMAD groups.
- Complete the Roo Advising update of 37 computers that were purchased by a grant and changed out in 4 phases.

- Worked with the tech from KC Rep to get documentation on how to remove computers from the domain.
- Created documentation for step-by-step instructions on how to approve a computer on the NILE system. The NILE system is used in various buildings around the campus to provide network services.
- The 4 vehicles we have for Support Services needed oil changes and inspections. We took them in to get this done.
- Worked with the UM System Treasury Office and units to complete PCI compliance requirements and PAN scans.
- Assisted the Office of Research Services with their move into the Admin Center. They sent us a list of equipment to see which ones are still viable to be assigned to new staff.
- Prepared for a scheduled Evergy power outage by shutting down key computing equipment

Information Services – Departmental Updates

Support Services

Team Dynamics (TDX)

The IS Enterprise team implemented Team Dynamics (TDX), going live in August. The new ticketing system provides superior incident tracking, a more responsive interface, and a more efficient workflow for creating, updating, and tracking customer requests. It also provides superior data reporting tools, giving leadership greater visibility over support requests.

Early metrics indicate significantly increased customer engagement, with customer-reported incidents through the Online Portal more than doubling. Similarly, the number of customers who completed surveys after incident resolution has also more than doubled since the implementation of TDX. The improved ease of use and responsiveness of the ticketing has led to a direct increase in customer engagement.



Current development includes

- Creation of a revamped service catalog focused on customer usability with standardized service descriptions and request form layout. The new service catalog consists of 100 service offerings across 52 services, with an incident or service request form built for each service offering.
- Creation of dedicated workflows for the Networking team that included workflow to track billback charges.
- Migration of our Print Queue request system from an online form to TDX. This included working with our Networking and Enterprise team to ensure their needs were met with the new workflow.

Future development will lead to the implementation of both integrated live chat with TSC technicians and an AI-driven chat tool to help customers solve their problems before being escalated to a live technician.

Mongoose Research - Cadence

Cadence is the UMKC approved and recommended solution for texting. This gives any department texting capabilities to better communicate with students, faculty, or staff.

Cadence continues to be a popular tool for campus and IS has worked with multiple groups to onboard and enable texting for their department. Currently, UMKC has over 41 different units taking advantage of Cadence to improve communication with students, faculty, and staff. In this period, 347,968 text messages were sent out with a 99% delivery rate.



Windows 10 migration

Microsoft Windows 10 comes to the end of life in October 2025. To prepare for this, we have developed upgrade processes and have started proactively upgrading computers across campus.

We have started the process of upgrading hardware-compatible Windows 10 systems to Windows 11 using an in-place upgrade. The upgrades completed during this period proved the feasibility of mass automated upgrades later in 2025 with the goal of upgrading all compatible systems to Windows 11 before Windows 10 goes end-of-life in October 2025.



UM-AD Migration / Project

Substantially completed this project over the last period regarding server and workstation migrations. This was a lengthy project that included migrating 6000 workstations and 20 servers to a new domain.

Office 365 / Project

- Worked with other campuses to support and build upon our usage of O365
- Updated webpage as new applications and programs became available
- Assisted Faculty and Staff with how to take advantage of O365



Career Services Loaner Laptop Program

Continued support of this program, which provides students in need with a loaner laptop they can use on a semester basis. This is a large project and consists of 70 laptops. IS works closely with Career Services and students to ensure the laptops meet their needs and have the needed software installed.

Workstation Replacement Program (WRP)

During this period, the Tech Support Center started and deployed all the WRP workstations that were ordered in the previous period. This consisted of 610 computers. To help facilitate the vastly increased number of deployments, special WRP deployment teams were created. This allowed us to get this equipment more efficiently into the hands of our faculty and staff.

During this period, the 2024 WRP program was launched, enabling faculty and staff to replace older workstations at a much reduced cost to the department.

Research Replacement Program

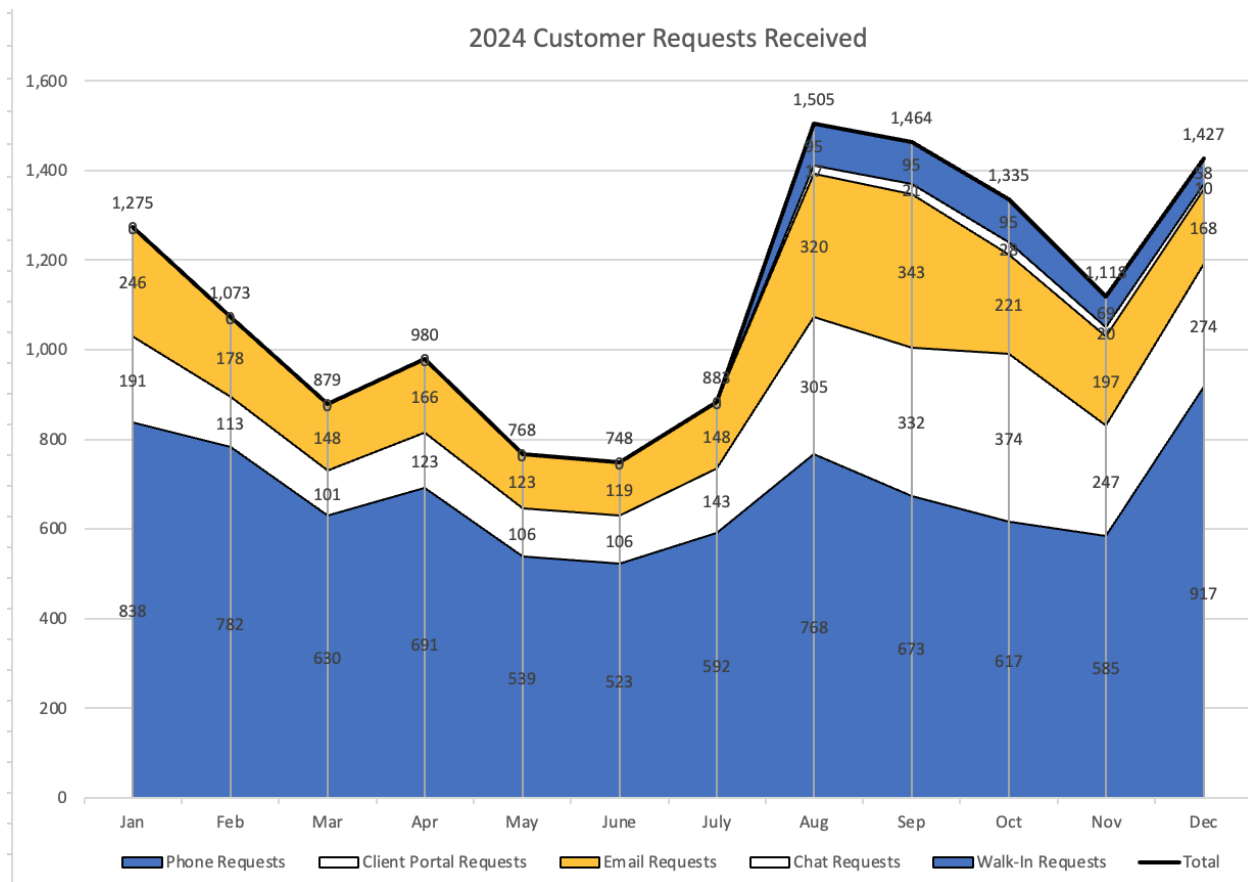
Beginning in 2023, the Provost funded Research Replacement Program has replaced a total of 97 aging and outdated research workstation-class computers at a total expense of \$158,463. 49 were replaced in CY23, while 48 were replaced in CY24.

Support Services – Customer Requests

During 2024, IS Support Services saw a slight decrease in the number of service requests during the first half of the year compared to recent years, with requests returning to 2023 volume for the latter half of the year after launching TDX in August. The total number of requests for this period was 13,455. While the number of phone requests has decreased, there was a sharp increase in customers self-reporting incidents via the IS Service Catalog Portal, coinciding with the launch of the TDX. This reflects a possible shift in user preferences, as total tickets for the second half of the year increased. TDX has enabled IS to more granularly track the source of a request, including Walk-Ins to our main office at CSG, and requests originating from Chat.



2024	Phone Requests	Chat Requests	Client Portal Requests	Email Requests	Walk-In Requests	Total
Jan	838		191	246		1,275
Feb	782		113	178		1,073
Mar	630		101	148		879
Apr	691		123	166		980
May	539		106	123		768
June	523		106	119		748
July	592		143	148		883
Aug	768	17	305	320	95	1,505
Sep	673	21	332	343	95	1,464
Oct	617	28	374	221	95	1,335
Nov	585	20	247	197	69	1,118
Dec	917	10	274	168	58	1,427
Total	8,155	96	2,415	2,377	412	13,455



- The TSC fielded 13,455 requests in 2024.
- Customer satisfaction continues to remain extremely high. For 2024, Support Services has a 97.9% Very Satisfied rating based on customer satisfaction data collected from 607 surveys completed for Support Services during this period. There were more than twice as many surveys completed via TDX over 5 months as compared to Cherwell over 7 months, marking a greatly improved customer engagement through the new ticketing platform.

2024	Surveys Completed	Average Score
Cherwell	201	96.1
TDX	406	98.8
Combined	607	97.9

Account Management

- Participated in UM-System IdM committee for account policy design, testing, and implementation.
- Continued courtesy account cleanup to reduce unused accounts ahead of UM-System policy change for licensing.
- UM-System determined buying A3 licenses for all system accounts with email was no longer feasible. UM-System information officers agreed to add Defender P2 & Entra P2 security licensing for non-employee accounts.
- Addressed SSO account issues with UMKC and UM partners.

- Assisted former students and employees with account deprovisioning and information transfer.
- Provided 249 accounts for summer camps at UMKC.
- Created ad-hoc guest and resource accounts as requested.
- Implemented Microsoft's Privileged Identity Management (PIM) for administrative access to Microsoft Azure/M365/Entra in July.

AIMS – Account Management tool which is used by UMKC, MST, MU, and UMSL

- Collaborated with UM-System IdM and UMKC IS AD Consolidation committees to revise account management policy and procedures for the AIMS system.
- Identified and helped correct an issue when preferred name changes were not reflected correctly in MS Office contacts. Worked with HR to ensure the preferred name field was used in PeopleSoft.
- Resolved issue in April where non-paid employees phone numbers were not being carried over to Azure MFA.
- Worked with AIMS team to resolve account licensing issues throughout the year, including former students and resource accounts.
- Primary Campus affiliation workflow was implemented in Spring 2024. This was policy created in Fall of 2023 and implemented in 2024.
- Continued testing and providing feedback for AIMS updates, working to improve the system.

Box – Cloud storage option for faculty and staff

- UMKC decided to keep using the Box storage platform and purchased additional years of service.
- Continued supporting UMKC Box account provisioning/ de-provisioning for employees.
- Managed the daily provisioning and account maintenance of Box accounts.
- Deleted inactive Box accounts as part of an ongoing cleanup effort.

Bomgar – UMKC-hosted remote support solution used by UMKC, MST, MU, and UMSL

- Coordinated appliance and instance upgrades with UM System stakeholders.

Zoom Webinar Support

- Continued hands-on support for all the Chancellor's Zoom Webinars by Jacob McIntosh.

Cadence

- Possible expansion to add WhatsApp to Cadence. To be implemented in early 2024.
- Continued to be UMKC's point-of-contact to help answer onboarding questions for Cadence.

Rise

- Hai Vu researched template sharing across UMKC, allowing individual Rise administrators to pull from a main resource. Will work toward implementation in 2025.
- Rave Integration on Campus Digital Signage. When Rave messages are sent, leadership can determine if they also want the message displayed on RISE signage displays. Hai Vu and

Serra Morgan spent considerable time researching and configuring our Rise tenant to implement this new feature.

Campus Wide - Enterprise Support

Mobile Device Management

Completed the transition to Jamf Pro for mobile device management and retirement of AirWatch. During this period **155** devices were migrated or added to Jamf Pro, bringing the total number of mobile devices managed by Jamf Pro to **504**.

SCCM

Continue to use Microsoft's SCCM as our primary asset management tool and our preferred method for operating system and software installation. Specifically, over the last 6 months we have used SCCM to install **14846** pieces of software and image **3376** faculty, staff, and lab PCs. Of these software installations, **964** were initiated via our Software Deployment webpage by IS technicians and IT liaisons.

The SCCM environment was upgraded to version 2409 with official support for Windows 11 24H2 and OS deployment for ARM64 based PCs.

JAMF

Migrate the JAMF DEV environment to a Linux server and complete testing in anticipation of upgrading PRD to run on Linux. This improves long term stability for JAMF, as future versions have services that only work on Linux.

RooLabs / RemoteLabs

We continue to use RooLabs Online to provide students with free remote access to lab software. The Sassafras AllSight environment supporting RooLabs was upgraded to version 8.0.0.4 with many stability and security improvements.

Completed annual refresh of RemoteLabs environment, including rebuilding 12 remote desktop session host servers and reinstalling 24 software packages.

Universal Image

Windows 11 continues to be our primary supported operating system for faculty and staff PCs. Added new driver support for new Dell OptiPlex 7020 desktop, Precision 3680 workstation, OptiPlex 7420 all-in-one, and Latitude xx50 series laptop models. Additionally, the build of Windows 11 in the universal image was updated to 24H2, a major update that included many kernel level performance and security improvements.

Mac OS

The Apple Enterprise Team deployed the Mac OS Sequoia update to all managed UMKC Macs on campus, allowing for wide scale adoption. Work with IS Security to securely implement Apple Intelligence AI tools while limiting ChatGPT integration access.



License Servers

Updated 24 individual license managers with updated daemons and/or license files. This is required to keep software, both for computer labs and researchers, able to run the latest version of their software. This included COMSOL, CSI SAP2000, CST Studio, Synopsis, and many others.

Transitioned Matlab from an on-premise network license to a cloud named-user license with SSO integration. Also implemented SSO integration for ArcGIS named-user licenses.

Website/Reports

Created technology resource page for Matlab with information on the new SSO integrated named-user licensing and home use program available to all faculty, staff, and students.

Generated Workstation, Software, and Mobile Device budget forecasting reports that were distributed to each academic unit to aid in their budget planning. Added highlighting of workstations that are more than 8 years old and out of support to encourage replacement of aging systems.

Software

Adobe Creative Cloud

Upgraded Adobe Creative Cloud to the latest version across campus.

Continue to leverage RooLabs Online to offer Adobe Creative Cloud to students who may not otherwise have access to this software.

Worked with HHS and SSE to provision student licenses of Adobe software for their students who need it for the curriculum.

Next period, we will work with other UM System on a new multi-year contract.

Jira

Jira was migrated to Atlassian Cloud during this period, we moved 3 projects with almost 7000 issues. This included setting up Atlassian Access for Entra ID authentication and automated Atlassian account provisioning.

Transitioned from Jira Software to Jira Service Management to enable customer-facing request submission through a self-service portal and customizable request forms.

Created new Hardware and Software forms to streamline new customer requests. These will go live in early 2025.



Software Updates

Planned, tested, and deployed several updates to all Windows campus computers to ensure software is up to date. This is done to both give our customers the latest products and tools but also to limit vulnerabilities as older software is often less secure.



Labs / Classrooms

Completed the annual Fall Lab Refresh, which included repackaging approximately **120** applications with updated versions and re-imaging all student lab computers (approximately **1200** systems) with updated operating systems and software. The student labs were also moved to Windows 11 during this refresh to align with faculty/staff and the current consumer standard.

During this period, over **70** lab systems were replaced, including:

- 31 workstations in Miller Nichols Library
- 42 workstations in Royal Hall
- 20 workstations Fine Arts

Student Computing Facilities

Information Services manages many computer sites throughout both the Volker and Hospital Hill campuses. Site types include:

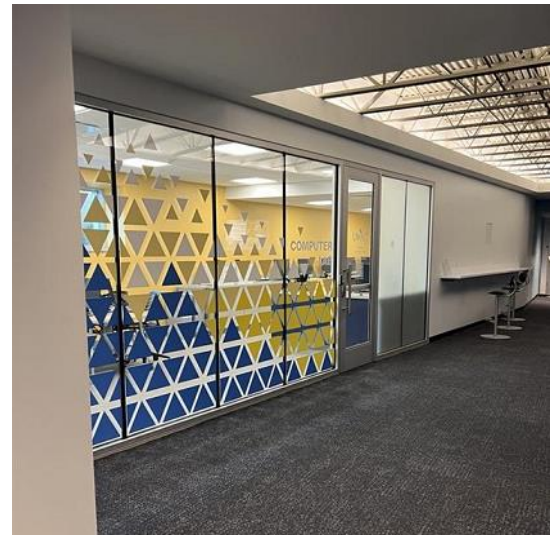
- Restricted access
- General access
- Departmental
- Staffed
- Unstaffed

Information Services assists the campus with special events that require computing resources. These resources may include guest accounts, specialized software, or access to wireless, printing, teaching, or other computer resources.

During this period, we saw 10,506 patrons use the IS-managed computer labs. They printed 201,100 print jobs for a total of 1,440,200 pages. We also received 351 large-format print jobs, 265 from students and 57 from faculty/staff.

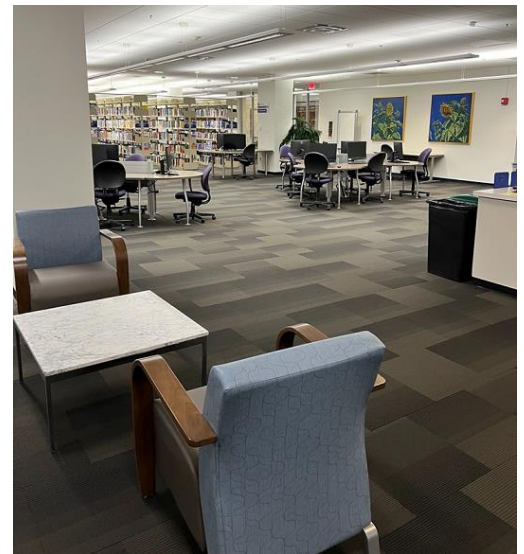
In addition to regular operations, the following items took place during this period:

- Responded to requests for data regarding various computer lab equipment replacement schedules throughout campus and maintained records and projections regarding equipment life cycles.
- Completed SU 210 computer lab relocation project, which included acting as liaison for construction of new lab site in SU 101, shut down of the 210 site, and facilitating the move of previous equipment, ordering new furniture, and inspecting the site for issues.



- Completed work migrating previous website content to new web management system.
- Created in-depth analysis and reports on computer lab usage trends.
- Worked with CFM to maintain environments, security, and access to computer lab sites.
- Provided report data in support of the potential expansion of plotter printing availability.
- Continued research for the replacement of Student Assistant shift tracking software.
- Assisted the Chancellor's Office with special lab usage requests to assist with staff training.
- Worked with Miller Nichols Library staff on procedures and staffing necessary to match operations in the second floor computer lab to the library's hours.

- Provided shift data for MNL fiscal officer's budget planning.
- Created new systems for processing employee payroll to increase efficiency and expedience in completion.
- Provided budget projections for staffing and supply costs for SSE labs.
- Took over management of TechDirect administration and budget reconciliation for all of UM System, creating and implementing new procedures to meet requirements set forth by Dell.
- Spearheaded the IS Uniform project, adding items, updating the Marketplace, communicating regarding availability and access dates, and placing orders with the vendor.
- Worked with the Registrar's office on 16 New Student Orientation events and various advising and admissions activities.
- Continued work on budget projections for staffing costs to plan for the increase in Missouri's minimum wage.
- Addressed incidents when labs needed to be shut down due to inclement weather or power outages.
- Worked with SSE on lab upgrades, event planning, and environmental and access issues.
- Ensured labs had ample cleaning supplies on hand and that Student Assistants diligently created healthy environments for students.
- Completed renovation project at MNL, replacing the lab furniture with improved items to create a more comfortable environment for students as the second floor transitioned to a designated quiet study space.



- Added four laptop docking stations to the MNL 2F lab, which were used nearly 400 times within the first four months of their availability.



- Assisted various campus personnel with locating best sites for computer-based ad hoc courses and events.
- Worked with CFM and multiple other Departments and Schools to ensure lab environments were maintained at an optimal level.
- Continued work on marketing campaign project to raise awareness of computer resources available to students.
- Conducted four new hire orientations to train new staff.
- Processed 5,443 shifts and supervised over 17,000 Student Assistant man-hours.
- Maintained sufficient student employees to staff labs by processing over 92 applications for Student Assistant positions, interviewing 42 prospective new hires, and hiring 17 new Student Assistants for IS-managed labs.
- Completed 33 Student Assistant reviews to keep employee performance at optimal levels.

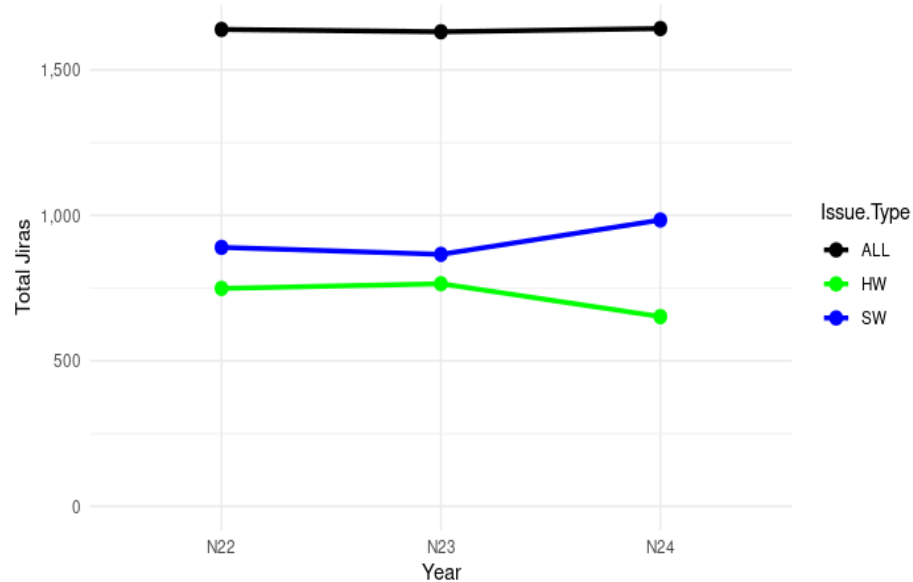
Totals and Trends in IT Procurement

- In calendar year 24, we processed a total of 1642 requests. This number has remained very consistent since CY22, varying less than 1% each of the last three years.
- Of the total, 984 requests were for Software (59.9%) and 652 were for Hardware (39.7%).¹
 - This represents a year-over-year -15% drop for hardware after remaining steady from CY22 to CY23.
 - Software requests grew by 14% year-over-year.

¹ The remaining 6 requests were for the new Mobile device category in Jira, which will grow in 2025 but was left out of CY24 analysis.

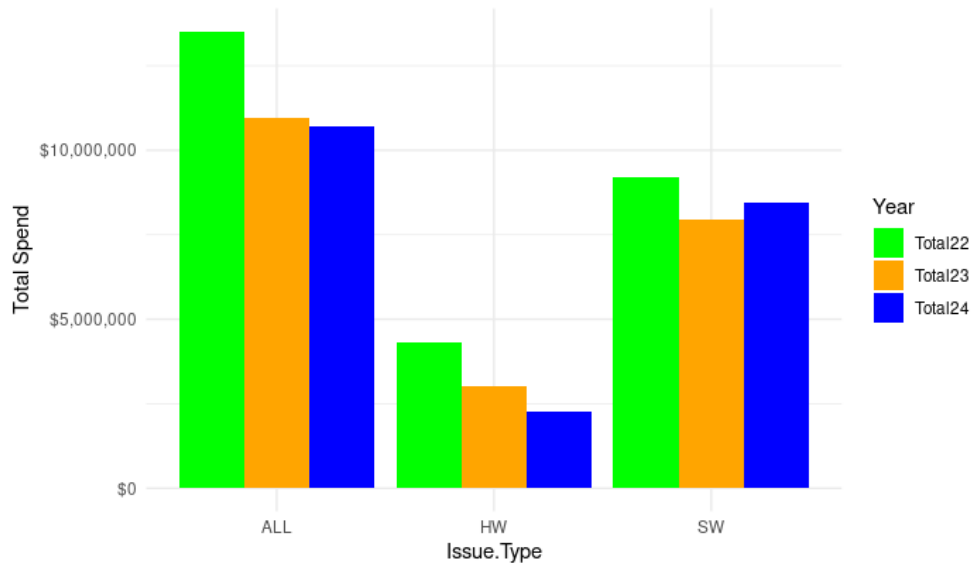
- 93.6% of requests were approved, while 6.4% were denied or withdrawn.

CY22 thru CY24 Requests



- Total spend in CY24 was \$10,715,127.04, a decrease of -2.2% from the previous year.
 - Hardware spend was \$2,250,101.27, 21% of the total. This represents a drop of -25.5% year over year, and the second year running where hardware expenditure has fallen by double-digits. This decrease can be accounted for by extensive hardware purchasing directly following COVID.
 - Software expenditure was \$8,465,025.77, an increase of 6.7% from CY23, but still less than the record spend from CY22.
- For CY25, we expect software and hardware requests to remain consistent, but expect hardware spend to increase by 10% as a result of tariffs. Based on cycles in multi-year renewals, we expect total software spend to be lower in 2025, despite the usual 5% price increases on titles that renew annually.

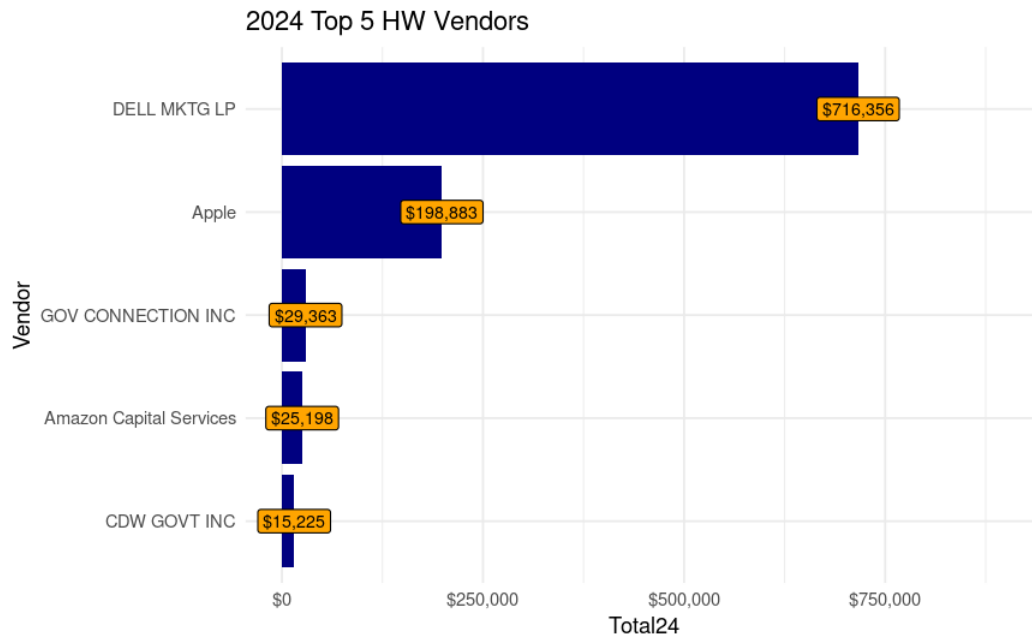
CY22 thru CY24 Spend



IT Procurement: Distribution by Vendors

The distribution of IT spending over primary vendors continues to demonstrate support for standards at UMKC.

- Dell is the preferred computer provider for which UMKC has large-scale Volume Purchase Agreements, accounting for roughly 31.8% of the total IT Hardware spend.
- Apple, the number two vendor, accounted for 8.8% of total hardware spend.



- The distribution of IT Software spending over primary vendors continues to demonstrate the diversity of the market with many more diverse types of vendors with significant expenditures.
 - Twelve vendors exceeded \$100k in total spend.
 - Software was purchased from 194 distinct vendors in this CY24.
 -

IT Procurement: Internal Sales

- This year Adobe, Microsoft, MATLAB, and ESRI chargeback renewals were joined into one combined renewal and chargeback process.
 - In CY25/FY26, Grammarly and OpenAI renewals will be joined in with this process.
- 1024 Adobe licenses were ordered or renewed, for a total recovery of \$122k, or 94% of our annual Adobe expense. These were split 71% Acrobat and 29% Creative Cloud.

Other Notable Procurement Activities

- Provided IT Hardware and Software product selection and configuration consultation in response to a myriad of different request scenarios in accordance with UMKC and UM standards, contracts, and approved processes
- Collaborated with vendors to create customized price quotes for multiple products and configurations.
- Reviewed and provided IT approval for eProcurement orders input by other departments.
- Worked with UM Supply Chain and fiscal officers to follow IT and Procurement approval policies, resolve budget errors, and direct expense transfers as necessary
- Reconciled OneCard orders, providing written IT and fiscal approval statements from authorized personnel, invoice/receipt documentation, MoCode, and PeopleSoft account code assignments for all transactions
- Served as primary point of contact for cellular service and mobile device consultation and acquisition for all UMKC corporate accounts and lines of service.
- Served as primary point of contact for large-scale multifunction device consultation and acquisition for all UMKC corporate accounts
- Communicated with IT and client constituents to provide information on software product updates, license expirations, device models, configurations, and pricing for a range of UMKC standards on numerous site-licensed pieces of software, computers, tablets, printers, and other IT-related items
- Updated and published campus standard recommendations and configurations for computers and printers

Technology Management Services

IS Projects Update

As a division, we have worked with several academic and business units to renovate, design, install, and provide ongoing support for multi-faceted information technology (IT) and audiovisual (AV) systems. The following sections discuss the key IT/AV projects, by phase, which consumed a significant amount of IS resources' time during the last review period.

Completed Projects



IS completed (6) IT/AV/Administrative projects. The following projects were the most significant and time-consuming. *See Appendix "A" for individual project details.*

- **P437 – NILE Networking Upgrade**

The campus has signed a contract with NILE to upgrade the wireless and wired network in the School of Education, Haag, Mannheim, and Royal Hall buildings. During this period, Networking cutover the wired equipment in the remaining SOE classrooms (240,260, and 261). IS and Networking also coordinated and completed the wireless and wired cutovers in Haag, Mannheim, and Royal Halls.

- **451 – UMKC Security Alarms Platform Consolidation**

The UMKC Building Security Committee meets regularly to focus on developing campus security standards, ensuring campus-wide involvement on security issues/requests, and developing recommendations to UMKC senior leadership. This committee created a subcommittee to audit our campus security alarms, plan for additional upgrades/monitoring processes, and implement them accordingly. This project was comprised of representatives from Information Services, Campus Facilities Management, Police, and Student Affairs. During this project, the subcommittee worked with Tech Electronics to install new security alarm systems in multiple Volker and Health Sciences buildings. This project closed in Fall 2024.

- **452 – Kuali Build Implementation**

Kuali provides no-code online forms and workflow automation solutions designed to meet the unique challenges of higher education. At UMKC, this software moves paper processes to electronic forms, reengineering many of our Registrar, Enrollment Management, and other processes. For this project, the project team created a Leave of Absence Kuali form for undergraduate students to use. This project closed in February 2024.

- **466 – ARMS Software Implementation**

Teamworks is a comprehensive compliance platform that enables institutions to monitor their athletics program with confidence and maintain institutional control. This project had four phases: Phase 1: Implement ARMS financial data software component; Phase 2: Implement ARMS academic data software component; Phase 3: Retain module migration to Teamworks Academics; and Phase 4: Set up SSO log-in. This project closed in the Summer 2024.

- **P473 – AC 2nd Floor Conference Room Refresh**

This project is being managed by CFM to update paint and carpeting in the conference rooms on the 2nd floor. IS will need to uninstall and reinstall AV and networking equipment as CFM/Nabholz renovates the space. During this period, construction started in late December 2023 and was completed in late March 2024.

Current Projects – Implementation Phase



IS has progressed in implementing 19 IT/AV/Administrative projects during this review period. The following projects were the most significant and time-consuming. *See Appendix “A” for individual project details.*

- **P450 – School of Medicine – St. Joseph**

A new construction project is being run by CFM to build a satellite building for the School of Medicine in St. Joseph. There will be no scope from IS to design/install AV equipment for this building, but IS will oversee and provide feedback on the equipment that is designed for the space. IFS and Network will also oversee how the building and network/infrastructure are designed for the space. During this period, the scope for IFS and networking was finalized, shared, and approval for project estimates and submitted equipment orders was received.

During the next period, IFS and Network will complete the project scope and close out the project. The building is expected to be open prior to the Fall 2025 semester.

- **472 – Canusia**

Canusia is an industry leader in concurrent and dual enrollment management and creates an easy-to-use and custom digital toolbox. The High School College Partnership (HSCP) office spearheads this project, with the assistance of Admissions, Registrar, International Student Affairs Office (ISAO), Cashiers, Information Services, Institutional Research, and Enrollment Management. The project scope includes implementing the Canusia software (called myHSCP), using it for admissions and course enrollment, and providing easy access to information for students, families, and teachers. This project will close in January 2025.

- **476 – CBORD Building Access Panels**

This project is a part of the Building Security Committee and includes Information Services, Campus Facilities Management, and Student Affairs. The scope includes replacing all CBORD control boards in the (53) on-campus card access panels with new, supported models by the end of the calendar year 2027. Phase 1: is currently in progress and includes the purchase and installation of new control boards in (15) UMKC buildings with smaller CBORD panel systems. Phase 2 includes the purchase and installation of new control boards in (6) UMKC buildings with medium CBORD panel systems. Phase 3 is TBD, but will continue to include purchase and installation.

Current Projects – Development Phase



IS has made substantial progress working with units to plan 8 IT/AV/Administrative projects during this review period. The following projects were the most significant and time-consuming. *See Appendix “A” for individual project details.*

- **P462 – Healthcare Delivery and Innovation Building**

A new construction project being managed by CFM for a new building to house a number of UMKC programs. There is limited scope for IS in the AV space. IS will oversee network/data cabling designs. During this period, IS shared the project estimate and received project approval. During the next period, IS will monitor construction progress, track the project schedule, and continue to coordinate with the GC and CFM when needed. Equipment orders are expected to be submitted in early 2026.

UMKC Building Security Committee



The UMKC Building Security Committee is comprised of representatives from IT, Student Affairs, Police and CFM focused on developing campus security standards, ensuring campus-wide involvement on security issues/requests, and developing recommendations to UMKC senior leadership on the same. See the following projects/initiatives for this period.

- **Security Alarm Platform Consolidation**

For many years, UMKC used an outdated Caddx security alarm system that was no longer repairable. UMKC Police previously monitored these alarms, but the fire alarm system didn't comply with NFPA 75 codes, and the security system faced impending failure. These issues prompted comprehensive changes throughout 2024.

During 2024, UMKC successfully addressed these challenges by outsourcing alarm monitoring to Tech Electronics (TE). While UMKC Police no longer directly monitors alarms, they continue to respond to security alerts from TE. An inventory reduced active alarms from 38 to 20 essential units. Information Services (IS) partnered with campus units and TE to manage the transition, including upgrades and training, with funding approved by the UMKC CFO. IS and Campus Facilities Management (CFM) staff were trained to support the new system, and a CFM work order process was established for all future alarm changes. Unneeded legacy alarms were decommissioned, and panic buttons were converted to the CBORD system. As of December 2024, IS and CFM collaboratively maintain the 20 active alarms on new hardware, monitored by TE and supported by various UMKC teams.

ILE Classrooms, Conferencing, and Distance Ed



Information Services continued to support the hardware and software necessary to facilitate classes onsite as well as online (synchronously and asynchronously) while maintaining efficient issue resolution times, minimizing downtime, and the subsequent impact on students, faculty, and staff. Highlights are outlined below.

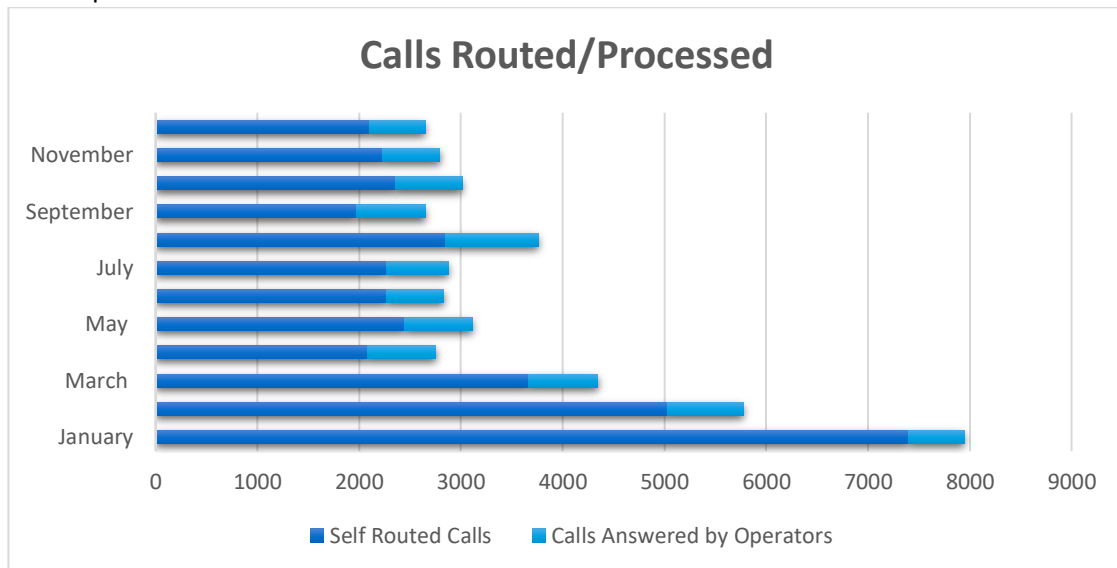
- TMS responded to and resolved 242 TDX incident requests/problem tickets during this review period.
- Upgraded the MNLC Spaces 351, 352, and 151
- Upgraded the ILE/AV system in Scofield 109
- Upgraded AV in (5) Miller Nichols Center huddle spaces.
- Installed new A/V in Fine Art 106
- Installed new A/V in Newcomn Hall Faculty Lounge and CAFÉ spaces
- Upgraded A/V in Education rooms 307 and 356
- Upgrade A/V in National Toy and Miniature Museum
- Upgraded and installed new A/V building-wide in the Student Union
- Upgraded (2) conference rooms in Cherry Hall
- Uninstalled and reinstalled the Provost Conference room A/V setup
- Installed display stands in Bloch Heritage Hall 109

- Upgraded the A/V for the Emeritus College in MNL
- Installed (2) additional digital signage locations in the Law School
- Upgraded AV/ILE in Health Sciences Building, 4308
- Replaced and reinstalled the A/V for Financial Aid after water damage
- Installed new conference room A/V in Union Station
- Added A/V equipment to Cockefair Hall 105 for video conferencing.
- Installed A/V for a conference room in 4747 Troost
- Uninstalled and reinstalled the AV system in Performing Arts Center 109
- Complete site-wide installation of Pharmacy rooms at MU
- All AV Staff completed Biamp Control training.

UMKC Operators



The UMKC Operator number (ext. 1000) handled 44,521 phone calls during this review period. Of those calls, users were able to self-route approximately 79% of the time using our automated call routing tree. 21% of the calls required human interaction from campus operators.



Building Network Infrastructure



IS continued to support phone and data-related add, move, and change requests, a large number of buried cables marking requests, and support tickets. The highlights are summarized below.

- Completed 293 service tickets, including diagnostics, moves, and changes in voice jacks, data jacks, cameras, and phones.
- Completed 337 service tickets, including diagnostics, moves, and changes in voice jacks, data jacks, cameras, and phones.
- Marked University buried cable plant locations as required by Missouri Law for One Call services 319 times.
- Completed OSHA 30 Training for all staff
- Completed Hilti Fire Stop Training for all staff
- Upgraded our locate equipment and training for compliance with industry standards.

- **UMKC Utility Mapping**

In the realm of network management, our UMKC Infrastructure Network Migration to ArcGIS is a groundbreaking initiative. We replace outdated paper network maps with ArcGIS, enhancing efficiency and sustainability while reducing data errors. Our primary focus is streamlining operations, resulting in significant time and complexity reductions.

ArcGIS enables well-designed networks with seamless data import/export capabilities and advanced troubleshooting tools. We also identify failure points, develop redundancy plans, and standardize documentation for accuracy. Furthermore, it expedites project planning and facilitates precise sharing of network maps with contractors operating in the area.

This transformative project unfolds in three phases:

- 1- Phase I - Establish a geographically precise foundational structure for mapping that can be easily shared with third parties, especially under Missouri one-call.
- 2- Phase II - Develop additional layers to incorporate in-depth details of the low-level infrastructure.
- 3- Phase III - Migrate OSP cables and associate them with the existing infrastructure data.

Phase I is progressing as planned and is set to conclude by Q1, 2024. We anticipate the entire project to be completed by Q2, 2025. This timeline structure allows us to manage the project efficiently and ensures that we meet our goals and milestones on time.

Network Architecture

Security

Network Architecture is responsible for the installation and maintenance of departmental-level firewalls. These firewalls protect specialized hardware or data (HIPAA, PCI, etc.) in specific locations across the UMKC network. Activities include maintaining appliance firmware and security rules.

- Equipment managed
 - Cisco physical firewalls = 9
 - Cisco virtual firewalls = 16
 - FortiGate physical firewalls = 22

Highlights and key initiatives

- Built virtual firewall contexts and migrated all contexts to Cisco Firepower 3110 cluster
- Upgraded all firewalls quarterly to the latest software release
- Upgraded Identify Service Engine nodes to the latest software release
- Expanded Identify Service Engine nodes to increase performance and resiliency
- Reconfigured all Identify Service Engine authentication policies to use UM-AD

Wired Network

Network Architecture is responsible for the installation and maintenance of UMKC's wired network switches & routers and their physical connections to our remote offices, Internet Service Providers & research networks.

- Equipment managed
 - Routers
 - Internet edge routers = 2
 - Core network routers = 2
 - Core wireless routers = 2
 - Switches
 - Building Network switches = 494
 - Classroom switches = 186
 - Data Center switches = 13

Highlights and key initiatives

- Installed a new building network for the Atterbury Student Success Center
- Installed a new building network for the Cherry Street Parking Structure
- Replaced the network switches in 3 houses to support faster access points
- Added/upgraded 20 new classroom switches across campus
- Upgraded Core and Building switches to the latest software releases
- Designed a network for the School of Medicine – St Joseph building
- Replaced Plaster data center switches to add additional 10 Gb switchports
- Upgraded Internet edge routers to the latest software
- Moved Hagg, Royall & Manheim Halls to new fiber optics cable routes

Wireless Network

Network Architecture is responsible for the installation and maintenance of UMKC's wireless networks. These networks include the UMKCWPA, EDUroam, UMKC Media in the residence halls, and a few other specialized networks for Internet of Things (IoT) devices.

- Equipment managed
 - Wireless Controllers = 2
 - Access Points = 1635

Highlights and key initiatives

- Upgraded wireless controller software and access point firmware to the latest releases
- Migrated 40 buildings, 1432 access points, onto the Cisco 9800 series wireless controllers
- Completed wireless site surveys in 12 buildings for wireless coverage optimization
- Outdoor wireless improvements
 - Upgraded Durwood stadium access points
 - Upgraded Berkley outdoor access points
 - Added 3 access points to MNL, Swinney, Fine Arts quad
 - Added 1 access point to Scofield quad
- Moved all wireless clients to private IP addresses
- Installed 105 Wi-Fi 6E access points across campus
- Installed 150 in-room access points in Cherry Street Hall
- Installed 190 in-room & 6 ceiling access points in Johnson Hall
- Expanded Guest Wireless access at Student Union, MNL & Atterbury

Servers

Network Architecture operates physical and virtual servers to host the applications used to provide network, voice, and network monitoring services. These servers run both Linux and Windows operating systems and are hosted on equipment maintained by Network Architecture as well as equipment maintained by IS-Foundation Services.

- Equipment managed
 - VMware ESXi Virtual Servers
 - Voice VMs = 18
 - Infrastructure VMs = 29

Highlights and key initiatives

- Migrated 47 Network Architecture VM from Cisco UCS to Dell R760 servers
- Worked with ISFS to Google Cloud Storage backups
- Started migration of campus DNS & DHCP off Microsoft servers
- Upgraded 6 Infoblox DNS / DHCP servers to R6 virtual platform

Voice

Network Architecture is responsible for the installation and maintenance of UMKC's voice network. This includes the servers, routers, gateways, and their physical connections to our public telephone & long-distance service providers.

- Equipment managed

- Voice routers = 2
- Analog voice gateways = 6
- Voice Applications
 - Cisco Unified Communications Manager Servers = 3
 - Physical phones = 2700
 - Analog lines = 300
 - Cisco Unity Connection Voicemail Servers = 2
 - Voicemail boxes = 2155
 - Call handlers = 237
 - Cisco Unified Contact Center Servers = 2
 - Queues = 12
 - Agents = 75
 - Cisco Unified IM & Presence Servers = 2
 - Jabber Softphones = 200
 - Cisco Emergency Responder Servers = 2
 - Verba call recording Servers = 1

Highlights and key initiatives

- Upgraded call recording server to the latest software release
- Integrated the UMKC Police dispatch center into the new call recording system
- Upgraded call accounting server to the latest software release
- Evaluated cloud calling platforms
- Initiated the design and implementation of the Webex cloud calling platform
- Installed new analog voice gateways to replace older hardware

Registrar Services

Network Architecture is responsible for maintaining UMKC's consolidated domain name registration service. This includes registering and renewing .com, .org, Net, etc., domain names, SSL certificates, DNS records, and other services for these domains.

- Domains managed = 146

Highlights and key initiatives

- 62 domain names registered or renewed for 10 departments
- Total registration duration = 123 years

Information Access

Information Access is responsible for building, managing, and maintaining custom web applications for UMKC and as part of the UM System IT. We also manage over 30 database servers for all of UMKC.

During 2024, Information Access maintained over 50 web applications and over 30 data integrations. Worked with Environmental Health and Safety, School of Graduate Studies, Academic Affairs, Student Success, and UMKC Library to deploy new departmental applications, data integrations, and/or create

enhancements to all of the above. We continued our focus on our Cloud First Initiative in IS and deployed a new app for the School of Graduate Studies in MS Azure Cloud.

In 2024, we absorbed the DSAS team into IA and fully integrated and improved the requests, support, and maintenance workload. This includes PeopleSoft Operations, Data Warehouse maintenance, ad-hoc report generation, and creation and management of Cognos and Power BI reports.

Database Server Administration, Design, Implementation & Maintenance:

- Administration and support of all central campus Oracle servers
- Administration and support of all central campus MySQL servers
 - Migrated hundreds of MySQL/WordPress databases to version 8.0 server
- Administration and support of all central campus MS SQL server
 - Migrated several applications from Oracle to SQL Server
- Administration and support of all central campus FileMaker server
 - Continual support and maintenance:
 - Office of Research Services LAMS application
 - Academic Support and Mentoring Tutoring
 - Academic Support Major Map
 - University College Writing Studio
 - UMKC Conservatory Application
 - UMKC Law Review Application
 - African Art History Database Applications
- Administration and support of the central campus secured external facing Oracle server for third-party vendor data collaboration.
- Administration and support of RedCap MySQL database servers
- Administration and support of all School of Dentistry Axiom and auxiliary database servers.
 - Worked with Dental School officials on two Axiom version upgrades
 - Maintenance of Oracle servers on licensed physical servers
- Administration and support of all UMKC Data Warehouse Oracle servers
 - Continual work with Data Warehouse staff on enhancements to DW data availability and reliability
- Support for UMKC OneCard Office's CBORD Gold Application Oracle server instance.
- Administration and support of all UMKC Police Department database server instances
- Administration and support of the UMKC Counseling, Health, Testing & Disability Services SQL Server
- Administration and support of the Environmental Health and Safety MySQL Server
- Administration of shared campus Reports Server
 - Application reports: RooEval, Faculty Credentials, Travel Request, ASMSI
 - Campus Distribution List Report

Application Software Engineering, Design and Development:

Maintenance and support were provided for the following software applications and websites during this period:

1. Exam Scheduler

2. Kasey-Kudos
3. UMKC Lookup
4. IS Lab Hours
5. UMKC Automated Box Account Provisioning
6. Commencement RSVP
7. Writing Studio Appointment Request Form
8. IS Change Management & Outages
9. Diversity Event Registration
10. UR-Links
11. DB Tracker
12. Exit Exams
13. HLC Directory
14. IA Schedule
15. Retiree Exchange Mailbox & Box Access Request
16. IS Service Orders
17. LMS Access Checker (LACH)
18. UMKC PD Property Registration
19. QR Scanner Kiosk
20. Scantron Orders
21. SEARCH & SUROP
22. Business Travel Request
23. OneCanvas Data Feed
24. Digital ID Feed to CBORD & AWS
25. RooEval
26. UM System Canvas Request System
27. Missouri Online Event Scheduler
28. Faculty Credentialing Database (RooCredential)
29. IS Shift Tracking System
30. UMKC Law Attendance App
31. UMKC Library Service Application
32. UM System Application Inventory Database
33. Chatbot Q&A Administration and Reporting
34. RadioGoldin – UMKC Library Radio Program History Database
35. Simple Syllabus Data Feed
36. UMKC Polls
37. EHS Safety Training Application
38. UMKC Pearson MyMath Course integration with OneCanvas
39. Garmin Device Data for the School of Nursing and Health Sciences
40. Departmental Scholarships System for Student Financial Aid
41. Final Exam Scheduler
42. Term Withdrawal Survey – AKA, Exit Survey
43. Student Complaints
44. MO Reverse Transfer
45. MO Core42
46. SGA Card Manager
47. WS Jobs

48. WS Waitlist
49. WS Manager
50. ISAO E-Services
51. School of Graduate Studies Portal

Data Integrations and Extracts to UMKC Data Warehouse

1. Data Warehouse Nightly Silos Extract from PS Finance, HR, and Student
2. Starfish (UMKC Connect) Data Feed
3. TerraDotta Data Feed
4. CourseLeaf Catalog (CAT), Course (CIM), and Scheduling (CLSS) Data Feeds
5. TEDU
6. 12Twenty Data feed and API feed
7. Traffic Report
8. Simple Syllabus
9. Exit Survey
10. AP Exams
11. COVID Rooms
12. Campus Groups
13. Slate Feeds – Multiple
14. Applied Language Institute
15. Student Census Data Process
16. HR Census Data Process
17. Financials Census Data Process
18. SB389 Reports and Data Integrations
19. Othot
20. Teamworks Academics
21. RooLaw
22. Automated Distribution Lists
23. Academic Portfolio
24. Blackbaud Award Manager
25. iModules
26. People Grove
27. Handshake
28. Tidal Jobs
29. CBORD data feed for Library OneCard Access
30. CBORD data feed for Swinney Rec Center Member OneCard Access
31. Student Disabilities Services (SDS) AIM Data Feed
32. Swinney Rec Center Fusion Data Feed
33. CBORD OneCard Expiration Data Feed
34. EHS Data Feeds to HSI EHSA Application
35. Starfish Analytics Data Feed
36. Canusia HSCP Data Feed

New implementations, features, and/or enhancements for the following software applications, integrations & websites implemented during this period:

1. UMKC Law Attendance App
2. EHS Safety Training Application
3. UMKC Library RadioGoldin Radio History Database Application
4. School of Graduate Studies Portal
5. Terra Dotta Data Feed
6. Starfish Feed
7. 12Twenty
8. Canusia HSCP

UM System IT:

- A UMKC Information Access representative serves as chair of the Applications & Development Committee.
 - Provided software engineering resources for the following projects
 - OneCanvas Canvas Request System
 - OneCanvas Graduation Course
 - Missouri Online Event Scheduler
 - Civics Exam
 - Enterprise Applications Inventory DB Application
 - Provided UMKC representation on the following working groups:
 - UMS IT Custom Applications working group
 - UMS IT Enterprise Applications working group

Software and Website Administration:

- WordPress website setup and administration
- Weekly termination reports processing
- Bloch School Website Administration

Scantron Exam Scanning Services:

Generated detailed reports for departments based on their evaluation scan data. Distribute forms to departments and process documentation.

Exams Scanned

School of Humanities and Social Sciences - 4

Henry W. Bloch School of Management – 12

School of Law – 20

School of Science and Engineering – 154

School of Education, Social Work and Psychological Sciences - 114

Total Exams Scanned: 304

Security

Information Services Security – Accomplishments Report January 2024 to December 2024.

IS Security provides campus-wide IT security services. For UMKC, this includes staffing 4 staff days weekly in a multi-campus Security Operations Center. We manage campus and per-machine firewall configurations. We manage campus-wide desktop and server security settings. We assist with the multi-campus antispam and anti-phishing systems to try to reduce the number of scam and phishing emails received by users. We handle data access requests as needed. We provide special support to groups with unique compliance needs. We handle security reviews of new and renewing software and cloud-hosted services to reduce the likelihood of one of these services being used to compromise campus data or users. We manage multiple remote access systems for the campus, ensuring that we have flexible yet secure methods for a variety of remote work situations. We assist with the management of multi-factor authentication systems. We handle account compromise and cleanup incidents. We handle security settings for major campus cloud services, including GCP, AWS, and Azure. We handle security configurations and integration with Office 365 and Azure AD. We handle SSL/TLS certificates and campus encryption certificates. We assist with PCI audits and reviews for campus merchants. We handle proactive vulnerability scans for campus systems.

Key changes in security for this period:

- Ongoing direct support of desktops and servers for a restricted group.
- Worked on specialized certification for a restricted group.
- Assisted with provisioning of Azure AD Authentication connections.
- Managed change to external hosting of DNS publishing servers.
- Ongoing smart card management.
- Ongoing antispam management.
- Security training for security staff.
- Continued support for specialized CUI areas.
- Continued work on additional blocking of certain types of scams against campus constituents.
- Continued security reviews of software purchases.
- Allocated staff to the multi-campus security operations center. This multi-campus group handles phishing outbreaks and account compromises for all campuses.
- Continuation of the cleanup of old Active Directory domain.
- Completed a controls audit.
- We operated a phishing simulation, to help with awareness of phishing scams.
- Assisted with Kizan project.
- Warned targeted users when antispam system detected checking scams in progress.
- Worked on adjusting DKIM and SPF records for changes at Google and Yahoo.
- Fixed VPN issues related to certain types of tunneling.
- Changed the method that administrators use to elevate rights.
- Worked on the 2024 Secure Score updates.

Foundation Services

IS Foundation Services (ISFS) plays a critical role in supporting the core infrastructure of the University of Missouri–Kansas City (UMKC). Our team delivers secure, stable, and high-performing data center services that support academic, research, and administrative operations across campus. We manage and maintain a large and diverse portfolio of physical and virtual servers, spanning both on-premises and cloud environments. ISFS provides infrastructure expertise, system administration, and cloud integration support for departments across UMKC, including technical leadership on projects involving server virtualization, storage, backup, and high-performance computing.

We serve as a key resource for campus IT Liaisons, offering guidance and technical support to help departments navigate infrastructure needs, application hosting, and system integrations. ISFS also supports UM System’s Google Cloud Platform (GCP) usage and contributes to UMKC’s growing research computing initiatives by assisting with environment design, system access, and infrastructure scaling. In addition to our project work, we maintained a strong commitment to day-to-day operational excellence. Our team responded to and resolved hundreds of support tickets submitted by faculty, staff, and students, consistently delivering responsive, knowledgeable service and contributing to high levels of customer satisfaction across the university community.

Data Center / Server Virtualization

- **Server Deployment for dSAIC:** Provisioned and deployed a new set of physical servers in the Free Enterprise Research Center (FERC) data center to meet the growing demands of the Data Science and Analytics Innovation Center (dSAIC). These new servers support research workloads with enhanced compute and memory capacity.
- **Tux System Modernization:** Successfully migrated the Tux system, previously running across multiple aging CentOS 7 nodes, into a consolidated, single-node configuration based on Rocky Linux 8. This project simplified administration, reduced overhead, aligned with current operating system standards, and mitigated future end-of-life risks.

Storage / SAN / Backup

- **HPE Alletra Storage Migration:** Migrated production and research data from the legacy Nimble SAN to a modern HPE Alletra storage platform. This upgrade improved throughput, reliability, and integration with newer virtualization and backup technologies, supporting both operational and disaster recovery objectives.

Active Directory / Identity Management

- **UMAD Transition Support:** Migrated critical infrastructure components—specifically servers and groups—from the legacy KC.UMKC.EDU Active Directory environment into the UM System’s unified Active Directory (UMAD). This transition supports a system-wide effort to consolidate identity management, improve security controls, and reduce administrative overhead.
- **Legacy Cleanup:** Continued efforts to identify, decommission, or migrate legacy servers, service accounts, and AD objects tied to the legacy domain. This cleanup is foundational to a complete and secure transition to the UMAD environment and helps reduce attack surface area.

Web Infrastructure / Application Hosting

- **.NET Web Hosting Upgrade:** Upgraded all supported .NET application servers from version 6 to .NET 8. This ensures compatibility with modern frameworks, long-term vendor support, and improved runtime performance for critical web applications.
- **Cascade CMS Migrations:** Partnered with UMKC's Web Team to continue migrating departmental websites into the centrally supported Cascade CMS environment. These efforts help unify branding, improve accessibility, and reduce maintenance burdens for individual departments.
- **Web Content Rationalization:** Conducted an in-depth review and cleanup of outdated, inactive, and unnecessary personal web directories.
- **MCOM Web Infrastructure:** Deployed new Ubuntu 22.04 servers running PHP-FPM
- **ULS WordPress Upgrade:** Upgraded the underlying operating system for the ULS WordPress environment from Ubuntu 20.04 to 22.04, ensuring long-term security updates, compatibility with evolving plugin ecosystems, and better system performance.
- **LogStash and TACH Modernization:** Migrated the legacy LogStash logging system and the ISNA TACH application to the Enterprise Linux 8 platform. This migration reduced fragmentation across environments, standardized support workflows, and ensured these services remained secure and supportable.

Security / Surveillance / Infrastructure

- **Surveillance System Expansion:** Deployed additional IP-based security cameras across campus as part of our growing surveillance infrastructure. This included refining deployment workflows, streamlining installation, and integrating new units with the central video management system (VMS), increasing campus safety and operational awareness.
- **Alarm Panel Administration:** Assumed responsibility for several campus alarm panel systems.

Research / HPC / Cloud

- **ML Cluster Expansion:** Procured and deployed two new high-performance GPU compute nodes to expand the capabilities of the UMKC machine learning (ML) cluster.
- **Account Provisioning for Researchers:** Created and configured new user accounts within the UMBMI AWS environment and on the ML cluster, supporting researchers from multiple disciplines and facilitating access to high-performance computing and cloud-based resources.
- **Security Patching:** Maintained security posture across AWS-hosted research systems by applying timely patches and system updates. This is a crucial part of ISFS's commitment to maintaining secure, compliant, and well-managed research infrastructure.

Miscellaneous / Ongoing Operational Support

- **Tier-2 System Support:** Provided ongoing administrative support and escalation response for numerous critical systems, including Exchange email infrastructure, on-premises file servers, Box cloud storage, and Qualtrics survey platform. This work involves routine maintenance, troubleshooting, access control, and end-user support across diverse technical platforms.

Appendix A

Individual Project Updates – Completed Projects

P418 – AC Conference Room Upgrades

This project is being used to track multiple A/V system upgrades for the Admin Center conference rooms. During this period, IS completed the A/V additions and upgrades to the Plaza room, and the project was closed out.

P428 – Fine Arts 106 Remodel

Fine Arts 106 is getting remodeled into a film viewing room. During this review period, all the new AV gear was installed, the project was completed and closed out.

P437 – NILE Networking Upgrade

The campus has signed a contract with NILE to upgrade the wireless and wired network in the School of Education, Haag, Manheim and Royal Hall buildings. During this period, Networking cutover the wired equipment in the remaining SOE classrooms (240,260 and 261). IS and Networking also coordinated and completed the wireless and wired cutovers in Haag, Manheim, and Royal Halls.

P443 – Grant Hall AV Upgrades

The Conservatory would like to upgrade the AV gear in 3 different rooms in Grant Hall, two classrooms and the piano lab. The equipment was procured, install and configured for this project during this review period and the project was closed.

P446 – Student Union 401 AV upgrades

CFM will be remodeling this room, and IS will upgrade the audio-visual gear. During this review period, the equipment was procured, installed, and programmed. The project was billed and closed.

P448 – Toy Museum Meeting Room AV upgrades

IS will upgrade the audio-visual gear in the TM meeting room. During this review period, the equipment was procured, installed, and programmed. The project was billed and closed.

451 – UMKC Security Alarms Platform Consolidation

The UMKC Building Security Committee meets regularly to focus on developing campus security standards, ensuring campus-wide involvement on security issues/requests, and developing recommendations to UMKC senior leadership. This committee created a subcommittee to audit our campus security alarms, plan for additional upgrades/monitoring processes, and implement accordingly. This project was comprised of representatives from Information Services, Campus Facilities Management, Police, and Student Affairs. During this project, the subcommittee worked with Tech Electronics to install new security alarm systems in multiple Volker and Health Sciences buildings. This project closed Fall 2024.

436 – IS Website navigation

This project migrated the content from the existing IS website into the Cascade platform. This work required personnel from all IS teams to consult their department's page information, find or create usable images, conduct a team review, and perform a successful launch of the site. This project closed February 2024.

452 – Kuali Build Implementation

Kuali provides no-code online forms and workflow automation solutions designed to meet the unique challenges of higher education. At UMKC, this software moves paper processes to electronic forms, reengineering many of our Registrar, Enrollment Management, and other processes. For this project, the project team created a Leave of Absence Kuali form to use for undergraduate students. This project closed February 2024.

456 – Census Internal Snapshot

This project created a companion set of student groups/scholarships/programs to the census so UMKC (more specifically, Institutional Research) could do outcomes analytics with a defined population. This project included Institutional Research, Registrar, Information Services, and Enrollment Management. This part of the project closed October 2023. This project also started a Phase 2 to backfill the table with student groups/scholarships/programs and validate data. However, the second phase was paused, and the overall project was closed in April 2024.

460 – PAC Fund Module with Paciolan

Paciolan is a one-stop shop for ticketing, fundraising, marketing solutions, and customer engagement. This project implemented the PAC Fund module with Paciolan. The project team included Kansas City Athletics, Information Services, Cashiers, and the UMKC Foundation. This project closed April 2024.

466 – ARMS Software Implementation

Teamworks is a comprehensive compliance platform that enables institutions to monitor their athletics program with confidence and maintain institutional control. This project had four phases: Phase 1: Implement ARMS financial data software component; Phase 2: Implement ARMS academic data software component; Phase 3: Retain module migration to Teamworks Academics; and Phase 4: Set up SSO log-in. This project closed Summer 2024.

468 – SGS GEM Solution Implementation

This project's original scope included implementing the Cayuse Graduate Education Management (GEM) software. This project paused May-July 2024 and reopened with the new name of School of Graduate Studies (SGS) GEM Solution Implementation. The new scope of this project includes implementing a comprehensive SGS system that better monitors and communicates the graduate student experience. This project will move to Nathan Horn's team as of January 2025. The TMS Project Management section of the project closed in Fall 2024.

P473 – AC 2nd Floor Conference Room Refresh

This project is being managed by CFM to update paint and carpeting in the conference rooms on the 2nd floor. IS will need to uninstall and reinstall AV and networking equipment as CFM/Nabholz renovates the space. During this period, construction started in late December and was completed in late March.

P475 – Watchdog EX install

The Animal Lab would like to upgrade its monitoring system. During this review period, the software and hardware were reviewed, purchased, and CFM mounted the hardware on the wall. The company then came and installed the software and configured the unit. This project was completed and closed.

Individual Project Updates – Implementation Phase

P380 – Bloch Heritage Hall Renovation

This is a grant-funded project to completely renovate Bloch Heritage Hall. The IT/AV scope includes an upgrade of the network infrastructure, IT closet builds, and ILE technology updates to learning spaces. During this period, CTS completed the AV upgrades in rooms 109 and 115. CTS also finalized the scope for room 003, completed the installation of equipment, and conducted training. During the next period, IS will continue to make updates to 003 based on feedback from Bloch.

P439 – Newcomb Hall 3rd Floor Campus Facilities is remodeling the 3rd floor of NH, and IS will do the wiring and AV equipment. CFM completed the construction work. IS completed the wiring and ordered the equipment, installed and configured everything for phase 1. The rooms are currently being used, and we are waiting for the department to decide on phase 2 needs.

P441 – Infrastructure Upgrade

IS will be working with CFM to upgrade the infrastructure in Swinney, Grant, and PAC. During this period, IS worked with Athletics to identify and finalize new telecom closet spaces, buildout of new the telecom spaces was completed by CFM and IFS began rack build outs and new fiber pulls to each closet. During the next period, IFS will complete data cable pulls, fiber testing, network buildout and coordinate with Networking and Athletics to cutover the building to the new network.

P445 – MNL Huddle Spaces

The Miller Nichols Library (MNL) first-floor study rooms and huddle spaces have outdated equipment. They need updated monitors, tables, and/or other equipment (as determined) for the four “huddle” spaces on the first floor of MNL and in MNL Room 108A. The project scope includes consulting to determine equipment needs, pricing, and/or if additional power/networking is needed; purchasing and installing new items in MNL first-floor huddle spaces and in Room 108A. During June 2023, we finished

installation in 106A, 106F, 106G, 106H, and 108A. The last phase will be finalizing/troubleshooting the programming of spaces, with an early August/mid-August close date.

P450 – School of Medicine – St. Joseph

A new construction project is being run by CFM to build a satellite building for the School of Medicine in St. Joseph. There will be no scope from IS to design/install AV equipment for this building, but IS will oversee and provide feedback on the equipment that is designed for the space. IFS and Network will also oversee how the building and network/infrastructure are designed for the space. During this period, the scope for IFS and Networking was shared, and IS received estimate approvals and submitted equipment orders. During the next period, IFS and Network will complete the project scope and close out the project. The building is expected to be open prior to the Fall 2025 semester.

P454 – Miller Nichols Library IX Theatre

The library would like to upgrade the AV equipment in this room. During this review period, the equipment was ordered, installed and programmed. The project was completed, billed, and closed.

464 – Terra Dotta Implementation

Serving its more than 700 customers, Terra Dotta's Global Engagement Platform facilitates cross-cultural experiences for students, faculty, and staff in 85+ countries—improving the experience for more than one million travelers and virtual participants annually. This project implements the following Terra Dotta software modules: ISSS, Travel Registry, Agreements, Engage, and Dashboards. This project also updates the existing Study Abroad data feed, site builder, and SSO log-in features. The following teams are involved in this implementation: International Student Affairs Office, Study Abroad and Global Engagement, Information Services, and Institutional Research. This project will close in January 2025.

P465 – Miller Nichols Library 4th floor Remodel

The Library is remodeling the 4th floor, including 2 classrooms. IS is installing the AV gear in the classrooms and several other areas. During this review period, the CFM contractor started on the remodel work. IS has designed the spaces, and the equipment was ordered.

P471 – BEH Renovations

IS will be working in BEH (220, 330/331, 413, and Atrium) to upgrade AV. During this period, CTS will complete upgrades in 220, 413, and the Atrium. During the next period, CTS will coordinate scheduling for AV installation and complete the project.

472 – Canusia

Canusia is an industry leader in concurrent and dual enrollment management and creates an easy-to-use and custom digital toolbox. The High School College Partnership (HSCP) office spearheads this project, with the assistance of Admissions, Registrar, International Student Affairs Office (ISAO), Cashiers, Information Services, Institutional Research, and Enrollment Management. The project scope includes implementing the Canusia software (called myHSCP), using it for admissions and course enrollment, and providing easy access to information for students, families, and teachers. This project will close in January 2025.

476 – CBORD Alarm Panels

This project is a part of the Building Security Committee and includes Information Services, Campus Facilities Management, and Student Affairs. The scope includes replacing all CBORD control boards in the 53 on-campus card access panels with new, supported models by the end of the calendar year 2027. Phase 1 is currently in progress and includes the purchase and installation of new control boards in (15) UMKC buildings with smaller CBORD panel systems. Phase 2 includes the purchase and installation of new control boards in (6) UMKC buildings with medium CBORD panel systems. Phase 3 is TBD, but will continue to include purchase and installation.

Individual Project Updates – Development Phase

P462 – Healthcare Delivery and Innovation Building

This is a new construction project managed by CFM for a new building to house a number of UMKC programs. There is no scope for IS to design/install AV equipment for this building, but IS will oversee and provide feedback on the equipment designed by contractors. IFS and Network will also oversee how the building and network/infrastructure are designed for the spaces and complete the buildout of the network. During this period, IS shared the project estimate and received project approval. During the next period, IS will monitor construction progress, track the project schedule, and continue to coordinate with the GC and CFM when needed. Equipment orders are expected to be submitted in early 2026.

P474 – Atterbury Student Success Center Remodel

CFM has begun designing for this remodel project. IS scope includes AV building-wide, Network Infrastructure, and outside and inside cable plant. This project includes a renovation of the Peirson Auditorium.

Individual Project Updates – On Hold

P420 – Law School Signage

This project is to add informational digital signage to the area just outside the law school offices. IS met with networking, CFM, and AV to determine options on where and how the screen should be mounted. This project was placed on hold while the Law School discussed other options for signage.

Project Management - Other/Programs

AD, O365, & GSuite Tracking

A project manager has been assigned to meet with UMKC's Information Services AD team to track work and issues related to Active Directory, Office 365, GSuite, account management, and security related to all of the above.

Enterprise Digital Accessibility Compliance (EDAC) Project

This project will ensure that the University of Missouri-Kansas City (UMKC) adheres to Web Content Accessibility Guidelines (WCAG) 2.1 Level AA, as stipulated by Americans with Disabilities Act (ADA) Title II regulations, effective April 2026. Areas of technology affected include websites, web and mobile applications, digital course content, and Library programs, whether internally developed or purchased. Public-facing content, as well as student and employee services, is subject to these regulations. The University of Missouri System (UM System) Digital Accessibility Committee has formed task forces at each UM System school. UMKC Task Force is divided into action teams to tackle primary content areas. This project is projected to close in Spring/Summer 2026.

Building Security Committee

The UMKC Building Security Committee is comprised of representatives from IT, Student Affairs, Police, and CFM focused on developing campus security standards, ensuring campus-wide involvement on security issues/requests, and developing recommendations to UMKC senior leadership on the same. During this review period, the team focused on projects centered around campus security cameras.

Foundation Services Program Management

A project manager has been assigned to assist with program management for the Foundation Services department. The PM meets regularly with the Foundation Services director to get updates on departmental projects, both formal and informal, and helps the Director track activities as needed.

Networking Program Management

A project manager has been assigned to assist the networking team in managing their projects and tasks. The PM meets weekly with the Network director to review the status of action items and track completion status for related efforts & tasks.