## COMMUNICATION AND COLLABORATION

### TELEPHONY/SKYPE FOR BUSINESS

#### 1H - FY22 (Jul - Dec 2021)

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| Task | Task Description | Overlap/Interdependency | Accountable Staff | Priority |
| NEC PBX to Skype for Business Telephony | With HCIS, Finish the migration from the NEC PBX service to Skype for Business service, provided by HCIS. | ITS-EI/HCIS | B. O'Meara | 1 |
| Efax Email-based Fax Solution | With, HCIS, define and rollout a service offering for Efax, a cloud-based fax solution to reduce/replace the need for traditional fax machines. Dependency: HCIS resource contention. | ITS-EI/HCIS | B. O'Meara |  |

#### 2H - FY22 (Jan - Jun 2022)

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| Task | Task Description | Overlap/Interdependency | Accountable Staff | Priority |
| Develop 2-5 year plan for Telephony | With HCIS, develop a 2-5 year plan for telephony | ITS-EI/HCIS | B. O'Meara, T. Scott, T. Evans |  |
| Skype for Business Automated Provisioning | With IAM, implement automated account provisioning for Orgs/Depts. | IAM | B. O'Meara |  |
| Explore Contact Center Solutions | This effort will identify gaps and explore alternatives to Clarity Connect. The goal is to determine if Clarity Connect will meet our needs, or if we need to implement alternate solutions. | ITS-EI/HCIS | B. O'Meara |  |
| Efax Email-based Fax Solution | With, HCIS, define and rollout a service offering for Efax, a cloud-based fax solution to reduce/replace the need for traditional fax machines. Dependency: HCIS resource contention. | ITS-EI/HCIS | B. O'Meara |  |
| Microsoft Teams Telephony Pilot | With HCIS, pilot MS Teams Telephony to provide input to long range planning. Dependent on Microsoft A5 licensing | HCIS | B. O’Meara |  |

#### 1H - FY23 (Jul - Dec 2022)

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| --- | --- | --- | --- | --- |
| Task | Task Description | Overlap/Interdependency | Accountable Staff | Priority |
| Explore Contact Center Solutions | This effort will identify gaps and explore alternatives to Clarity Connect. The goal is to determine if Clarity Connect will meet our needs, or if we need to implement alternate solutions. | ITS-EI/HCIS | B. O’Meara |  |
| Microsoft Teams Telephony PILOT | With HCIS, pilot MS Teams Telephony to provide input to long range planning. Dependent on Microsoft A5 licensing | HCIS | B. O’Meara |  |

#### 2H - FY23 (Jan - Jun 2023)

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| --- | --- | --- | --- | --- |
| Task | Task Description | Overlap/Interdependency | Accountable Staff | Priority |
| Microsoft Teams Telephony Rollout | If successful, migrate all SfB Telephony users to Teams Telephony {This project exdends through 1H - FY23} | HCIS | B. O’Meara |  |
| Skype for Business Shutdown | If telephony services are move to Teams, begin planning to shutdown Skype for Business service.  {This project exdends through 1H - FY23} | HCIS | B. O’Meara |  |

### EMAIL Service

#### 1H - FY22 (Jul - Dec 2021)

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| --- | --- | --- | --- | --- |
| Task | Task Description | Overlap/Interdependency | Accountable Staff | Priority |
| Require Email Routing to O365 | Implement requirement that all UI email alias' route to O365 and hawkID@uiowa.edu is primary address | ISPO, IAM | R. Lenger, ISPO,  IAM |  |
| Phase Out Outlook PST Files | PST files have become and outdated file format with potential for data corruption and loss. O365 provides large quotas and PSTs have often been stored on H: drives (which is unsupported and we are moving to phase out). Restrict ability for people to create new PST files. |  | R. Lenger, T. Wolf, ETS |  |

#### 2H - FY22 (Jan - Jun 2022)

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| --- | --- | --- | --- | --- |
| Task | Task Description | Overlap/Interdependency | Accountable Staff | Priority |
| Require Email Routing to O365 | Implement requirement that all UI email alias' route to O365 and hawkID@uiowa.edu is primary address | ISPO, IAM | R. Lenger, ISPO,  IAM |  |
| Restrict Ability to Forward Email from 0365 to Another Account | Implement ability to prevent select users from automatically forwarding their email from O365 to another account (e.g. Gmail). | IAM | R. Lenger, IAM |  |
| Phase Out Outlook PST Files | PST files have become and outdated file format with potential for data corruption and loss. O365 provides large quotas and PSTs have often been stored on H: drives (which is unsupported and we are moving to phase out). Restrict ability for people to create new PST files. |  | R. Lenger, T. Wolf, ETS |  |
| Modern Auth – Migrate ~5,000 daily ActiveSync/POP/IMAP Users | We have ~5,000 daily mobile ActiveSync/POP/IMAP users that are using basic authentication to connect to O365 and must be converted to Modern Authentication. | IAM, HCIS | R. Lenger, ETS | 1 |
| Enable Modern Authentication in Office 365 and Require full Two-Factor Authentication | Once Healthcare email is migrated to the Iowa domain, enabling modern authentication will then allow us to enable full two-factor authentication across all email clients. Dependency: All Healthcare email accounts using Iowa domain for authentication. {Enabling full two-factor for all email clients could extend beyond Dec 2022} | IAM, ISPO, HCIS | R. Lenger, T. Scott | 1 |
| Develop Plan/Strategy for SPF, DKIM and DMARC | Develop a strategy for SPF, DKIM and DMARC and a plan to accomplish goals. | ISPO, IAM, HCIS | R. Lenger, T. Scott, ISPO |  |
| Explore Data Loss Prevention (DLP) for 0365 | Work with ISPO to explore DLP requirements and solutions for Office 365 (Exchange, SharePoint, Teams, etc.) | ISPO, IAM, HCIS | T. Scott, R. Lenger, ISPO |  |

#### 1H - FY23 (Jul - Dec 2022)

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| --- | --- | --- | --- | --- |
| Task | Task Description | Overlap/Interdependency | Accountable Staff | Priority |
| Phase Out Outlook PST Files | PST files have become and outdated file format with potential for data corruption and loss. O365 provides large quotas and PSTs have often been stored on H: drives (which is unsupported and we are moving to phase out). Restrict ability for people to create new PST files. |  | R. Lenger, T. Wolf, ETS |  |
| Modern Auth – Migrate ~5,000 daily ActiveSync/POP/IMAP Users | We have ~5,000 daily mobile ActiveSync/POP/IMAP users that are using basic authentication to connect to O365 and must be converted to Modern Authentication. | IAM, HCIS | R. Lenger, ETS | 1 |
| Enable Modern Authentication in Office 365 and Require full Two-Factor Authentication | Once Healthcare email is migrated to the Iowa domain, enabling modern authentication will then allow us to enable full two-factor authentication across all email clients. Dependency: All Healthcare email accounts using Iowa domain for authentication. {Enabling full two-factor for all email clients could extend beyond Dec 2022} | IAM, ISPO, HCIS | R. Lenger, T. Scott | 1 |
| Disable Basic Auth | Disable basic auth for O365. Microsoft is set to disable basic auth in Oct. 2022 | IAM, HCIS | R. Lenger |  |
| Implement Plan for SPF, DKIM, DMARC | Identify resources and implement plan for SPF, DKIM and DMARC | ISPO, IAM, HCIS | R. Lenger |  |
| Explore Data Loss Prevention (DLP) for 0365 | Work with ISPO to explore DLP requirements and solutions for Office 365 (Exchange, SharePoint, Teams, etc.) | ISPO, IAM, HCIS | T. Scott, R. Lenger, ISPO |  |

#### 2H - FY23 (Jan - Jun 2023)

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| --- | --- | --- | --- | --- |
| Task | Task Description | Overlap/Interdependency | Accountable Staff | Priority |
| Evaluate having [hawkid@uiowa.edu](mailto:hawkid@uiowa.edu) as primary SMTP address | Explore moving to hawkid@uiowa.edu as primary SMTP address for some/all of UI email population. Dependent on Healthcare migrating to O365. | ISPO, IAM | R. Lenger, IAM |  |
| Implement Plan for SPF, DKIM, DMARC | Identify resources and implement plan for SPF, DKIM, DMARC | ISPO, IAM, HCIS | R. Lenger |  |

### HEALTHCARE EMAIL MIGRATION

#### 1H - FY22 (Jul - Dec 2021)

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| Task | Task Description | Overlap/Interdependency | Accountable Staff | Priority |
| Migrate Healthcare Users to 0365 and Skype for Business 2019 | With HCIS, move all remaining Healthcare users, shared accounts, conference room, etc. to O365 and Skype for Business 2019. | HCIS, IAM | T. Scott, HCIS | 1 |
| Continue to Define Email Service Populations | Office 365 has a number of different features and capabilities. As we move Healthcare onto O365, we will work to define specific populations (e.g. Healthcare, Faculty/Staff, Students) and the feature set and business rules that apply to each. | HCIS, IAM | T. Scott, R. Lenger |  |

#### 2H - FY22 (Jan - Jun 2022)

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| --- | --- | --- | --- | --- |
| Task | Task Description | Overlap/Interdependency | Accountable Staff | Priority |
| Migrate Healthcare Users to 0365 and Skype for Business 2019 | With HCIS, move all remaining Healthcare users, shared accounts, conference room, etc. to O365 and Skype for Business 2019. | HCIS, IAM | T. Scott, HCIS | 1 |
| Continue to Define Email Service Populations | Office 365 has a number of different features and capabilities. As we move Healthcare onto O365, we will work to define specific populations (e.g. Healthcare, Faculty/Staff, Students) and the feature set and business rules that apply to each. | HCIS, IAM | T. Scott, R. Lenger |  |

#### 1H - FY23 (Jul - Dec 2022)

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| --- | --- | --- | --- | --- |
| Task | Task Description | Overlap/Interdependency | Accountable Staff | Priority |
| Migrate Healthcare Users to 0365 and Skype for Business 2019 | With HCIS, move all remaining Healthcare users, shared accounts, conference room, etc. to O365 and Skype for Business 2019. | HCIS, IAM | T. Scott, HCIS | 1 |

### collaboration tools/video

#### 1H - FY22 (Jul - Dec 2021)

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| Task | Task Description | Overlap/Interdependency | Accountable Staff | Priority |
| Rollout Microsoft Teams as Enterprise Service | Microsoft Teams was called into emergency service due to pandemic. It has been well received where it is used. This effort will roll it out officially as a service with training, marketing, documented support, etc. |  | R. Lenger, IT Trainer |  |
| Hybrid Meeting Solutions | Continue to explore and evaluate options for hybrid meetings (some people onsite in conference room, some online), and determine if there are any solutions we want to pursue. |  | R. Lenger, T. Scott |  |
| Continue Monitoring Virtual Whiteboarding Solutions | As remote work has increased, the need for effective virtual whiteboard solutions has increased. Miro is currently being tested and Microsoft has announced signficant enhancements coming to their whiteboard solution that is part of Office 365. This effort will continue to monitor and make recommendations as appropriate. | OTLT | R. Lenger, T. Scott |  |

#### 2H - FY22 (Jan - Jun 2022)

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| --- | --- | --- | --- | --- |
| Task | Task Description | Overlap/Interdependency | Accountable Staff | Priority |
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| Hybrid Meeting Solutions | Continue to explore and evaluate options for hybrid meetings (some people onsite in conference room, some online), and determine if there are any solutions we want to pursue. |  | R. Lenger, T. Scott |  |
| Continue Monitoring Virtual Whiteboarding Solutions | As remote work has increased, the need for effective virtual whiteboard solutions has increased. Miro is currently being tested and Microsoft has announced signficant enhancements coming to their whiteboard solution that is part of Office 365. This effort will continue to monitor and make recommendations as appropriate. | OTLT | R. Lenger, T. Scott |  |

#### 1H - FY23 (Jul - Dec 2022)

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| --- | --- | --- | --- | --- |
| Task | Task Description | Overlap/Interdependency | Accountable Staff | Priority |
| Develop and implement plan to migrate non-telephony services from Skype for Business to Teams | Microsoft's future direction for these servics is Teams, so we will migrate away from S4B and to Teams. |  | R. Lenger, B. O’Meara |  |

#### 2H - FY23 (Jan - Jun 2023)

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| --- | --- | --- | --- | --- |
| Task | Task Description | Overlap/Interdependency | Accountable Staff | Priority |
| Develop and implement plan to migrate non-telephony services from Skype for Business to Teams | Microsoft's future direction for these servics is Teams, so we will migrate away from S4B and to Teams. |  | R. Lenger, B. O’Meara |  |

## help desk

### HELP DESK SERVICE

#### 2H - FY22 (Jan - Jul 2022)

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| Task | Task Description | Overlap/Interdependency | Accountable Staff | Priority |
| Explore Chat Bot Technologies | Chat Bots are being used more and more to provide self-service support to end users in IT. This effort will begin to formally explore Chat Bots for use in IT Support |  | T. Scott,  J. Matthews |  |
| Use Cherwell to Enhance our Customer Incident Surveys | After Cherwell is implemented, we will roll out their customer feedback tools to give us better information about the interaction and resolution. |  | J. Matthews,  J. Richardson |  |

#### 1H - FY23 (Jul - Dec 2022)

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| --- | --- | --- | --- | --- |
| Task | Task Description | Overlap/Interdependency | Accountable Staff | Priority |
| Explore Chat Bot Technologies | Chat Bots are being used more and more to provide self-service support to end users in IT. This effort will begin to formally explore Chat Bots for use in IT Support |  | T. Scott,  J. Matthews |  |

### itsm/Cherwell

#### 1H - FY22 (Jul - Dec 2021)

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| Task | Task Description | Overlap/Interdependency | Accountable Staff | Priority |
| Rollout Cherwell Portal to Campus Users | Cherwell provides a customer self-service portal that allows them to submit and track their incidents and requests. This effort will also enable customer notifications as part of the rollout. | HCIS | J. Richardson | 1 |
| Enable BioEngineering in Cherwell | Determine how a non-IT group should be brought onto Cherwell. This effort will help determine how to bring future groups onto Cherwell. | HCIS | J. Richardson |  |
| Enable UI Service Center in Cherwell | Move the UI Service Center from Service Manager to Cherwell. | HCIS | J. Richardson |  |
| Complete Service Description for Broadly Used Key Services | Complete service description documents for key services. These documents will define the services, business rules, technical configurations, support structure, finances, dependencies and more. | All ITS | T. Scott |  |

#### 2H - FY22 (Jan - Jun 2022)

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| --- | --- | --- | --- | --- |
| Task | Task Description | Overlap/Interdependency | Accountable Staff | Priority |
| Rollout Cherwell Portal to Campus Users | Cherwell provides a customer self-service portal that allows them to submit and track their incidents and requests. This effort will also enable customer notifications as part of the rollout. | HCIS | J. Richardson | 1 |
| Enable BioEngineering in Cherwell | Determine how a non-IT group should be brought onto Cherwell. This effort will help determine how to bring future groups onto Cherwell. | HCIS | J. Richardson |  |
| Enable UI Service Center in Cherwell | Move the UI Service Center from Service Manager to Cherwell. | HCIS | J. Richardson |  |
| Complete Service Description for Broadly Used Key Services | Complete service description documents for key services. These documents will define the services, business rules, technical configurations, support structure, finances, dependencies and more. | All ITS | T. Scott |  |
| Evaluate if ITIL training is Desired | HCIS has trained and implemented ITIL. This evaluation will determine if ITS/OneIT wants to implement more ITIL process, and if so what training would be needed. |  | T. Scott, S. Potter, J. Steil |  |

#### 1H - FY23 (Jul - Dec 2022)

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| --- | --- | --- | --- | --- |
| Task | Task Description | Overlap/Interdependency | Accountable Staff | Priority |
| Shutdown Service Manager | Once UI Service Center is off Service Manager, it will be fully shutdown. | HCIS | J. Richardson |  |
| Complete Service Description for Remaining Services | Complete service description documents for key services. These documents will define the services, business rules, technical configurations, support structure, finances, dependencies and more. | All ITS | T. Scott |  |

#### 2H - FY23 (Jan - Jun 2023)

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| --- | --- | --- | --- | --- |
| Task | Task Description | Overlap/Interdependency | Accountable Staff | Priority |
| Complete Service Description for Remaining Services | Complete service description documents for key services. These documents will define the services, business rules, technical configurations, support structure, finances, dependencies and more. | All ITS | T. Scott |  |

## extended technical support

### asset management

#### 1H - FY22 (Jul - Dec 2021)

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| --- | --- | --- | --- | --- |
| Task | Task Description | Overlap/Interdependency | Accountable Staff | Priority |
| Asset Management Service Review | Complete a service review for asset management, identifying existing systems, determining requirements, etc. |  | S. Potter  J. Steil |  |

#### 2H - FY22 (Jan - Jun 2022)

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| Task | Task Description | Overlap/Interdependency | Accountable Staff | Priority |
| Evaluate if Cherwell can meet Asset Management Service Review Findings | Develop and implement plans to use Cherwell as the authoritative source for asset tracking and management |  | J. Richardson  S. Potter  J. Steil |  |

#### 1H - FY23 (Jul - Dec 2022)

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| --- | --- | --- | --- | --- |
| Task | Task Description | Overlap/Interdependency | Accountable Staff | Priority |
| Implement Cherwell for Asset Management (If viable) | Develop and implement plans to use Cherwell as the authoritative source for asset tracking and management |  | J. Richardson  S. Potter  J. Steil |  |

#### 2H - FY23 (Jan - Jun 2023)

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| --- | --- | --- | --- | --- |
| Task | Task Description | Overlap/Interdependency | Accountable Staff | Priority |
| Implement Cherwell for Asset Management (If viable) | Develop and implement plans to use Cherwell as the authoritative source for asset tracking and management |  | J. Richardson  S. Potter  J. Steil |  |

### windows 11

#### 2H - FY22 (Jan - Jun 2022)

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| Task | Task Description | Accountable Staff | Priority |
| Evaluate and Pilot Windows 11 | Evaluate Windows 11 potential benefits and ability to meet the needs of campus. | S. Potter  J. Steil  T. Wolf |  |

## Enterprise Client Management

### Azure Virtual desktop

#### 1H - FY22 (Jul - Dec 2021)

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| --- | --- | --- | --- | --- |
| Task | Task Description | Overlap/Interdependency | Accountable Staff | Priority |
| Complete Azure Virtual Desktop Pilot | Make recommendations for use cases and implementation. | ITS-EI, IAM | T. Wolf  T. Scott | 1 |

#### 2H - FY22 (Jan - Jun 2022)

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| --- | --- | --- | --- | --- |
| Task | Task Description | Overlap/Interdependency | Accountable Staff | Priority |
| Azure Virtual Desktop Rollout | If decision is made to rollout Azure Virtual Desktop as a service, get infrastructure ready for production and build production service. | ITS-EI, IAM | T. Wolf  EI |  |
| Evaluate Windows 365 | Windows 365 is a new service from Microsoft. It leverages the Azure Virtual Desktop technology, but delivers VMs in a fixed cost per month structure | ITS-EI, IAM | T. Wolf  T. Scott |  |

#### 1H - FY23 (Jul - Dec 2022)

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| --- | --- | --- | --- | --- |
| Task | Task Description | Overlap/Interdependency | Accountable Staff | Priority |
| Azure Virtual Desktop Rollout | If decision is made to rollout Azure Virtual Desktop as a service, get infrastructure ready for production and build production service. | ITS-EI, IAM | T. Wolf  EI |  |

### Device Management

#### 1H - FY22 (Jul - Dec 2021)

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| --- | --- | --- | --- | --- |
| Task | Task Description | Overlap/Interdependency | Accountable Staff | Priority |
| Rollout Microsoft Endpoint Configuration Management (i.e. Intune) to Campus | Rollout Intune broadly to campus computers in a co-management configuration along with SCCM. |  | T. Wolf |  |
| Test and Evaluate Microsoft Intune Autopilot | This effort will test and evaluate the Autopilot capabilities to image, reimage and reset devices, even those remote. |  | T. Wolf  ETS |  |
| Testing of Additional Security for Windows Workstations | Begin testing and evaluation of additional security measures for workstations (e.g. Windows Credential Guard, Windows Device Guard, etc.). |  | T. Wolf  ISPO |  |

#### 2H - FY22 (Jan - Jun 2022)

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Task | Task Description | Overlap/Interdependency | Accountable Staff | Priority |
| Rollout Microsoft Endpoint Configuration Management (i.e. Intune) to Campus | Rollout Intune broadly to campus computers in a co-management configuration along with SCCM. |  | T. Wolf |  |
| Test and Evaluate Microsoft Intune Autopilot | This effort will test and evaluate the Autopilot capabilities to image, reimage and reset devices, even those remote. |  | T. Wolf  ETS |  |
| Testing of Additional Security for Windows Workstations | Begin testing and evaluation of additional security measures for workstations (e.g. Windows Credential Guard, Windows Device Guard, etc.). |  | T. Wolf  ISPO |  |
| Improve the Tools and Processes to Update Mac OS Devices | Evaluate tools and processes to allow for more streamlined updates on Mac OS devices |  | T. Wolf |  |
| Explore a “PatchMyPC” like solution for the Mac OS ecosystem | On Windows devices, the PatchMyPC service provides automatic updates for a number of software applications. This effort will look to identify a solution on the Mac OS side. |  | T. Wolf |  |
| Explore Data Loss Prevention (DLP) for Windows Clients | Work with ISPO to explore DLP requirements and solutions for Microsoft Windows |  | T. Scott  T. Wolf  ISPO |  |

#### 1H - FY23 (Jul - Dec 2022)

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| --- | --- | --- | --- | --- |
| Task | Task Description | Overlap/Interdependency | Accountable Staff | Priority |
| Evaluate and Create InTune Reports | Evaluate and rollout Intune reports reports showing client health, status, etc. |  | T. Wolf |  |
| Implement Microsoft Autopilot | Make Autopilot available as a standard production service to campus. |  | T. Wolf, ETS |  |
| Rollout Additional Security for Windows Workstations | Based on results of testing and evaulation, rollout additonal security measures to campus workstations. | ISPO, IAM | T. Wolf  ISPO |  |
| Test and Evaluate Microsoft InTune Ability to Manage Mac OS and IOS Devices | This effort will test and evaluate Intune capabilities to manage MacOS and iOS devices. |  | T. Wolf |  |
| Improve the Mac OS Login Experience | Identify potential solutions to improve the Mac OS/Active Directory login experience |  | T. Wolf |  |
| Explore a “PatchMyPC” like solution for the Mac OS ecosystem | On Windows devices, the PatchMyPC service provides automatic updates for a number of software applications. This effort will look to identify a solution on the Mac OS side. |  | T. Wolf |  |
| Explore Data Loss Prevention (DLP) for Windows Clients | Work with ISPO to explore DLP requirements and solutions for Microsoft Windows |  | T. Scott  T. Wolf  ISPO |  |
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#### 2H - FY23 (Jan - Jun 2023)

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| --- | --- | --- | --- | --- |
| Task | Task Description | Overlap/Interdependency | Accountable Staff | Priority |
| Implement Microsoft Autopilot | Make Autopilot available as a standard production service to campus. |  | T. Wolf, ETS |  |
| Rollout Additional Security for Windows Workstations | Based on results of testing and evaulation, rollout additonal security measures to campus workstations. | ISPO, IAM | T. Wolf  ISPO |  |
| Implement Mac OS and IOS Devices Mgmt Changes | Based on outcomes of evaluations, implement changes to management of MacOS and iOS devices. |  | T. Wolf |  |

### printing

#### 1H - FY23 (Jul - Dec 2022)

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| Task | Task Description | Overlap/Interdependency | Accountable Staff | Priority |
| Evaluate Microsoft Universal Print | Microsoft has rolled out a new cloud-based printing service that may provide some benefits to campus. |  | T. Wolf |  |
| Evaluate Expanding Web Print Services to Department Print Queues | A web-based print service is available today for students. This effort will evaluate this feature for faculty/staff and department printers. |  | T. Wolf |  |

## Software

### Microsoft agreement

#### 1H - FY22 (Jul - Dec 2021)

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| Task | Task Description | Overlap/Interdependency | Accountable Staff | Priority |
| Evaluate Microsoft A3 vs A5 License | Evaluate the potential benefits and additional cost between the Microsoft A3 and A5 license | HCIS, ISPO | T. Evans  T. Scott | 1 |

#### 2H - FY22 (Jan - Jun 2022)

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| --- | --- | --- | --- | --- |
| Task | Task Description | Overlap/Interdependency | Accountable Staff | Priority |
| Evaluate Microsoft A3 vs A5 License | Evaluate the potential benefits and additional cost between the Microsoft A3 and A5 license | HCIS, ISPO | T. Evans  T. Scott | 1 |
| Microsoft Renewal | The existing Microsoft campus agreement expires in August 2022. This effort will plan and prepare for the renewal of a 3+ year agreement. | HCIS | T. Evans  T. Scott |  |

#### 1H - FY23 (Jul - Dec 2022)

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| --- | --- | --- | --- | --- |
| Task | Task Description | Overlap/Interdependency | Accountable Staff | Priority |
| Microsoft Renewal | The existing Microsoft campus agreement expires in August 2022. This effort will plan and prepare for the renewal of a 3+ year agreement. | HCIS | T. Evans  T. Scott |  |

### Technology review process

#### 1H - FY22 (Jul - Dec 2021)

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| Task | Task Description | Overlap/Interdependency | Accountable Staff | Priority |
| Implement Improved Tech Review Process | Pilot is completed, need to move to production. | ISPO | T. Schmidt  T. Scott  J. Chaffee  K. Corey |  |

#### 2H - FY22 (Jan - Jun 2022)

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| --- | --- | --- | --- | --- |
| Task | Task Description | Overlap/Interdependency | Accountable Staff | Priority |
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## File storage

### personal file storage

#### 1H - FY22 (Jul - Dec 2021)

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| --- | --- | --- | --- | --- |
| Task | Task Description | Overlap/Interdependency | Accountable Staff | Priority |
| Rollout OneDrive to UI Owned and Managed Devices | Enable automatic login and access to OneDrive for all UI owned and managed computers |  | R. Lenger  L. Hafner  ECM |  |
| Phase Out Outlook PST Files | PST files have become and outdated file format with potential for data corruption and loss. O365 provides large quotas and PSTs have often been stored on H: drives (which is unsupported and we are moving to phase out). Restrict ability for people to create new PST files |  | R. Lenger  T. Wolf  ETS |  |

#### 2H - FY22 (Jan - Jun 2022)

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| --- | --- | --- | --- | --- |
| Task | Task Description | Overlap/Interdependency | Accountable Staff | Priority |
| Pilot and Rollout OneDrive Known Folder Move Feature | Known Folder Move (KFM) is a feature designed to protect user data. It automatically syncs data from Desktop, Documents and Pictures folder to OneDrive. |  | R. Lenger  L. Hafner  ETS |  |
| Continue Efforts to Phase Out H: Drive | Our stated direction it to move away from the H: drive service. This will involve migrating H: Drive Data to OneDrive, elimnating PSTs from H: drive, developing plans for Access databases, adjusting provisioning rules, etc. | ITS-EI, IAM | R. Lenger  L. Hafner  ETS |  |
| Phase Out Outlook PST Files | PST files have become and outdated file format with potential for data corruption and loss. O365 provides large quotas and PSTs have often been stored on H: drives (which is unsupported and we are moving to phase out). Restrict ability for people to create new PST files |  | T. Wolf  R. Lenger  ETS |  |

#### 1H - FY23 (Jul - Dec 2022)

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| --- | --- | --- | --- | --- |
| Task | Task Description | Overlap/Interdependency | Accountable Staff | Priority |
| Pilot and Rollout OneDrive Known Folder Move Feature | Known Folder Move (KFM) is a feature designed to protect user data. It automatically syncs data from Desktop, Documents and Pictures folder to OneDrive. |  | R. Lenger  L. Hafner  ETS |  |
| Continue Efforts to Phase Out H: Drive | Our stated direction it to move away from the H: drive service. This will involve migrating H: Drive Data to OneDrive, elimnating PSTs from H: drive, developing plans for Access databases, adjusting provisioning rules, etc. | ITS-EI, IAM | R. Lenger  L. Hafner  ETS |  |
| Phase Out Outlook PST Files | PST files have become and outdated file format with potential for data corruption and loss. O365 provides large quotas and PSTs have often been stored on H: drives (which is unsupported and we are moving to phase out). Restrict ability for people to create new PST files |  | T. Wolf  R. Lenger  ETS |  |

#### 1H - FY22 (Jul - Dec 2021)

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| --- | --- | --- | --- | --- |
| Task | Task Description | Overlap/Interdependency | Accountable Staff | Priority |
| Continue Efforts to Phase Out H: Drive | Our stated direction it to move away from the H: drive service. This will involve migrating H: Drive Data to OneDrive, elimnating PSTs from H: drive, developing plans for Access databases, adjusting provisioning rules, etc. | ITS-EI, IAM | R. Lenger  L. Hafner  ETS |  |

## Security

### DUo

#### 1H - FY22 (Jul - Dec 2021)

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Task | Task Description | Overlap/Interdependency | Accountable Staff | Priority |
| Duo for all students, faculty, and staff | Finalize and implement business rules requiring all users (including students) to enroll in Duo. | IAM, ISPO | T. Scott  J. O’Konek | 1 |

#### 2H - FY22 (Jan - Jun 2022)

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Task | Task Description | Overlap/Interdependency | Accountable Staff | Priority |
| Duo for all students, faculty, and staff | Finalize and implement business rules requiring all users (including students) to enroll in Duo. | IAM, ISPO | T. Scott  J. O’Konek | 1 |

## it training

### office 365

#### 2H - FY22 (Jan - Jun 2022)

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Task | Task Description | Overlap/Interdependency | Accountable Staff | Priority |
| Develop Microsoft Teams Training Program | Develop and begin delivering Microsoft Teams training to campus. Training will consist of instructor-led classes, LinkedIn Learning and documentation (e.g. quick start guides, etc.) |  | IT Trainer |  |
| Develop OneDrive for Business Training Program | Develop and begin delivering OneDrive for Business training to campus. Training will consist of instructor-led classes, LinkedIn Learning and documentation (e.g. quick start guides, etc.) |  | IT Trainer |  |

#### 1H - FY23 (Jul - Dec 2022)

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Task | Task Description | Overlap/Interdependency | Accountable Staff | Priority |
| Develop Microsoft Teams Training Program | Develop and begin delivering Microsoft Teams training to campus. Training will consist of instructor-led classes, LinkedIn Learning and documentation (e.g. quick start guides, etc.) |  | IT Trainer |  |
| Develop OneDrive for Business Training Program | Develop and begin delivering OneDrive for Business training to campus. Training will consist of instructor-led classes, LinkedIn Learning and documentation (e.g. quick start guides, etc.) |  | IT Trainer |  |

## Marketing and its web site

### targeted email marketing service

#### 1H - FY22 (Jul - Dec 2021)

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| --- | --- | --- | --- | --- |
| Task | Task Description | Overlap/Interdependency | Accountable Staff | Priority |
| Rollout Marketing Service Using Direct Targeted Emails | This service would use data/triggers to determine what services users may be interested in, then send them targeted emails about those services. For example a newly enrolled student, user signs into a service for the first time, student signs up for a specific class. |  | A. Coon  T. Scott |  |

#### 2H - FY22 (Jan - Jun 2022)

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Task | Task Description | Overlap/Interdependency | Accountable Staff | Priority |
| Rollout Marketing Service Using Direct Targeted Emails | This service would use data/triggers to determine what services users may be interested in, then send them targeted emails about those services. For example a newly enrolled student, user signs into a service for the first time, student signs up for a specific class. |  | A. Coon  T. Scott |  |

### iTS Web site

#### 1H - FY22 (Jul - Dec 2021)

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| --- | --- | --- | --- | --- |
| Task | Task Description | Overlap/Interdependency | Accountable Staff | Priority |
| Redesign and Update the Audience Pages on the ITS Web Site | This effort will redesign and update the content of the student, faculty, staff, etc. web pages | OSC Web Team | A. Coon |  |

#### 2H - FY22 (Jan - Jun 2022)

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| --- | --- | --- | --- | --- |
| Task | Task Description | Overlap/Interdependency | Accountable Staff | Priority |
| Conduct an Inventory of the ITS Web Site | Perform an inventory audit of all pages and content currently on the ITS Web Site. Identify page to be removed, updated, etc | OSC Web Team | A. Coon | 1 |
| Redesign and Update the Audience Pages on the ITS Web Site | This effort will redesign and update the content of the student, faculty, staff, etc. web pages | OSC Web Team | A. Coon |  |
| Conduct a Service Review of the IT Service Alerts Service | Perform a service review of the current IT Service Alerts service to determine what is working, what isn't and how it could be improved. | OSC Web Team | J. Matthews  A. Coon |  |

#### 1H - FY23 (Jul - Dec 2022)

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| --- | --- | --- | --- | --- |
| Task | Task Description | Overlap/Interdependency | Accountable Staff | Priority |
| Implement a Plan to Move ITS Web Site to the Site Now v3 Service | The ITS Web Site is on the original version of the Drupal service and needs to move to Drupal 9. This will be a complex and potentially manual process. | OSC Web Team | A. Coon | 1 |

#### 2H - FY23 (Jan - Jun 2023)

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Task | Task Description | Overlap/Interdependency | Accountable Staff | Priority |
| Develop and Implement a Plan to Move ITS Web Site to the Site Now v3 Service | The ITS Web Site is on the original version of the Drupal service and needs to move to Drupal 9. This will be a complex and potentially manual process. | OSC Web Team | A. Coon | 1 |

## Application focused efforts

### Leadership/organizational

#### 1H - FY22 (Jul - Dec 2021)

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Task | Task Description | Overlap/Interdependency | Accountable Staff | Priority |
| Replace Leadership Roles and Implement Org Changes | One of the co-leads of this group accepted a job outside UI, the other plans to retire. This effort will implement light org changes and new leadership roles to get through this transition. |  | T. Evans | 1 |

### Ecommerce/PCI

#### 1H - FY22 (Jul - Dec 2021)

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| --- | --- | --- | --- | --- |
| Task | Task Description | Overlap/Interdependency | Accountable Staff | Priority |
| Support Treasury Operations in Rolling out a Purchased Ecommerce Platform for Campus | An RFP has been issued. The workload is unknown at this point. | Treasury | H. Gladden | 2 |

### Calendar combiner

#### 1H - FY22 (Jul - Dec 2021)

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Task | Task Description | Overlap/Interdependency | Accountable Staff | Priority |
| Update Calendar Combiner | Calendar Combiner will add in LIVE updates feature, so changes in courses appear right away. |  | H. Gladden |  |