

General IT Services Roadmap, July 2021

Strategy	Activity Description	1H - FY22 (Jul - Dec 2021)	2H - FY22 (Jan - Jun 2022)	1H - FY23 (Jul - Dec 2022)	2H - FY23 (Jan - Jun 2023)	overlap or interdependency with other council domain	"Priority: Level 1: high priority; high commitment Level 2: subject to longer timeframe if constraints increase/shift"		
Communication and Collaboration	Telephony/Skype for Business	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. (B. O'Meara)				ITS- EI, HCIS	Level 1		
			Develop 2-5 year plan for Telephony: With HCIS, develop a 2-5 year plan for telephony. (B. O'Meara, T. Scott, T. Evans)			ITS- EI, HCIS			
			Skype for Business Automated Provisioning: With IAM, implement automated account provisioning for Orgs/Depts. (B. O'Meara, IAM)			IAM			
			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. (B. O'Meara)			ITS- EI, HCIS			
			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. (B. O'Meara)			ITS- EI, HCIS			
			Microsoft Teams Telephony PILOT: With HCIS, pilot MS Teams Telephony to provide input to long range planning. Dependent on Microsoft A5 licensing (B. O'Meara)			Microsoft Teams Telephony Rollout: If successful, migrate all SFB Telephony users to Teams Telephony (B. O'Meara) (This project extends through 1H - FY23)	HCIS		
						Skype for Business Shutdown: If telephony services are moved to Teams, begin planning to shutdown Skype for Business service. (B. O'Meara) (This project extends through 1H - FY23)	HCIS		
	Email Service		Require Email Routing to O365: Implement requirement that all UI email aliases route to O365. Forwarding will still be available through O365. (R. Lenger, ISPO, IAM)				ISPO, IAM		
				Restrict Ability to Forward Email from O365 to Another Account: Implement ability to prevent select users from automatically forwarding their email from O365 to another account (e.g. Gmail). (R. Lenger, IAM)			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			Phase Out Outlook PST Files: PST files have become and outdated file format with potential for data corruption and loss.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. (R. Lenger, ETS)			IAM, HCIS	Level 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. (R. Lenger, T. Scott) (Enabling full two-factor for all email clients could extend beyond Dec 2022)			IAM, ISPO, HCIS	Level 1	
					Disable Basic Auth: Disable basic auth for O365. Microsoft is set to disable basic auth in Oct. 2022 (R. Lenger)			IAM, HCIS	
				Develop Plan/Strategy for SPF, DKIM and DMARC: Develop a strategy for SPF, DKIM and DMARC and a plan to accomplish goals. (Lenger, T. Scott, ISPO)	Implement Plan for SPF, DKIM and DMARC: Identify resources and implement plan for SPF, DKIM and DMARC. (R. Lenger)			ISPO, IAM, HCIS	
				Explore Data Loss Prevention (DLP) for O365: Work with ISPO to explore DLP requirements and solutions for Office 365 (Exchange, SharePoint, Teams, etc.) (T. Scott, R. Lenger, ISPO)			ISPO, IAM, HCIS		
	Healthcare Email Migration		Migrate HealthCare Users to O365 and Skype for Business 2019: With HCIS, move all remaining Healthcare users, shared accounts, conference room, etc. to O365 and Skype for Business 2019. (T. Scott, HCIS)				HCIS, IAM	Level 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. (R. Lenger, T. Scott)				HCIS, IAM		
	Collaboration Tools/Video		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)						
					Develop and implement plan to migrate non-telephony services from Skype for Business to Teams: Microsoft's future direction for these services is Teams, so we will migrate away from S4B and to Teams. (R. Lenger, B. O'meara)				
			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. (T. Scott, R. Lenger)						
			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 significant enhancements coming to their whiteboard solution that is part of Office 365. This effort will continue to monitor and make recommendations as appropriate. (T. Scott, R. Lenger)				OTLT		
	Help Desk	Help Desk Service		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 Self-service portal is rolled, we will implement customer feedback tools to give us better information about the interaction and resolution. Dependency: rollout of Cherwell Self-Service Portal (J. Matthews, J. Richardson)			HCIS		
	IT Service Management	Cherwell	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. (J. Richardson)				HCIS	Level 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. (J. Richardson, HCIS)						HCIS			
Enable UI Service Center in Cherwell: Move the UI Service Center from Service Manager to Cherwell. (J. Richardson)					Shutdown Service Manager: Once UI Service Center is off Service Manager, it will be fully shutdown. (J. Richardson)	HCIS			
ITSM		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. (T. Scott)	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. (T. Scott)			All ITS			
		Evaluate if ITIL training is Desired: HCIS has trained and implemented ITIL. This evaluation will determine if ITS/Onet wants to implement more ITIL process, and if so what training would be needed. (T. Scott, ITS Leadership)							

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Extended Technical Support	Asset Management	<b>Asset Management Service Review:</b> Complete a service review for asset management, identifying existing systems, determining requirements, etc. (S. Potter, J. Steil)	<b>Evaluate if Cherwell can meet Asset Management Service Review Findings:</b> Develop and implement plans to use Cherwell as the authoritative source for asset tracking and management (J. Richardson, S. Potter, J. Steil)	<b>Implement Cherwell for Asset Management (If viable):</b> Develop and implement plans to use Cherwell as the authoritative source for asset tracking and management (J. Richardson, S. Potter, J. Steil)			
	Windows 11		<b>Evaluate and Pilot Windows 11:</b> Evaluate Windows 11 potential benefits and ability to meet the needs of campus. (T. Wolf, S. Potter, J. Steil)				

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Enterprise Client Management	Azure Virtual Desktop	Complete Azure Virtual Desktop Pilot: Make recommendations for use cases and implementation. (T. Wolf, T.Scott)	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. (T. Wolf, E)			ITS-EI, IAM	Level 1	
			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. (T. Wolf, T.Scott)			ITS-EI, IAM		
	Device Management	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)		Evaluate and Create Intune Reports: Evaluate and rollout Intune reports showing client health, status, etc. (T. Wolf)				
		Test and Evaluate Microsoft Intune Autopilot: This effort will test and evaluate the Autopilot capabilities to image, reimagine and reset devices, even those remote. (T. Wolf, ETS)		Implement Microsoft Autopilot: Make Autopilot available as a standard production service to campus. (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)		Rollout Additional Security for Windows Workstations: Based on results of testing and evaluation, rollout additional security measures to campus workstations. (T. Wolf, ISPO)			ISPO, IAM	
			Test and Evaluate Microsoft Intune Ability to Manage MacOS and IOS Devices: This effort will test and evaluate Intune capabilities to manage MacOS and IOS devices. (T. Wolf)	Implement MacOS and IOS Devices Mgmt Changes: Based on outcomes of evaluations, implement changes to management of MacOS and IOS devices. (T. Wolf)				
			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)	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)				ISPO, IAM, HCIS	
	Printing			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 Service 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	Evaluate Microsoft A3 vs A5 License: Evaluate the potential benefits and additional cost between the Microsoft A3 and A5 license. (T. Scott, T. Evans)	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. (T. Scott, T. Evans)			HCIS, ISPO	Level 1	
	Technology Review Process	Implement Improved Tech Review Process: Pilot is completed, need to move to production. (T. Scott, J. Chaffee, K. Corey, T. Schmidt)				ISPO		
File Storage	Personal File Storage	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)	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 is to move away from the H: drive service. This will involve migrating H: Drive Data to OneDrive, eliminating PSTs from H: drive, developing plans for Access databases, adjusting provisioning rules, etc. (R. Lenger, L. Hafner, ETS)			ITS-EI, IAM		
		Phase Out Outlook PST Files: PST files have become an 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)						
Security	Duo	Duo for all students, faculty and staff: Finalize and implement business rules requiring all users (including students) to enroll in Duo. (T.Scott, J. O'konek)				IAM, ISPO	Level 1	
IT Training	Office 365		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	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	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. (A. Coon)	Develop and Implement a Plan to Move ITS Web Site to the SiteNow 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. (A. Coon) <b>(This project extends through 1H - FY23)</b>			OSC Web Team	Level 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. (A. Coon)				OSC Web Team		
	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. (A. Coon, J. Matthews)					OSC Web Team		

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Web Focused Efforts	Campus Drupal Service					These Projects are now OSC projects, no longer in ITS.	
Application Focused Efforts	Leadership / Organizational	<b>Replace Leadership Roles and Implement Org Changes:</b> 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)					Level 1
	Ecommerce / PCI	<b>Support Treasury Operations in Rolling Out a Purchased Ecommerce Platform for Campus:</b> An RFP has been issued. The workload is unknown at this point. (H. Gladden)				Treasury	Level 2
	Calendar Combiner	<b>Update Calendar Combiner:</b> Calendar Combiner will add in LIVE updates feature, so changes in courses appear right away. (H. Gladden)					Level 1