

General IT Services Roadmap, October 2017

Communication and Collaboration

	Activity Description	1H - FY18 (Jul - Dec 2017)	2H - FY18 (Jan - Jun 2018)	1H - FY19 (Jul - Dec 2018)	2H - FY19 (Jan - Jun 2019)	Beyond	Overlaps/notes
Communications and Collaboration	Skype for Business Telephony	Skype for Business - Phase 1: Continue to build out feature set, define full service. Migration of early adopters, and those departments impacted by new building, construction, etc. (R. Lenger)	Skype for Business - Phase 2: Continue migration of early adopters; migration of departments whose business requirements meet the Skype feature set. (R. Lenger)	Skype for Business - Phase 3: Continued migration of departments to Skype for Business Telephony. (R. Lenger)	Skype for Business - Phase 4: Continued migration of departments to Skype for Business Telephony. (R. Lenger)		
		Email-based Fax Solution: Rollout a service offering for a cloud-based fax solution to reduce/replace the need for traditional fax machines. (R. Lenger)					
	Email Routing and Protection	Migration to Exchange On-Line Protection: Migrate from Sophos anti-spam/anti-virus (on-premise) to Exchange On-line Migration (cloud). Implement changes to ns-mx so that Sophos can be retired (R. Lenger)					
		Email Hygiene Evaluation Evaluate solutions for "advanced" email hygiene solutions to better protect against phishing/malware/etc. (R. Lenger, Security)		Email Hygiene Implementation: Implement advanced email hygiene solution. (R. Lenger, Security)			Security?
	Mass Mail	Mass Mail: Implement improvements to mass mail including automating approvals (workflow), using Dispatch as engine (provides HTML email, metrics, etc.) and other user interface/process enhancements (R. Lenger, E. Hill)					
	Office 365	Automatic Provisioning for O365 Accounts: Today all O365 accounts must still be manually requested. This effort will implement the automatic provisioning of O365 accounts for students, faculty and staff. (R. Lenger, J. O'konek)					
				Explore Two-Factor Authentication for Office 365: Identify options for providing two-factor authentication for Office 365 accounts, explore technical considerations, impact on clients (mobile/desktop) and overall user experience (R. Lenger, Security)			Security
		Exchange Public Folder: Transition campus away from on-prem Public Folders to Office 365 solutions (R. Lenger)					
	Microsoft Teams	Microsoft Teams: Microsoft Teams is a new application available in Office 365. It is similar in many ways to Slack. This effort will make it widely available across campus. (R. Lenger)					
	Yammer			Rollout Yammer: Yammer is another Microsoft collaboration tool available as part of Office 365. It is being used by a small population on campus, but is not widely available at this time. This effort will evaluate the feature set and determine if it should be rolled out to campus. (R. Lenger)			

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	Microsoft Office	Microsoft Office Planning: Microsoft has announced that in order to connect to Office 365 as of October, 2020 will require either Office 365 ProPlus (the version of Office installed through O365) or a version of Microsoft Office in mainstream support. As of October, 2020 - Office 2016 (current version) will no longer be in mainstream support. (R. Lenger, T. Wolf)					
		Microsoft Office Migration: Migrate campus to Microsoft Office ProPlus and/or Microsoft Office 201X (the version after 2016) - must be done by October 2020 (R. Lenger, T. Wolf)					
	Hawk Alert/Rave	Hawk Alert Infrastructure: Change Hawk Alert process/infrastructure so that Hawk Alerts are created in Rave and then appear on http://e.uiowa.edu . Effort will also move e.uiowa.edu to the cloud to improve scalability and reliability. (R. Lenger, J. O'konek, M. Ahrens)					
	SharePoint	Sharepoint Online Migration: Migrate from on-premise SharePoint 2013 to SharePoint Online. On-premise SharePoint Business Intelligence (BI) solutions will remain on-premise. (D. Dirks)					
	Google	Google at uiowa.edu: Investigate ability to deliver Google service (Gsuite, Gdrive, Hangouts, etc.) at uiowa.edu domain (T.Scott)					All
	Qualtrics	Qualtrics Survey Tool: Current license expires in June 2018. Company is looking to significantly increase price while offering additional solutions. Effort it to evaluate the value of additional solutions, identify additional funding, or possibly move in a different direction. (R. Lenger)					

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End User Support							
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Help Desk	Service Desk Creation		Service Desk Branding: As part of OneIT End User Support, the ITS Help Desk will transition to the OneIT Service Desk (J. Matthews, A. Coon)				
	Help Desk Service	End User Support Service Level Agreement (SLA): Development of an SLA defining the services offered from the Help Desk, Desktop Support and Device Management (J. Matthews)					
			IT Support Tool: Develop and rollout a tool that provides the ability to quickly identify who someone's IT support person is. (J. Matthews, S. Potter)				
	Reports/Metrics	Customer Incident Surveys: After a customer contacts the Help Desk and/or Desktop support, they will receive a survey to provide feedback about the interaction and resolution. (J. Matthews)					
	Support Channels	Help Desk location in Pharmacy: As part of OneIT End User Support, the Help Desk location in Pharmacy is being transitions to the ITS Help Desk (J. Matthews, G. Schwartz)					

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Desktop	Desktop Support Service	End User Support Service Level Agreement (SLA): Development of an SLA defining the services offered from the Help Desk, Desktop Support and Device Management (J. Matthews)						
		ETS Support Channels: Inventory the various support channels used by faculty/staff to request support across campus (e.g. email addresses, phone numbers, web pages, etc.) (S. Potter)						
			IT Support Tool: Develop and rollout a tool that provides the ability to quickly identify who someone's IT support person is. (J. Matthews, S. Potter)					
		Device Support Lifecycle Best Practices: Document best practices and checklists for all aspects of the Device Support Lifecycle (e.g. purchasing, imaging, printing, surplus, etc.) (S. Potter, J. Steil)						
	OneIT EUS	OneIT End User Support: Complete implementation of OneIT End User Support project to move all desktop support staff to ITS (T. Scott)						
	Inventory Management	(OneIT) Centralized Hardware/Software Inventory Tracking System: Select and implement an inventory solution that will be used campus-wide for "typical" IT assets including computers, printers, monitors, etc. (T. Scott)						
	Windows 10	Windows 10: Migrate campus from Windows 7/8 to Windows 10 (Windows 7 support ends Jan. 14 2020) (S. Potter, J. Steil, T. Wolf)						
	Purchasing	Computer/Device Purchases: Develop and document standard purchasing processes and standards for purchasing typical IT equipment (e.g. computers, printers, monitors, etc.) (S. Potter, J. Steil)	Computer/Device Purchase: Continue to standardize/streamline purchasing process(es) across campus as the OneIT End User Support project is implemented (S. Potter, J. Steil)					Security?
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Enterprise Client Management	Power Savings	(OneIT) Implement Desktop Power Management: Review and adjust (as needed) power management policies available for computers and rollout to more computers on campus. (T. Wolf)					
	Device Management	OneIT Windows Management Service: Develop and document a standard/centralized Windows Device Management Service for campus. (T. Wolf)	OneIT Windows Management Service: Rollout new Windows Management Service to each college/department; making adjustments as needed. (T. Wolf)				
		PXE/Netboot Service: Replace existing Mac Mini computers in CLAS with central PXE/Netboot service. In addition, make service available to additional subnets across campus. (T. Wolf)					
		OneIT Central Casper Service: Migrate existing Macintosh and iOS Devices to the new OneIT Casper Service. (T. Wolf)		Casper/Jamf Pro v.Next: Evaluate the next version of Casper (renamed to Jamf Pro) including a new cloud-based version (T. Wolf)			
			Secunia CSI Patch Management: Evaluate the value proposition of using a service like Secunia to provide updated packages for common software packages. (T. Wolf)	Secunia CSI Patch Management: If evaluation is successful, implement service to augment existing packaging efforts. (T. Wolf)			
		End User Support Service Level Agreement (SLA): Development of an SLA defining the services offered from the Help Desk, Desktop Support and Device Management (J. Matthews)					
	Password Management	Passwordstate: Evaluate local admin password management solution to increase the management and auditing of local administrator passwords. (T. Wolf)	Passwordstate: Rollout local admin password management service to provide better management and control of local administrative passwords. (T. Wolf)				
			Passwordstate: Rollout shared password management service to allow groups to better manage service and admin passwords that are shared across workgroup members. (T. Wolf)				
	Learning Spaces	Computer Testing Images: Explore better tools/processes to delivers computer images that meet the uique needs and demands of computer testing. (T. Wolf)					
		LST 2.0 Exploration: Effort to explore alternative to how the current software load is delivered to ITCs and Classroom computers. Goal is to simplify technology, increase flexibility, and reduce time needed to deploy each fall. (T. Wolf)			LST 2.0 Implementing: Implement changes to how software is delivered to ITCs and Classroom computers. (T. Wolf)		
Reports/Metrics	Software Metering and Asset Intelligence: Investigate feasibility and usefulness of implementing a solution to track the usage of various software titles across campus. Typical use case would be to understand usage better in order to match with licensing. (T. Wolf)			Software Metering and Asset Intelligence: Rollout software metering across campus is determination is made that this provide value. (T. Wolf)			

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Software and Cloud-based Applications							
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Software Licensing	Microsoft Agreement	Microsoft Agreement: Renew year 3 of 3. All pricing is already determined based on the current contract. (T. Schmidt)	Microsoft Agreement: Prepare for the negotiation of a new Microsoft Agreement by reviewing current usage of Microsoft products and service on campus as well as new programs/solutions available from Microsoft. (T. Scott, T. Schmidt)				
	Adobe Agreement	Adobe Agreement: Negotiate a new Adobe agreement to best meet the needs of campus. (T. Scott, T. Evans)					
	Technology Review Process	Technology Review Form: Rollout Phase 1 of new technology review form based on universal workflow. (T. Scott)	Technology Review Form: Implement additional enhancements (e.g. reporting, metrics) for technology review form (T. Scott)				
Software Licensing Web Site: Update web site to explain new technology review process and requirements (T. Scott)							
Cloud-based Services	Lynda.com		Lynda.com Renewal: - Plan for and make a decision on whether to renew the Lynda.com service which currently expires in Januar 2019. Microsoft purchase LinkedIn (which owns Lynda.com), which may have an impact on how this service is licensed/delivered. (T. Scott)				
	Qualtrics	Qualtrics Survey Tool: Current license expires in June 2018. Company is looking to significantly increase price while offering additional solutions. Effort it to evaluate the value of additional solutions, identify additional funding, or possibly move in a different direction. (R. Lenger)					

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Custom Solutions and Integrations							
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Web	Custom Web Dev	Analytics Tools: Develop and Implement Improved Analytics Tools (R. Bolton)					
			New "Intranet" as Service: Investigate "Intranet " as a Service (R. Bolton)	New "Intranet" as Service: If decided to move ahead, plan and implement "Intranet " as a Service (R. Bolton)			
	e.uiowa.edu	Rearchitect UI Emergency Web Site: Move UI Emergency Site to Cloud via AWS and reconfigure with new Hawk Alert Infrastructure. (M. Ahrens)					
	Campus Drupal Service	Drupal 8 Upgrade: Investigate and plan move to Drupal 8 (R. Bolton)	Drupal 8 Upgrade: Implement plan move to Drupal 8 (R. Bolton)				
		Consolidate Doc Roots in Acquia: Develop Plan to Consolidate the doc roots in the Acquia hosted Drupal Service (R. Bolton)	Consolidate Doc Roots in Acquia: Implement Phase 1 Plan to Consolidate the doc roots in the Acquia hosted Drupal Service (R. Bolton)	Consolidate Doc Roots in Acquia: Implement Phase 2 Plan to Consolidate the doc roots in the Acquia hosted Drupal Service (R. Bolton)			
		Review Acquia Performance: Gather metrics, informatin and feedback to review the performance of Acquia as our hosted Drupal Vendor to make decision about renewing contract. (R. Bolton)	Contract with hosted Drupal Vendor (Acquia): Pending outcome of review, work on renewing contract with Acquia or implementing alternate solution. (R. Bolton)				
Wordpress	Campus Wordpress Service: Gather information and review campus need to decide if a Campus Wordpress Service should be Created (R. Bolton)	Campus Wordpress Service: Pending outcome of review, potentially implement new Campus Wordpress Service. (R. Bolton)					