

General IT Services Roadmap, January 2020

Strategy	Activity Description	2H - FY20 (Jan - Jun 2020)	1H - FY21 (Jul - Dec 2020)	2H - FY21 (Jan-Jun 2021)	1H FY22 (Jul - Dec 2021)	overlap or interdependency with other council domain	"Priority: Level 1: high priority; high commitment Level 2: subject to longer timeframe if constraints increase/shift"	
	Telephony/Skype for Business	Skype for Business: Finish the migration from the NEC service to Skype for Business. (B. O'Meara)				IT Evolution/HCIS	Level 1	
		Skype for Business 2019: <u>With HCIS</u> , build a S4B 2019 service (run by HCIS). Migrate existing OneIT S4B users to the new 2019 infrastructure. (S. Troester, B. O'Meara)				IT Evolution/HCIS	Level 1	
		Explore Contact Center Solutions: The current Clarity Connect service is not fully meeting the needs of campus. This effort will identify gaps and explore alternatives. (S. Troester, B. O'Meara)					Level 1	
			Efax Email-based Fax Solution: <u>With HCIS</u> , rollout a service offering for Efax, a cloud-based fax solution to reduce/replace the need for traditional fax machines. Dependency: HCIS complete an RFP for a new efax solution (S. Troester, B. O'Meara)			IT Evolution/HCIS	Level 2	
	Email Routing and Protection	Require Email Routing to O365: Implement requirement that all UI email alias' route to O365 and hawkID@uiowa.edu is primary address. (R. Lenger, Security)					IT Security / HCIS	Level 1
		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, Security)					IT Security / HCIS	Level 1
		Complete Rollout of Two-Factor Authentication for Office 365 Web Environment: Two-factor is already enabled for the Office 365 web environment, this effort will make it required for all users (R. Lenger, Security)			Enable Modern Authentication in Office 365 and Require full Two-Factor Authentication: Once Healthcare email is migrated to Office 365, enabling modern authentication will then allow us to enable full two-factor authentication across all email clients. Dependency: All Healthcare email accounts migrated to Office 365. (R. Lenger, T. Scott)		IT Security / HCIS	Level 1

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		<p>Basic Authentication for Legacy Protocols are Being Disabled in Office 365: Microsoft has announced that they will disable basic authentication for Exchange Active Sync (EAS), POP, IMAP and Remote PowerShell. This change will impact the email clients that will be able to connect to Office 365 as of October 13, 2020 (R. Lenger)</p>					IT Security / HCIS	Level 1

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Communication and Collaboration	Healthcare Email Migration	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)				IT Evolution/HCIS	Level 1
		Migrate CCOM to Sfb and O365: <u>With HCIS</u> , migrate CCOM to Sfb and O365 services. (T. Scott)				IT Evolution/HCIS	Level 1
		Develop Plans to Migrate HealthCare Users to O365: <u>With HCIS</u> , develop plans to move all Healthcare Users to O365 services. (T. Scott)	Migrate Healthcare Users to O365: <u>With HCIS</u> migrate all Healthcare users to Office 365. (T. Scott)			IT Evolution/HCIS	Level 1
	Microsoft Teams	Provision all Students with Microsoft Teams instead of Skype for Business: Setup all students with a Microsoft Teams account in O365. Student employees will also received S4B on-premise. (R. Lenger, B. O'Meara)				HCIS	Level 2
		Continue Pilot and Develop a Plan to Provide Microsoft Teams to Campus: Microsoft Teams is a new application integrated in Office 365, centered on communication and group chat and eventually designed to replace Skype for Business. This effort will pilot the service and develop a plan to roll it out and support it. (R. Lenger)	Pending Pilot, Rollout Microsoft Teams: Microsoft Teams is a new application integrated in Office 365, centered on communication and group chat and eventually designed to replace Skype for Business. This effort will pilot the service and develop a plan to roll it out and support it. (R. Lenger)			HCIS	Level 2

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	Microsoft Office	Microsoft Office Migration: Migrate campus to Microsoft Office ProPlus (preferred) and/or Microsoft Office 2016 - must be done by October 2020. Microsoft has announced that as of October 13, 2020 older versions of Office (2013 or older) will no longer be supported in connecting to Office 365. Office 2016 will be support until October 2023. (R. Lenger, T. Wolf, S.Potter, J. Steil)					Level 1
	Hawk Alert/Rave	Deploy Alertus Desktop to Classrooms and Computer Labs: Alertus Desktop is software that provides notification on the computer display when a Hawk Alert is sent. (R. Lenger, Public Safety)	Explore Deploying Alertus Desktop to Additional Computers: Public Safety would like to investigate the ability to deploy Alertus Desktop to additional computers in order to better communicate Hawk Alerts (R. Lenger, Public Safety)				Level 1
	Event Management System (EMS)	Migrate Existing EMS Customers to a New Service or Cloud-Hosted Version of EMS: EMS is currently running on older hardware and is running in a now unsupported configuration. This is no longer considered an enterprise service and the recommendation is to migrate users to a new service or a cloud-hosted version of EMS. Service will be retired as of June, 2020 (R. Lenger)					Level 1

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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)		IT Evolution/HCIS	Level 2
	ITSM/Cherwell	Implement Cherwell ITSM: With HCIS, Implement Cherwell Information Technology Service Management product to manage the Help Desk and IT services and support. This would replace SCSM as the primary ITSM tool (J. Richardson, J. Matthews)	Rollout Cherwell Portal to Campus Users: Cherwell provides a customer facing portal that allows them to submit and track their incidents and requests. This effort will roll this out to campus. (J. Richardson)			HCIS	Level 1
		Complete Service Description for Broadly Used Key Services To prepare for Cherwell implementation we need consistent information for all services. This effort will document the information for the most broadly used key services. (T. Scott)	Complete Service Description for Remaining Services: To prepare for Cherwell implementation we need consistent information for all services. This effort will document the information for remaining services. (T. Scott)				Level 1
		Complete OneIT Service Catalog: to rollout Cherwell we need a clearly defined Service Catalog. Significant work has been completed, this effort will finalize the catalog prior to the launch of Cherwell (T. Scott)					Level 1
		Implement Training Plans for Cherwell and ITIL: To prepare for Cherwell implementation we need users trained on the system and on some basic ITIL principles. This effort will Implement the training plans for the initial rollout and develop plans for ongoing training for new people/workgroups. (T. Scott, J. Richardson)				HCIS	Level 1

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	Knowledge Management		Develop Knowledge Management Plans: Develop plans to better capture, review and utilize content in order to improve support. Explore additional tools to allow better support collaboration across IT Support groups (T. Scott)	Implement Knowledge Management Plans: Implement plans to better capture, review and utilize content in order to improve support. Rollout additional tools to allow better support collaboration across IT Support groups (T. Scott)			Level 2
Extended Technical Support	Asset Management		Leverage Cherwell for our Asset Management Processes: Develop and implement plans to use Cherwell as the authoritative source for asset tracking and management (J. Richardson, S. Potter, J. Steil)			HCIS	Level 2
	Windows 10	Windows 10: Complete the migration of campus from Windows 7/8 to Windows 10 (Windows 7 support ends Jan. 14 2020) (S. Potter, J. Steil, T. Wolf)					Level 1
	Microsoft Office	Microsoft Office Migration: Migrate campus to Microsoft Office ProPlus (Preferred) and/or Microsoft Office 2016 - must be done by October 2020. Microsoft has announced that as of October 13, 2020 older versions of Office (2013 or older) will no longer be supported in connecting to Office 365. Office 2016 will be support until October 2023. (R. Lenger, T. Wolf, S. Potter, J. Steil)					Level 1
	Reports/Metrics		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)				Level 2

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Enterprise Client Management	Device Management	Complete the Device Management Audit: This effort will complete the remaining aspects of the device management audit including moving devices into the new device management service and automating the process to cleanup stale objects in AD. (T. Wolf)					Level 1
	MS Virtual Desktop	Engage IT Leaders to Determine if Anyone Wants to Devote Time to Evaluating MS Virtual Desktop: If resources available, form and charge project team. (Matt McLaughlin, Tracy Scott)				InArc	Level 2
	Microsoft Intune		Develop a Plan to Pilot Microsoft Intune: This effort will pilot the Intune management service in a co-management scenario with SCCM. There is some infrastructure work that must be completed before this work can move forward T. Wolf)	Depending on the Pilot, Rollout Intune Broadly to Campus: Rollout Intune broadly to campus computers, first in a co-management configuration with SCCM and later as a full replacement. (T. Wolf)		InArc	Level 1
Cloud-based Services	Qualtrics	Investigate Qualtrics Renewal: Our current 3-year agreement with Qualtrics (survey tool) ends in June 2021. There is a concern there may be a considerable cost increase. This effort will explore renewal options and make a decision to renew or move to a different platform. (R. Lenger)		Depending Upon Qualtrics Decision, Make Plans to Migrate to Another Platform: If the decision is made to move to a different platform, then a significant effort will be required to migrate to a different platform. Current Qualtrics agreement end in June 2021. (R. Lenger)			Level 1
	LinkedIn Learning	Complete the Renewal of LinkedIn Learning: LinkedIn Learning license expires in Jan 2020, so we need to plan for discontinuing it or negotiating terms of renewal. A partnership with UI Learning and Development is also being explored. (T. Scott)					Level 1

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Software Licensing	SW License Mgmt	Engage IT Leaders to Determine if Anyone Wants to Devote Time to Evaluating and Improving our OneIT SW License Lifecycle Mgmt: If resources available, form and charge project team. (JJ Urich, T. Scott, T. Schmidt)					Level 2
	Adobe Agreement	Prepare Data for Adobe Renewal (Year 4/4). We will have one year remaining on contract at this point. (T. Wolf, T. Schmidt)	Prepare for New Adobe Contract Renewal: Our current Adobe contract expires in Aug 2021. This efforts will collect campus usage information and feedback in order to prepare for renewal (TBD)				Level 1
	Technology Review Process	Implement Improved Tech Review Process: After pilot, make adjustments and implement new process. (T. Scott, J. Chaffee, K. Corey, T. Schmidt)					Level 2
Enterprise Technology Management	File Storage	Cloud Storage: Develop 1-3 year plan for cloud file storage, mostly individual storage. Identify needs, potential solutions and costs, bring recommendations forward. (L. Hafner-Dahms, EI)				InArc	Level 1
		Develop Overall Storage Strategy: Develop 1-3 year storage strategy. Identify needs, potential solutions and costs, bring recommendations forward. (L. Hafner-Dahms, EI)				InArc	Level 1
Marketing and Training	Targeted Email Marketing Service	Pilot Marketing Service Using Direct Targeted Emails: This pilot 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 signs into a service for the first time, student signs up for a specific class. (A. Coon, T. Scott)	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)				Level 2
	ITS Web Site	Update ITS Web Site based on OneIT Service Catalog and Cherwell ITSM changes: There are a lot of changes in the works that will require substantial and ongoing updates of the web site. (A. Coon,)					Level 1
	IT Workforce Training	IT Workforce Training : There is significant training for Cherwell and ITIL included in other parts of the roadmap. (T. Scott)					Level 1

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Web Focused Efforts	Campus Drupal Service	Drupal 8 Upgrade: Implement plan to move to Drupal 8. Plan will be finalized before Dec. 2019. (B. Dickey)	Drupal 8 Upgrade: Implement plan to move to Drupal 8. Plan will be finalized before Dec. 2019. (B. Dickey)	Drupal 8 Upgrade: Implement plan to move to Drupal 8. Plan will be finalized before Dec. 2019. (B. Dickey)			Level 1
	Services Running on Drupal	Digital Signage, MyWeb, etc: Develop detailed plans on migrating any services that are running on Drupal to Drupal 8. (B. Dickey)	Digital Signage, MyWeb, etc: Implement plans on migrating any services that are running on Drupal to Drupal 8. (B. Dickey)				Level 2
	Develop Drupal Skills on Campus	Develop Drupal Skills: Working with HR to bring in and develop Drupal Skills on campus, through training, SPARK opportunities and creative recruiting. (B. Dickey, ITS HR)					Level 1
	UI Strategic Communications	Support UI Homepage Redesign and Branding Efforts: Work hand in hand with OSC to support Phase 1 of strategic branding and UI Homepage redesign efforts. (T. Evans, B. Dickey)	Support UI Homepage Redesign and Branding Efforts: Work hand in hand with OSC to support Phase 2 of strategic branding and UI Homepage redesign efforts. (T. Evans, B. Dickey)	Support UI Homepage Redesign and Branding Efforts: Work hand in hand with OSC to support Phase 3 of strategic branding and UI Homepage redesign efforts. (T. Evans, B. Dickey)			Level 1
Application Focused Efforts	Ecommerce / PCI	Finalize Specifications and begin building Ecommerce Platform in Drupal 8: Gather specifications to build new PCI compliant ecommerce platform in D8. (K. Mead)	Complete Phase 1 of new Ecommerce Platform in Drupal 8: Build new PCI compliant ecommerce platform in D8. Roll out to campus. (K. Mead)				Level 2
	Calendar Combiner	Update Calendar Combiner: Calendar Combiner must be updated to accommodate MS Graph, also add a test environment. (K. Mead)					Level 1
	Efficient Processes	Improve Efficiency in Billing & Portfolio Mgmt: Implement improved tools and processes for Internal CSI Billing and ProjectPortfolio Mgmt. (S. Bowers)					Level 2