

General IT Services Roadmap, January 2021

Strategy	Activity Description	2H - FY21 (Jan - Jun 2021)	1H - FY22 (Jul - Dec 2021)	2H - FY22 (Jan-Jun 2022)	Notes	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	Skype for Business 2019: <u>With HCIS</u> , Finish the migration from the NEC service to new Skype for Business 2019 service, provided by HCIS. (B. O'Meara)				IT Evolution/HCIS	Level 1	
		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)				IT Evolution/HCIS	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 resource contention. (B. O'Meara)				IT Evolution/HCIS	Level 2	
			Microsoft Teams Telephony PILOT: <u>With HCIS</u> , pilot MS Teams Telephony to provide input to long range planning. (B. O'Meara)			IT Evolution/HCIS	Level 2	
			Develop 2-5 year plan for Telephony: <u>With HCIS</u> , develop a 2-5 year plan for telephony. (B. O'Meara, T. Scott, T. Evans)			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, IAM)					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
		Prepare O365 Users for Enabling Modern Auth: Upgrade/reconfigure mobile devices running basic auth. (R. Lenger, ETS)	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)				IT Security / HCIS	Level 1
				Disable Basic Auth: Disable basic auth for O365. (R. Lenger)			IT Security / HCIS	Level 1
	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
		Complete Phase 1 of Migration of HealthCare Users to O365: <u>With HCIS</u> , move to HawkID authentication, still on Healthcare Exchange. (T. Scott)	Complete Phase 2 of Migration of HealthCare Users to O365: <u>With HCIS</u> , move to complete O365. (T. Scott)				IT Evolution/HCIS	Level 1

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	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)				HCIS	Level 1
		Complete Zoom Rollout : Zoom was implemented enterprise wide very quickly. This effort will refine the service: Standardize zoom eligibility rules, move to a single authentication mechanism (HawkID), and complete support details and documentation. (R. Lenger)				HCIS	Level 1
			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)			HCIS	Level 2
			Hybrid Meeting Solutions : Explore 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)				
			Online Meeting Whiteboarding Solutions : Explore options for whiteboarding functionality for online meetings, and determine if there are any solutions we want to pursue. (R. Lenger)			HCIS	Level 2
			Develop and Communicate Guidance on Usage of Zoom, Teams and S4B : Develop best practices and guidance on what tools are best used for what purposes. (R. Lenger)			HCIS	Level 1
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
			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)			IT Evolution/HCIS	Level 2
		Implement Cherwell ITSM: <u>With HCIS</u> , 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

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I	ITSM/Cherwell	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)			HCIS	Level 1
			Evaluate if ITIL training is Desired: There was some basic ITIL training done with a few staff. This evaluation will determine if we want to implement more ITIL process, and if so what training would be needed. (T.Scott, ITS Leadership)			ITS EI for sure, other OneIT units	Level 2
	Knowledge Management	Expand Knowledge Mgmt via IT Support Teams and Sharepoint Sites: We have implemented IT Support in Microsoft Teams and Sharepoint sites to serve as a knowledge mgmt platform and the results are positive. We intend to continue to grow these. (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 Update Subscription Service: Implement Windows Update Subscription Service for all managed machines(S. Potter, J. Steil, T. Wolf)					Level 2
	Devices	Devices to Support Remote Work: Streamline and standardize recommended devices, other equipment to support Remote Work. (R. Lenger, T. Wolf, S.Potter, J. Steil)					Level 1

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Extended Client Mgmt	Windows Virtual Desktop	Complete Windows Virtual Desktop Pilot: Make recommendations for use cases and implementation. (T. Wolf, T.Scott)				InArc	Level 2
	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
		Testing of Additional Security for Remote Work: Begin testing and evaluation of additional security measures for workstations to support remote work. (T. Wolf, IT Security)	Rollout Additional Security for Remote Work: Based on results of testing and evaluation, rollout new security measures. (T. Wolf, IT Security)			IT Security	Level 1
		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
		Test and Evaluate Microsoft Intune Autopilot: This effort will test and evaluate the Autopilot capabilities to image, reimaged and reset devices, even those remote. T. Wolf)	Implement Microsoft Intune Autopilot: Dependent on outcomes of testing and evaluation, implement Autopilot. T. Wolf)			InArc	Level 1
			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)		InArc	Level 1
			JAMF: Evaluate JAMF cloud service to help make decision about MacOS and iOS Mangmt going forward. (T. Wolf)			InArc	Level 1
Cloud-based Services	Qualtrics	Qualtrics Renewal: Our current 3-year agreement with Qualtrics (survey tool) ends in June 2021. This effort will renew the license pending terms with Qualtrics. (R. Lenger)					Level 1
	Adobe Agreement	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, and work with Regents schools to negotiate new agreement. (TBD)					Level 1

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	Technology Review Process	Implement Improved Tech Review Process: Pilot is completed, need to move to production. (T. Scott, J. Chaffee, K. Corey, T. Schmidt)					Level 1
Enterprise Technology Management	File Storage	OneDrive Expansion: Migrate campus fro H: drive for personal storage to OneDrive for Business. (L. Hafner-Dahms, ETS)				InArc	Level 1
		Migrate email PSTs to Office 365 Email: Migrate all user PSTs to their O365 Email Accounts, and off their H: Drives. (ETS)					
				Shutdown H: Drive Service: After the above migrations, shut downt the H: Drive. (L. Hafner-Dahms, EI)		InArc	Level 1
Security	Duo	Duo for all students, faculty and staff: Finalize and implement business rules requiring all users to enroll in Duo. (T.Scott, J. O'konek)				Level 1	
Marketing and Training	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)					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. The site also has to migrate to Drupal 8/9 platform. (A. Coon,)					Level 1

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Web Focused Efforts	Campus Drupal Service				All Drupal / SiteNow related work is prioritized via joint OSC team and Strat Comm, so removing from OneIT Roadmap.		
Application Focused Efforts	Leadership / Organizational	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)					Level 1
	Ecommerce / PCI	Support Treasury Operations in Rolling Out a Purchased Ecommerce Platform for Campus: An RFP has been issued. The workload is unknown at this point. (H. Gladden)					Level 2
	Calendar Combiner	Update Calendar Combiner: Calendar Combiner will add in LIVE updates feature, so changes in courses appear right away. (H. Gladden)					Level 1