

## General IT Services Roadmap, March 2019

### Governance

	Activity Description	2H - FY19 (Jan - Jun 2019)	1H - FY20 (Jul - Dec 2019)	2H - FY20 (Jan - Jun 2020)	Overlap or interdependency with other council domain	"Priority: Level 1: high priority; high commitment Level 2: subject to longer timeframe if constraints increase/shift"
	Council	<b>Reorganize General IT Services Governance Council:</b> This council covers a very broad and varied swath of IT services which has made it hard to find the perfect organization. This effort will develop a plan to reorganize, and focus on including each of the College and Admin IT Leaders as council members instead of service area advisors. We will work with it and refine it over the next yearly cycle. (T. Evans, L. Bolton)				Level 1

### Communication and Collaboration

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Telephony / Skype for Business		<b>Skype for Business - Rollout:</b> Continue migration of departments to Skype for Business Telephony. - Implement Clarity Connect ACD/Call Center services. - With HCIS, implement combined Session Border Controllers - <u>With HCIS</u> , implement E911 Solution <b>(B. O'Meara)</b>	<b>Skype for Business - Rollout:</b> Continue migration of departments to Skype for Business Telephony. Target to have 95% completed by Dec. 2019 <b>(B. O'Meara)</b>	<b>Skype for Business:</b> Finish and final migrations. Continue to work with HCIS to identify opportunities for collaborations and efficiencies. <b>(B. O'Meara)</b>	IT Evolution/HCIS	Level 1
		<b>Efax Email-based Fax Solution:</b> <u>With HCIS</u> , develop and pilot Efax to reduce/replace the need for traditional fax machines. <b>(S. Troester, O'Meara)</b>	<b>Efax Email-based Fax Solution:</b> <u>With HCIS</u> , rollout a service offering for Efax, a cloud-based fax solution to reduce/replace the need for traditional fax machines. <b>(S. Troester, B. O'Meara)</b>		IT Evolution/HCIS	Level 1
		<b>Investigate Migrating CCOM Basic Sciences to OneIT SfB and O365:</b> <u>With HCIS</u> , investigate migrating CCOM basic science departments to OneIT SfB and O365 services. <b>(T. Scott)</b>	<b>Pending investigation, Migrate CCOM Basic Sciences to OneIT SfB and O365:</b> <u>With HCIS</u> , migrate CCOM basic science departments to OneIT SfB and O365 services. <b>(T. Scott)</b>	<b>Develop Plans to Migrate Remaining HealthCare Users to OneIT SfB and O365:</b> <u>With HCIS</u> , develop plans to move all Healthcare Users to OneIT SfB and O365 services. <b>(T. Scott)</b>	IT Evolution/HCIS	Level 2

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Communications and Collaboration	Email Routing and Protection	<b>Require Email Routing to O365:</b> Implement requirement that all UI email alias' route to O365 and hawkID@uiowa.edu is primary address. <b>(R. Lenger, Security)</b>			IT Security	Level 1
		<b>Outgoing Email Hygiene Implementation:</b> Improve our ability to send reputable email. Leveraging technologies including SPF, DKIM and DMARC. <b>(R. Lenger, Security)</b>			IT Security	Level 1
		<b>Implement Email External Tagging:</b> Implement tagging of external Emails to let users know the mail originated outside of UI. <b>(R. Lenger, Security)</b>			IT Security	Level 2
		<b>Explore Two-Factor Authentication for Office 365:</b> Identify options for providing two-factor authentication for Office 365 accounts, explore technical considerations, impact on clients (mobile/desktop) and overall user experience <b>(R. Lenger, Security)</b>	<b>Based on findings, develop plan and implement Two-Factor Authentication for Office 365:</b> Develop plan and implement two-factor authentication for Office 365 accounts. Explorations do date indicate that 2-factor may not be possible until OneIT and HCIS O365 services have merged. <b>(R. Lenger, Security)</b>		IT Security	Level 1
	CCOM Migration	<b>Investigate Migrating CCOM Basic Sciences to OneIT SfB and O365:</b> <u>With HCIS</u> , investigate migrating CCOM basic science departments to OneIT SfB and O365 services. <b>(T. Scott)</b>	<b>Pending investigation, Migrate CCOM Basic Sciences to OneIT SfB and O365:</b> <u>With HCIS</u> , migrate CCOM basic science departments to OneIT SfB and O365 services. <b>(T. Scott)</b>	<b>Develop Plans to Migrate Remaining HealthCare Users to OneIT SfB and O365:</b> <u>With HCIS</u> , develop plans to move all Healthcare Users to OneIT SfB and O365 services. <b>(T. Scott)</b>	IT Evolution/HCIS	Level 2
Mass Mail	<b>Mass Mail:</b> Rollout new mass mail service including online approvals (workflow), using Dispatch as mail engine (provides HTML email, metrics, etc.) and other user interface/process enhancements <b>(R. Lenger, E. Hill)</b>	<b>Mass Mail:</b> Retire old Mass Mail service. <b>(R. Lenger)</b>		Requires Dispatch and effort from AIS.	Level 2	

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	Microsoft Teams	<b>Pilot and Develop Plan to Provide Microsoft Teams to Campus:</b> Microsoft Teams is a new application integrated in Office 365. It is similar in many ways to Slack. This effort will pilot the service and develop a plan to roll it out and support it. <b>(R. Lenger)</b>	<b>Pending Pilot, Rollout Microsoft Teams:</b> Microsoft Teams is a new application integrated in Office 365. It is similar in many ways to Slack. This effort would make it available to campus as a service. <b>(R. Lenger)</b>			Level 2
	Microsoft Office	<b>Microsoft Office Migration:</b> Migrate campus to Microsoft Office ProPlus (Preferred) and/or Microsoft Office 2019 - must be done by October 2020. 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 the most recent standalone version of Microsoft Office in mainstream support, expected to be Office 2019. <b>(R. Lenger, T. Wolf, S.Potter, J. Steil)</b>				Level 1
	Rave Mobile / Hawk Alert		<b>Explore the possibility of a Mass Notification Service using RAVE:</b> Our Hawk Alert service is powered by RAVE Mobile Safety. There have been request to use the RAVE system for other types of mass notifications, similar to how the local school district uses it. <b>(R. Lenger, J. O'Konek, M. Ahrens)</b>	<b>Pending explorations, Develop Plans and Implement Mass Notification Service using RAVE:</b> Pending the outcome of the investigation, we would develop and rollout a service for mass notification. <b>(R. Lenger, J. O'Konek, M. Ahrens)</b>		Level 2

### End User Support

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	Help Desk Service	<b>Implement Cherwell ITSM: <u>With HCIS</u></b> , Implement Cherwell Information Technology Service Management product to manage the HelpDesk and IT services and support. This would replace SCSM as the primary helpdesk tool <b>(J. Church, J. Matthews)</b>			IT Evolution/HCIS	Level 1. Need recurring funding of about 150K

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Help Desk	ITSM (Parallel to Cherwell)	<b>Complete Service Description for Broadly Used Key Services</b> 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)	<b>Complete Service Description for Remaining Service</b> 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
		<b>Complete OneIT Service Catalog:</b> to rollout Cherwell we need a clearly defined Service Catalog. This effort will finalize this prior to the launch of Cherwell (T. Scott)				Level 1
		<b>Implement Training Plans for Cherwell and ITIL:</b> To prepare for Cherwell implementation we need user trained on the system and on some basic ITIL principles. This effort will Implement the training plans. (T. Scott)				Level 1
		<b>Develop Expanded Training Plans for Cherwell and ITIL:</b> As Cherwell is rolled out, additional training will be necessary for more people about Cherwell and ITIL. This effort will develop those training plans. (T. Scott)	<b>Implement Expanded Training Plans for Cherwell and ITIL:</b> As Cherwell is rolled out, additional training will be necessary for more people about Cherwell and ITIL. This effort will develop those training plans. (T. Scott)			Level 1 Need recurring funding. Amount TBD.
	Knowledge Management		<b>Develop Knowledge Management Plans:</b> 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)	<b>Implement Knowledge Management Plans:</b> 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
	Reports/Metrics		<b>Use Cherwell to Enhance our Customer Incident Surveys:</b> 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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Extended Technical Support	Desktop Support	<b>IT Support Tool:</b> Develop and rollout a tool that provides the ability to quickly identify who someone's IT support person is. <b>(J. Matthews, S. Potter)</b>				Level 2
	Inventory Management	<b>Develop and Implement a Single PC Imaging and Surplus Operation for all of ETS:</b> Consolidate all PC imaging and surplus across OneIT into operations at JH, gaining efficiency and consistency. <b>(S. Potter, J. Steil)</b>				Level 2
		<b>Centralized Inventory Solution:</b> Continue to consolidate into a single inventory system to track computers, printers, monitors, etc. <b>(S. Potter, J. Steil)</b>	<b>Cherwell Inventory Planning:</b> Explore detailed capabilities and develop plan to incorporate Cherwell inventory solution. <b>(J. Richardson, S. Potter, J. Steil)</b>	<b>Cherwell Inventory Implement:</b> Leverage the inventory capabilities of the Cherwell ITSM solution once it has been implemented. <b>(J. Richardson, S. Potter, J. Steil)</b>		Level 2
	Windows 10	<b>Windows 10:</b> Migrate campus from Windows 7/8 to Windows 10 (Windows 7 support ends Jan. 14 2020) <b>(S. Potter, J. Steil, T. Wolf)</b>				Level 1
	MS Office	<b>Microsoft Office Migration:</b> Migrate campus to Microsoft Office ProPlus (Preferred) and/or Microsoft Office 2019 - must be done by October 2020 <b>(R. Lenger, T. Wolf, S.Potter, J. Steil)</b>				Level 1
	Purchasing	<b>Computer/Device Purchase:</b> Continue to standardize/streamline purchasing process(es) across campus as the OneIT End User Support team continues to mature. <b>(S. Potter, J. Steil)</b>				Level 2
	Reports/Metrics		<b>Use Cherwell to Enhance our Customer Incident Surveys:</b> After Cherwell is implemented, we will roll out their customer feedback tools to give us better information about the interaction and resolution. <b>(J. Matthews)</b>			Level 2
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Enterprise Client Management	Power Savings	<b>(OneIT) Implement Desktop Power Management:</b> Review and adjust (as needed) power management policies available for computers and rollout to more computers on campus <b>(T. Wolf)</b>				Level 2	
	Device Management	<b>OneIT Windows Management Service:</b> Rollout new Windows Management Service to each college/department; making adjustments as needed. <b>(T. Wolf)</b>				Level 1	
			<b>Casper/Jamf Pro v.Next:</b> Evaluate the next version of Casper (renamed to Jamf Pro) including a new cloud-based version <b>(T. Wolf)</b>				Level 2
		<b>PatchMyPC Patch Management Service Pilot:</b> Complete pilot of PatchMyPC service to provide patches for common SW packages more efficiently than we can on our own. <b>(T. Wolf)</b>	<b>Pending Pilot, Implement PatchMyPC Patch Management Service Pilot:</b> Implement PatchMyPC service. <b>(T. Wolf)</b>				Level 1
		<b>Implement Plan for Dell Command Monitor Tool:</b> Implement plan to rollout Dell Command Monitor Tool so that we can better report on and manage (e.g. bios updates, etc.) our preferred PC vendor <b>(T. Wolf)</b>				Level 2	
MS Intune	<b>Based on Investigation, Develop Plans to Pilot MS Intune:</b> Based on what we know, the migration would not be a waterfall event. So phase 1 may be to pilot co-management with SCCM and Intune. <b>(T. Wolf)</b>	<b>Expand use of MS Intune:</b> Continue to rollout co-management of Intune to campus. In addition, we would be looking at piloting mgmt. of IOS devices, piloting BitLocker Key Escrow and Auditing. <b>(T. Wolf)</b>	<b>Possibly Expand use of MS Intune:</b> We would be looking at piloting mgmt. of Mac OS devices, piloting FileVault Key Escrow and Auditing. <b>(T. Wolf)</b>		Level 1		

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	Password Management	<b>Passwordstate:</b> Rollout local admin password management service to provide better management and control of local administrative passwords. (T. Wolf)				Level 1
		<b>Implement Local Admin Password Solution for Macs.</b> Similar to PCs implement a solution to centrally manage the local admin account on Mac computers (T. Wolf)				Level 1

### Software and Cloud-based Applications

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Software Licensing	Microsoft Agreement	<b>Microsoft Agreement:</b> Negotiate new MS Campus Agreement. (T. Scott, T. Evans, HCIS, UI Purchasing)				Level 1
	Adobe Agreement			<b>Prepare Data for Adobe Renewal.</b> We will have one year on contract at this point. (TBD)		Level 1
	Technology Review Process	<b>Pilot Improved Tech Review Process:</b> Jim Chafee and Kirk Cory volunteered to have their colleges pilot the process. (T. Scott, J. Chaffee, K. Corey, T. Schmidt )	<b>Implement Improved Tech Review Process:</b> After pilot, make adjustments and implement new process. (T. Scott, J. Chaffee, K. Corey, T. Schmidt )			Level 1

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Cloud-based Services	Lynda.com	<b>Lynda.com</b> -Work with UI Staff Development to determine if there are better synergies that could be gained by working together on Lynda, MyQuickCoach, etc. . (T. Scott)	<b>Lynda.com</b> - Lynda license expires Jan 2020, so we need to plan for discontinuing it or negotiating terms of renewal. (T. Scott)			Level 1
	Qualtrics			<b>Prepare Data for Qualtrics Renewal in June 2021.</b> We will have one year on contract a this point. (TBD)		Level 1

### Enterprise Technology Mgmt.

	Activity Description	2H - FY19 (Jan - Jun 2019)	1H - FY20 (Jul - Dec 2019)	2H - FY20 (Jan - Jun 2020)	Overlap or interdependency with other council domain	"Priority: Level 1: high priority; high commitment Level 2: subject to longer timeframe if constraints increase/shift"
Enterprise Technology Mgmt.	File Storage	<b>OneDrive for Business:</b> Roll out OneDrive for Business as standard service across campus. (L. Hafner-Dahms)				Level 2
		<b>Cloud Storage:</b> Develop 1-3 year plan for cloud file storage, mostly individual storage. Identify needs, potential solutions and costs, bring recommendations forward. (L. Hafner-Dahms and JJ Urich)				Level 1
		<b>Develop Overall Storage Strategy:</b> Develop 1-3 year storage strategy. Identify needs, potential solutions and costs, bring recommendations forward. (L. Hafner-Dahms and JJ Urich)				Level 1



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Marketing and Training	Targeted Email Marketing Service	<b>Pilot Marketing Service Using Direct Targeted Emails:</b> 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, user signs into a service for the first time, student signs up for a specific class. <b>(A. Coon, )</b>	<b>Rollout Marketing Service Using Direct Targeted Emails:</b> 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. <b>(A. Coon, )</b>			Level 2
	ITS Web Site	<b>Update ITS Web Site based on OneIT Changes and Cherwell ITSM changes:</b> There are a lot of changes in the works that will require substantial and ongoing updates of the website. <b>(A. Coon, )</b>	<b>Update ITS Web Site based on OneIT Changes and Cherwell ITSM changes:</b> There are a lot of changes in the works that will require substantial and ongoing updates of the website. <b>(A. Coon, )</b>			Level 1
			<b>Drupal 8 Upgrade for ITS Web Site:</b> Move ITS Web Site(s) to Drupal 8. <b>(A. Coon, Web Team)</b>			Level 1
	User Training	<b>End User Training :</b> There is a lot of necessary effort going into end user training for Skype for Business, Microsoft Teams and Office 365 as we roll out and expand these services. <b>(M. Grabe)</b>				Level 1
	IT Workforce Training	<b>IT Workforce Training :</b> There is significant training for Cherwell and ITIL included in other parts of the roadmap. <b>(T. Scott)</b>				Level 1
<b>Custom Solutions and Integrations</b>						
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	Intranet as a Service		<b>New "Intranet" as Service:</b> Investigate "Intranet " as a Service based on new D8 <b>(R. Bolton)</b>	<b>New "Intranet" as Service:</b> If decided to move ahead, plan and implement "Intranet " as a Service <b>(R. Bolton)</b>		Level 2

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Web Focused Efforts	Collaborate with UI Health Care Marketing and Communications Team	<b>Assist MarCom in rebuilding Web Team:</b> Romy Bolton leading effort to assist UIHC MarCom with moving to a more campus standard Drupal implementation using similar tools for provisioning, authentication etc. The opportunity is due to unexpected events and staffing issues and we will work to rebuild web team. <b>(R. Bolton)</b>				Level 1
	Campus Drupal Service	<b>Drupal 8 Upgrade:</b> Implement plan move to Drupal 8. Begin migration of custom web sites. Migrate SiteNow to D8. Build new sites in D8. <b>(R. Bolton)</b>	<b>Drupal 8 Upgrade:</b> Implement plan move to Drupal 8. Continue Migrations. <b>(R. Bolton)</b>	<b>Drupal 8 Upgrade:</b> Implement plan move to Drupal 8. Continue Migrations. <b>(R. Bolton)</b>		Level 1
		<b>Consolidate Doc Roots in Acquia:</b> Implement Phase 2 Plan to Consolidate the doc roots in the Acquia hosted Drupal Service <b>(R. Bolton)</b>				Level 1
	WordPress	<b>Campus WordPress Service:</b> Make final decision about how campus should proceed concerning WordPress. <b>(R. Bolton)</b>	<b>WordPress Services for Campus:</b> Pending decision, assist with any needed implementation. <b>(R. Bolton)</b>			Level 2
	SiteNow Service	<b>Migrate SiteNow to Drupal 8:</b> Migrate SiteNow to new D8 platform. <b>(R. Bolton)</b>				Level 1
Applications	Ecommerce / PCI	<b>Build new Ecommerce Platform in Drupal 8:</b> Build new PCI compliant ecommerce platform in D8. Roll out to campus. <b>(R. Bolton)</b>				Level 1
	Bitbucket / GitLab	<b>Implement GitLab Service to Replace Bitbucket:</b> Develop detailed plans and implement new GitLab service. <b>(R. Bolton)</b>				Level 1
	NiteRide	<b>Enhance NiteRide Service:</b> Add Vehicle location updates. Add 4,000 locations. Streamline driver interfaces. <b>(R. Bolton)</b>				Level 1
	HawkTools	<b>Enhance HawkTools:</b> Revamp user interface to enhance usability. <b>(R. Bolton)</b>				Level 1