

INNOVATE TRANSFORM SUCCEED

**2023
ANNUAL
REPORT**





Letter from the CIO

Dear Colleagues,

As we look back at another year, I am humbled by the dedication and accomplishments of our team members. With a focus on innovation and a commitment to advancing technology, our efforts have supported the University in financial wellness projects like UK Invests, advancements in research and high-performance computing, secure and sophisticated data and systems, and foundational tools to provide the best care to patients. Year after year, our collaboration with other UK entities shows what is possible in higher education.

In all, UK Information Technology Services (UK ITS) spearheaded initiatives that resulted in big wins for the university community. Leveraging data analytics helped the University obtain record enrollment and retention numbers — a team effort that successfully targeted and recruited thousands of prospective students. Our team worked to upgrade wireless infrastructure across UK and throughout the state, a move that makes for faster and more efficient health care services. Our continued support for student academics and wellness progresses the University mission and the Commonwealth throughout the year on campus and beyond.

In 2023, the year began with continued efforts concentrated on the recovery of areas devastated by floods in eastern Kentucky last year. Our efforts in western Kentucky — hit by tornadoes in 2021 concluded

this year as our extension offices across the state continue to be a resource for residents of these communities.

During the spring, UK ITS began upgrading wireless access points in UK HealthCare and throughout the state. We also participated in career fairs and after school events for local area K-12 students — showing them possible career paths within IT.

In the summer, our team created and executed the University's first phishing simulation. This monumental effort educated thousands, who are part of the university community, on how to identify and respond to phishing. The Smart Campus team and others hosted the first multiday Esports camps for the children of UK staff at no cost.

Fall brought our second annual CyberCon — a conference that featured some of the top experts in the field. The event also highlighted career possibilities in cybersecurity from underrepresented and BIPOC points of view. The Research Computing & Infrastructure team collaborated with the Center for Computational Sciences on another successful Commonwealth Computational Summit this year, focusing on topics in artificial intelligence. Essential upgrades, enhancements, and integrations were executed to end the year on successful footing.

Overall, 2023 proved to be yet another year of innovation, collaboration, and purpose.

Thank you for your dedicated work,

Brian Nichols

Brian T. Nichols
Chief Information Officer

Customer Excellence Awards

In 2023, students, faculty, and staff collaborated with Information Technology Services (UK ITS) on important initiatives to further technology at the University of Kentucky. UK ITS is honored to announce three recipients of the 2023 Customer Excellence in Leadership in IT Advancement Award, who are recognized for their ongoing commitment to technology at UK.



Morgan Miller
College of Engineering

Morgan is a Computer Science major in the College of Engineering and has worked with campus areas to promote the utilization of the iPad through workshops and one-on-one sessions. "During 2023, Morgan hosted several workshops to assist students with setting up their iPad, provided tips for notetaking, and worked with faculty members that are interested in teaching with the iPad," said Rosa De La Rosa, Technical Project Specialist with UK Smart Campus. "Morgan's experience as a student and Apple Campus Leader has played an important role in building resources for the iPad initiative."



Dr. Brent Seales
College of Engineering

Dr. W. Brent Seales is the Stanley and Karen Pigman Heritage Science Chair and Director of Graduate Studies for Data Science in the Computer Science Department of the College of Engineering at the University of Kentucky. Dr. Seales is renowned for his efforts to decipher the writings hidden in the Herculaneum scrolls. For more than 20 years he has been working to rescue and restore these and other cultural heritage artifacts using the advanced technologies of X-rays, computer vision, and artificial intelligence. Dr. Seales and his Digital Restoration Initiative team are power users of UK's Lipscomb Compute Cluster (LCC) and High Performance Compute cyberinfrastructure.



Stephen Cornett
UK Police

As the Security Systems Manager for UK Police, Stephen was a valued contributor to the Mobile Credential project. Stephen ensured the project hit all the milestones necessary to be successful including testing, on-site visits, and coordination of infrastructure with UK Police. "In order to move forward with enabling students to use their Wildcard Mobile ID on campus, around 8,000 door access readers needed to be upgraded, fixed, or replaced," said Paul London, a Technical Project Specialist with the ITS Security & Policy team. "Stephen and his team took on that huge task and worked their way across campus to ensure that we could launch the Wildcard Mobile ID in the Fall of 2023."

Giving Back to the Community

Every year, UK ITS employees step up to give back. Whether volunteering at local schools or providing for those in need, employees worked together to help the university community. Giving back not only helps the community, but it also fosters stronger connections within our teams.

UK ITS Raises Money for United Way at Chili Cook Off

In October 2023, UK ITS employees gathered to enjoy food, socialize, and raise money for United Way. Attendees were encouraged to vote for their favorite chili by purchasing tickets to benefit United Way. The Chili Cook Off winner was Zack Adams from the Enterprise Salesforce Operations team. Honorable mentions were Smitha Chopra (Enterprise Applications), Colin Baker (Networking & Infrastructure), and Dan O'Brien (Administration, Finance, & HR). In total, UK ITS raised \$480 for United Way.

K-12 Partnership Program

In partnership with local schools, UK ITS offered eight high school students internships with Cybersecurity, Networking & Infrastructure, Smart Campus, Customer Support and Enterprise Service Management teams. Students gained valuable professional skills while learning more about STEM careers. Additionally, UK ITS participated in several events throughout Fayette County to promote IT careers including: 2023 Fayette County Public Schools (FCPS) Career

Expo, Frederick Douglass Family Engagement Night, Paul Laurence Dunbar Next Steps Career Fair, Rise STEM Academy for Girls STEM Night, Northern Elementary STEM Night, Picadome Elementary STEM Night, Cardinal Valley STEM Night, and Athens-Chilesburg STEM Night. UK ITS staff also served on Tates Creek and Frederick Douglass advisory committees to provide expertise and advice for curriculum related to technology.

Out and About

UK ITS employees helped out during the Big Blue Move-In this year, assisting a record high incoming class move into their new homes. Amid wind and rain, Miles Fortner, Marci Adams, Jessica McClure, Angela Parker, and Chris Larmour attempted to keep students' belongings dry and traffic running smoothly.

Zach Smith, a Technical Support Specialist with the Customer Support & Enterprise Service Management team, helped feed hungry Lexingtonians with the help of a friend and local restaurant owner. Zach partnered to serve 1,000 Thanksgiving meals with friend Hoang Duong, owner of "The Wok."

During the holiday season, UK ITS employees once again participated in Circle of Love, coordinated by Student Organizations and Activities (SOA), a unit within the Office for Student Success. Circle of Love invites UK employees to "sponsor" an FCPS student in need of gifts for the holidays. UK ITS employees reached into their own pockets to provide some joy to kids in need and gave back to the community.



(From left to right) Jessica McClure, Angela Parker, Chris Larmour, and Miles Fortner getting ready for students at Big Blue Move-In.

Employee Service Awards

UK ITS recognized employees who celebrated a milestone in years of service in 2023. The 36 employees honored totaled over 470 years of service at UK combined.

5 Years of Service

Bhushan Chitre
Christopher Fortner
David Nealis
Joseph Gieske
Jacob Marraccini
Jeffrey Banks
Joshua Holbrook
Lisa Brandenburg
Marci Adams
Mami Hayashida
Mike Tabben
Satrio Husodo
Thad Anderson
Thomas Hinton

15 Years of Service

Benjamin Collins
Diana Gold
Joe Clary
Mary Kathryn Starkey
Scott Sisler
Thomas Morton

35 Years of Service

Andra Collins

30 Years of Service

Deborah Zoll
Regina Lysell

20 Years of Service

Adam Recktenwald

10 Years of Service

Colin Baker
Damon Carmical
Elissaveta Arnaudova
Kevin Hough
Michelle Evans
Wayne Campbell
William Monziona
William Nguyen
Zackary Smith

25 Years of Service

Ned Smith
Truett Cohorn

55 Years of Service

Ben Rice

470 YEARS OF SERVICE COMBINED



Student Service Awards

UK ITS recognized student employees who have been with us for two semesters or more. Student employees are essential to our operations. Their perspectives help ITS stay in-tune with the latest trends within the community.

Communications & Strategic Engagement

Sophia Stokes

Customer Support

Ethan Thompson
Lauren Hayes
Leonard Richardson
Makayla Minor
Mary Lightner

Enterprise Cybersecurity

Ayah Abdeldayem
Isaac York
Jacob Alteri

Media Depot

Charlotte Lawson
Eman Robele
Genesis Pena-Lozada
Jessica Burr
Justin Haycraft
Kyra Gegner
Matthew McBee
Noah Brand
Tali Green

Smart Campus

Alex Valdivia
Anna Schroll
Brian Robinson
Cadin Adams
Caleb Cole
Christian Blevins
Erin Stratton
Hyeonyeong Kim
Jason Burr
Maura Adams
Nicholas Carlucci
Zachary Beard



How We Were Recognized

2023 Graduates

Anne Marie Kirk, Master's in Community & Leadership Development

Brian Mayo, Master's in Information Communication Technology

CeCe Balog, Bachelor's in Management

Diana Gold, Master's in Public Financial Management

Emma Sandman, Bachelor's in Information Communication Technology

Eric Carroll, Doctorate in Business Administration

Khumbo Phiri, Bachelor's in Computer Science

Marci Adams, Master's in Marketing

Rocco Wrentmore, Bachelor's in Computer Science, Bachelor's in Mathematics

Suzanne Troske, Graduate Certificate in Business Analytics

Certifications Completed

Austin Anders, ISC2 Certified in Cybersecurity

Cody Ortt, GIAC Certified Enterprise Defender (GCED)

Emily Brenzel, Salesforce Certified Marketing Cloud Email Specialist, Salesforce Certified Marketing Cloud Administrator

Jackie Campbell, GIAC Critical Controls Certification

John Lewis, Microsoft Certified: Cybersecurity Architect Expert

Marci Adams, Change Management Practitioner

Matt Dillon, GIAC Security Leadership (GSLC)

Nic Hughes, GIAC Security Leadership (GSLC)

Paul London, GIAC Information Security Fundamentals Certification

Stephen Burr, GIAC Strategic Planning, Policy, and Leadership

Presentations

April 13, Moses Botaka spoke at Carter G. Woodson Academy's STEM night.

June 12, Enterprise Applications team hosted a knowledge exchange with Air Force Institute of Technology and Air University.

June 27, Stephen Burr participated in Campus Technology's "Adapting Your Information Security Strategy to the 'New Now!'" panel.

July 23, Michael Sheron and Stephen Burr presented at the College Business Management Institute.

October 12, Emily Brenzel and Shelby Albers presented at the Midwest Higher Ed Trailblazers forum.

October 24, Leigh Baker presented at the SAP Education Fall Forum at Hudson Yards, New York.

Notable Article Features

Adam Recktenwald

"University of Kentucky expert talks about the technological trends for 2023," FOX56 News

Bill Adams

"How the University of Kentucky cuts costs with Apple solutions," Apple.com

Media Depot

"Students and friends celebrate filmmaking at 2023 Student Film Festival," Kentucky Kernel

Stephen Burr

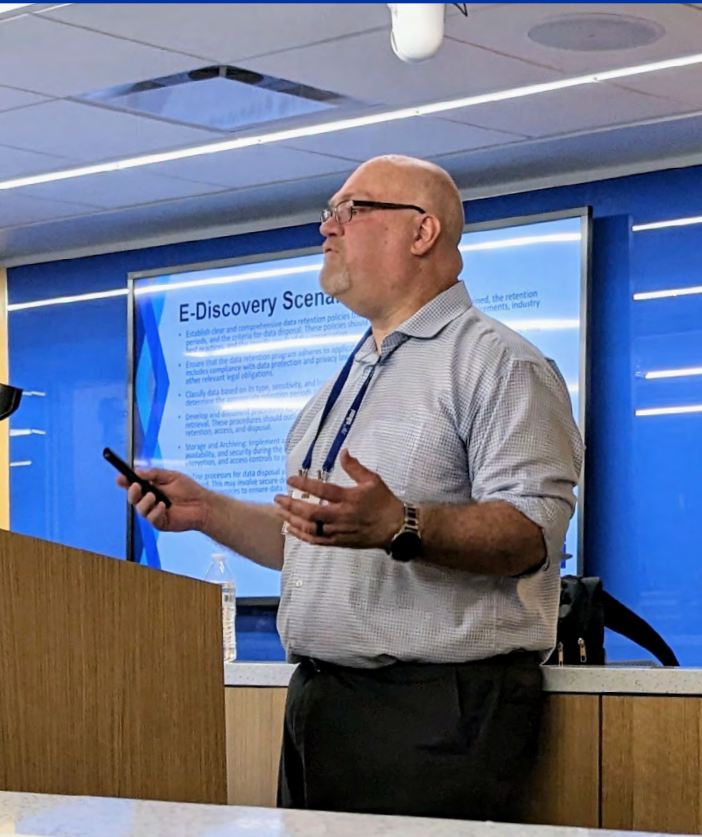
"Endpoint Detection and Response Solutions Spot University Security Threats," EdTech.com

Michael Sheron presenting at CBMI. (top left)

Enterprise Salesforce Operations at the Midwest Higher Ed Trailblazers forum. (top right)

Moses Botaka at Carter G. Woodson Academy's STEM night. (middle right)

Bill Adams (left) and Rosa De La Rosa (right) featured in a highlight video produced by Apple.



Innovate. Transform. Succeed: 2023 Year in Review

Enhancing Our Resources

As the University of Kentucky strives to better serve the UK community every year, UK ITS is tasked with making technology resources more efficient and modernized with the latest features. The Enterprise Applications team, in collaboration with several colleges and units on campus, sought to make many University operations easier through enhanced applications and features. From the application process to registration, advising, and federal reporting requirements, Enterprise Applications transformed the way student data is processed. Through innovative enhancements, operations like undergraduate applications were processed faster than ever before.

"Without adding any additional staff, the Office of Undergraduate Admission has not only maintained service objectives for application turnaround but greatly improved those processing times. This was only possible through a strong collaboration with ITS" - Adam Bohland, Undergraduate Admission

Major undertakings like transitioning millions of dollars of medical supply inventory to a new UK HealthCare warehouse demanded critical thinking and technical expertise. This successful project ensured continual access to medical supplies.

"Our team wants to share our gratitude for Becca Lattin, Stuart Henson, Scott Fisher, and Joe Hines in supporting all the work to achieve our go-live. I have been part of projects for around 20 years at UKHC, and this one is perhaps my favorite." - Chris Petter, Enterprise Logistics, Supply Chain

The Networking & Infrastructure team worked continuously to upgrade and install infrastructure to empower the University's robust and pervasive network needs. Upgrades that took months to complete replaced wireless access points across campus and at UK HealthCare offices across the state, enhancing health care services.

Supporting a Record Cohort

To support record enrollment and retention rates, the University utilized data validated by the Institutional Research, Data Analytics and Decision Support (IRADS) team and reached more students than ever through communications set up by the Enterprise Salesforce Operations team. Through these tools, UK sent personalized marketing and communication messages tailored to the prospective or current student, attracting a record-breaking number of students to enroll and stay at UK. The integration of Salesforce CRM streamlined recruitment processes, while data analytics identified at-risk students for personalized

support, resulting in outstanding outcomes and setting the University apart as a model for others.

UK ITS also collaborated with Smart Campus to offer innovative opportunities like UK Invests, providing students financial education, investment opportunities, and real-world experience. UK ITS played a crucial role in supporting the initiative and ensuring a seamless experience.

"As IT professionals, we love these types of projects... they're interesting, innovative and impactful. When you get a team like Joshua, Amber, Jerry, Mark, Peter, Smitha, Tonya collaborating – stand back. Cool stuff is about to happen!" - Adam Recktenwald, Enterprise Applications

UK also offered students a mobile credential for the first time in 2023. The WildCard Mobile ID launch was a result of executing several technical requirements, efficient project management, and collaboration with many groups across campus.

Further Securing Our Data

The Enterprise Cybersecurity team tackled several firsts in 2023 to harden the cybersecurity posture for the University of Kentucky. The first phishing simulation exercise was launched in July to all students, faculty, and staff. The exercise increased awareness and equipped individuals with

Mark Lewis talking to a student at UK CyberCon, fall 2023.

skills to identify, contain, and mitigate cyber threats. This year, the Enterprise Cybersecurity team also implemented new processes to revamp the cybersecurity compliance program, enabling UK to meet federal regulations and protect data from breaches. Meeting compliance not only ensures the University's reputation and builds trust, but it also helps departments achieve cybersecurity compliance

"Over the past year, I am proud of our collective efforts to enhance cybersecurity awareness at the University."

- Stephen Burr, UK Cybersecurity

In a continual effort to educate and increase awareness of cybersecurity threats, UK ITS also hosted the second annual CyberCon conference. Held

during Cybersecurity Awareness Month alongside awareness communication campaigns and activities, the event brought together students, faculty, staff, and professionals to discuss cybersecurity trends and career opportunities.

Contributing to the Research Computing Community

The 2023, the Research Computing Infrastructure (RCI) and the Center for Computational Sciences (CCS) hosted the seventh annual Commonwealth Computational Summit focused on Artificial Intelligence (AI). Bringing together over 400 registrants, the conference explored various methodologies and technologies within AI, such as machine learning and robotics, which are transforming major disciplines like business,

agriculture, and engineering.

Additionally, RCI and CCS represented UK at the 2023 IEEE/ACM Supercomputing Conference. Members of the RCI and CCS teams hosted a table with information on University of Kentucky computing, talking to any peers that had questions and sharing ideas among colleagues. Members were also able to attend sessions, furthering their knowledge in an ever-changing landscape.

We recognize all the work and milestones achieved this year by the many diverse and talented employees. The contributions are many and too long to list. However, as we reflect on these highlights, we look forward to another year of pushing boundaries, fostering innovation, and serving as a catalyst for positive change.



UK ITS by the Numbers

61,595

HOURS SPENT IN VIRTUAL DEN BY UK COMMUNITY

OVER 53.2 MILLION EMAILS SENT WITH MARKETING CLOUD
5,397 VIDEOS COMPLETED IN LINKEDIN LEARNING
1,840 TFLOPS AVAILABLE IN HIGH PERFORMANCE COMPUTE
697 CUSTOMERS HELPED AT STUDENT TECH HELP @ THE HUB



OVER 560K AUTOMATED EMAIL THREATS REMEDIATED

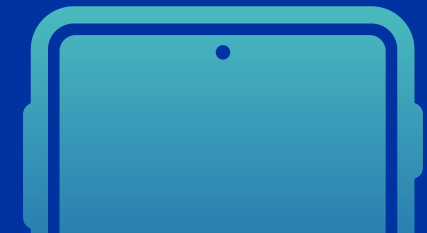


36.9M TELEPHONE CALLS COMPLETED

MORE THAN

\$284K

UK INVESTS DOLLARS EARNED BY STUDENTS



7,000 IPADS DEPLOYED TO STUDENTS & STAFF

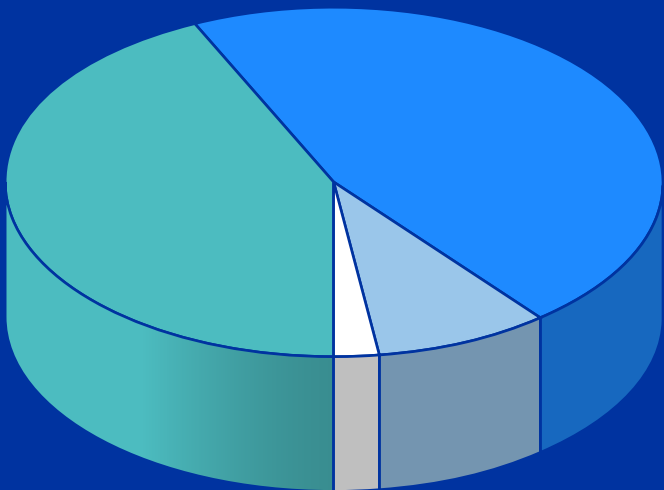
110 NETWORKING & INFRASTRUCTURE PROJECTS COMPLETED
686K RECORDS CLEANED UP WITH AUTOMATED RECORD RETENTION
31% INCREASE IN ENGAGEMENT ON SOCIAL MEDIA
6.04 MILLION PHISHING ATTEMPTS BLOCKED

Funding Overview

FY2023 Budget

General Fund	\$29,609,753	43.09%	
Service Centers	\$31,707,648	46.14%	
Student Tech Fee	\$5,894,397	8.58%	
Other Income	\$1,509,471	2.19%	

Total

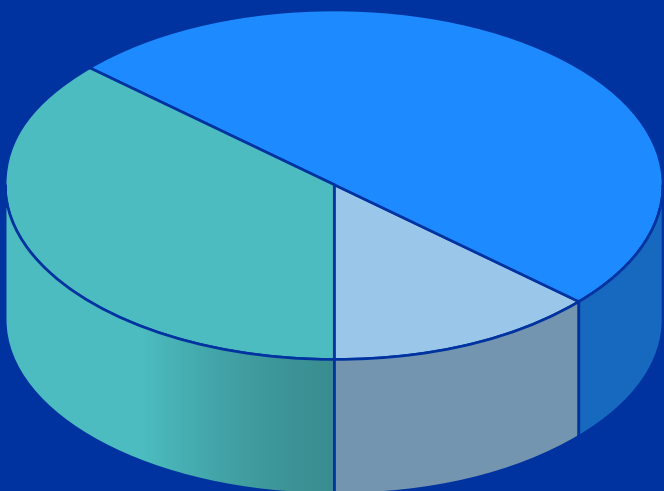


\$68,721,304

FY2023 Expenditures

Personnel & Benefits	\$24,930,072	36.84%	
Operating	\$33,780,847	49.92%	
Capital	\$8,954,434	13.23%	

Total



\$67,665,353

A Year in Projects

UK Reaches Storage Compliance with Google

In November 2021, Google changed its enterprise storage licenses for education, imposing a limit on the amount of data that could be stored for free in education accounts. UK ITS implemented a plan to bring down storage usage, involving clear communication, hands-on support, and collaboration with students, faculty, and staff. By January 2023, UK successfully reduced its storage to less than 150TB, demonstrating the importance of teamwork and communication in implementing significant changes.

Promoting IT Careers in the Community

UK ITS continued their commitment to furthering interest in STEM and careers in IT through several events and initiatives throughout the year. As a partner with Fayette County Public Schools (FCPS), UK ITS hosts high school students interested in IT in internships with various teams across the department. FCPS students were able to gain university experience in customer support, software and application development, networking, and cybersecurity. UK ITS also participated in six events at various FCPS schools, promoting careers in IT and answering questions about the industry.

Smart Campus offered their first free Esports Camp for children of UK employees ages 8-14. The weeklong camp focused on a learning experience that combined

competitive gaming, teamwork, and strategic thinking while also emphasizing the importance of making gaming fun and inclusive. Participants were also introduced to various career paths in esports and video games.

Enterprise Application's Revamp of Student Success apps

The Enterprise Applications division collaborated with several groups on campus to provide enhancements to applications used for University operations and student success in areas including enrollment, registration, advising, financials, and records keeping for compliance. Because of this dedicated work, processes like application processing, funds disbursement, setting up advising appointments, and customizing priority registration windows were streamlined and completed more efficiently. Providing a foundation of innovative applications and tools to stakeholders across the enterprise empowers the University to accomplish steps toward their mission.

UK ITS Conducts First Phishing Simulation

In July 2023, the Enterprise Cybersecurity team launched the first phishing simulation at UK for all students, faculty, and staff. Phishing attack simulations send a fake, malicious email to recipients to safely test their ability to determine if an email is unsafe. UK students, faculty, and staff were immersed in real-world scenarios, teaching them to recognize and

counter cyber threats, and in turn, benefiting the entire UK community. Clicking the malicious link in the simulation sent users to training materials to further their awareness of these types of attacks. In July, 98.7% passed the simulation. After conducting another simulation in November, the UK community improved to a 99.7% passing rate.

Upgrade of Duo Prompt for Multi-Factor Authentication

The Duo Universal Prompt received an upgrade in July 2023. The upgraded multi-factor authentication verification system makes signing into UK resources more secure by using updated web-based technology. By using "step-up security" features like a Verified Duo Push notification, silent push, and risk-based authentication, this MFA prompt makes accounts inherently more secure.

Mobile Credential Project Launched

Launched during the Fall 2023 semester, the University of Kentucky (UK) released a new WildCard Mobile ID, which enabled students to access campus buildings, make purchases, and perform other actions using their iPhone, Apple Watch, or Android device. UK partnered with technology provider CBORD and security provider HID to develop the contact-free access solution. The mobile ID is safe, convenient, and secure, and the University plans to extend the service to faculty and staff in the future.

UK Invests Expands to All UK Students

After completing a pilot phase with UK Athletics, UK opened the UK Invests initiative to all UK students in Fall 2023. The initiative combines financial education, investment opportunities, and real-world experience to improve students' financial well-being. Expanding the project to all students required robust data aggregations and integrations that collect and validate data and disburse funds in a timely manner. The UK ITS team played a crucial role in supporting the initiative, collaborating with various departments, and leveraging their technical expertise to ensure a seamless experience for the launch.

Network Upgrades for UK HealthCare

The Networking & Infrastructure division successfully completed several projects to upgrade network infrastructure and performance for UK HealthCare. Projects included implementing newer Wi-Fi 6 technology and upgrading approximately 4,500 wireless access points in 70 buildings. These upgrades enabled enhanced performance and capacity, as well as better management, automation, and location-based capabilities.

Furthering Cybersecurity Awareness

During October, the UK ITS participated in Cybersecurity Awareness Month by sharing educational articles and tips and hosting various activities, such as a digital scavenger hunt and cybersecurity courses, to educate and promote good cybersecurity

habits within the UK community. The Enterprise Cybersecurity team hosted the second annual CyberCon conference at The Cornerstone, doubling attendance from last year's inaugural event. The event brought together students, faculty, staff, and cybersecurity professionals to discuss the latest trends in cybersecurity and potential career opportunities. The event included presentations from FBI and Cybersecurity Infrastructure Security Agency agents, discussions on cybersecurity issues such as out-of-date browsers and financial scams, and advice for women and BIPOC interested in pursuing cybersecurity careers.

Cybersecurity Risk Assessment Completed & Vendor Processes Enhanced

UK ITS underwent the National Institute for Standards and Technology (NIST) Cybersecurity Framework (CSF) assessment for

the first time in 2023. The NIST CSF assessment is a set of guidelines, best practices, and standards designed to help organizations manage and improve their cybersecurity risk management processes. The assessment required collaboration and information gathering from various teams at UK.

Additionally, the Enterprise Cybersecurity team collaborated with UK departments such as Legal, Purchasing, and UK HealthCare to develop more efficient processes around risk assessment of vendor solutions used at UK. A new software licensing form went live in December, streamlining the process, ensuring compliance with regulatory requirements, and protecting sensitive data from risks and potential compromise by aiming to prevent personal and financial harm to employees and the institution.



Nick McClure at the Fayette County Public Schools Career Expo, Fall 2023

IT Strategic Plan **Milestones**

Putting Students First

Goal 1: The University shall maintain a robust and plentiful IT environment to enable student success and faculty advancement.

- Record number of iPads distributed to UK's largest incoming class, supporting student success through equitable access of technology. Programming developed for students and faculty to better educate and integrate iPads with academic coursework.
- The launch of UK Invests to all eligible students was supported through implementation of application integrations, feature enhancements, data validation, and creation of custom marketing campaigns.
- Student success applications enhancements used by students and campus partners including features for registration, enrollment, advising, and confirming course attendance.
- *"Changes made to the grading application simplified what was expected of faculty, when submitting failing grades and the last date of attendance."*
- Kim Taylor, University Registrar
- Communications published to encourage adoption of student resources like Media Depot multimedia spaces, Wi-Fi, campus map, and technical support. Informative campaigns around best practices for UK accounts, cybersecurity, iPad usage, and more targeted students through email, social media, and live events.

- UK's constituent relationship management (CRM) via Salesforce expanded to include partners in Philanthropy and Alumni Engagement and UK HealthCare Nursing, providing better capability to house data related to donors, alumni, and recruitment of nurses.
- Slate admissions application implemented for Graduate School and UK Online, centralizing and creating application processing efficiencies.
- Cybersecurity awareness campaigns, trainings, exercises, and tools offered across the enterprise to further protect student data and systems.
- Mobile Wildcard ID launched for student use in residence halls, dining, athletic events, and more.
- Second-annual CyberCon event held with over 180 attendees, including guest speakers, career panel, games, prizes, and movie night.
- Record enrollment and retention supported through validated data dashboards, automated email marketing journeys launched via Salesforce Marketing Cloud, and implementation of enhanced features for Student Success.

Taking Care of our People

Goal 2: The University shall provide ready access to easy-to-utilize IT infrastructure and services.

- Form and workflows created for the University's official process on requesting remote or hybrid work.

- New cybersecurity training offered to employees in collaboration with UK Human Resources.
- AppleTVs added to spaces in W.T. Young library to seamlessly connect to UK iPads.
- Upgrades and patches implemented for various systems and solutions to ensure they meet security and performance standards, including but not limited to Active Directory Federation Services (ADFS), SAP, and networking infrastructure.
- Bank data exchange integrations for the University were modernized to a new, secure, and more efficient platform.
- Features allowing for enrollment of employee benefits added to mobile myUK app, making it easier for University employees to participate in Benefits Open Enrollment.
- Replaced UKHC legacy barcode inventory labeling/scanning software and hardware.

Goal 3: Information Technology Services shall provide an exemplary customer service focus in all its work.

- LinkedIn Learning made available, providing free training opportunities to all UK employees. UK ITS supported this launch by implementing Single Sign-On, beta testing, and communicating offering to the UK IT community.
- Training provided to partners across the University to support use of Salesforce platform in University operations and student success.

- How-to articles continuously drafted, edited, and reviewed for use by the UK community as part of the Tech Help Center.
- Streamlined methods of contacting ITS Customer Services by retiring inefficient methods (e.g., email) and encouraging self-service, calls, chat, or 1:1 assistance by appointment.
- Salesforce CRM products built and leveraged to improve customer relations and recruitment in Alumni and Philanthropy Engagement, UK HealthCare, Human Resources, Athletics, and more.

Ensuring Greater Trust, Transparency & Accountability

Goal 4: The University shall ensure the security and integrity of its infrastructure and information.

- Standing Committee on Cybersecurity formed as part of the IT Advisory Council with membership representing the University enterprise.
- New processes established for enterprise policy review and creation.
- Risk assessment process implemented, in collaboration with Purchasing, for new purchases.
- Palo Alto Global Protect VPN client updated to improve security when connecting to UK resources from off campus.
- Endpoint detection and response enhanced by enabling additional configurations to protect against ransomware.
- A 5-year enterprise support and subscription agreement established for critical campus and UKHC edge and data center firewalls.

- Vendor Cybersecurity Risk Assessment process implemented, in collaboration with Purchasing, to streamline processes around evaluating new contracts and purchases. This new process provides a catalogue of vendors the University is sharing protected data with, and the risk attached.
- Cybersecurity Risk Assessment for Enterprise Information Technology Services completed using National Institute of Standards and Technology (NIST) Cybersecurity Framework.

Goal 5: The University shall maintain and provide access to data to make timely, strategic and informed decisions to support the University's mission of teaching, research, service and patient care.

- Security and usability improvements implemented in Active Directory Group Policies for MC domain users.
- Enterprise Systems and Research Computing Infrastructure collaborated to locate suitable data center space for projects due to increasing challenges with accommodating on-campus compute workloads.
- Faculty Hiring workflow expanded to include Dual Career, Fighting Fund, and Diversity Fund requests.
- Over 100,000 regulatory documents (e.g., tax forms) generated for federal compliance and University operations.
- New solution implemented for Disability Resource Center, Accessible Information Management System.

- Technical support and project management provided for migration of thousands of medical supplies to a new medical supply storage center for UK HealthCare without any disruption in operations.
- Developed and executed a custom FI Records Retention program to delete 686,000 unneeded financial attachments according to UK's Record Retention Schedule
- **Goal 6: Information Technology Services shall be trusted and effective stewards of University resources.**
- Customer Support & Enterprise Service Management team continues to support colleges and units with endpoint device management, providing cost savings and streamlining processes.
- New change management policy drafted to improve documentation and coordination of changes executed by UK ITS.
- Strategic goals set for fiscal year 2024 to Office of Strategic Planning and Institutional Effectiveness (OSPIE) as part of Administrative Unit Assessment.
- Audited myUK Learning usage for External Learner population, which resulted in ending assignments/ licensing for those that had not accessed myUK Learning in six months.

IT Strategic Plan **Milestones**

Goal 7: Information Technology Services shall effectively communicate and engage with the UK community.

- IT Advisory Council reached full membership in Fall 2023 with six new appointments. Charters drafted for five standing committees associated with the IT Advisory Council, dedicated to specific topics in technology.
- Two Request For Proposal (RFP) processes completed to provide reliable, efficient, innovative, and cost-effective telecommunications solutions and a new enterprise-wide Contact Center as a Service (CCaaS) solution, to the University, UKHC, Purchasing, and various stakeholder representatives were included in this process.
- Re-architecture of the University's cloud computing environment in Azure kicked off with collaboration from partners across the enterprise and UKHC.
- Communications on upcoming changes, maintenance windows, outages, events, and news sent to colleges, departments, and units through email, various social media platforms, and collaboration tools.
- Representatives from UK ITS served on UK ADVANCE Committee to advise on Inspiring Ingenuity.

Inspiring Ingenuity

Goal 8: The University shall maintain a modern, state-of-the-art network and infrastructure.

- UK ITS worked in cooperation with various campus units, architects

and project management teams to provide infrastructure technology requirements and standards for new buildings or renovation spaces.

- The wired and wireless network was upgraded in various locations across the Commonwealth including academic buildings, residence halls, UK HealthCare facilities and extension offices.
- Transition to a Standard Managed File Transfer process, consolidated interfaces across one platform improving security and supportability across teams including approximately 115 scheduled jobs.

Goal 9: The University shall consistently enable and support innovation and research through strategic investments.

- UK ITS Research Computing Infrastructure co-hosted the Commonwealth Computational Summit and a booth at the 2023 International Conference for High Performance Computing, Networking, Storage and Analysis with the Center for Computational Sciences (CCS).
- UK ITS Research Computing Infrastructure supported continued acquisition, funding and technical support for software used on the HPC infrastructure.
- UK ITS started partnership with Council on Postsecondary Education (CPE) to build 100GB Kentucky Regional Optical Network (KyRON) connectivity between UK and Northern Kentucky University. The KyRON network enables UK

and other state universities with high-speed access to Internet2 resources tailored for education and research.

- Petabytes of storage availability added for research data and research use at the University of Kentucky.

Bringing Together Many People, One Community

Goal 10: Information Technology Services shall support the University's objective to build partnerships and collaborations.

- The Smart Campus initiative promotes community through gaming. Events held this year include Women in Gaming social events, Rocket League Bluegrass Boost Battle, Camp Kiki, Latinx/Hispanic Open House, Awesome Inc's Week of Code Summer Camp, Esports Camp for middle and high schoolers and more.
- The IT Community of Practice continues to troubleshoot issues and share ideas via Microsoft Teams and through monthly meetings.
- Various stakeholders across campus engaged for input via focus group, interviews and surveys for the UK IT Strategic Plan.
- The UK ITS K-12 Partnership Program continued with 12 high school student internships, campus tours, career industry talks, tables at FCPS events and recommendations provided to assist coursework in IT curriculum.



New Students entering the Cornerstone to pickup their iPad.



A student using the UK Mobile ID to unlock their dorm room.



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