UK Information Technology Services

2022

ANNUAL REPORT

LETTER FROM THE CIO

Dear Colleagues,

Another year has passed filled with many accomplishments and innovations by our team members. Through focused dedication and collaboration, we have further advanced technology and its impact on the University community. There has been no time like the present in which technology sits at the forefront of leading higher education to a new frontier of adaptability and efficiency and every year I am encouraged by the great work put forth by our department.

For UK Information Technology Services (UK ITS), 2022 was a year that offered equal opportunities for reflection and planning for the future. As we gathered stakeholders and the University community to provide us feedback on what is working well now and what they would like to see implemented in regards to technology at UK, we began to create our roadmap for the future. The newest University of Kentucky Information Technology Strategic Plan (UK-ITSP): PURPOSE-driven IT was published in September 2022 with the help of many partners across the University. The UK-ITSP serves as a roadmap for how we advance forward in our mission to provide outstanding technology infrastructure, services and solutions that advance teaching and learning, enable research, empower staff, enrich the student experience and effectively manage and protect institutional data.

In a year that began with recovering from devasting tornadoes in Western Kentucky and later unprecedented flooding in Eastern Kentucky, UK ITS stepped up to rebuild infrastructure in extension offices across the state. We also contributed network infrastructure for new and enhanced buildings across campus and UK HealthCare, providing the backbone for University operations. We are committed to empowering innovation through the support for researchers and high-performance computing (HPC) through our partnership with the Center for Computational Sciences (CCS), Council of Postsecondary Education (CPE) and more.

In the spring, a Chief Information Security Officer (CISO) for the enterprise was appointed and continued our investment in cybersecurity. We increased our protection of University systems and data with more resources behind Two-Factor Log-In, implementation of system upgrades and patches, changing default privacy settings for collaboration tools, ending support for legacy email protocols and drafting governance and compliance models.

In fall 2022, the University of Kentucky saw a record high new student cohort. UK ITS supported this grand achievement through implementation of customized marketing messages that served recruitment and enrollment functions. Additionally, we validated data to support University operations including but not limited to, admissions, housing and financial aid. More than ever, we provided our time and expertise to initiatives that put our students first to create a fulfilling student experience.

The Smart Campus initiative continued to grow with new programs like UK Invests, a first-of-its-kind program aimed to improve student financial literacy. Existing programs and resources like the Student Media Depot, iPad initiative and Esports were expanded to meet the needs of a larger and diverse student population. Connecting with an advisor and planning for graduation became easier than ever for students with improvements to applications within myUK.

Overall, 2022 was a year that we should all be proud of. Please review the 2022 Annual Report and celebrate the accomplishments and goals we set together to support the University for Kentucky.

Thanks for your dedication and support,

Brian T. Nichols
Chief Information Officer

CUSTOMER **EXCELLENCE** AWARDS

UK ITS awarded student, faculty and staff recipients Customer Excellence in Leadership in IT Advancement Awards in 2022. The award winners were recognized for their leadership in technology and their commitment to furthering IT advancement at the university.

Jess Burr
STEAM Academy

While enrolled at STEAM Academy, Jess has been a high school student intern at the Student Media Depot. Throughout 2022, Jess was an exceptional intern. Jess worked well with the Media Depot UK student staff and was always extremely helpful to our customers no matter their need. Even as a high school intern, Jess has taken on assisting customers in the Media Depot and was able to provide exceptional customer service. In addition to being a team player, Jess also helped Media Depot staff learn new skills. STEAM Academy, located in Lexington, is a school committed to providing real experiences that inspire learners to lead through cultivation of students' talents and passions.

Wendy Jackson, Ph.D.
College of Medicine

Dr. Jackson worked with the Smart Campus team on a new research project that would utilize iPads from the Smart Campus initiative. Jackson incorporated the loaned iPads into her research project to provide a series of demographic questions and a quiz to patients utilizing a customized Qualtrics survey. The collaboration with Jackson has provided a wonderful example of how technology can be used to make research participation more approachable and to support various initiatives across the University and UK HealthCare.

Kim Taylor
University Registrar

Kim Taylor demonstrated strong leadership and is a committed partner to UK ITS through her implementation of key technology solutions and initiatives that directly benefit those who support UK students. In her work with Enterprise Applications, Kim and her team were instrumental in developing the Degree Completion feature in myUK, streamlined attendance verification and grading processes and steady improvement in student final grade collection. Kim's understanding of processes and her thoughtful partnership has led to many technically innovative solutions. Her professionalism, forthrightness and strong support have been an invaluable asset for ITS.

GIVING BACK TO THE **COMMUNITY**

UK ITS recognizes the importance of engaging and giving back to the University community, including organizing events for the community, fundraising and more.

K-12 Partnership Program

UK ITS continued their K-12 Partnership Program offering a variety of opportunities for schools all over the state of Kentucky to learn more about IT careers and topics. This year, UK ITS hosted 12 high school students from Fayette County, giving them real-world experience in IT careers and development of technical skills that can be used to further their education. Additionally, several Kentucky High Schools traveled to UK's campus to tour The Cornerstone and Esports lounge as well as the Student Media Depot in W.T. Young Library. Groups in attendance varied from Esports clubs to Technology Academy students looking to learn more about Esports, multimedia, technology and IT careers. In addition to playing games in the Esports lounge and testing out equipment at the Student Media Depot, students were informed about coursework at UK related to gaming and multimedia as well as career paths within IT. Visiting high schools included Frederick Douglass High School, Tates Creek High School, Wolfe County High School and more.

Eastern Kentucky Flood Relief

In July of 2022, parts of Eastern Kentucky saw unprecedented rainfall which resulted in devastating flooding for the entire region. UK ITS staff joined together with the UK community to support those in need. Various ways to donate were communicated to the University community, focusing on providing support to students, faculty and staff affected by the flooding. UK ITS additionally deployed teams to reroute or rebuild infrastructure affected by the flooding in order to maintain essential University operations.

Before the Madness

In October 2022, Big Blue Nation was ready for the start of another basketball season with their season opening event, Big Blue Madness. Esports and Gen.G hosted a "Before the Madness" event at Rupp Arena with UK basketball players, gaming consoles, a petting zoo and a raffle to win exclusive Gen.G merchandise.

LexGames4Good

Esports hosted LexGames4Good, a 5 hour Twitch stream from the Esports Theater, this past summer in collaboration with Kentucky Children's Miracle Network. This event was a prime example of the power of the gaming community to make a positive impact. By leveraging the popularity of Esports and the engagement of the gaming community, LexGames4Good was able to raise several hundred dollars for a worthy cause. The event also highlighted the potential for esports to not only entertain, but also to make a meaningful difference in the lives of others.

UK Basketball players await signing autographs at Before the Madness 2022.

EMPLOYEE SERVICE AWARDS

UK ITS recognized employees who celebrated a milestone in years of service in 2022. The 52 employees honored totaled over 670 years of service at UK combined.

5 Years of Service

Joseph Carr
Suzanna Bentley
Jessica Freeman
Eric Carroll
Timothy Jones
Jordan Peters
Martin Mayberry
Michael Vallon
Heath Price
Emily Brenzel
Steve Napier
Kelita Mayorga Rosales

15 Years of Service

Anita Campbell
Kevin Hough
Amber Campbell
Jordan Adler
Bill Adams
Shelby Avery
Jessica McClure
Sandra Dwinnells
Sean Roddy

25 Years of Service

Charlie Stewart
James Wireman

35 Years of Service

Tracy Cerise
Chuck Fisher

670 YEARS OF SERVICE COMBINED

10 Years of Service

John Dickens
Gretchen Tucker
Christopher Wilson
Frank Turner
Marc Bradley
Tyler Collins

20 Years of Service

Lowell Pike
Mike Ramsey
Retta Ritchie
Randall Casey
Lena Wu
Kim Stock

40 Years of Service

Bonnie Vanover
Cynthia Brooks
Wendell McCarty

45 Years of Service

Diane Skoll

STUDENT EMPLOYEE AWARDS

UK ITS recognized student employees who have been with us for 2 semesters or more. Student employees are essential to our operations. Their perspectives help ITS stay in-tune with the latest trends and sentiments within the community.

Communications & Strategic Engagement

Alexandria Hobbs

Customer Support & Student IT Enablement

Alayna G. Tobo
Alexis Adams
Aubrey Lightner
Cassie Hunter
Charles Pemberton III
Charles Fowler
Christian Branham
Drew Cavacini
Hunter Barnett
Jacob Miller
Joshua Donahue
Kaylee Lane
Lily Cruse
Mara Montoya
Noah Perry
Rocco Wrentmore
Staeton Sanders
Stanton Brown
Wyatt Osborne
Zachary Brangers
Zachary Sharief

Enterprise CRM & Salesforce

Makenzie Purdom

Enterprise Cybersecurity

Brent Bartley

Institutional Research, Analytics, & Decision Support

Evan Courtwright

HOW WE WERE RECOGNIZED

2022 Graduates

Alex Russell, Bachelor's in Management & Bachelor's in Marketing

Alex Weber, Bachelor's in Information Communication Technology

Austin Kelley, Bachelor's in Information Communication Technology

Cameron Jackson, Bachelor's in Information Communication Technology

Graden Knapp, Bachelor's in Kinesiology

Jessica Freeman, Master's in Digital Mapping

Moses Botaka, Bachelor's in Information Communication Technology

Scott Vogt, Master's in Information Communication Technology

Tyler Burkett, Master's in Computer Science

Certifications Completed

Brian Zimmerman, Certified System Administrator from ServiceNow

Charlie Stewart, Fundamental Project Management Program, Gatton College of Business and Economics

Cody Ortt, Certified in Cybersecurity from ISC[2]

Fame Hale, Azure Fundamentals

Jim Owens, Cisco Certified Network Associate (CCNA)

John Lewis, GIAC Security Leadership

Josh Frisby, Azure Cosmos DB Developer Specialty, Azure Administrator Associate

Matt Dillon, GIAC Cloud Security Essentials (GCLD)

Marci Adams, Certified Change Management Practitioner from Prosci

Miles Fortner, Azure Fundamentals & Palo Alto Network Security Administrator (PCNSA)

Ray Hyatt, NVIDIA DLI Certificate – Fundamentals of Deep Learning from NVIDIA Deep Learning Institute

Steve Napier, Cisco Certified Network Professional (CCNP)

Suzanna Bentley, Certified System Administrator from ServiceNow

Recognition

Stu Conley Television Booth

On November 12, University of Kentucky Athletics renamed the Television production booth at Kroger field to "The Stuart Conley Television Booth." Mitch Barnhart and Conley's family were in attendance. Stuart's dedication to service for the last 33 years has been invaluable to our operations at ITS and to the University community as a whole. Even though it will be tough to fill the hole Stuart left, ITS wished Stuart the best on his well-earned retirement in January 2023.

Presentations

April 2, Marci Adams

Marci Adams presented at the ACM SIGUCCS Communications Awards - Tech Help Center for "Best Computing Services Website."

April 4, Butch Adkins

Butch Adkins presented at the Data Center World conference sponsored by the Association For Computer Operations Management (AFCOM), "Come for the Disaster, Stay for the Recovery."

April 20-21, Salesforce

Enterprise CRM & Salesforce team presented at the Salesforce Higher Education Summit.

October 11, Salesforce

Enterprise CRM & Salesforce team presented at the Midwest Higher Ed Trailblazers forum.

October 24, Marc Bradley, Smitha Chopra and University Academic Advising

Marc Bradley, Smitha Chopra and University Advising presented at the 2022 National Symposium on Student Retention.

November 14, Research Computing Infrastructure

Research Computing Infrastrcuture team attended and presented at Supercomputing 2022.

Notable Article Features

Adam Recktenwald

"How the University of Kentucky uses data to stay ahead of higher education trends," Higher Ed Dive

Heath Price

"Getting in the eGame: Esports Streaming Gives the University of Kentucky a New Way to Grow Revenue and Recruit Students," Society for College and University Planning

Jordan Adler & Emily Brenzel

"University of Kentucky readies for a new marketing frontier," Salesforce.org

Emily Brenzel presenting at the Midwest Higher Ed Trailblazers forum. (top left)

Members of Enterprise CRM & Salesforce at the Midwest Higher Ed Trailblazers forum. (top right)

Marc Bradley at the 2022 National Symposium on Student Retention. (middle right)

Stuart Conley and his family recieving an honorary UK football jersey at Kroger Field.

LOOKING FORWARD WITH A PURPOSE:
2022 YEAR IN REVIEW

In 2022, UK Information Technology Services (UK ITS) committed to planning a roadmap for the future of technology at the University of Kentucky. Starting in February, UK ITS began gathering feedback from students, faculty and staff from across the University to assess what technology needs are currently being fulfilled and what should be addressed in the future. Through this important feedback engagement, UK ITS was able to draft the latest University of Kentucky IT Strategic Plan (UK-ITSP): PURPOSE-driven IT in fall 2022.

"We continue to be at a crossroads of unprecedented change, both an uncertain and unpredictable future – perhaps a tipping point – because of this there is no better time to evaluate where we are now and where we want to be in the years ahead – to define our IT drive and our PURPOSE."

- Brian Nichols

Ensuring Security

Continuing the spirit of progressing forward, UK ITS dedicated time and expertise to ensuring an abundance of IT resources were secure and accessible for the University community. Outdated systems and protocols were updated and replaced with modern versions that allowed for the latest cybersecurity protections for our data environment and enhanced features for applications. These updated systems enabled UK to better protect its data and applications from cyber criminals and other malicious actors. From the addition of Two-Factor Log-In for more technology resources to changing privacy settings for

Kishonna L. Gray, Ph.D., College of Arts & Sciences

collaborative environments, data and systems at UK were given more protections from cyber threats than ever before.

In collaboration with key stakeholders on campus, our teams innovated and developed new ways to serve students, faculty and staff through the advancement of University operations. Through strong understanding of core needs, UK ITS is able to effectively develop solutions to improve processes for our customers across the enterprise. In 2022, a collaboration with Academic Advising resulted in enhancements to Advising Hub within myUK. This allowed for increased functionality for scheduling appointments with Advisors. Over 24,000 advising appointments were held in 2022, with 93% of scheduled appointments completed. These application enhancements brought tracking functionality never experienced before, all contributing to pillars of student success and retention efforts.

"When we experience each other's worlds, we are so much more equipped to solve problems together."

- Smitha Chopra, Enterprise Applications

Volunteers handing out iPads to the incoming freshman class, fall 2022.

Enriching the Student Experience

Innovative programs like UK Invests, a Smart Campus initiative in partnership with EVPFA, Student Success, Fidelity Investments and iGrad, was launched to support holistic financial education for students via a personal investment account. Enterprise Applications implemented cutting-edge technical integrations, apps and processes for this groundbreaking partnership. Institutional Research, Analytics and Decision Support (IRADS) worked on data integrations and analysis as well as other ITS teams working on logistics for educational financial training for the first cohort consisting of student athletes. A record-breaking freshman class was given iPads at the Technology Takeover event, complete with a technology resource fair and a tour of the Esports arena at The Cornerstone. The first CyberCon

event was hosted on campus as an interactive and approachable way to increase awareness of cybersecurity topics and offer IT career networking opportunities for those interested. Resources like the Student Media Depot in W.T. Young Library were expanded to offer more multimedia equipment, training and space for coursework.

"The Media Depot allows me to put into practice what we learn and talk about in the classroom. Podcasts' ability to reach large populations and ease of use are a fantastic way to engage folks with history. Talk

about a truly digital humanities project – blending 'old' and new!"

- Kishonna L. Gray, Ph.D., College of Arts & Sciences

Building on Strong Foundations

Throughout 2022, UK ITS built upon a foundation of providing exemplary service for our customers while continuing to innovate and support the mission and purpose of the University of Kentucky. Through varied expertise and perspectives, we all came together to meet new challenges and map out where we want to go next.

UK ITS BY THE **NUMBERS**

56,991
COMPUTER LAB & CLASSROOM LOGINS

OVER 53.2 MILLION EMAILS SENT WITH MARKETING CLOUD

5,397 VIDEOS COMPLETED IN LINKEDIN LEARNING
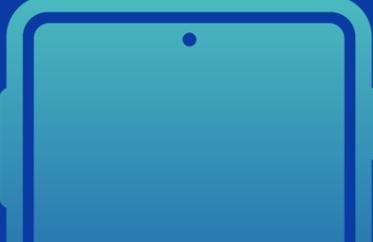
1,840 TFLOPS AVAILABLE IN HIGH PERFORMANCE COMPUTE

10,622
WIRELESS ACCESS POINTS

25,810
IPADS DEPLOYED TO STUDENTS & STAFF

47,551 ADVISING APPOINTMENTS CONDUCTED THROUHG THE NEW APPOINTMENT SCHEDULER
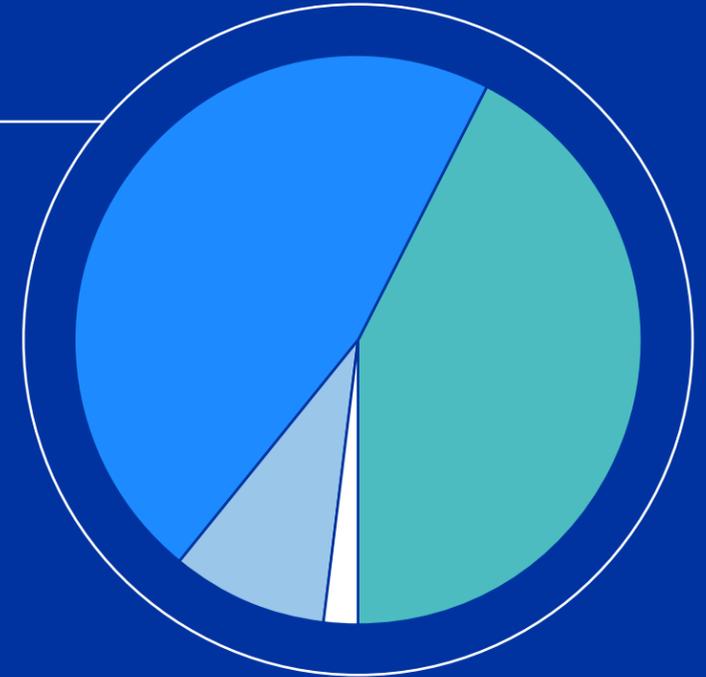
2,809 KNOWLEDGE ARTICLE UPDATES

74 TABLEAU WORKBOOKS CREATED BY IRADS TO PROVIDE NEEDED DATA

OVER 560K AUTOMATED EMAIL THREATS REMEDIATED

MORE THAN $365K
IN DISBURSEMENTS TO 496 STUDENTS IN FALL '22 (UK INVESTS)

FUNDING **OVERVIEW**

FY2022 Budget

General Fund	$26,796,981	42.46%	
Service Centers	$29,639,234	46.97%	
Student Tech Fee	$5,657,951	8.97%	
Other Income	$1,008,605	1.60%	

FY2022 Expenditures

Personnel & Benefits	$22,937,843	36.33%	
Operating	$32,565,262	51.59%	
Capital	$7,622,769	12.08%	
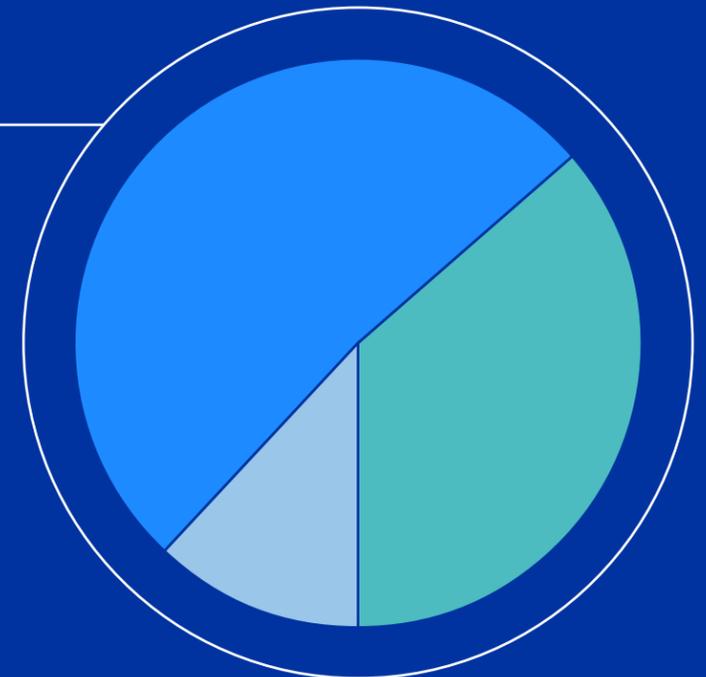
A YEAR IN **PROJECTS**

January

- New ITS website launched.

- Student Media Depot expansion completed.

- Research Computing Infrastructure, in collaboration with the Center for Computational Sciences, launched new support site for researchers.

- Temporary wireless connectivity installed for Department of Horticulture at Princeton UK Research & Education Center as part of storm response effort.

- Predictive yield model for the fall 2022 freshman class completed and shared with Enrollment Management.

- Microsoft Enterprise Skills Initiative access marketed to UK students, faculty and staff.

- Enterprise CRM & Salesforce team launches on-demand training videos for CRM systems.

- New cybersecurity service implemented to enable scanning of web applications for vulnerabilities.

February

- Smart Campus team begins partnership with College of Social Work to deliver virtual reality solution for Adoption Support for Kentucky – Virtual Interaction Program, or ASK-VIP, a program that seeks to better engage foster and adoptive parents throughout Kentucky.

- Microsoft Teams automation configured to require Teams to remain private unless an exception is granted by ITS to prevent potential threats.

- UK Online and Human Resources onboarded into Marketing Cloud for University-wide digital communication strategies.

- Support for email applications with Basic Authentication protocols ended to provide further enhancements to our cybersecurity posture at UK.

- Process to request VPN access automated.

March

- University Information Technology Strategic Plan (ITSP) focus groups and survey conducted to gather feedback for new ITSP draft.

- First Marketing Cloud super user cohort training held.

- PNC Bank Account Verification Service tool implemented, confirming 21,273 accounts were active, open and in good standing prior to initiating Automated Clearing House (ACH) payments.

- Predictive model updated to identify students least likely to be retained to share with colleges and inform at-risk student service identification.

- Video produced by Student Media Depot on iPad Initiative shown to Board of Trustees.

- Forms added for Active Directory requests in Self Service Feature of Tech Help Center.

April

- Single Sign On and Two-Factor Log-In implemented for UK Google Workspace accounts.

- IT Advisory Council meeting held.

- Kentucky High School Athletic Association (KHSAA) Esports Spring Championship held in The Cornerstone with over 250 attendees and more than 635 Twitch viewers.

- Hoops at Home event hosted, in partnership with Gen.G, at The Cornerstone and on Twitch promoting community among the gaming community.

- CampusCommunicator application implemented to send digital financial aid letters to student receiving scholarships and aid awards.

- Acquisition and implementation of advanced email security tool completed to further protect the University against phishing and executive impersonation attacks.

- Transfer Credit Tool implemented, allowing students to see how the credits they've earned at other institution(s) will transfer to UK

- Chief Information Security Officer (CISO) appointed for the enterprise.

May

- Spring 2022 UKY Student Film Festival hosted by the Student Media Depot.

- "Girls Who Game" event hosted in Esports Lounge.

- Project kick-off held 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.

Cybersecurity team networking with students at UK CyberCon 2022.

- Implemented Two-Factor Log-In for Qualtrics and Canvas.

June

- An additional 3PB in storage added to the HPC cyberinfrastructure to accommodate research data. Globus endpoints and connectors added to speed large data transfers.

- ITS supports and attends Big Blue Nation Orientations to onboard incoming students to UK technology resources.

- Firewall configuration updated to enhance the security of the University.

- Network upgrade completed at The Arboretum providing large network bandwidth increase and improved redundancy for business operations.

July

- ITSP draft released to UK students, faculty and staff for feedback.

- Morgan Compute Cluster upgraded doubling the core count on the cluster and bringing total compute capacity of the cyberinfrastructure to about 2,000 trillion double-precision floating point operations per second (TFLOPs).

- Enterprise Applications begins cutting-edge technical innovations for UK Invests, a Smart Campus initiative in partnership with EVPFA, Student Success, Fidelity Investments and iGrad to support holistic financial education for students via a personal investment account.

- Network switches upgraded in Roselle, Baldwin and Smith halls.

- Meeting held with University of Louisville (UofL) staff to coordinate relocation of a 100GB KyRON node from UK to UofL, in partnership with CPE.

- Realignment and optimization completed for wireless access points in the Gatton Student Center Harris Ballroom to improve wireless network performance in the space.

- Salesforce journeys, automations, single email sends and reports for Enrollment Management communications established for first-time freshmen application recruitment efforts.

- Domain and Forest Functional levels of the production Active Directory environment raised to "2012 R2."

- Firewall configurations updated to further enhance cybersecurity posture.

A YEAR IN PROJECTS

August

- Technology Takeover hosted at The Cornerstone for new students. Over 5,500 iPads distributed, with campus resources present to assist with UK technology.
- K Week activities supported with "iPad Tips & Tricks" and "Intro to Esports" events at The Cornerstone.
- Microsoft 365 access policies updated to assist UK HealthCare with Intune (Airwatch replacement) implementation.
- First iteration of the fall 2022 retention predictive model completed.
- New Tableau recruiter workbook for Enrollment Management and campus partners launched.
- New version of advisor analytics to assist with the outreach for opportunity students developed.
- Installation of wireless network in renovated Chemistry-Physics building completed.
- Wireless upgrades completed in Roselle, Baldwin and Smith residence halls.

September

- ITSP final draft published in UKnow and published on ITS website.
- Installation of wired and wireless network and phones completed in the new Gatton Student Center Pharmacy.
- Critical milestones with UK Invests initiative completed including collaboration with iGrad to integrate financial education content in Canvas, launch of education initiative and development of student funds eligibility progress page, student investment allocations and bank details application.
- Vendor Risk Assessment program process finalized and implemented.
- Early Decision Undergraduate Application Push Journey launched with over 100 emails, including features such as send time optimization, path optimizer (A/B testing), college and major level decision splits, dynamic content and AMPScript.
- New alumni member marketing journey launched in partnership with Philanthropy and Alumni Engagement (PAE).
- Two-Factor Log-In implemented for ~25 applications at UK, including UK Directory and Yuja.
- Forms added for email and Human Resources administrative requests in Self Service Feature of Tech Help Center.
- Google Storage Town Hall hosted to provide information on changes to UK Google Workspace storage.

October

- Legacy email protocols which do not support Two-Factor Log-In blocked to further secure email.
- National Cybersecurity Awareness Month events held including UK CyberCon 2022 event, daily social media tips, virtual session with the FBI, digital scavenger hunt and more.
- Enterprise CRM & Salesforce team presented at Midwest Higher Ed Trailblazers Forum.
- Members of Enterprise Applications presented at National Symposium on Student Retention conference with University Academic Advising.
- Cost Distribution Entry Module implemented to replace Faculty Effort System.
- ITS communications opt-in form launched to students, faculty and staff via The Download newsletter.
- The 6th Annual Commonwealth Computational Summit hosted with Center for Computational Sciences (CCS), including mini-workshops, tutorials and technical talks and keynotes from industry, academia and government professionals.
- Solution to address cellular service capacity issues in the basement of W.T. Young Library implemented.
- Upgrade for High Performance Computing Spectra Scale Distributed Storage Solution completed.
- SuccessFactors upgrade completed, providing enhanced functionality for HR Training & Development use for SuccessFactors Learning.
- Fidelity Bloom app for UK Invests goes live with first batch of funds disbursed based on student eligibility, investment allocations and tax withholdings where applicable.

November

- All public M365 Groups converted to private to further secure data at UK.
- Least privileged access roles implemented in Azure & Microsoft 365.
- Firewall audit completed to improve consistency of rulesets across the enterprise.
- Project kick-off held for replacement of PAE's CRM, Millennium.
- Research Computing Infrastructure team attended the SC22 (International Conference for High Performance Computing, Networking, Storage and Analysis) in Dallas, Texas. The team hosted a booth representing UK with hundreds of visitors.
- Completed installation of network hardware at Northern Kentucky University (NKU) to support 100GB KY Regional Optical Network (KyRON) link between UK and NKU.
- EDUCAUSE Student Technology Survey distributed to a sample of UK students in partnership with UK Online.

December

- Enterprise firewall audit completed to align protection policies across the network.
- Security audit of permissions in Microsoft 365 completed and Privileged Identity Management implemented for just-in-time access for elevated/sensitive capabilities.
- Credential leak detection automated to validate if a password is compromised.
- In compliance with Google Storage allocation changes for the enterprise, UK ITS begins migrating data over 15GB limit to alternative cloud storage.

- Esports bootcamp for middle school and high school students hosted in partnership with Gen.G.
- KHSAA Esports Fall Championship held in The Cornerstone.
- First iteration of the fall 2023 Yield model finalized and utilized it for projection purposes after the Dec. 1 freshman application deadline.
- Annual SAP upgrade completed.
- Network configuration updates completed to support Aramark point of sale system upgrades and to leverage Aramark and UK firewalls for improved security posture.

GSA Film workshop at the Student Media Depot in W.T. Young Library.

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.

- UK ITS implemented UK integration of Fidelity Bloom app, disbursement of funds and facilitation of financial education to student athletes for UK Invests - a project in collaboration with various other campus partners and stakeholders.
- 25,810 iPads distributed to students to provide equity in technology and support student success.
- Data integrated and validated for University operations units including but not limited to, housing, financial aid, enrollment management, health and safety compliance and registration.
- Salesforce CRM, Marketing Cloud and integrations further developed to provide support in recruitment, enrollment, retention and student success efforts.
- Upgrades and enhancements made to applications for students including Advising Hub, myUK GPS and transfer portal.
- Through a partnership with University Advising, UK ITS implemented a consolidated Appointment Scheduling System with better tracking that led to over 24,000 advising appointments in fall 2022. More than 93% of which were completed.
- University strategic initiative, UK Online, launched to support growth of online learning and degree programs with support from various UK ITS teams.

Taking Care of our People

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

- Virtual Den software and application offerings expanded for students, faculty and staff.
- Changes in enterprise licenses by vendors including Adobe, Google and more communicated and technically supported.
- Collaborative technologies, e.g., Microsoft365, Google Workspace, Zoom, are continuously updated, supported and patched for the enterprise to ensure a secure collaboration environment.
- Storage allocation changes mandated by Google supported and communicated throughout campus to ensure storage alternatives and processes where made available to students, faculty and staff with UK Google Workspace accounts.

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

- Salesforce Marketing Cloud and CRM training provided for representatives from various colleges, departments and units in both beginner level and super-user cohorts.
- Request forms in Self Service feature of the Tech Help Center developed, allowing for streamlined processes in entering requests.
- Microsoft Enterprise Skills Initiative (ESI) marketed to all UK students, faculty and staff, offering free training and certification exams from Microsoft.
- Additional support for iPads offered at Student Tech Help @ the Hub in W.T. Young library.

Ensuring Greater Trust, Transparency & Accountability

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

- To provide further enhancements to our cybersecurity posture at UK, UK ITS implemented and supported a transition to Modern Authentication for several applications—including email.
- PaymentWorks utlization expanded to include additional payment monitoring and vendor creation controls, redirecting supplier payments to increase cybersecurity. Vendor ACH payments verified between August 2022 and Dec. 31, 2022 totaled approximately $710,918,874 across 482 vendors.
- Enterprise policies, procedures, standards and protocols reviewed and published to the University community.
- Two-Factor Log-In was added to over 20 different UK resources to provide an extra layer of protections to data and systems.
- VPN access request process automated and streamlined for increased use with remote learning, teaching and working.
- Twenty-one Enterprise Application developers transtioned to limited privileged access accounts to remove elevated access on their personal linkblue accounts.
- Firewall configurations updated and application settings defaulted to private for Microsoft 365 products.

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.

- Transition from SAP Business Warehouse (BW) to Tableau supported with communications, training and access request forms.
- Google Workspace storage allocation changes for the enterprise supported through communications, knowledge articles and a Google Storage Town Hall event.

Goal 6: Information Technology Services shall be trusted and effective stewards of University resources.

- Salesforce contract and SMS Magic contract renewed for enterprise use.
- Some colleges and units added to a centralized device desktop management ecosystem as a pilot.

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

- UK ITS recognized by the Association for Computing Machinery Special Interest Group on University and College Computing Services for two "Best of Category" Awards in the 2021-22 Communication Awards in "Computing Services Website" and "Student Created Materials" categories.
- An opt-in form created for UK ITS communications with Salesforce Marketing Cloud integration based off of services or topics of interest.
- IT Advisory Council meetings held and subcommittees chartered for review.
- Multi-state/Employee Remote Work configuration and development completed. This effort supports accurate tax withholding based on employee location in order to meet compliance regulations.

Tates Creek High School Students playing games in the Esports Lounge after a day touring ITS spaces.

IT STRATEGIC PLAN **MILESTONES**

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 team 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 2022 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.

Jason Wheat distributing CyberCon t-shirts at UK CyberCon 2022.

Middle School students playing games during their time at the Community Esports Program in November, 2022

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