UK Information Technology Services

2021
Annual Report

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LETTER FROM THE CIO

Dear Colleagues:

I am once again pleased to look back on another year of accomplishments and dedication by the UK ITS organization. I continue to be impressed by the adaptability, resilience, and innovation brought forth by our employees to meet new challenges in the ever-changing landscape of technology.

In many ways, 2021 was a step toward returning to normal despite COVID-19. As vaccines became available, UK ITS stepped in to support the University in distributing vaccines to the community—including employees at UK HealthCare, Fayette County Public Schools, and others in the Commonwealth. Our teams supported students, faculty, and staff in safely returning to campus for both Spring and Fall semesters in the face of updated safety guidelines and protocols with varying new COVID-19 strains affecting our University. By continuously providing validated data and automated communication streams on testing and vaccination results, University operations were able to continue throughout the year.

We doubled down once again on our commitment to cybersecurity—reviewing all policies, standards, and protocols around technology resources at UK. UK ITS also implemented processes like automatic account deprovisioning to reduce the risk of cybersecurity threats. We provided critical updates and patches to systems across the enterprise, ensuring enhanced protection and performance.

UK ITS provided critical infrastructure for various projects across the University, including everything from UK HealthCare vaccinations sites to newly expanded spaces in the Gatton Student Center. We added a new high performance compute (HPC) cluster for researchers to use across the state. Through these enhancements, UK ITS provides a foundation for everything that is Wildly Possible here at UK.

We continue to engage with our customers—UK students, faculty, and staff -- to build products and services that meet their needs. UK ITS is committed to furthering the University experience through the development of new and enhanced tools for essential operations including registration, advising, financial aid, and more. It is our belief that technology should be approachable and accessible for all, whether it is distributing iPads as part of our Smart Campus Initiative, bringing specialized software to students' personal devices through Virtual Den, or simply bringing the community together through Esports events and fundraisers.

I look forward to seeing what the next year holds for us as we build on our foundations of providing superior technology resources and our commitment to excellent customer service. I hope that you can all review this 2021 Annual Report with pride in what we have accomplished together.

Thanks for your continued support,

Brian T. Nichols
Chief Information Officer

EMPLOYEE SERVICE AWARDS

UK ITS recognized employees who celebrated a milestone in years of service in 2021. The 46 employees honored totaled over 750 years of service at UK.

40 YEARS

Victoria Banks

35 YEARS

Peggy Akridge
Wayne Beech
Rick Willmott

30 YEARS

Catherine Bell
David Chesnut
Lee-Fong Song
Joe Tietyen

25 YEARS

Lisa Bramel
Andrew Nosek
Tonya Prince
Joyce Smith

20 YEARS

Stephen Burr
Robert Carr
Yan Chen
Denny Haynes
Casey Hutchinson

15 YEARS

Smitha Chopra
Jennifer Edwards
Ed Herkert
James Holbrook
Kirk Laird
Ling Wolbarst
Tim Worley

10 YEARS

Zack Adams
Kerry Boytzun
Patrick Calkins
John Henderson
Dan O'Brien

Gerri Sims
Scot Snyder
Angie Taulbee

05 YEARS

Austin Anders
Tony Campbell
Andrea Davis
David Fields
Chris Lawhorn
Hannah Nance
Randy Napier

Brian Nichols
Darren Powers
James Purvis
Robert Quammen
Kevin Reifert
Nick Rhodes
Brian Williams

STUDENT EMPLOYEE RECOGNITION

UK ITS recognized student employees who have been with us for 2 semesters or more.

INFORMATION SERVICES

Antonio Arroyo
Moses Botaka
Marlene Broady
Michael Cole
Grace Cruse
Jackson Dunavant
Matthew Dunlap
Devyn Eubank
Jennifer Hoy
Josiah Jaddock
Nicole Kline
Kaylee Lane
Jacob Miller
Noah Perry
Noah Rice
Zachary Walton

RESEARCH COMPUTING INFRASTRUCTURE

Tyler Burkett

CUSTOMER SUPPORT & STUDENT IT ENABLEMENT

Cameron-Ty Clark
Pamela Kemp
Samyak Piya
Roshan Rajkumar

CYBERSECURITY DATA PRIVACY & POLICY

Brent Bartley
Katherine Delgado

STRATEGIC ENGAGEMENT & PLANNING

Harry Min

ACCOLADES

DEGREES

- **Austin Anders** - Master's, Information Communication Technology
- **Tyler Gayheart** - PhD, Communication
- **William Quinn** - Bachelor's, Media Arts & Studies
- **Adam Recktenwald** - Master's, Information Communication Technology
- **Zachary Smith** - Bachelor's, Media Arts & Studies, Undergraduate Certificate in Agriculture, Distillation, Wine & Brewing Studies
- **Jessica Freeman** - Graduate Certificate in Digital Mapping

CERTIFICATIONS

- **Leigh Baker** - Professional in Human Resources (PHR), SuccessFactors eXpert (SFX) Accreditation, SAP Product Support Accreditation
- **Stephen Burr** - Certified Information Systems Security Professional (CISSP)
- **Nick Craddock** - Extron AV Associate
- **Mauren Dreckman** - Landscape Architecture License, Kentucky
- **Chris Schraff** - Certified Wireless Network Professionals (CWNP)
- **Janet Schwartz** - Kentucky Registered Architect and completion of National Council of Architectural Registration Boards (NCARB)

RECOGNITION

- Best in Category in Computing Services Website, "Tech Help Center", and Best of Category in Student Created Materials, "Quickstart Guide: Connect to eduroam," by Harry Min. Association of Computing Machinery (ACM) Special Interest Group on University and College Computing Services (SIGUCCS) 2021-22 Communication Awards
- Final nominee for Excellence in Institution Success. Salesforce.org's 2021 Summit Awards
- Received Apple Distinguished Schools Designation

PRESENTATIONS

2021 Salesforce.org Education Summit

- **Jordan Alder**, "Goldilocks and Marketing Cloud: Making User Access Fit 'Just Right'" Panel
- **Tyler Gayheart**, "Education Trends & How Universities Can Lead the Way" Panel

- **Tyler Gayheart**, "How Technology Helped the University of Kentucky Re-open its Campus,"

SAP 2021 Higher Ed Fall Forum

- **Marc Bradley**, **Adam Recktenwald**, **Melanie Rizk**, **Brittany Morgan**, "Do more with 22% less – Space Recovery @ UK"
- **Brittany Morgan**, **Smitha Chopra**, **Marc Bradley**, "UK's Bumper App Harvest"
- **Tonya Prince**, "Kick-Off & S/4HANA Planning Open Forum", "UofT Launches eSignature Competency Centre", "Influence Council on SAP Ariba"
- **Adam Recktenwald**, "72 hours to 17 seconds – the UK Identity Management Story"

Campus Technology Leadership Summit

- **Todd Brann**, "Creating a Culture of Evidence and Action"

Association for Institutional Research (AIR) Forum

- **Chris Thuringer**, **Adam Lindstrom**, "Developing Test Optional Rules for University Decision Points"

Southern Association for Institutional Research (SAIR) Conference

- **Chris Thuringer**, **Adam Lindstrom**, **Suzanne Troske**, "Developing Test Optional Rules for University Decision Points"

NOTABLE ARTICLES

- **Adam Recktenwald**, "Higher Education Gets a Crash Course in Online Event Planning" *EdTechMagazine.com*
- **Heath Price**, "UK Alumna and TV Personality Gives Back to UK Students Pursuing Careers in Esports" *GamingAmericaszx.com*

CUSTOMER EXCELLENCE AWARDS

UK ITS awarded student, faculty, and staff recipients Customer Excellence in Leadership in IT Advancement Awards in 2021. The award winners were recognized for their leadership in technology and their commitment to furthering IT advancement at the university.
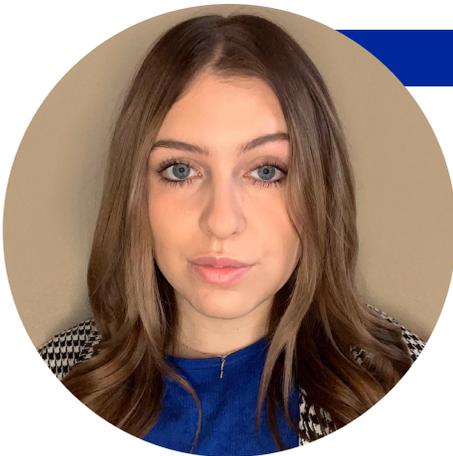
SAMANTHA VALENTINO, JOURNALISM MAJOR

Samantha is a senior in the College of Communication and Information and is one of the original hosts and creators of the Bowman's Friends podcast and Instagram account. Samantha showed great leadership on these projects and has since taken the role of overseeing the rest of the content creators. One highlight of her work in 2021 was the podcast episode where she interviewed President Capilouto along with other great leaders from UK.

SUSAN ODOM, PhD, COLLEGE OF ARTS & SCIENCES

Susan Odom, PhD, was a valued collaborator with UK ITS, serving on the IT Advisory Council. She was committed to mentoring and supporting women in STEM fields. Dr. Odom co-founded a group to encourage girls to pursue their academic goals and served on the Kentucky ACE Women's Network. UK ITS is honored to give this award to Dr. Odom in memoriam as she tragically passed in April 2021.

ADAM SMITH, STUDENT & ACADEMIC SUPPORT

Adam Smith is the Executive Director for Academic Advising and has emerged as a key leader and partner for Enterprise Applications product development and launch efforts in the Student Support and Advising areas. Adam has created an inclusive, collaborative space for technology teams to partner with Advising, focusing on agility and impactful deliverables. He understands the importance of advocating for the student experience and has worked with Enterprise Applications as well as several campus leadership partners to implement student-focused enhancements to Advising Hub and the myUK portal.

GIVING BACK

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

The UK ITS K-12 Partnership Program seeks to actively support and benefit students from across the state of Kentucky. By providing engagement opportunities for students and teachers, UK ITS hopes to promote interest in IT careers and degrees. UK ITS hosted eight high school student interns from the STEAM Academy, Frederick Douglass, Tates Creek, Lafayette, and Henry Clay High Schools to provide them with real-world work experience. Team members spoke to classes about careers in IT and gave advice on how to get into various career fields. UK ITS additionally served on the Advisory Council for Frederick Douglass High School Academies.


BEFORE THE MADNESS

In October 2021, 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 including appearances by UK basketball players, gaming consoles, petting zoo, and more. Collections were taken at the event totaling $400.

ESPORTS GIVE HEALTH

Esports and Gen.G partnered again for the 2nd Annual Give Health Fundraiser on Dec. 4, 2021, with a seven-day streamathon supporting Kentucky Children's Hospital. All proceeds raised went directly to Extra Life for the Kentucky Children's Hospital — a program through Children's Miracle Network that unites gamers from across the globe to raise money for children's hospitals. Total campaign donations for this event totaled $14,619 with a $5,000 match from Gen.G.

TORNADO RELIEF

PHOTO COURTESY OF ADOBE STOCK
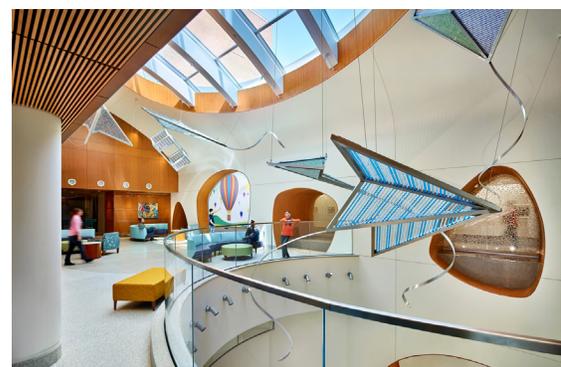
On December 10, 2021, Kentucky saw one of the most devastating tornadoes go through the western region of the state. UK ITS encouraged employees to donate to those in need through a variety of charity funds, including the College of Medicine Kentucky Tornado Relief Fund, Team Western Kentucky Tornado Relief Fund, and UK Staff Senate's C.R.I.S.I.S. Program. Proceeds from these charities went directly to those in need impacted by the storms.

INNOVATING, ADAPTING, & PROGRESSING FORWARD

2021 YEAR IN REVIEW

After facing many challenges in 2020, UK ITS looked to 2021 with gained experience, knowledge, and renewed hope for the year to come. With COVID-19 still a large part of daily life, University operations began to settle into a routine around pandemic safety protocols. The question we all faced in 2021 was, "What's next?" Throughout the year, UK ITS continuously sought to find new ways to improve the University experience with technologies and infrastructure that provided a foundation for moving forward.

As the year began, excitement filled the air with the arrival of COVID-19 vaccines at the University of Kentucky. Quickly, there was a need for network infrastructure around vaccination sites for UK HealthCare workers and vulnerable populations. UK ITS developers began working on solutions to improve the vaccine sign up and distribution process, as well as adding capabilities to self-report vaccination status.

> " Vaccines bring with them the promise and potential of lives saved and extended. They offer a glimpse into a future that we hope is one step closer to normal – sooner, rather than later... Let us renew our pledge as partners and as a community to do that together. That is who we are – the University of, for and with Kentucky. "
>
> **- President Eli Capilouto**

UK ITS continued to support COVID-19 efforts and the University experience throughout the Spring 2021 semester by continuously updating data dashboards, installing additional networks and developing enhanced tools around student financial aid, advising, registration, and more. The Smart Campus initiative once again provided iPads to new students and hosted various student-led events through the Esports program. UK ITS-managed spaces were dedicated to student use via Flex Desks and Testing rooms, where students could find spaces that follow the latest COVID-19 safety protocols. UK ITS further committed to cybersecurity—reviewing University incident response and technology policies, turning on automated deprovisioning, and upgrading major enterprise systems.

By the summer, UK ITS had launched the Policies, Recommendations, & Standards page in the Tech Help Center as a comprehensive page for all tech-related protocols at UK and the Technology Training Center, which provides one place to look for all resources in technology training. The Self Service Feature within the Tech Help Center launched, with several forms for customers to request UK ITS services in a more streamlined process. UK ITS introduced new students to UK resources at Big Blue Nation Orientations and hosted a student intern through the UK Human Resources Summer Youth Program. In July of 2021, UK ITS decommissioned Skype for Business at UK. This decommission was successfully implemented through the increased adoption of Microsoft Teams that came with an increase in remote learning, working, and teaching during COVID-19 and marketing efforts like the Microsoft Teams Open Lab events.

> " Transitioning the entire community off of Skype for Business enabled users to take advantage of all of the latest features of Microsoft Teams. This has been crucial in enabling communications between students, faculty, and staff in a post-COVID remote based world. The project was an effort that pulled in multiple groups from across UK ITS to enable a smooth rollout across the entire campus. "
>
> - **Paul London, Enterprise Systems**

To start off the Fall 2021 semester, UK ITS launched the new UK ITS Brand Ambassador program to engage students with UK ITS products and services. Continuing with a line of firsts, the Enterprise CRM & Salesforce team hosted the Digital Experience (DX) Studio in partnership with UKPR & Marketing and UK received an Apple Distinguished Schools Designation as part of the Smart Campus Initiative. A new AMD High Performance Compute (HPC) Cluster became available for use, increasing the HPC resources for researchers across the state. In collaboration with UK Recycling, UK ITS committed to spreading awareness about recycling technology and associated materials at UK through a series of training sessions among IT professionals across UK.

As the year 2021 came to a close, COVID-19 continued to throw new challenges at the University. With new strains infecting populations, UK ITS once again had to step in to support increases in testing, reporting, and vaccination rates. In December 2021, Kentucky saw one of the most destructive tornado systems hit our state— with many western Kentuckians, including UK students, faculty, and staff in desperate need. UK ITS came together to support UK's call for aid with several relief funds dedicated to providing funds and resources to those in need.

All in all, UK ITS is proud to look back on another year of enhancing the University of Kentucky experience through the power of technology and furthering the UK mission to be the University FOR Kentucky.

2021 BY THE NUMBERS

**TOTAL NUMBER OF
CALLS TO CUSTOMER SERVICES**

397.7K

**EMAILS PROCESSED
BY CUSTOMER SERVICES**

23.7K

**HOURS SPENT IN
VIRTUAL DEN (DESKTOP & APP)**

149.8K

**TOTAL NUMBER OF
UNIQUE CLIENTS SEEN ON NETWORK**

125.1K

**INACTIVE ACCOUNTS DEPROVISIONED
THROUGH IDENTITY MANAGEMENT**

OVER 203K

**TOTAL NUMBER OF
VISITORS TO WEB PROPERTIES**

799.8K

**TOTAL NUMBER OF
REMEDIATED CYBERSECUITY ALERTS**

9.98M

**CHATS, CALLS, &
MEETINGS IN MICROSOFT TEAMS**

40.4M

**TOTAL NUMBER OF
INVENTORY ORDERS PROCESSED**

848

**TOTAL NUMBER OF
DEVICES MANAGED ACROSS CAMPUS**

12.7K

**TOTAL NUMBER OF
COMPUTER LAB & CLASSROOM LOGINS**

OVER 38K

**TOTAL NUMBER OF
IPADS DEPLOYED TO NEW STUDENTS**

6.2K

**TOTAL NUMBER OF HEALTH CLOUD TEXT
MESSAGES / SMS SENT & RECEIVED**

3.29M

**TOTAL NUMBER OF
EMAILS SENT FROM MARKETING CLOUD**

71.3M

**TOTAL # OF COVID-19 VACCINE DOSE
RESULTS PROCESSED & VALIDATED**

105.3K

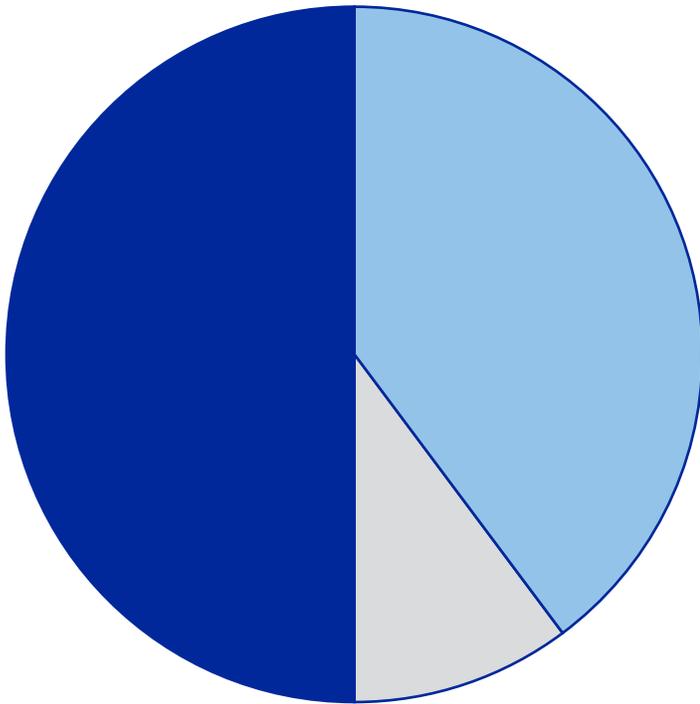**GROWTH IN HIGH PERFORMANCE
COMPUTE TFLOPS (SINCE 2016)**

1052%

**AVAILABLE TFLOPS IN
HIGH PERFORMANCE COMPUTE**

1.63K

FUNDING OVERVIEW

BUDGET - FY 2021
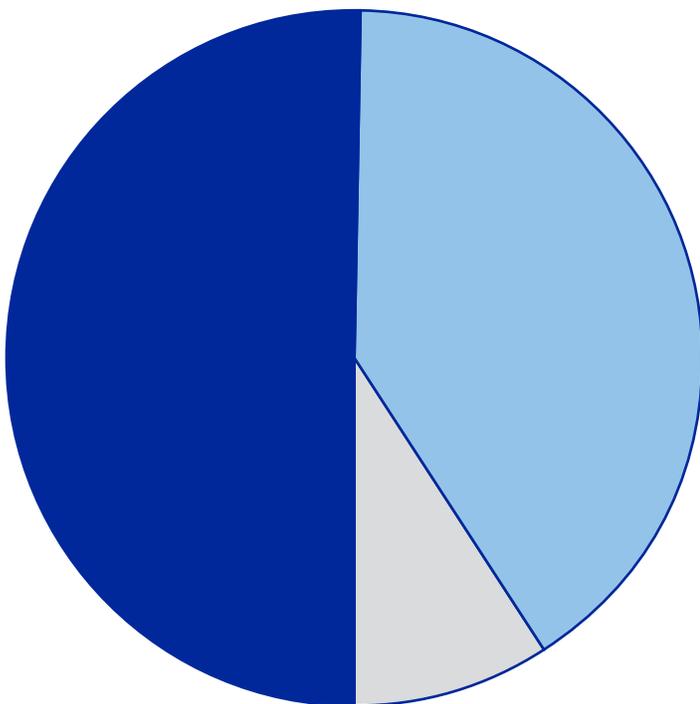

Service Centers
$28,054,685

49.7%

General Fund
$22,652,074

40.2%

Student Tech Fee
$5,685,598

10.1%

EXPENDITURES - FY 2021

Operating
$28,292,786

50.5%

Personnel & Benefits
$22,715,784

40.6%

Capital
$4,967,198

8.9%

2021 IN PROJECTS

JANUARY

- Flex Desks opened for use in student labs
- Network infrastructure installed at COVID-19 vaccination sites
- Tech Help Center Self Service Feature launched
- Revamped Tableau Open Lab series begins for virtual training opportunities
- Smart Campus iPad Distribution event held for Spring 2021 semester
- Lucille Little Library network distribution tier upgrade completed
- Network installation at JCOIN (Justice Community Opioid Innovation Network) site 1 in Hazard, KY completed

FEBRUARY

- Advising Hub 2.0 launched
- Smart Campus Initiative approved by the Board of Trustees for another year, continuing the partnership with Apple
- UK HealthCare onboarded into Smart Campus digital signage program

MARCH

- Tool developed to disperse the second round of CARES Act funding for student financial aid
- myUK upgrade completed to support 7.5 Netweaver platform
- Good Samaritan Hospital 3rd floor renovation network completed
- Vaccine scheduler tool launched
- ServiceNow upgrade completed

APRIL

- Next phase in automatic deprovisioning process turned on
- ScholarshipUniverse launched
- University Technology Survey results finalized and presented to UK ITS Leadership and campus partners
- UK HealthCare wireless upgrades completed in Gill Heart Institute, Good Samaritan Medical Office Building, University Health Services, Polk Dalton Clinic, and KY South Clinic
- Baseline Configuration Standard for Endpoint Devices and Minimum Cybersecurity Standard for Endpoint Devices reviewed and updated
- Esports "Hoops at Home NBA 2K Tourney" event hosted
- Esports began hosting the Gen.G Tigers NBA 2K Team on campus

MAY

- Course Catalog search filter implemented for enhanced registration experience
- Dickey Hall network upgrade completed
- Wellness Review pilot, in collaboration with Student Success, concluded
- IT Advisory Council spring meeting held

JUNE

- Technology Training Center and Policies, Recommendations, & Standards page launched in the Tech Help Center
- Student internship through UK Human Resources Summer Youth Program started
- Network support for UKHC Epic launch

JULY

- Skype for Business decommissioned at UK
- Network implemented at K-Lair to support Starship Food Robot delivery partnership
- Student Media Depot @ the Hub expansion started
- Esports "ChallengHER series" hosted
- Smart Campus distributed iPads for Fall 2021 semester

AUGUST

- UK ITS Brand Ambassador Program launched
- New Enterprise Incident Response Protocol finalized and shared with University stakeholders
- Wireless network installation completed for WildHealth testing tents at College Way and Scott Street.

SEPTEMBER

- UK Recycling presents to UK ITS employees on recycling technology
- Virtual Den upgrades completed
- First Digital Experience (DX) Studio held to support Salesforce and Drupal customers at UK
- New AMD High Performance Compute (HPC) Cluster becomes available for research use

OCTOBER

- Cybersecurity Month tabling events held
- Institutional Research, Analytics and Decision Support (IRADS) team presents at the Southern Association for Institutional Research (SAIR) conference
- UK Receives 2021 Apple Distinguished Schools Designation
- Network installation on 2nd and 3rd floors of Gatton Student Center expansion and UKHC Bluegrass Care Clinic in the Beaumont Center completed

NOVEMBER

- White Hall Classroom distro tier network upgrade
- Two-Factor Log-In implemented for Virtual Den
- IT Advisory Council fall meeting held
- New Sanders-Brown Center on Aging Turfland location network complete
- UK Recycling presents to IT Community of Practice on recycling technology

DECEMBER

- SAP BW Decommission completed, all financial reporting migrated to Tableau
- Customer Services Request Form launched in Tech Help Center Self Service Feature

IT STRATEGIC PLAN

RECOMMENDATION 1: STUDENT EXPERIENCE AND SUCCESS

The University should provide and support plentiful IT resources in the living and learning environment that empower and enhance the experiences of students and contribute to student success when used effectively and profusely.

- Created an index score of students' degree completion to determine registration windows.
- Location Verification application implemented to verify location before registering for classes and support the confirmation of student location for specific academic programs. In addition, myUK app added a way for students to find safe study/hoteling locations on campus during COVID-19.
- UK ITS Brand Ambassador program launched to encourage student engagement with UK ITS products and services.
- Student Success Navigators enabled leveraging multi-modal communication for intervention within Salesforce Education Cloud.
- University COVID-19 response supported by Health Cloud CRM, allowing for continued contact tracing, screening, and pandemic response. Automated notification of test results sent through Salesforce Marketing Cloud for COVID-19 compliance communication for testing and vaccination requirements.
- Transformative Learning supported with enhanced scheduling, engagement, and communication tools provided by Salesforce Education Cloud.

RECOMMENDATION 2: TEACHING AND LEARNING ENABLEMENT

The University should develop and enhance IT resources that encourage adoption, through effective and widespread use by faculty in teaching, enabling students' academic achievement.

- University of Kentucky Named Apple Distinguished School for 2021 through 2024. Continued the Smart Campus Digital strategy and distributed iPads to students to increase persistence and graduation rates.
- Extended opportunities for training through Microsoft Team Open Labs, Echo 360 Open Labs, and launch of Technology Training Center in Tech Help Center.
- Student Media Depot expanded to include more rooms for reservation and extending services like available editing bays, training workshops, and more.
- Digital Marketing and Salesforce user and super-user sessions launched to enable communicators across the University.

RECOMMENDATION 3: RESEARCH ENABLEMENT

The University should develop, maintain, and ensure broad utilization of IT resources that empower and advance discovery, and support partnership, entrepreneurship, and innovation when effectively utilized by faculty in research.

- Changes to the Center for Computational Science (CCS) Advisory Board to include more social sciences, business, humanities, medicines, and many other research topics.
- Deployed a new helpdesk/ticket management system for High Performance Computing (HPC) researchers, meeting rapidly growing needs with detailed documentation and tutorial pages.
- Developed first object-based high-speed file system, CephFS, on the KCC large memory cluster, providing parallel file system performance using open-source object-based storage.
- Began decommissioning old DLX compute cluster and transitioning to the Morgan Compute Clusters (MCC) to manage space, power, and HVAC constraints. Open On Demand (OOD) launched on both the Lipscomb Compute Clusters (LCC) and MCC.
- UK joined the National Science Foundation (NSF) Extreme Science and Engineering Discovery Environment (XSEDE) national system as an SP2 provider offering High Memory Nodes with support for InCommon Identity Management.
- Added support for CI Logon to improve access for collaborators and increase compatibility with UK cybersecurity standards.
- AMD High Performance Compute (HPC) Cluster added, comprising 60 nodes totaling 7,840 cores and over 2 peta-bytes of low latency and distributed parallel storage.

RECOMMENDATION 4: IT AND THE ENTERPRISE

The University should develop and enhance IT resources that encourage adoption, through effective and widespread use by faculty in teaching, enabling students' academic achievement.

- University of Kentucky Named Apple Distinguished School for 2021 through 2024. Continued the Smart Campus Digital strategy and distributed iPads to students to increase persistence and graduation rates.
- Extended opportunities for training through Microsoft Team Open Labs, Echo 360 Open Labs, and launch of Technology Training Center in Tech Help Center.
- Student Media Depot expanded to include more rooms for reservation and extending services like available editing bays, training workshops, and more.
- Digital Marketing and Salesforce user and super-user sessions launched to enable communicators across the University.

RECOMMENDATION 5: GOVERNANCE AND COMMUNICATION

The University should cultivate engaging, active, and impactful communication methods as well as establish a strategic IT governance structure. These will enable continued engagement of the University community in the creation and deployment of strategic recommendations and subsequent projects, supporting ongoing operation of IT resources. Such structures should expand and transform the exchange of information between the central IT organization and the University community.

- New Salesforce email communication and social media management tools implemented for UK ITS, gaining increased functionality and metrics.
- Developed governance and documentation policies for several Salesforce services and processes, allowing for greater accountability, and adoption from new and existing users.
- Policies, Recommendations, and Standard page published in Tech Help Center, providing a comprehensive list of all technology related protocols at the University.
- IT Advisory Council meetings held quarterly.
- Enterprise Cybersecurity Incident Response protocol drafted, reviewed, and published.

RECOMMENDATION 6: INFRASTRUCTURE

The University should construct and sustain a comprehensive, innovative, protected, and fruitful IT infrastructure (including but not limited to networks, software, facilities, and hardware) capable of supporting extensive and effective use by students, faculty, & staff.

- Next phase in Identity Management (IdM) project implemented including automatic deprovisioning and cleanup of inactive accounts.
- Network infrastructure installed for COVID-19 testing and vaccination tents and support for UK HealthCare Epic implementation implemented.
- New or refreshed network infrastructure installed in buildings including, but not limited to-- Lucille Little Library, JCOIN (Justice Community Opioid Innovation Network) site 1 in Hazard, Good Samaritan Hospital, Gill Heart Institute, University Health Services, Polk Dalton Clinic, KY South Clinic, Dickey Hall, and expanded areas of the Gatton Student Center.
- IRADS, Enterprise CRM & Salesforce, and Enterprise Applications, collaborated to establish data reconciliation and transparent flows for prospective student data, providing greater insight, reporting, and accuracy.

RECOMMENDATION 7: SECURITY AND POLICY

The University should provide a secure, resilient, policy-based information and infrastructure environment to protect the security, integrity, and privacy of data. The environment should also ensure the stability and continuity of the institution's IT resources and repositories in the face of potential catastrophic events.

- Policy audit including Baseline Configuration Standard and Endpoint Devices and Minimum Cybersecurity Standard for Endpoint Devices conducted.
- Two-Factor Log-In added to systems (e.g., Virtual Den, Salesforce Marketing Cloud and Social Studio) for increased cybersecurity.
- Public Teams in Microsoft Teams converted to private for increased cybersecurity.
- The Data Privacy Advisory Council continued to meet to establish cybersecurity policies and best practices.

RECOMMENDATION 8: SUPPORT AND ENABLEMENT

The University should grow and sustain a robust, multi-tiered support environment that meets both the diverse knowledge base of customers and specific needs of the University community so that stakeholders can appropriately utilize IT resources.

- Launched Advising 2.0 with enhanced features and optimized performance.
- Tech Help Center knowledge base expanded with Self Service Feature and increased SEO through Google indexing.

RECOMMENDATION 9: STRATEGIC FUNDING

The University should adopt an understanding that IT resources are strategic assets. Models for funding (both centrally and distributed throughout the University) should be developed to ensure effective, efficient, and holistic investments in IT.

- Continuous review and analysis of Lifecycle Management conducted.

An Equal Opportunity University