

# 2025 ANNUAL REPORT





# Letter From the CIO

## Dear Colleagues:

As we look ahead to the opportunities before us, I want to take a moment to reflect on what we have accomplished together. This year has been one of growth, collaboration, and transformation—and none of it would have been possible without your dedication and expertise.

One of the most significant milestones was the beginning of our partnership with UK King's Daughters and UK St. Claire. By integrating our teams, we have strengthened our ability to deliver exceptional technology services across the Commonwealth and positioned ourselves to support the UK enterprise more effectively. Your professionalism and adaptability during this transition have been nothing short of remarkable.

Across the University and health system, our teams delivered projects that safeguarded the enterprise while making technology more accessible. From advancing cybersecurity initiatives to protect our data and systems, to upgrading networks and infrastructure that enhance connectivity for students, faculty, staff, and patients, your work has been instrumental in creating a secure and seamless digital environment. These efforts ensure that our community can teach, learn, research, and provide care with confidence.

We've continued to innovate in areas that matter most—supporting cutting-edge research, improving academic operations, and enabling better patient care. Whether through enhancements to cloud services, application development, or data analytics, your contributions have helped UK HealthCare achieve new levels of excellence and have empowered clinicians with AI tools that allow them to spend more with patients throughout Kentucky.

As we prepare for the transition to Beyond Blue, I want to emphasize this: it is not possible without you. The shared services model we are building depends on your talent, your commitment, and your ability to collaborate across boundaries. You are the foundation of this transformation, and your value to this organization cannot be overstated.

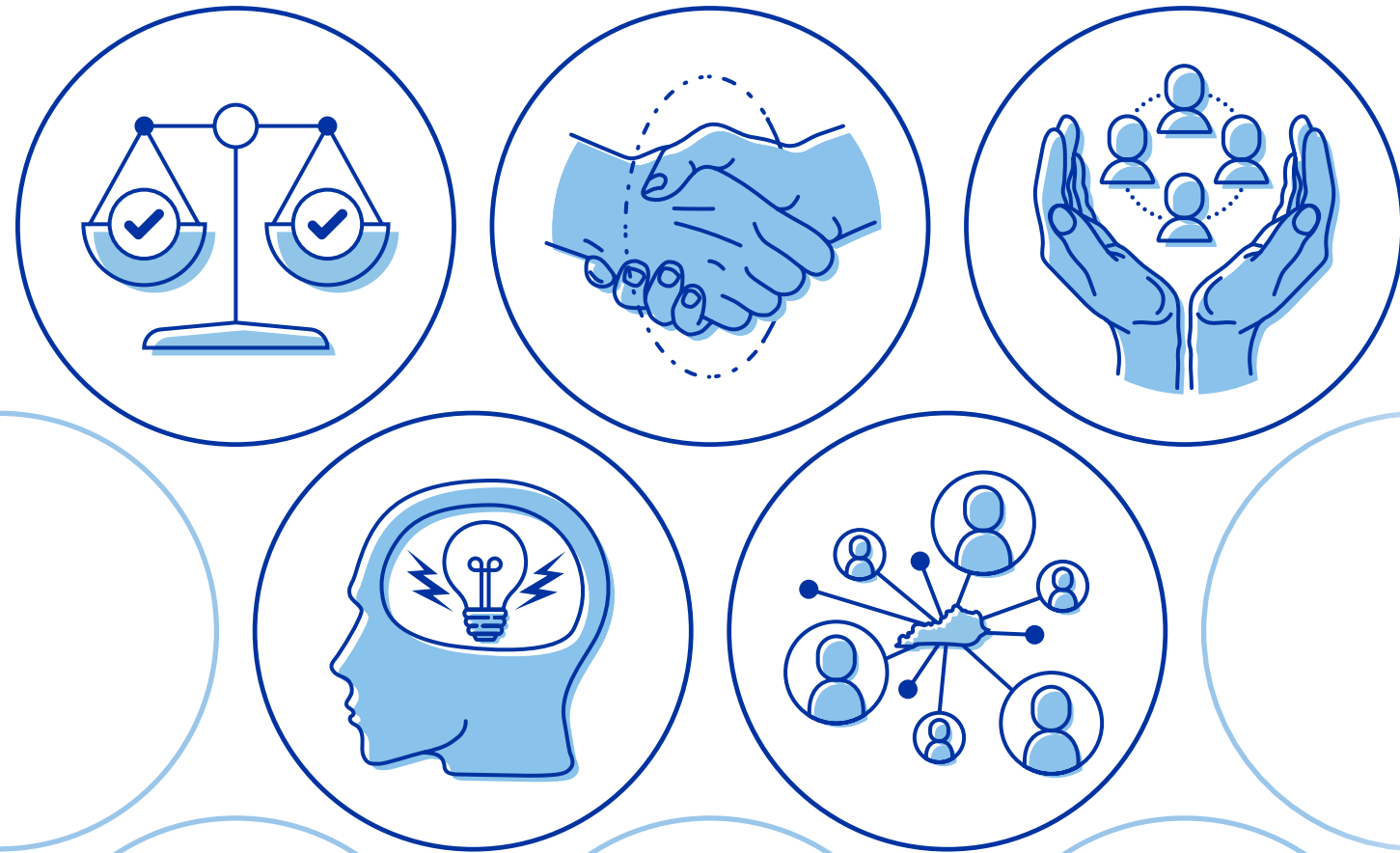
Thank you for everything you have done, and continue to do, to make UK a leader in technology and innovation. I am proud of what we have achieved together and excited for what lies ahead. Here's to another year of excellence, progress, and partnership.

*Brian Nichols*

**Brian T. Nichols**  
Enterprise Chief Information Officer

# PURPOSE-Driven IT

## PLAN FOR UNPRECEDENTED RESEARCH, PURPOSEFUL AND OPTIMAL SERVICE AND EDUCATION



### MISSION, VISION, AND VALUES

UK Information Technology Services (UK ITS) provides and supports IT resources utilized by University of Kentucky (UK), UK HealthCare (UKHC), members of the University community, citizens of the Commonwealth, and beyond.

#### Mission

In support of the University's mission, UK ITS aims to advance the state of Kentucky by empowering the UK community through innovative and reliable technology solutions. UK ITS supports UK and UK HealthCare's commitment to education, research, healthcare, and servicing the Commonwealth by providing comprehensive, secure, and customer-friendly IT services.

#### Vision

UK ITS will strive to provide and protect an environment that features, "IT Abundance," wherein IT infrastructure, services, and solutions are innovative, readily available, and utilized to provide exceptional support to students, faculty, staff, and the broader UK community in their endeavors to uphold the mission of the University of Kentucky and UK HealthCare.

#### Values

We value customer engagement, collaboration, shared governance, innovation, teamwork, accountability, inclusivity, accessibility, and integrity.

We value the people of UK ITS who show initiative, grow interpersonal relationships, pursue excellence, and deliver it in terms of IT infrastructure, services, and solutions.

We value our relationships with the students, faculty, staff, visitors, and patients of UK and UK HealthCare - our customers, partners, and colleagues - and thus honor a service culture above all else.

We value the trust placed in us by University leadership, the Board of Trustees, and the University community, to be efficient and effective in the use of all resources.

We value the security of the technology resources and information entrusted to our care, and will be vigilant in maintaining the integrity of these critical items.

# Committed to **Innovation:**

## 2025 YEAR IN REVIEW

In 2025, University of Kentucky Information Technology Services (UK ITS) continued its mission to empower education, research, health care, and service to the Commonwealth through dependable, secure, and forward-looking technology. Building on the momentum of prior years, UK ITS focused on modernizing foundational systems, strengthening trust and security, and expanding innovation that directly benefit students, employees, researchers, clinicians, and communities across Kentucky.

### Delivering Value Through Modern, Reliable Services

Providing dependable technology at scale remained a core focus throughout 2025. UK ITS executed large-scale network upgrades across academic, research, and health care facilities, including Markey Cancer Center, Sanders-Brown Center on Aging, Eastern State Hospital, and the McVey Data Center. These upgrades improved performance, resiliency, and wireless coverage in high-traffic and mission-critical environments, while retiring aging infrastructure like the legacy analog telephony systems.

UK ITS also advanced the new myUK portal by redesigning and streamlining the system making it more intuitive for students, faculty and staff. By launching preview phases for students and employees and incorporating extensive feedback to improve usability and accessibility, the UK community feedback has been an integral part of the project. The portal is positioned for a full enterprise launch in early

2026, representing a major step toward simplifying the University's digital landscape.

UK ITS delivered essential enhancements in SAP, supporting HR benefits, tuition and fee calculations, compliance workflows, and student-facing services. Teams worked diligently to support health care operations with Epic training, infusion pump integration, ambulatory system improvements, and targeted AI-enabled features that reduced administrative burden and improved patient care.

### Strengthening Trust, Security, and Accountability

As technology environments grow more complex, UK ITS continued to prioritize cybersecurity, compliance, and risk assessment. In 2025, the Enterprise Cybersecurity team enhanced threat detection and response through automation, strengthening phishing defenses, credential protection, and vulnerability management. These efforts were paired with policy development and compliance initiatives, including updated authentication standards and implementation of federal requirements such as Executive Order 14117.

Cybersecurity education and preparedness remained central to these efforts. UK\_CYBERCON 2025 brought together students, professionals, and partners to explore cyber careers, emerging threats, and best practices, while tabletop exercises and training programs reinforced resilience across the enterprise.

UK ITS also modernized account and access governance, implemented changes to retiree accounts, and strengthened privileged access controls. In health care and enterprise systems, teams supported regulatory compliance efforts, improved reporting automation, and modernized the UK HealthCare Enterprise Data Warehouse – converting more than 95 dashboards to Power BI and achieving significant cost savings while improving decision-making capabilities.

### Investing in People and Community

UK ITS recognizes that technology excellence is driven by people. In 2025, teams shared expertise at national conferences such as HIMSS, EDUCAUSE, and Supercomputing 2025, while earning recognition through programs like Epic's Honor Roll. Community-building initiatives, including the IT Community of Practice and K-12 outreach, fostered collaboration, professional growth, and pathways into technology careers.

Students remained a key focus as well. UK ITS powered the second year of the Student Tech Checklist during the annual Tech Takeover, helping new students begin their academic journey with confidence and the tools they need to succeed.

### Advancing Innovation in Research and Health Care

Innovation in 2025 centered on expanding cloud, AI, and research computing capabilities. UK ITS successfully migrated Epic and UK

ITS Networking & Infrastructure visits Morehead.



HealthCare Citrix environments to Microsoft Azure, completing major phases of Project Blue-Connect and enabling scalable, secure health care delivery. Teams also completed the transition from the legacy EII system to HealthConnect, improving reliability and interoperability for electronic health record data exchange.

AI adoption accelerated across the enterprise. UK ITS deployed AI tools within Epic and Microsoft platforms, expanded ambient clinical documentation through Nuance DAX, and introduced AI-powered analytics in Epic and Power BI. These technologies improved documentation efficiency, supported clinical decision-making, and strengthened patient engagement through tools like MyChart Bedside.

Research Computing Infrastructure continued to expand, reaching approximately 5 petaflops of compute capacity, 35,000+ compute cores, and 35 petabytes of storage. New resources such as the EduLab Compute Cluster and advanced GPU nodes enabled AI-driven research across disciplines, while national partnerships through NSF ACCESS and statewide collaborations extended UK's impact beyond campus.

### Extending Technology Across Kentucky

UK ITS continued to advance technology throughout the Commonwealth by strengthening statewide networks and partnerships. Updates to KyRON improved monitoring and incident response, while expanded connectivity supported

remote programs, rural health care, and community institutions. Through Project Blue-Connect, Workday and SailPoint integrations, and Community Connect readiness efforts, UK ITS reinforced its role as a trusted technology partner across Kentucky's education and health care landscape.

Together, these efforts reflect a year defined by collaboration, modernization, and purpose-driven innovation. In 2025, UK ITS not only supported the University of Kentucky's mission – but helped shape its future through technology that is secure, inclusive, and built to serve the Commonwealth.

# PURPOSE-Driven IT:

## ADVANCING OUR STRATEGIC GOALS

In 2025, University of Kentucky Information Technology Services (UK ITS) advanced critical projects that directly supported the University's mission of teaching, research, healthcare, and service to the Commonwealth. Guided by five Strategic Priorities, UK ITS focused on delivering measurable value, strengthening trust and accountability, investing in people and communities, enabling innovation at scale, and extending technology across Kentucky. Together, these projects reflect a year of purposeful execution and enterprise-wide collaboration.

### STRATEGIC PRIORITY 1:

#### PROVIDE VALUE TO OUR CUSTOMERS

Our focus is on providing exceptional technology services, infrastructure, and support, ensuring that our efforts yield meaningful results for our community.

### STRATEGIC PRIORITY 2:

#### EXEMPLIFY TRUST, TRANSPARENCY AND ACCOUNTABILITY

We are committed to the security and integrity of our infrastructure and information, ensuring that our actions reflect the trust placed in us by our community and partners.

### STRATEGIC PRIORITY 3:

#### COMMIT TO OUR COMMUNITIES AND PEOPLE

By nurturing expertise and supporting ongoing professional development, we build a high-performing, collaborative team that drives technological advancement and operational excellence. We are committed to creating pathways for engagement and discussion in technology topics.

### STRATEGIC PRIORITY 4:

#### INSPIRE INNOVATION FOR STRATEGIC ADVANCEMENT

We create pathways for research, teaching, and patient care to benefit from cutting-edge technology to grow and advance at scale.

### STRATEGIC PRIORITY 5:

#### ADVANCE TECHNOLOGY THROUGHOUT KENTUCKY

Through outreach and collaboration, we will connect communities through technology to advance the state in health, education, and innovation.





**STRATEGIC PRIORITY 1**

**Provide Value to Our Customers**

**New myUK Portal**

- UK ITS completed preview phases of the new myUK portal for both students and employees, gathering extensive feedback to guide usability and accessibility improvements. Testing throughout 2025 strengthened confidence in the platform's ability to streamline academic and administrative processes. The portal is positioned for a full enterprise launch in early 2026.

**Enterprise Applications and SAP Modernization**

- UK ITS initiated a multi-year SAP modernization effort while continuing to deliver custom applications and workflows for enterprise stakeholders.
- Teams implemented critical SAP enhancements supporting HR benefits, tuition and fee calculations, and compliance processes.
- Additional integrations, including the Accelerated Masters Pathway, Uber WildCab, Food Pantry mobile application, and StarRez Cloud migration, improved operational efficiency and service delivery.

**Clinical Systems Support/Epic Upgrades**

- Targeted training and system enhancements supported Epic upgrades, infusion pump integration, and the rollout of new AI-enabled features across UK HealthCare.
- The Ambulatory Thrive program expanded across multiple clinics, supporting adoption of new capabilities while maintaining continuity of care. These efforts reduced administrative burden and supported safe, efficient patient care.

**Network Upgrades**

- Large-scale network upgrades were executed across academic, research, and healthcare facilities, including Markey Cancer Center, Sanders-Brown Center on Aging, Eastern State Hospital, and the McVey Data Center. These projects improved reliability, capacity, and wireless performance in high-demand environments while supporting new clinical and research technologies.
- Decommissioned legacy systems (5ESS Analog) and upgraded wireless infrastructure in high-traffic areas.

2,528

SERVICE REQUESTS COMPLETED BY ENTERPRISE NETWORKING & INFRASTRUCTURE

2,538

INCIDENTS RESOLVED BY ENTERPRISE NETWORKING & INFRASTRUCTURE



**Launching the New myUK Portal**

The launch of the new myUK portal is Jan. 27, 2026. Student Preview at preview.myuk.uky.edu. UK students with active linkblue accounts can log in and explore new features designed to simplify the myUK experience.

[READ MORE](#)

**Network Upgrades at Eastern State**

Over the past year, we partnered with Eastern State Hospital leadership to implement a series of multi-phased network upgrades that replaced wireless access points (APs), switches and firewalls with minimal service disruptions for hospital staff and patients.

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**STRATEGIC PRIORITY 2**

**Exemplify Trust, Transparency, and Accountability**

**Cybersecurity Awareness Efforts**

- Cybersecurity education remained a core priority in 2025 with UK ITS hosting UK\_CYBERCON 2025, a day-long cybersecurity conference bringing together students, faculty, staff, and partners to explore cybersecurity careers, emerging threats, and best practices.
- Tabletop exercises and targeted training further strengthened preparedness and organizational resilience across multiple departments and teams.

**Cybersecurity Enhancements**

- UK ITS enhanced its security posture through expanded automation for phishing detection, leaked credential remediation, and vulnerability management.
- New policies and frameworks were developed and implemented, including updates to the Authentication and Password Policy and compliance with Executive Order 14117. These efforts strengthened protections for institutional and healthcare data.

**Meeting Compliance and Regulatory Support**

- UK ITS supported enterprise compliance through completion of HIPAA, PCI-DSS, and NIST assessments and frameworks.
- Teams delivered 44,159 IRS 1098-T forms and implemented automations supporting additional tax reporting requirements.
- In healthcare, UK ITS enhanced reporting for CMS quality measures, supported mandatory Total Hip and Knee Arthroplasty reporting, and addressed Joint Commission findings through documentation of workflow improvements.
- National Security Program Compliance: Completed DOJ guideline implementation to safeguard sensitive health data from foreign adversaries.
- Regulatory & The Joint Commission (TJC) Compliance: Updated documentation workflows for pain management, sedation, and maternal-fetal monitoring; addressed findings through system enhancements.

**Account and Access Governance**

- Changed retiree accounts requirements prioritizing cybersecurity measures to reduce cyberthreats.
- Increased security requirements for privileged access accounts.

**Modernization**

- Modernized UK HealthCare Enterprise Data Warehouse to Azure Databricks and converted more than 95 dashboards to Power BI, saving \$500K annually.



**Cybersecurity Incident Simulation Tabletop**

Key people from across ITS departments and the University gathered to role play what would happen in the event of major cybersecurity incident.

**UK\_CYBERCON 2025**

UK\_CYBERCON 2025 brought together cybersecurity professionals, UK students, faculty and staff and community members at the University of Kentucky to highlight emerging industry trends, career paths and opportunities in the field.

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**5,828,635**

EMAIL THREATS PREVENTED

**1,158,650**

CYBERSECURITY INCIDENTS REMEDIATED

**97% AVG.**

PASSED SIMULATED PHISHING ATTACKS



**STRATEGIC PRIORITY 3**

**Commit to Our Communities and People**

**Professional Engagement and Recognition**

- UK ITS employees shared expertise through participation and presentations at national conferences, including HIMSS and EDUCAUSE.
- Teams and individuals received recognition for excellence, including Epic Honor Roll acknowledgements. These engagements supported professional development and reinforced UK ITS leadership within higher education and healthcare IT communities.

**Community Building and Outreach**

- The IT Community of Practice continued to provide a forum for collaboration, knowledge sharing, and engagement among IT professionals across the University.
- UK ITS expanded K-12 outreach efforts, introducing students and educators across Kentucky to technology careers and digital literacy opportunities.



**Powering the Tech Checklist**

Close to 6,000 first-year University of Kentucky students walked into the Cornerstone building during this year's Tech Takeover event, where they were greeted by the University community, and Scratch and the Wildcat, before being handed the Student Tech Checklist – a list of technologies students need throughout the academic year.

[READ MORE](#)

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DEGREES & CERTIFICATIONS  
EARNED BY ITS EMPLOYEES

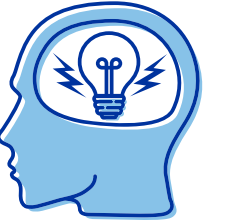
> 50

COMMUNITY OUTREACH  
EVENTS ATTENDED



**K-12 Outreach Efforts**

We expanded K-12 outreach efforts, introducing students and educators across Kentucky to technology careers and digital literacy opportunities.



**STRATEGIC PRIORITY 4**

**Inspire Innovation for Strategic Advancement**

**Artificial Intelligence Enablement**

- UK ITS expanded the use of AI tools across Epic and Microsoft platforms to improve efficiency and patient care.
- Ambient clinical documentation using Nuance DAX expanded from ambulatory pilots to enterprise-wide adoption, including inpatient and emergency department providers.
- AI assistants in Epic and Power BI accelerated clinical and operational analysis while improving documentation and patient communication.
- UK announced CATS AI, an effort launching strategic framework for the University’s adoption of AI resources across the enterprise.
- Implemented Epic AI Suite features for inpatient and outpatient summarizations, discharge note drafting, and augmented response technology for patient messaging.

**Epic to Azure Migration**

- UK ITS successfully migrated Epic and UK HealthCare Citrix environments to Microsoft Azure, completing multiple phases of Project Blue-Connect. This transition improved scalability, resiliency, and security while positioning the organization for future innovation in cloud-based healthcare delivery.

**EII Replacement and Clinical Systems Advancements**

- UK ITS completed the migration from EII to HealthConnect, improving system reliability and streamlining electronic health record data exchange.

**Launched Advanced systems within UK HealthCare**

- Upgraded legacy PACS system with Visage PACS, providing significant imaging improvements for clinicians, radiologists and patients across the UK HealthCare system.
- Completed BD Alaris pump integration across Chandler and Good Samaritan, reducing manual programming errors.
- MyChart Bedside rollout was fully deployed across pediatrics, acute care, and ICUs, replacing GetWellNetwork and delivering significant cost savings while improving patient engagement.



**Microsoft Dragon Copilot**

**AI Technology Helps UK HealthCare Doctors and Patients Reconnect**

Instead of talking to your doctor while they sit behind a computer and document the conversation, imagine discussing your health concerns at your next medical appointment without the distraction of a screen. That vision is now a reality for physicians, advanced practice providers (APPs), and their patients – thanks to Microsoft’s Dragon Copilot, an AI medical documentation tool.

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**Migration to New Data Integration System, Enhancing Electronic Health Record Communication**

InterSystems Health Connect, an on-premise system, replaced the Enterprise Integration and Interoperability (EII) platform previously used with Epic.

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**STRATEGIC PRIORITY 5**

## Advance Technology Throughout Kentucky

### Project Blue-Connect and Enterprise Integrations

- Project Blue-Connect advanced through multiple Epic build waves, co-location activities,
- Workday integrations.
- SailPoint connectivity targets were implemented to strengthen identity governance.
- Rockcastle Community Connect readiness and integrated testing. Community Connect readiness and integrated testing supported reliable access to shared systems for regional partners.

### KyRON and Research Computing Infrastructure

- UK ITS applied updates to KyRON network monitoring to improve visibility and accelerate incident response.
- Connectivity expanded to support remote and rural programs, including the Rural Physician Leadership Program in Morehead, where investments strengthened statewide research, education, and healthcare connectivity.

# 5 PETAFLUPS

OF COMPUTE POWER WITH OVER 35,000 COMPUTE CORES & 35 PETABYTES OF RAW STORAGE



### EPIC Build Co-Locations

Teams across UK HealthCare IT gathered in shared spaces throughout 2025 to collaborate and complete multiple build waves.



**An Equal Opportunity University**

**[its.uky.edu/about-its/its-annual-report](https://its.uky.edu/about-its/its-annual-report)**