

Supporting the University of Florida

2018-2019 UFIT CONTRIBUTIONS

Rise to Five



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Rise to Five

UF UNIVERSITY of FLORIDA

“...We have the talent, the collective will and the means to keep moving up. We owe it to our students and the people of Florida to be the very best public research institution we can be.”

W. Kent Fuchs
President

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To view the [University of Florida's Strategic Goals for IT 2015-2020](https://www.it.ufl.edu/leadership/strategic-plan) online or to learn more about UFIT's governance process, visit:
<https://www.it.ufl.edu/leadership/strategic-plan>

CIO's Welcome

SUPPORTING UF'S MISSION AND RISE TO FIVE



ELIAS G. ELDAYRIE
Vice President & CIO

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Tomorrow is here. We are unifying UF's IT environment in ways unimaginable just a few years ago. The work involves transforming the IT workforce, leveraging systems, and developing new technical competencies. Why? Because our faculty and our students deserve it. Our academic clinicians need it. And the rise to Top-5 demands that we do it.

Today, IT is called upon to forecast how the technologies not even in production yet will enable new ideas for teaching and learning and research. Florida ranks second in population growth, third in small business start-ups, and fifth in jobs growth. The University of Florida is a partner to our state's growth environment, and UFIT is focused on the goals the university has for the campus, the state, and the world.

As we complete the final touches of the COMPASS initiative (see page 10) we are now planning to transform our campus in new ways. One that we are already deeply invested in is the IT at UF workforce for 2025: What will the Internet of Things, data science and analytics, robotics, and other innovations bring, and how can we maximize them for our campus?

Partnering with the strategic thinkers across UF, we will be ready to serve and to lead the way with the new technologies.

Tomorrow is here.

Together let's **Rise to Five** and...Go Gators!

Enabling Leadership in Teaching & Learning



Education and Outreach

ADVANCE THE UNIVERSITY OF FLORIDA TO THE FOREFRONT OF TEACHING

GOAL#1: CREATE A TECHNOLOGY-SUPPORTED ECOSYSTEM

GOAL#2: TRANSFORM LEARNING SPACES

GOAL#3: MOBILIZE TEACHING & LEARNING SERVICES

GOAL#4: OFFER SERVICES FOR RICH MEDIA PRODUCTION

GOAL#5: PROVIDE MULTIPLE TECHNOLOGY TRAINING CHANNELS

GOAL#6: ENGAGE WITH LEADING INSTITUTIONS AND ORGANIZATIONS TO FOSTER PARTNERSHIPS AND COLLABORATION

GOAL#7: SUPPORT AND ENCOURAGE AN INNOVATIVE ENVIRONMENT AND CONTINUOUS IMPROVEMENT



“UF Law partnered with UFIT to upgrade our classrooms and lecture halls, creating better experiences for our students. Ensuring that our students and faculty have access to advanced technology remains a priority, helping us to enhance the student learning experience and results for our students.”

KELLI MURRAY, ESQ.

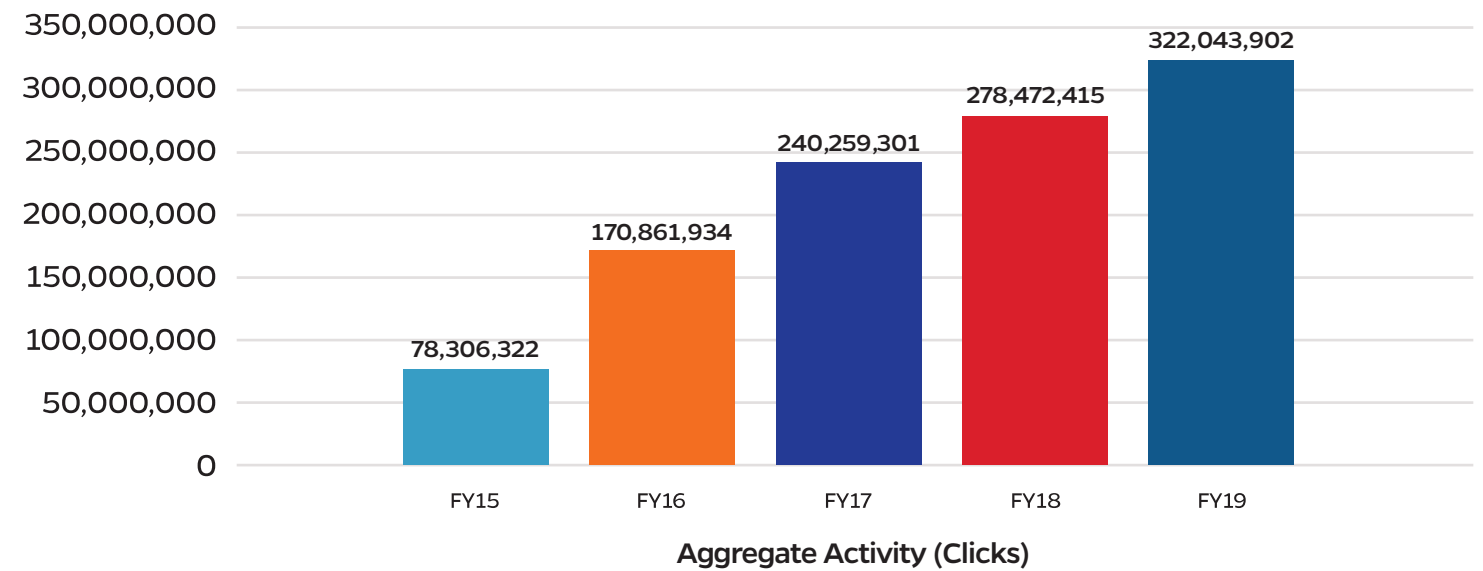
ASSISTANT DEAN FOR ADMINISTRATIVE AFFAIRS AND CHIEF OF STAFF, LEVIN COLLEGE OF LAW

Outcomes Highlights:

- **ENHANCED** UF’s e-Learning environment with improved instructional web conference capabilities (Zoom integration), expanded the features in the Gradebook tool, and upgraded Turnitin, increasing its reliability in generating reports.
- **WORKED** with Unizin consortium partners to develop enhanced use of shared data platforms and applications for students, faculty, and administrators.
- **PARTNERED** with the Levin College of Law to provide integrated faculty workspace and classroom technology services and support for their 1,000 students and 302 faculty and staff.
- **WELCOMED** nearly 3,000 instructional faculty, postdoc associates, and graduate/Ph.D. students to trainings offered by the Center for Instructional Technology & Training; and enabled 61,729 logins to the LinkedIn Learning training portal. (442,875 videos viewed.)

Supporting the Digital Learning Ecosystem

LEARNING MANAGEMENT SYSTEM STUDENT ACTIVITY



ENABLING ACCESS TO ONLINE LEARNING

6,325,476

VIEWS SUPPORTED IN UF MEDIASITE LIBRARY

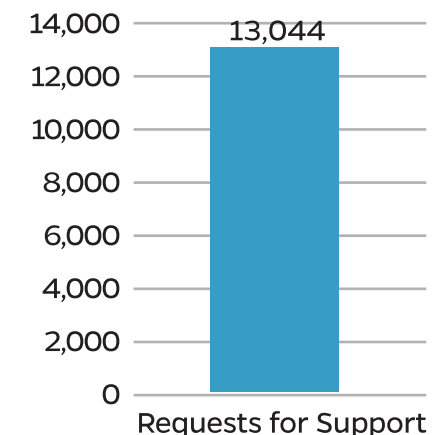
713,301

LOGINS SUPPORTED IN UF LIBRARIES & LEARNING SPACES

630,849

LAUNCHES SUPPORTED IN UFAPPS

FY19 E-LEARNING SUPPORT REQUESTS



4.93
5

Aggregate customer satisfaction rating

Research Computing

POSITION UF AS A LEADER IN RESEARCH COMPUTING AND INNOVATION

GOAL#1: EXPAND HPC, DATA STORAGE, RESEARCH NETWORK CAPACITY PERFORMANCE, AND USABILITY

GOAL#2: ENHANCE AND EXPAND SERVICES THAT USE HIGH-PERFORMANCE COMPUTING DATA STORAGE AND NETWORK RESOURCES

GOAL#3: IMPORVE FACULTY AWARENESS AND ACCESS TO USE OF RESEARCH COMPUTING SERVICES



"After taking computer science in 10th grade, I decided I wanted to continue exploring computer science. In 2017, I registered for the Gator Computing Program. It was an incredible two weeks! I was able to understand the larger, far-reaching impact that computing has on a variety of fields, from English to biology. I also made great friends that I am still in touch with today, and the experience I had at GCP was definitely a factor in my decision to major in computer science now."

BENJAMIN GAO

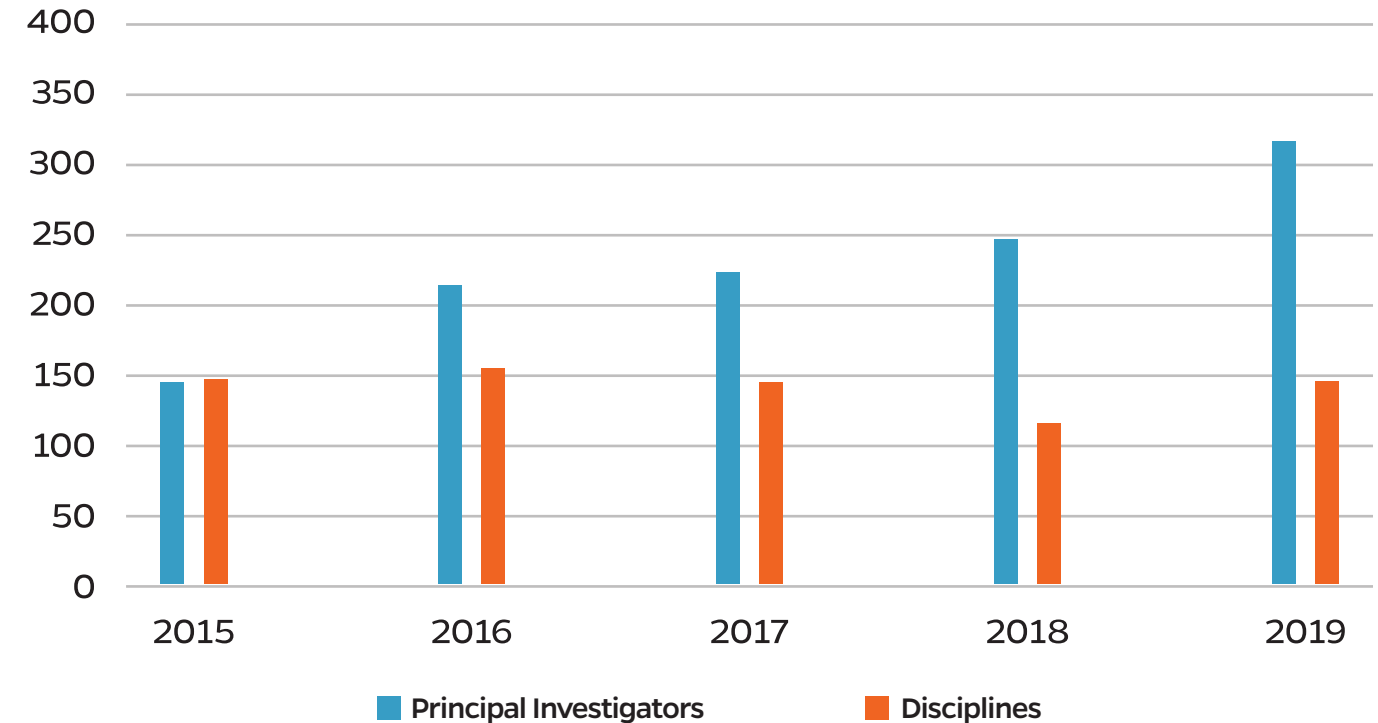
BUCHHOLZ HIGH SCHOOL - CLASS OF 2019
M.I.T. - CLASS OF 2023

Outcomes Highlights:

- **INCREASED** research computing support for funded research to \$712 million in FY19, or 76% of UF's sponsored research portfolio.
- **HOSTED** a Symposium focusing on postdoc and graduate student research utilizing HiPerGator. The event was so successful it will now be part of the annual calendar. Additional outreach initiatives include partnering with the UF Informatics Institute to offer workshops on machine learning and artificial intelligence.
- **UPGRADED** the research storage system, offering researchers the ability to easily scale-out the system if more space is needed for their files.
- **ORGANIZED** a workshop on security and compliance (PEARC18-Pittsburgh), taught CUI compliance at NSF's Cybersecurity Summit, and presented on cybersecurity for the research computing environment at the Internet2 Tech Exchange in Orlando.

Enabling Research Campus-Wide

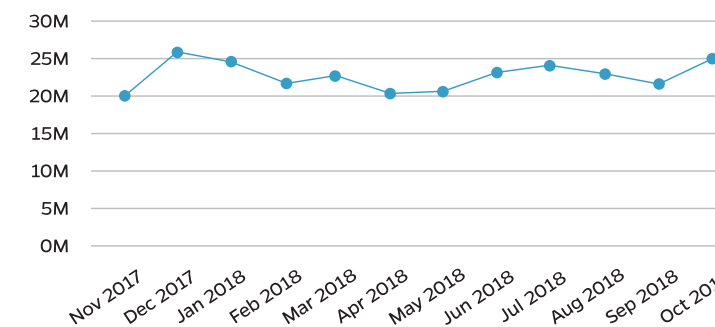
PRINCIPAL INVESTIGATORS (PI'S) AND DISCIPLINES SUPPORTED FY 2015 - FY 2019



HIPERGATOR RESEARCH HOURS

20 MILLION +

CPU Hours Provided to Researchers Each Month



ENGAGEMENT & ADVOCACY

Supporting New Opportunities for Research Activity:

Pilot Research Project Grants

Championing Undergraduate Research:

UFIT Fellows Program

Inspiring Future Discoveries:

Gator Computing Program for area high school students

Information Security and Risk Management

LEVERAGE IT RISK MANAGEMENT AND INFORMATION SECURITY PRACTICES TO REDUCE ADVERSE IMPACTS TO THE INSTITUTION

GOAL#1: INTEGRATE BUSINESS AND INFORMATION SECURITY PRACTICES

GOAL#2: INCREASE AWARENESS OF SECURITY-RELATED POLICIES AND STANDARDS

GOAL#3: ENHANCE INFORMATION SECURITY ANALYTICS TO BETTER PREVENT, DETECT, RESPOND, AND PREDICT THREATS TO UF'S INFORMATION SYSTEMS AND DATA



"The new UF Data Guide interface puts all of the information about data usage in one place. The Information Security team asked for input from researchers and clearly put a lot of thought into how people working with data will use the guide. This new guide has made the process for us more accessible and understandable."

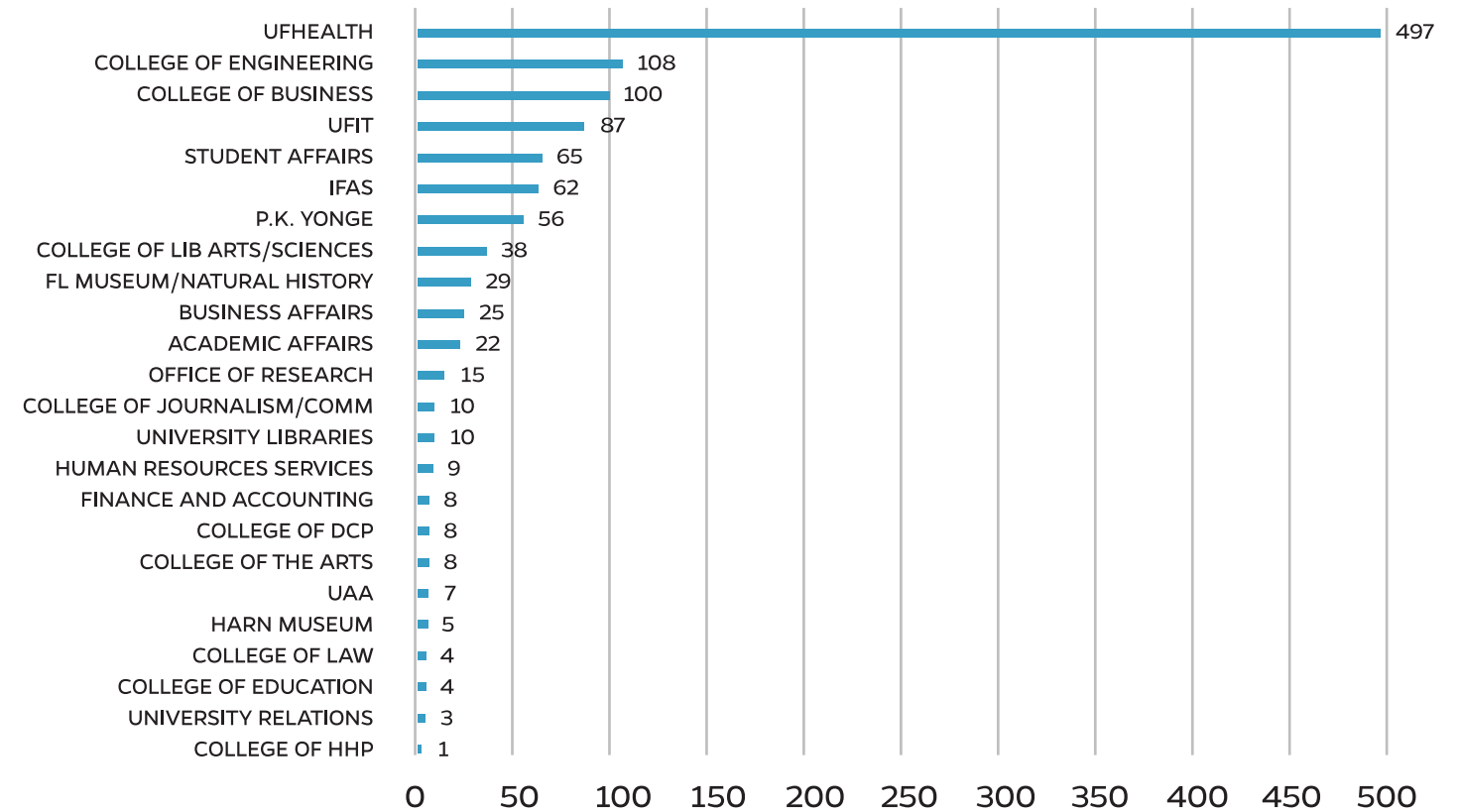
LAUREN GRIFFIN, PH.D.
 POST-DOCTORAL ASSOCIATE
 STEM TRANSLATIONAL COMMUNICATION CENTER
 COLLEGE OF JOURNALISM AND COMMUNICATIONS

Outcomes Highlights:

- **COMPLETED** 1,128 risk assessments and assisted staff across UF, UF Health, and UF Health-Jax to effectively mitigate threats to the university's data, networks, and reputation.
- **INCREASED** the pre-vetted solutions available to 396, so faculty and staff have more options to choose from for storing, analyzing, and sharing data without further administrative review.
- **PREVENTED** nearly 90 million attempted attacks (hacks) to the UF networks.
- **PROVIDED** digital forensics and e-Discovery support services to the Office of the General Counsel, Human Resources Services, the Office of Internal Audit, Research Compliance, and the University Police Department.

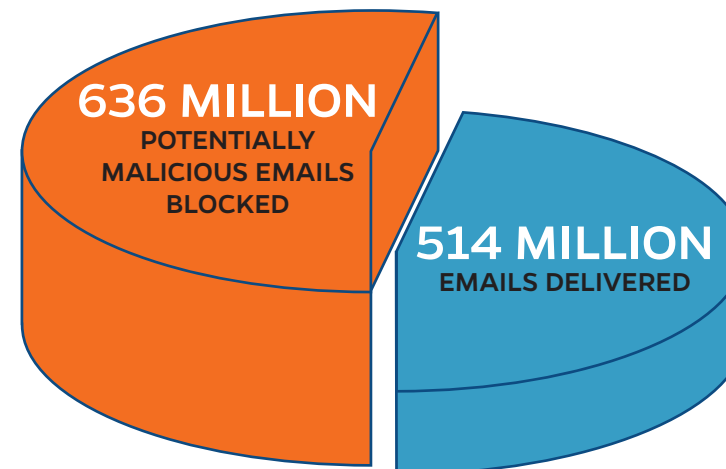
FY19 RISK INTAKES

SUBMISSIONS BY COLLEGE, ACADEMIC, AND ADMINISTRATIVE DIVISIONS



EMAILS RECEIVED AND BLOCKED FROM UF

1.15 BILLION TOTAL EMAILS RECEIVED



PROMOTING A PEOPLE-CENTRIC SECURITY STRATEGY



- UNIT PRESENTATIONS
- FEEDBACK SESSIONS
- EVENTS PARTICIPATION

Administrative Systems

PROVIDE ROBUST, RELIABLE, AND TRUSTED ADMINISTRATIVE IT SERVICES

GOAL#1: MODERNIZE LEGACY SYSTEMS

GOAL#2: IMPROVE USER EXPERIENCE

GOAL#3: PROVIDE PERFORMANCE ANALYTICS TO CLIENTS

GOAL#4: COLLABORATE WITH BUSINESS UNITS TO IMPLEMENT BUSINESS PROCESS MANAGEMENT



"The success of the fall OneStop could not have been achieved without the Gator360 team. We needed a robust system to manage this complex event. The environment they delivered allowed four departments to work as one to efficiently provide service to thousands of students. The Gator360 staff were an essential part of the OneStop planning process and provided so much insight! Their efforts were invaluable in support of our mission, enabling us to provide a better student experience."

KYLE D. COOK

ASSISTANT DIRECTOR,
DIVISION OF ENROLLMENT MANAGEMENT

Outcomes Highlights:

In 2019 the University of Florida completed the COMPASS (Campus-wide Modernization Program to Advance Student Services) implementation. The largest IT project in the history of the university, COMPASS enabled UF to modernize, standardize, and vastly improve the information systems and attendant processes used to manage and deliver services to students. The projects under the COMPASS umbrella provide exciting innovations for constituent relationship management (CRM), the learning ecosystem, student data governance, master data management, reporting and analytics, and the ONE.UF and myUFL systems. The multi-year COMPASS initiative was completed on time, under budget, and within scope.

UF COMPASS

- ✓ Added new capabilities to ONE.UF the "one-stop shop" for students and faculty across campus to perform self-service functions. These capabilities include, registering for classes, managing finances, submitting a degree application, viewing financial aid, viewing schedule of courses, viewing grades and much more.
- ✓ Replaced the legacy academic room scheduling system.
- ✓ Replaced legacy admissions application processing by implementing myAdmissions, enhancing the student application experience from submission to decision.
- ✓ Completed the replacement of the legacy student information system, enabling better coordination of student services across the university from admission to graduation.
- ✓ Helped advising offices and other student support units manage, track, and report on the students who pass through their offices. The system also provides quick access to high-value academic data on students for advisors.
- ✓ Developed reports for the Division of Enrollment Management to analyze the load and patterns of student case histories, allowing for improved preparation and student satisfaction.
- ✓ Created the "Student Quick View" dashboard for advisors using Enterprise Analytics to provide a comprehensive overview of a student's career at the University of Florida. To date, the dashboard has been used more than 35 thousand times by 450+ unique staff across campus.
- ✓ Published a new online undergraduate and graduate catalog with centralized control of the catalog management process allowing decentralized editing rights granted to individual departments. The catalogs are mobile friendly, enabling the use in events like Freshman Previews instead of printed material.
- ✓ Enabled academic support offices to manage all interactions with their constituents in a centralized system. All interactions (email, phone, or in person) are tied to the constituent so offices have a comprehensive view of how and when each constituent was supported.
- ✓ Assisted the Provost's Office with the Gator Done outreach effort, using Enterprise Analytics to help target communication with students regarding a successful completion of their degree in four years. Improving the university's 4-year graduation rate advances our Rise to Five goal.

Shared Infrastructure

PROVISION AND OPERATE EFFECTIVE AND EFFICIENT SHARED IT INFRASTRUCTURE

GOAL#1: CREATE A HIGH-PERFORMANCE INFRASTRUCTURE THAT IS RESPONSIVE, AGILE, AND SCALABLE TO MEET UF NEEDS

GOAL#2: ADOPT NEW TECHNOLOGIES AND STANDARDS THAT LEAD TO IMPROVED SERVICES AND HIGHER EFFICIENCY

GOAL#3: RATIONALIZE COMPUTING AND NETWORK INFRASTRUCTURE



"Traveling and keeping on top of work can often be a challenge. Connectivity is so often a hit or miss proposition. Fortunately, this is not an issue when traveling through the Gainesville Regional Airport where I am able to connect to Eduroam. For UF to provide secure wireless connectivity off campus like this reinforces the importance of safe computing and demonstrates that UF is serious about protecting our network and data."

ANDREW D. TELLES

DIRECTOR OF COLLABORATIVE INITIATIVES
OFFICE OF HUMAN RESOURCE SERVICES

Outcomes Highlights:

- **SUNSETTED** the UF Mainframe computer in service since 1972 and made applications and data available in a more robust, nimble environment.
- **REDUCED** costs for UFIT's storage backup service by a minimum of 40% for all campus customers, with further reduction in costs for those who frequently request data recovery.
- **ENABLED** Zoom as an enterprise service for all faculty, students, and staff.
- **UPGRADED** the inbound and outbound email processing systems to improve scanning and filtering, better protecting users from malicious email coming from outside UF.

Wireless Access Points Installed on Campus

FY 2016 - FY 2019



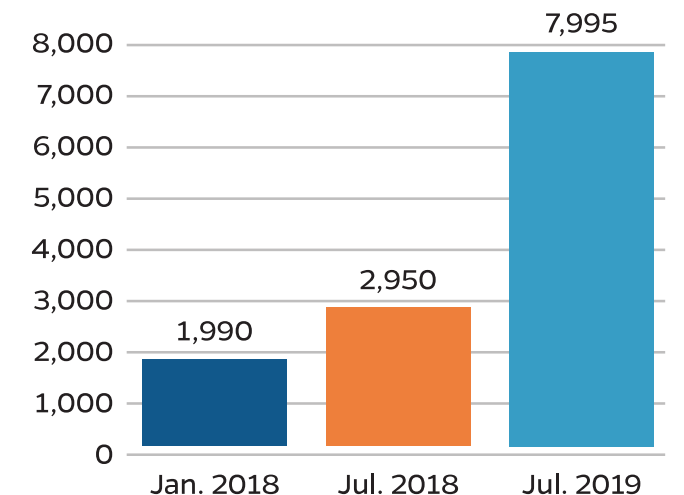
ENABLING COLLABORATION WITH ZOOM

60,590
TOTAL # OF ZOOM MEETINGS

270,456
TOTAL # OF MEETING PARTICIPANTS

139
TOTAL # OF COUNTRIES CONNECTED FOR UF MEETINGS

GROWTH OF MANAGED UF DROPBOX ACCOUNTS



Web Services

PROVIDE LEADERSHIP IN WEB AND MOBILE SERVICES TECHNOLOGIES

GOAL#1: PROMOTE A COMMON, HIGH-QUALITY USER EXPERIENCE ACROSS THE UF WEB DOMAIN

GOAL#2: ENSURE AN ENVIRONMENT OF ADA/WCAG 2.0 COMPLIANCE AT THE UNIVERSITY OF FLORIDA

GOAL#3: DEVELOP STATE-OF-THE-ART MOBILE WEB APPLICATIONS



"I collaborated with UFIT's Web Services group this year on the development of a new online language learning application called the "German Grammar Cruncher." This innovative drag-and-drop application makes online language learning much more visually and tactilely immediate. The "Grammar Cruncher" is a fun-to-use tool for students, with myriad applications in online language learning. It would not have been possible without the expertise, dedication, and professionalism of the Web Services team with which I had the great pleasure to work."

WILLARD "WILL" HASTY, PH.D.

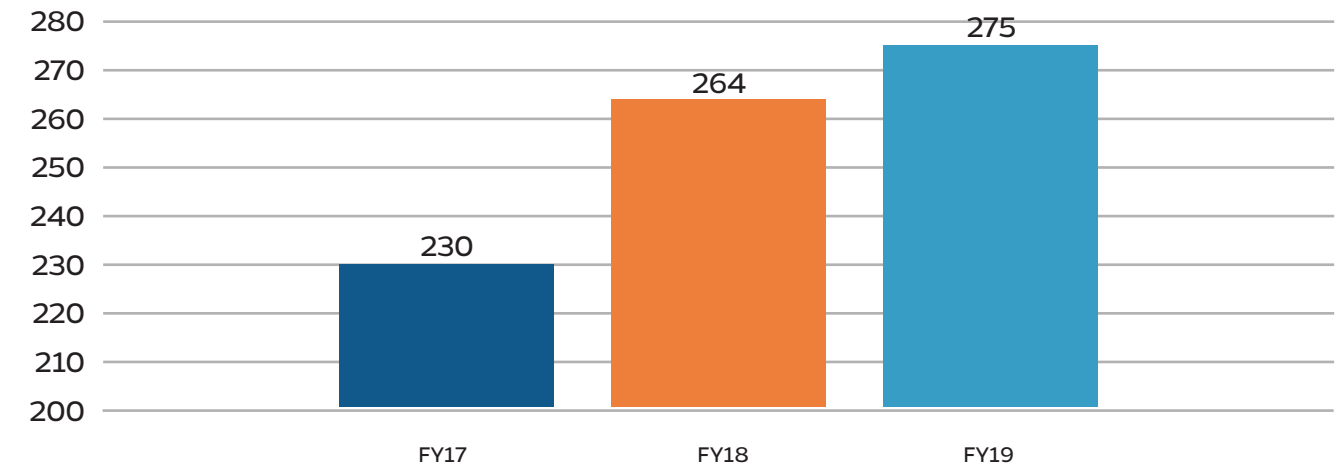
PROFESSOR, GERMAN STUDIES
CO-DIRECTOR, CENTER FOR MEDIEVAL AND EARLY MODERN STUDIES

Outcomes Highlights:

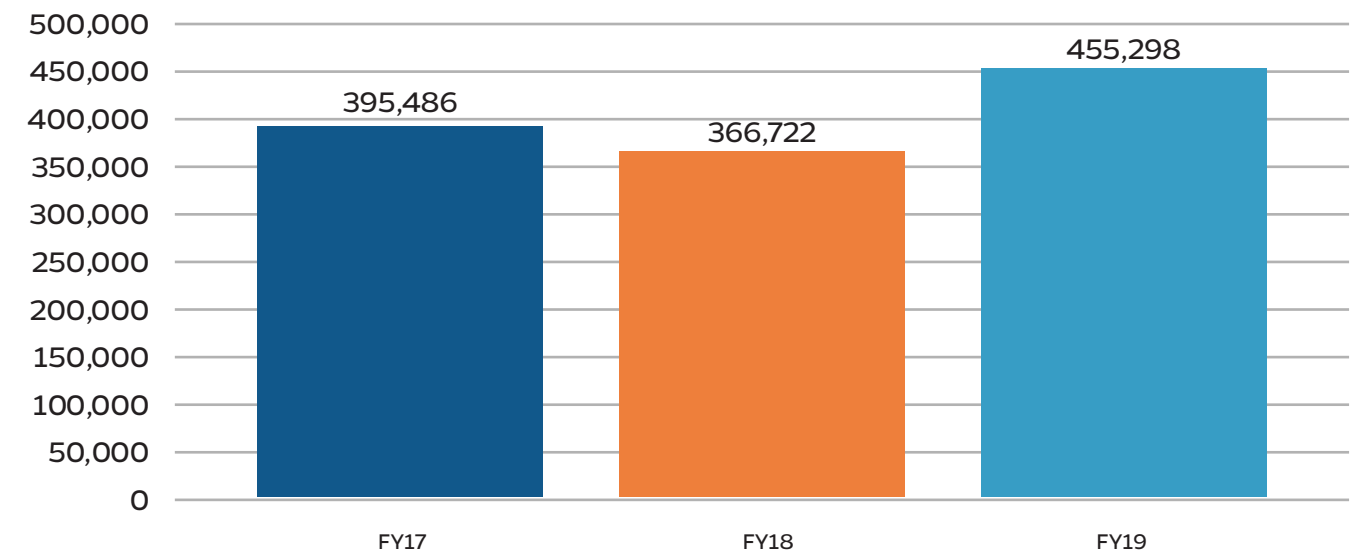
- **TRAINED** and supported more than 600 users in T4, UF's web content management system.
- **UPGRADED** the Outlook Web Access webpage in T4 and implemented the URL Defense decoder tool, a way to check for malicious links in emails originating from outside the university.
- **WORKED** with multiple faculty to develop engaging web applications in support of online teaching and learning.
- **COLLABORATED** with the Office of Strategic Communications and Marketing to promote the UF Brand and web standards.

Rationalizing the University of Florida's Web Presence

WEBSITES IN THE T4 WEB CONTENT MANAGEMENT SYSTEM



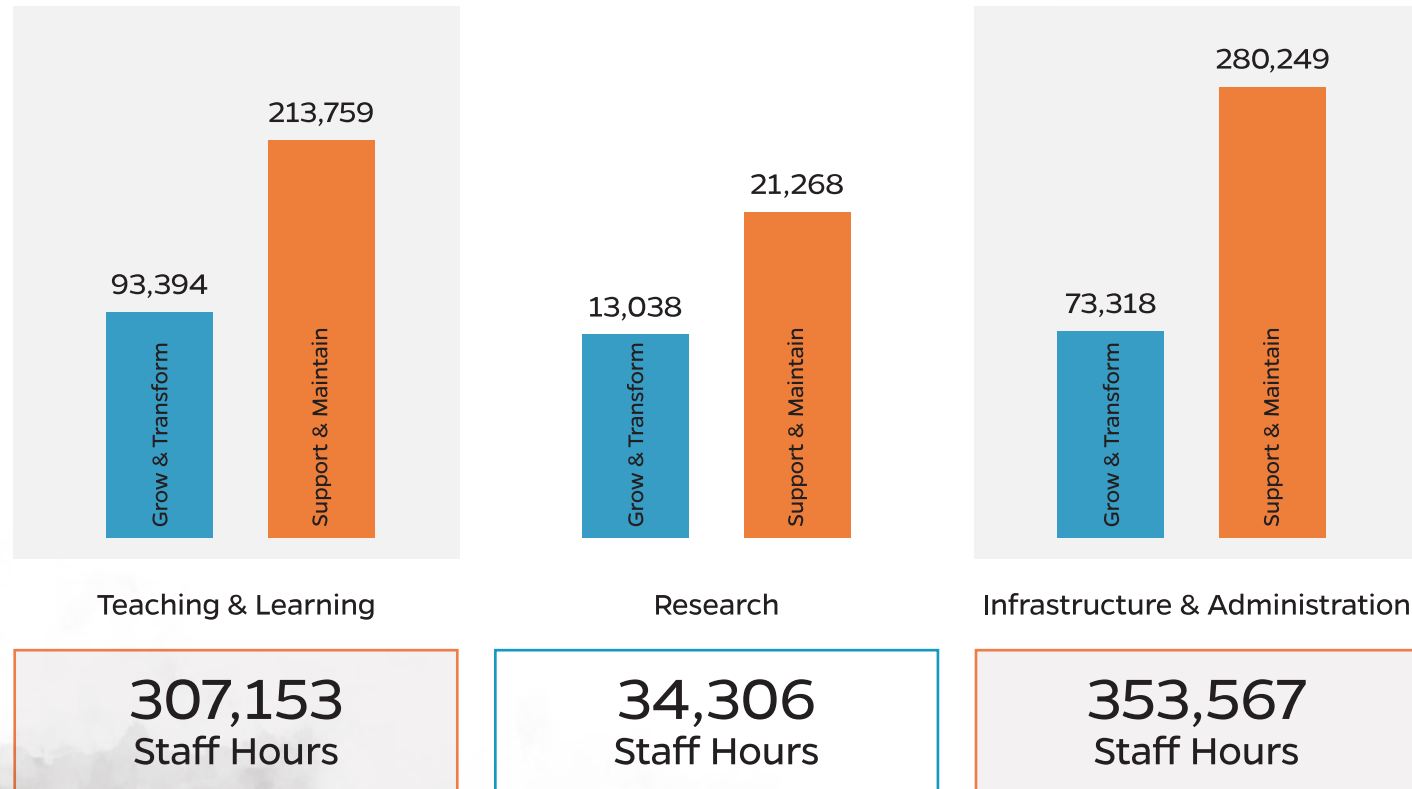
Total Number of Page Views and Searches for IT Services: it.ufl.edu



Supporting UF's Mission

We are UFIT

FY19 BY THE NUMBERS



Supporting Top-5

FY19 STAFF ACHIEVEMENTS

Earned Degrees & Certifications:

- Master's Degrees: **2**
- Bachelor's Degrees: **3**
- Associate Degrees: **2**
- Technical Certifications: **27**

Completed Professional Development Programs: **9**

Nominated for Campus Awards: **17**

Presented at National Events: **16**

Served National Education/IT Organizations: **6**

 **422**
full-time staff

 **60**
OPS staff

 **151**
student employees

by Developing the IT Workforce

UF Information Technology would like to welcome all freshman and transfer students to the University of Florida!

UFIT brings value to your college experience through technology resources and support. *Technology. Innovation. Support.*





UF | UNIVERSITY of
FLORIDA
An Equal Opportunity Institution