FY24 IT Project Portfolio

Legend: On Schedule | In Queue | Complete

Project	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024	Jul 2024
AV Upgrade Program		Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	
Blackboard Base Navigation Upgrade			Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete		
Canvas LMS	On Schedule	On Schedule	On Schedule	On Schedule	On Schedule	On Schedule	On Schedule	On Schedule	On Schedule	On Schedule	On Schedule	On Schedule	On Schedule
Cloud Strategy 2.0	Complete	Complete	Complete	Complete	Complete	Complete							
Community & Executive Education										On Schedule	On Schedule	On Schedule	On Schedule
Computer Lifecycle Management		On Schedule	On Schedule	On Schedule	On Schedule	On Schedule	On Schedule	On Schedule	On Schedule	On Schedule	On Schedule	On Schedule	On Schedule
Disaster Recovery Planning	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	
Document Imaging	On Schedule	On Schedule	On Schedule	On Schedule	On Schedule	On Schedule	On Schedule	On Schedule	On Schedule	On Schedule	On Schedule	On Schedule	On Schedule
Enable Inclusive Identity HR	On Schedule	On Schedule	On Schedule	On Schedule	On Schedule	On Schedule	On Schedule	On Schedule	On Schedule	On Schedule	On Schedule	On Schedule	On Schedule
Helio Campus	Complete	Complete	Complete	Complete	Complete								
Improving IT Service Delivery	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	
Information Security Improvements FY24		Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	
IT Asset Management Intake	Complete	Complete											
IT Start of Classes Fall 2023	Complete	Complete	Complete										
IT Start of Classes Spring 2024				Complete	Complete	Complete	Complete						
Network Core/Edge Upgrade	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	
Network Wireless Upgrade	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	
NG911	Complete	Complete											
Parking & Transportation - T2 Flex			Complete	Complete	Complete	Complete							
Public Safety Communications	Complete												
Qualtrics Replacement										On Schedule	On Schedule	On Schedule	On Schedule
Slate Student Success (SSS)										On Schedule	On Schedule	On Schedule	On Schedule
Transact Campus (eCommerce)										On Schedule	On Schedule	On Schedule	On Schedule
Transition LMS Support to Anthology			Complete	Complete	Complete	Complete	Complete						
Windows 11- Planning and Pilot	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	

June 2024

Information Technology Project Management Office

University of Massachusetts Boston

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UMass Boston

AV Upgrade Program

Timeline: Jul 3, 2023 - Jun 28, 2024
Status: Complete!
Project Owner: Apurva Mehta

This is a yearly program that manages a number of AV sub projects each cycle. Maintaining our classroom and lab with the latest technologies are critical for our students, faculty and staff. The FY 24 project will target multiple TEC, classrooms and labs to be upgraded.

Blackboard Base Navigation Upgrade

Timeline: Sep 1, 2023 - May 31, 2024
Status: Complete!
Project Owner: Terry Phalen

Upgrade Blackboard 9 to Blackboard Ultra Base Navigation by August 2024 per Anthology requirement.

Canvas LMS

Timeline: Aug 1, 2023 - Jul 31, 2025
Status: On Schedule
Project Owner: Apurva Mehta

Canvas LMS platform configuration, Canvas Mobile Application configuration, Data integrations- Peoplesoft and Canvas LMS. , Migration of Blackboard course content. Decommissioning of Blackboard LMS system, Creation of Marketing/ Communication Plan. Creation of Administrative, Service Transition & Training Plan.

Cloud Strategy 2.0

Timeline: Jul 1, 2022 - Jan 4, 2024
Status: Complete!
Project Owner: Ray Lefebvre

The Cloud Strategy 2.0 project focuses on the development of a training program and a series of assessments designed to create a support team charged to design, develop and support all components of the new UMB IT Hybrid Cloud environment.

Community & Executive Education

Timeline: Apr 1, 2024 - Jan 31, 2025
Status: On Schedule
Project Owner: Apurva Mehta

Project to stand up Community & Executive Education business/function within Academic Affairs to include a Course Catalog, Registration, Credentialing, Payment, and Marketing/Communications leveraging the new Canvas LMS platform as requested by Provost, Joe Berger and Associate Vice Provost, Tina Chang.

Computer Lifecycle Management

Timeline: Aug 1, 2023 - Jun 30, 2025
Status: On Schedule
Project Owner: John Mazzarella

Design, develop, and implement Computer Lifecycle Management business & technical processes including a continuous improvement loop.

Disaster Recovery Planning

Timeline: Jul 1, 2023 - Jun 30, 2024
Status: Complete!
Project Owner: Ray Lefebvre

Formal project to continuously improve UMass Boston IT disaster recovery preparedness in alignment with institutional and system-wide business continuity/disaster recovery preparedness planning.

Document Imaging

Timeline: Dec 1, 2022 - Jun 30, 2025
Status: On Schedule
Project Owner: Linda Modiste

The current multi-campus document imaging application (Boston, Dartmouth and Lowell) used by the Boston Financial Aid, Registrar and Provost office is at the end of lifecycle and no longer supported by the vendor. To replace this application a multi-campus team has been charged to review and procure a new application and perform the design, development and implementation of the new platform. SoftDocs has been chosen as the new document imaging platform via an RFP process completed by UPST and UITS. UITS is leading the system-wide project.

Enable Inclusive Identity HR

Timeline: Oct 1, 2022 - Jun 30, 2025
Status: On Schedule
Project Owner: Linda Modiste

Following the lead of the Enable Inclusive Identity SA project, the Enable Inclusive Identity HR project shares the same fundamental goal to provide our Faculty, Staff and Student Employees with a respectful, seamless and welcoming experience. To support that objective the HR project will introduce 3 'identity' components to enable our community to best reflect who they are. Those values include Phase 1 - changing "Gender" label to "Sex", adding a value = X required for external reporting, and adding "Pronouns". Phase 2 - updating Preferred Name to "Chosen" Name and building systems integration between WISER SIS and HR's Human Capital Management (HCM) application to provide consistence across campus applications 3. expand integrations of Inclusive Identity values to targeted downstream applications where appropriate and feasible. It is very important for the purpose of continuity of experience that we are consistent with these value across all major platforms accessed by our staff and faculty. Potential Phase 4 would include design and development for adding Sexual Orientation and Gender Identity that are currently available in SIS. These terms require additional consideration by leadership before including in the scope given their sensitivity.

Helio Campus

Timeline: Sep 1, 2022 - Dec 31, 2023
Status: Complete!
Project Owner: Terry Phalen

In adherence to our mission, the university is mandated to provide the best education and maximize opportunities for our students through the implementation of strong academic programs, which requires providing Deans and all executive leaders with data and analytics to manage the achievement of our institution's goals. HelioCampus is a best practice platform for providing the data warehousing and analytics necessary to enable a holistic, data-centric approach to track, measure, and manage institutional data. The application will increase the visibility into admissions, enrollment, and retention data to drive student success and revenue. HelioCampus will also enable our continued adherence to required state and federal reporting of institutional data.

Improving IT Service Delivery

Timeline: Jul 1, 2023 - Jun 30, 2024
Status: Complete!
Project Owner: Terry Phalen

This is a multi-year project to improve IT Service Delivery through implementation of formal IT service management principles & practices starting with Incident Management, followed by Request and Problem Management.

Information Security Improvements FY24

Timeline: Jul 3, 2023 - Jun 28, 2024
Status: Complete!
Project Owner: Wil Khouri

A full year project designed to implement University security improvement initiatives to ensure our University security profile, guided and assessed by an annual audit and a pen test - scope includes Azure SSO, IPAM, MFA, SIEM, â€¦

IT Asset Management Intake

Timeline: Jul 1, 2022 - Aug 30, 2023
Status: Complete!
Project Owner: John Mazzarella

The UMass Boston community has technology demands, specifically laptop computers, servers, tablets and desktop computers that are critical tools for their purpose and function within the University. The support of this demand is a fundamental component of the IT Computer Lifecycle management strategic plan. Ensuring our faculty, staff and students have the technologies they need requires IT to manage the lifecycle of these assets, from procurement to decommissioning. To support this initiative a project team has been charged to design and implement a new business process that will provide IT with the tools and data need to properly manage all IT assets.

IT Start of Classes Fall 2023

Timeline: Jul 1, 2023 - Sep 15, 2023
Status: Complete!
Project Owner:

The beginning of any semester is a challenging time for faculty, students and staff with many activities, new schedules, new places to be (1st year students) and new friends to be made. IT resources and support services are in place to ensure our community this experience is as positive as possible by ensuring there are no IT related interruptions in the continuity of the experience. The project team is charged with the implementation of the ˜start of classes" task activites for the Fall 2023 term.

IT Start of Classes Spring 2024

Timeline: Nov 1, 2023 - Feb 1, 2024
Status: Complete!
Project Owner: Linda Modiste

The beginning of any semester is a challenging time for faculty, students and staff with many activities, new schedules, new places to be (1st year students) and new friends to be made. IT resources and support services are in place to ensure our community this experience is as positive as possible by ensuring there are no IT related interruptions in the continuity of the experience. The project team is charged with the implementation of the "start of classes" task activities for the Spring 2024 term.

Network Core/Edge Upgrade

Timeline: Jul 1, 2022 - Jun 28, 2024
Status: Complete!
Project Owner: Jamie Soule

The University of Massachusetts Boston campus relies on a campus-wide network for all academic, research and business technology communications needs. This network provides wired and wireless network access for all campus desktops, servers, computer labs, wireless access, research computing, building management systems, door locks, video cameras and internet access. The existing network is at end of life and end of critical manufacturer support (7-9 years old). This legacy network consists of various hardware and software components and support services, which are supplied by the OEM (Original Equipment Manufacturer) and VAR (Value Added Reseller)- which no longer will be available. This presents a tremendous risk to our campus administrative, academic, research and business continuity. In addition, due to the age of this equipment, we are limited to non-optimal lower bandwidth capabilities (10G, 1G) throughout the network. To resolve these issues and keep pace with current and emerging technologies, while also providing a future state network for the campus- UMB is undergoing a campus-wide network upgrade. We will be replacing all end-of-life equipment with new current network technology hardware as well as implementing new software management tools which have security capabilities for better visibility and proactive monitoring.

Network Wireless Upgrade

Timeline: Nov 1, 2022 - Jun 28, 2024
Status: Complete!
Project Owner: Jamie Soule

Mobile devices are the leading technology used by our community to connect to the internet, email, social media etc. A project team has been charged to review, design and implement a state-of-the-art wireless technology upgrade expanding upon the current footprint to include outdoor access in common areas. The purpose of the project is to upgrade current equipment to provide a reliable consistent experience when connecting via a mobile device.

NG911

Timeline: Jan 1, 2023 - Aug 30, 2023
Status: Complete!
Project Owner: Jamie Soule

Emergency communications for the University are critical and must include an infrastructure and communication technologies that are state of the art, adhere to security standards best practice and are dependable providing as much information as possible to 1st responders. In addition, the University must also adhere to and comply with state and federal FCC communication compliance regulations. A project team has been charged to identify and implement the next generation 911 technologies (NG911). The goal of the implementation is to increase the communication, response and coordination of emergency services between the campus police and emergency service providers.

Parking & Transportation - T2 Flex

Timeline: Sep 2, 2023 - Feb 1, 2024
Status: Complete!
Project Owner: Terry Phalen

The project team is charged with the implementation of the T2Flex management software, a hosted solution that will provide a Permit Management and Enforcement (PE) capability for the UMB Parking and Transportation department. Flex will introduce a new process for managing permits (currently referred to as parking passes) efficiently and enforcing parking effectively via a real-time view of parking activity and management. The application also provides access to reports and analytics to assess our business status.

Public Safety Communications

Timeline: Jul 1, 2022 - Sep 1, 2023
Status: Complete!
Project Owner: Terry Phalen

The current UMB Public Safety Communication System is approximately 25 years old. The system is analog, end of life and not supported by the original vendor. In addition, the system does not meet current Project 25 (P25) compliance standards. P25 is a set of standards for emergency responder equipment and systems which provides increased performance, efficiencies, capabilities, and quality. These P25 standards are provided through a joint effort with Association of Public Safety Communications Officials (APCO), National Association of State Telecommunications Directors (NASTD), Federal Communications Commission (FCC) and the Telecommunications Industry Association (TIA). A project team has been charged to identify public safety communication requirements, work closely with UPST to procure the necessary equipment and lead the implementation to install and operationalize the communications equipment.

Qualtrics Replacement

Timeline: Apr 1, 2024 - Dec 31, 2024
Status: On Schedule
Project Owner: Ray Lefebvre

Replace Qualtrics with newly selected platform as drive by UITS.

Slate Student Success (SSS)

Timeline: Mar 25, 2024 - Jun 30, 2025
Status: On Schedule
Project Owner: Mary Ryan

Enrollment Management to implement SSS instance for UGRD and GRAD. Data needs from PeopleSoft include Student BioDemo data, course enrollments, etc. Expect that data will need to be imported from different sources and modes (Summit files, PS API or files, etc.). Contract just approved on 3/25; first meeting with vendor HCRC scheduled for 4/4/2024. Have begun researching SSS and development of some initial rudimentary Summit reports.

Transact Campus (eCommerce)

Timeline: Apr 1, 2024 - Dec 31, 2024
Status: On Schedule
Project Owner: Linda Modiste

New A&F project eCommerce implementation: A&F Treasury department is leading a process to implement a new web-based, hosted, PCI compliant solution to accept credit cards as payment for goods and services. The new system is called Transact eCommerce; it will replace Cyber Source. This will enable departments to develop storefronts to transact university business, and the solution will connect directly to general ledger accounts. Implementation is estimated to begin in May and run through August.

Transition LMS Support to Anthology

Timeline: Aug 30, 2023 - Jan 17, 2024
Status: Complete!
Project Owner: Terry Phalen

24\7 support for our Learning Management System is critical for our 24\7 learning community. Embanet, our current support vendor will no longer offer this service as of December 31, 2023. To maintain the continuity of experience for our community the campus will replace Embanet with Anthology, a new 24\7 LMS support vendor.

Windows 11- Planning and Pilot

Timeline: Jul 1, 2023 - Jun 30, 2024
Status: Complete!
Project Owner: John Mazzarella

Microsoft as announced the end of life cycle for the windows 10 operating systems. The project team will upgrade machines where applicable and develop a new 'computer replace' inventory to be implemented over the next two years. Prep work for the eventual need to have no Windows 10 computers left on campus by Windows 10 End Of Life, Oct. 2025. Test UMB services compatibility with Windows 11, take throughout inventory of incompatible existing fleet.