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Information Technology Services Report to Graduate Faculty

April 23, 2021



**The
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of Akron**



Agenda – Report on Key ITS Initiatives

- **Infrastructure Services Initiatives**
- **Application Services Initiatives**
- **IT Support Services Initiatives**
- **Cybersecurity Services Initiatives**

Infrastructure Services Initiatives

1. **File Share Migrations:** Migrating data from shared departmental folders on the H: drive to OneDrive and Sharepoint Online. This effort will continue through the end of this calendar year.
2. **Verizon 5G Cellular Access:** Working with Verizon to provide 5G cellular access over parts of the campus. Expect implementation over the summer.

Application Services Initiatives

1. **CRM System: Implement Graduate College into Salesforce/TargetX admissions system.**
2. **Data Lakes Implementation: Implement new data lake system to maintain data from various campus sources for use in analytics. First phase to be completed over the summer.**

IT Support Services Initiatives

1. **Service Desk Software Migration:** Implement new system for management of service requests to the IT Help Desk. Implementation expected over the summer.
2. **IT Asset System Migration:** Implement new IT asset system for management of technology hardware and software assets to manage .

Cybersecurity Services Initiatives

- 1. Multi Factor Authentication: Provide capability for two factor authentication for students. This will provide an additional layer of protection to help prevent account compromises.**
- 2. Security Access Consolidation: Consolidating from several different security access technologies into one. Allows for employees and students to reset own passwords. Implementation in August of this year.**

Please contact me on any questions!

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