Supporting the University of Florida

2018-2019 UFIT CONTRIBUTIONS

Rise to Five
“...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

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

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.)

“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

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**
  - **13,044** Aggregate customer satisfaction rating
  - **4.93** Aggregate customer satisfaction rating
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.

“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
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

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.

“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

EMAILS RECEIVED AND BLOCKED FROM UF

1.15 BILLION TOTAL EMAILS RECEIVED

636 MILLION POTENTIALLY MALICIOUS EMAILS BLOCKED

514 MILLION EMAILS DELIVERED

FY19 RISK INTAKES

PROMOTING A PEOPLE-CENTRIC SECURITY STRATEGY

• UNIT PRESENTATIONS
• FEEDBACK SESSIONS
• EVENTS PARTICIPATION
Administrative Systems

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.
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

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.

“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

Wireless Access Points Installed on Campus

FY 2016 - FY 2019

45% Growth

ENABLING COLLABORATION WITH ZOOM

60,590
TOTAL # OF ZOOM MEETINGS

270,456
TOTAL # OF MEETING PARTICIPANTS

139
TOTAL # OF COUNTRIES CONNECTED FOR UF MEETINGS
Web Services

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

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.

"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
Supporting UF’s Mission

We are UFIT

FY19 BY THE NUMBERS

<table>
<thead>
<tr>
<th>Area</th>
<th>Teaching &amp; Learning</th>
<th>Research</th>
<th>Infrastructure &amp; Administration</th>
</tr>
</thead>
<tbody>
<tr>
<td>Support &amp; Maintain Staff</td>
<td>93,394</td>
<td>13,038</td>
<td>73,318</td>
</tr>
<tr>
<td>Grow &amp; Transform Staff</td>
<td>213,759</td>
<td>21,268</td>
<td>280,249</td>
</tr>
</tbody>
</table>

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

Supporting Top-5

by Developing the IT Workforce

- Full-time Staff: 422
- OPS Staff: 60
- Student Employees: 151