

IT at UWM

Report to Faculty Senate

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Overview

- Strategic Efforts
- Services

Key Strategic Efforts

- Deploy a Best Practice Information ***Security*** Program
- Renew ***Networking*** Infrastructure at Main and Branch Campuses
- Prioritize Support of ***2030 Student Success*** Technology Projects
- Support and Enhance ***Research Computing***
- Enhance ***Data Management*** Solutions

Information Security

- **Multi-factor Authentication (MFA) standardization**
 - Allowed implementation of new “Identity and Access Management” (IAM) infrastructure
 - 4,017 faculty and staff accounts were migrated from Duo Security to Microsoft MFA
 - 2,465 accounts received MFA protection for the first time (including retirees and sponsored accounts)

Information Security

- **Enhanced Email Protection:**
 - Each month, UWM’s Microsoft 365 email users are sent roughly **24 million email messages**, of which **most -- roughly 15 million -- are now blocked** by layers of sophisticated filtering
 - A requirement of “**Modern authentication**” began on March 30, 2021

Information Security

- **Advanced Firewall Technology**
- **VPN (Virtual Private Network)**
 - In 2021, **2,669 users accessed the VPN** for secure remote work
 - Now, **MFA-protected**
- **Remote Access Project** - 1,104 on-campus devices were made secure/non-public

Networking Infrastructure

- All **network equipment and WiFi** replaced in SARUP
- **WiFi hardware** replaced in Bolton, Cunningham
- **WiFi hardware and network switches** replaced and new **VoIP** deployed on the Washington County and Waukesha campuses
- UWM's **backup internet connection** upgraded to 40Gbps
- During the fall final exam period, **over 78,000 connections** were made to the new UWM WiFi equipment!

2030 Student Success

- For monitoring student enrollments, applications, and performance: delivered **34 feature improvements or updates** to the **17** shared campus-wide **dashboards**
- For student academic planning: implemented **EAB “Navigate”**
- For Student Financial Services: **“Call Center”**

Research Computing

- Just passed 3 million “jobs” on UWM’s “**Mortimer**” HPC infrastructure since January 23, 2019
 - In the second half of 2021, 97 users ran 844 core-years worth of calculation
- Through **NSF CC*** Award (\$400K), new HPC hardware (“New Mortimer”) will allow expanded UWM participation in the **Open Science Grid**

Research Computing

- Panthers traveling this year securely connected to “**eduroam**” Wi-Fi across the country



Data Management

- The **Student Data Warehouse** process was re-engineered after 4,000+ UITS staff-hours
- **Data Cookbook –53 data warehouse field definitions** were **updated** by the Data Integrity and Definitions group as part of an OBIEE dashboard literacy project
- **202,977 ad-hoc or dashboard-driven queries** were **processed** by the **508 UWM users** in the UW Systemwide Oracle Business Intelligence (OBIEE) tool

Data Management

- Integration of the Office of Undergraduate Admission's **Slate** CRM and **PAWS** (UWM's Student Information System)
- Data Governance Custodial Committee (DGCC)

Prominent Client-facing Services

Microsoft Teams

- **Use at UWM**
 - From November 2021-January 2022 **over 55,000 Teams meetings** organized
 - Currently **over 10,000 Teams**
 - **Over 42 million files** are stored in OneDrive which **equals 147TB of data**
- **Teams Telephony:** nearly 3,000 traditional lines now “ported,” and a further 500+ lines disconnected
 - in 2021, 990 numbers were removed from Centrex

Support of Instruction

- “**Lecture capture**” was implemented in all UWM “General Access” classrooms
- Rapid pivot to **Zoom** standard for instruction-related video conferencing was implemented, on relatively short notice
- CTS Classroom Services now **supports 722 multimedia instructional classrooms** across campus

Support of Instruction

- CTS supports **online learning labs** that provide remote access to specialty software needed for coursework
 - For example: the **RemoteLabs** environment connects students with on-campus instructional labs in any school or college
 - Over 350 computers across 24 departmental labs have been used through RemoteLabs by more than 1,400 students

Managed Computers

- Currently over **12,000 IT-managed computers** are used by faculty, staff and students across UWM!
- Over 1,000 were purchased in 2021
- 469 new instructional computers were deployed in 2021

Help Desk

- In 2021, the UWM Help Desk handled **over 32,000 requests** for technical assistance
- The UWM Help Desk also offers a searchable **KnowledgeBase** with over **1,600 articles**
 - In 2021, over 2 million views of KnowledgeBase articles

Help Desk

- Over 450,000 views of the “UWM Technology” website:
 - <https://uwm.edu/technology/>
- The most-frequently visited page on the Technology website was the UWM Help Desk, with over 77,000 views:
 - <https://uwm.edu/technology/help/>

IT Purchasing

- In 2021, the campus made **over 1,300 IT purchases** costing **over 3 million dollars**
- These items were submitted through the **IT Procurement** process and reviewed by a team of purchasing, information security and IT specialists

Tech Training and Outreach

- 18 online **TechTraining** courses were offered in 2021
 - 100% of those who submitted feedback rated the course they took as “Useful”
- Over 2,300 users logged into **LinkedIn Learning** and watched over 6,000 hours of training videos! The most popular topics include: Excel, Teams, User Experience Design (UX) and Python
- 328 attendees for 7 virtual “new student” events