t has been an exciting year of IT project implementations, and incredible progress on projects that will launch soon. Moving the University of Arizona forward with strategic implementation of academic and business technologies is rewarding. Doing so under increasingly limited budgets is challenging. In central IT operations, we have carefully reviewed software licenses, service subscriptions, and vacant positions, to see where we can implement cost-saving measures.

I also consider it part of my charge to support the other units on campus by helping them avoid higher IT costs wherever possible, while still providing the benefits that new technologies can deliver. We are working with departments to establish campus-wide licenses to save money for students and departmental budgets. We are providing a virtual hosting service (private departmental space on UITS servers) and co-location service (departmental servers housed in the UITS data center). We are also supporting the move to cloud hosting.

The kinds of projects that save money and that move the campus forward technologically require a diversity of voices—the input and expertise of members of the campus community from multiple departments. FY15 was the first full year my organization included a unit specifically dedicated to reaching out to departmental IT staff. I think it has been very beneficial to have formal lines of communication between units, and I know I have appreciated the “campus voice” as a part of my leadership team in discussions and decision making.

This feels like a logical extension of the partnerships and collaboration between units that has only increased over time.
Sharing expertise makes day-to-day work flow more efficiently. There are also several high-level projects that made tremendous progress this year, thanks to the hard work of dedicated staff from diverse organizations—please see the box at the left for some of them.

UA Information Security (UAIS) has also made great progress through collaboration, including the new IT Security Council, composed of IT leaders from units across campus taking the lead on implementing information security in their units. UAIS has increased protection of our campus network by establishing revised data classifications, implementing NetID+ on the virtual private network, and expanding outreach to educate campus about safe and secure computing practices.

In the end, everything we do supports students and research. You will see in this report the campus plan to double central research computing resources, and the way that campus administration is increasingly relying on analytics to improve student success. Coming projects include support for UA Online, with the first class starting fall 2015.

It has been an extremely busy year, and I am extraordinarily proud of the work my staff has done, and extraordinarily grateful to campus IT for their contributions to their units and to IT on the campus as a whole.
RESEARCH DATA CENTER SET TO DOUBLE IN SIZE

High Performance Computing (HPC) and storage systems in the Research Data Center (RDC) are traditionally upgraded every three years, and the older systems retired. In order to increase capacity, the 2015 upgrade is planned to expand the cycle from three years to five years and include a wide variety of high-end, flexible options to augment the current systems rather than replacing them. This will double the available processing power and meet the more unique needs of some campus researchers.

The request for proposals for research hardware was published May 2015, and installation of the new systems is expected in spring 2016.

In preparation for the new systems, additional chilled water cooling capacity was added to the RDC. Co-located research machines have been moved from the first floor to a renovated data center on the second floor. The new environment now has a raised floor, and increased power and cooling capacity available for an additional 53 racks over the 17 racks currently being used.
VIRTUAL HARLEM COMES TO AZ-LIVE

Dr. Bryan Carter, Associate Professor of Africana Studies, originally developed his immersive historical re-creation “Virtual Harlem” for Second Life and OpenSim. He has now converted it for projection in the Arizona Laboratory for Immersive Virtual Experience (AZ-LIVE).

AZ-LIVE LAB AND SCIENTIFIC VISUALIZATION FY14

- 15 visualization projects
- 11 research projects
- 15 instructional projects
- 36 tours
- 16 workshops, conferences, events

RESEARCH DATA CENTER PIs FY15

- 10 colleges
- 49 departments
- HPC system PIs: 164
- HPC PI awards: $199M
- 67% increase over FY14

RDC CAPACITY 6/30/2015

- # of cores
  - HPC/HTC 4,204
  - El Gato 4,352 +140 GPU +40 Phi
- TFLOPS
  - HPC/HTC 45
  - El Gato 46
- 1.152 PBs* of storage capacity
  - *petabytes
A faculty, staff, administrators, and technologists have been exploring the use of new innovative learning spaces and pedagogies to enhance student learning outcomes. The Innovative Learning Project (ILP), which came out of the UITS Classroom Technology Upgrade program, and UA STEM Education Project, a recipient of Association of American Universities (AAU) grant money, have been working together on collaborative learning space projects.

In October 2014, the ILP, UA AAU STEM Education Project, and University Libraries jointly launched a pilot project to establish an active learning space in the Science-Engineering Library. New furniture configurations facilitated students working in teams, with rolling whiteboards, multiple monitors, and enhanced UAWiFi and audio systems. UA space planners, administrators, faculty, librarians, technology specialists, and students contributed. Given the pilot’s success, the library’s Collaborative Learning Space will become a permanent installation, hosting classes in fall 2015 for 260 students, with similar spaces built in BioSciences West 301 (112 students), Chavez 307 (30 students), and Integrated Learning Center 137 and 141 (60 students each).
INNOVATIVE LEARNING PROJECT UPDATES

Catalyst Grants FY15
- VoiceThread—successfully grown to a campus licensed service
- Collaboration Platform (Wacom Graphics Tablet)
- Virtual Collaboration (iPads & Telepresence Software)
- 3-D Modeling for Vector Calculus (iPads & Applications)

Learning Space Exploration
- Successful Collaborative Learning Space Pilot in the Science and Engineering Library in Fall 2014. Will become a permanent installation for fall 2015.

CLASSROOM TECHNOLOGY UPGRADE (CTU) PROGRESS

Standard Classroom Upgrade
- 38 rooms upgraded as part of CTU in FY15
- 2 central rooms upgraded as part of Collaborative Classroom (outside CTU)
- 152 total central classrooms upgraded to-date—63% complete

Emergency Warning System Installations
- 28 centrally-managed classrooms equipped FY15
- 144 total rooms equipped

Telepresence
- Pilots completed and VideoConferencing and Collaboration (VC2) spun off from CTU to become a service offering.
- Adobe Connect was chosen unanimously by 12 faculty participating in the RFP review as the synchronous meeting tool of choice. License purchased and Connect integrated into D2L.
LECTURE CAPTURE CONTINUES TO GROW

Use of Panopto for lecture capture, course video hosting, and livestreaming has continued to increase rapidly. The number of hours of video uploaded increased by over 50%, and content views nearly quintupled in FY15 compared to FY13 and FY14 combined.

A central lecture capture platform aids faculty and staff by creating a standard process and reducing the nearly infinite options to one versatile, commonly supported one. It also simplifies students’ lives by housing recordings in D2L, available day or night.
CATPRINTS EXPANDS CLOUD PRINTING

After a successful pilot by the Office of Student Computing Resources (OSCR) and the Student Unions, the cloud printing kiosks using WEPA (Wireless Everywhere, Print Anywhere) service were rebranded as CatPrints and locations expanded across campus in fall 2014. The University Libraries joined the collaboration and added print kiosks in all Libraries locations. Other departments have also installed CatPrints kiosks, and now over 40 locations are available around campus, providing students more options to print on campus.

OSCR STUDENT COMPUTING LABS

141,196 total logins FY15
14,379 individual users FY15
3 out of 5 College of Engineering students
1 out of 2 College of Fine Arts students use OSCR labs

GEAR-TO-GO CAMERAS AND MULTIMEDIA EQUIPMENT

4,602 checkouts FY15
670 individual users FY15
FASTER WIRELESS IN RESIDENCE HALLS

All residence halls on campus are receiving upgraded wi-fi capabilities over the next several years, which began with Pinal and Navajo halls in the summer of 2014. Since dorm wi-fi was first introduced in 2006, student data requirements have grown markedly with increased demand from content streaming services; the need to connect two, three, and even four devices; and requirements for stronger signals.

The upgrades are funded by Residence Life and the Student Information Technology Fee.

UACCESS STUDENT UPGRADES

- Implemented an approval process related to curriculum updates.
- Made improvements/ modification to the Parent Plus Loan process.
- Deployed new functionality for Veterans Certification.
- Created a self-verification option for NetID retrieval to secure the enrollment of NetID+.
- Implemented an online application for Undergraduate Graduation Applications in Student Center.
- Implemented a process for students to request PDF transcripts electronically.
A UA collaboration is working with Civitas Learning to use predictive analytics in order to increase student retention and success. Partners include the Office of the Chief Information Officer, University Analytics and Institutional Research, Student Affairs and Enrollment Management, and the Office of the Provost.

Campus data has increasingly been available for reports (business intelligence) and analytics since the launch of the UAccess systems and UAccess Analytics. The Civitas Learning project goes beyond that, using data from D2L and TutorTrac, as well as from UAccess Student, to monitor student engagement and success. The system can recommend to faculty and advisors that they expand efforts it has identified as successful, and can also identify populations of students who are at risk and need intervention.

Civitas Learning applications will be available as a pilot to UA Online faculty and advisors for fall 2015 to evaluate their usefulness in helping support online student success.

**SMART PLANNER**
students who logged in to Smart Planner in FY15 to plan their courses through graduation:
- once: 5,442
- twice: 2,454
- more than twice: 5,291

**DEGREE SEARCH**
potential and current students used Degree Search in FY15 to explore their major options
- total page views
  - FY15: 1,263,387
  - increase over FY14: +13%
- unique visitors
  - FY15: 282,813
  - increase over FY14: +18%
ECAR SURVEY RESULTS

Data from the EDUCAUSE Center for Analysis and Research (ECAR) Survey provides information on campus usage of and attitudes towards technology. This data is used in campus planning and is also contributed towards national university survey results. The Offices of the CIO and the Vice President for Student Affairs and Enrollment Management administer the survey at the UA.

67% of students say they learn best with a blend of online and face-to-face engagement.

7 out of 10 students are at least moderately interested in analytics resources.

83% of students would like personalized information on degree progress.

77% of students would like feedback on their performance compared to other students in class.

76% of students would like personalized quizzes to inform the instructor of help needed.

Data from the EDUCAUSE Center for Analysis and Research (ECAR) 2014 student survey administered by the University of Arizona.
DESIRE2LEARN APPS FOR LEARNING

The university’s learning management system, Desire2Learn (D2L), incorporates numerous third party applications used by faculty in instruction.

- Adobe Connect
- ALEKS
- Cengage Mindlink
- Macmillan Higher Education
- McGraw-Hill Campus - Learnsmart
- Pearson My Labs
- NoteBowl (pilot)
- Carnegie Mellon University
  - Open Learning Initiative
- Panopto
- Purdue Passport
- Sapling
- Turning Technologies
- Clickers
- TurnItIn
- VoiceThread

ONLINE LEARNING METRICS

Number of classes using D2L FY15: 7,700

Fall 2015:
- # unique fully online courses: 626
- # unique students in fully online courses: 9,827
- # unique hybrid courses (in-person & online): 544 +122%
- # unique students in hybrid courses: 9,265 +82%
MOBILE APPS

ARIZONA MOBILE 3.3

The Arizona Mobile app has been updated to version 3.3. Enhancements in the past year include greater integration with D2L and native iPad support.

DON’T MONKEY AROUND WITH DIABETES

In 2012, the Mel and Enid Zuckerman College of Public Health created a toolkit to educate children on the dangers of type 2 diabetes. It was based on a play written by Saguaro Girl Scout Senior Troop 509 with funding from Arizona Department of Health Services Office of Border Health. The UITS Web/Mobile Services group turned the toolkit into a digital app, using interactive games and a storybook to teach children ages 5 to 10 years of age how to prevent type 2 diabetes by making healthy choices and living a healthy lifestyle. The app is available in English and Spanish.

AZICATS NOW

Healthcare providers can find information on hundreds of current and upcoming clinical studies enrolling participants to share with patients via the free AZiCATS Now app. These include studies at the University of Arizona and those listed on ClinicalTrials.gov. The app was designed and developed in partnership with the College of Medicine, Biomedical Communications, and the UITS Web/Mobile Services group.
HOW IT OPTIMIZATION WORKS

The aim of IT Optimization is cost savings and increased capacity for campus units—meeting their technology needs while reducing their spending. Projects which supported this aim in FY15:

- reduced capital expenditures and freed up money for operational expenditures by moving from dedicated servers to virtual hosting services and cloud hosting
- saved units software and service licensing costs by purchasing campus licenses

Collaboration between campus IT professionals with each other and with central units yields additional efficiencies and savings.

AWS WORKSHOPS TRAIN STAFF

University Information Technology Services (UITS) and Amazon Web Services (AWS) hosted three full-day workshops in spring 2015 to train campus IT professionals in how to use Amazon’s cloud infrastructure platform. Workshop attendees engaged in hands-on training activities and scenarios, allowing them to work in Amazon’s unique cloud environment with trained proctors from UITS. Training IT staff to use AWS systems is one of the main pillars in the UA’s Cloud First initiative.
CLOUD FIRST STRATEGY ADOPTED

Hosting systems in the cloud eliminates the capital acquisition cost for servers to meet peak service demands, as well as the associated service warranty, operations, maintenance, staff time, and replacement costs. Service reliability also increases, as the size of the cloud means that peak demand never exceeds capacity. Because of these benefits, the University of Arizona is taking a Cloud First approach—investigating the cloud option in the decision making process when evaluating technology services.

UAccess Research was the first enterprise system to move to Amazon Web Services (AWS) during FY15, a move that optimizes the system’s cyclical infrastructure needs. The move freed up UA data center resources on the Oracle RAC installation, 4 physical web servers, 4 physical app servers, 6 virtual web servers, and 6 virtual app servers. Additionally it reduced the need to keep all environments running 24x7, increased service availability, and improved response time to changing resource demand. Other UAccess systems were also successfully tested in AWS as a proof of concept, to determine whether they are a good fit for cloud hosting.

BOX@UA LAUNCHES CAMPUS-WIDE

Box@UA, the university’s new online cloud storage and collaboration tool, launched this year per an agreement between the University of Arizona and Box, a cloud storage and sharing service. UA employees, students, and campus colleagues now have a simple way to store, access, and share files any time from any device. Box@UA users receive up to 35 gigabytes of storage capacity free of charge and may use file and folder links to share with other Box@UA account holders, while maintaining control of file and folder permissions. Users can also synchronize or collaborate using tools like Microsoft Office and Google Apps. University Libraries has been piloting the use of Box@UA departmental accounts, which will be available to campus in FY16.

CAMPUS CLOUD LICENSES ACQUIRED

Campus licenses were established for several additional services hosted in the providers’ cloud, including:

- Acquia (Drupal web hosting)—for campus web developers
- Panopto (lecture capture)—for faculty
- Qualtrics (online survey tool)—for all campus community
- VoiceThread (media discussion tool)—for faculty
DATA CENTER SERVICES

The UITS Data Center provides services to departments who wish to save costs on housing servers by offering two options for taking advantage of its redundant power and cooling, security, and 24-hour monitoring.

- **Virtual hosting service** is provided on existing servers for running services in a fully isolated, secured environment.

- **Co-location service** is also available for department-owned hardware housed in the UITS Data Center. There is a one-time move-in fee, then co-location is free thereafter. There are currently 30 racks of co-location space available for hosting administrative and instructional services.

<table>
<thead>
<tr>
<th>Physical Servers</th>
<th>Virtual Hosting Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>UITS</td>
<td>209</td>
</tr>
<tr>
<td>(135+74 backup)</td>
<td>716</td>
</tr>
<tr>
<td>non-UITS (co-located)</td>
<td>107</td>
</tr>
<tr>
<td></td>
<td>94</td>
</tr>
</tbody>
</table>
CAMPUS NETWORK PROJECTS FY15

The central voice and data network offers numerous benefits to departments and the university, providing enterprise-grade equipment with higher reliability, cost-effective VoIP systems, central monitoring, and support and upgrades.

In FY15, Steward Observatory Mirror Lab moved from their departmentally owned network to UITS-managed network equipment. Biosphere2 completed phase 1 of their move with the installation of a new main router and upgraded circuit from UITS. Central Animal Facility, an existing customer of UITS network management, received a complete infrastructure upgrade, with recabling, VoIP, and 1Gbps switches.

New construction in FY15 included installing the UA network at the new Cancer Center Phoenix building, and the infrastructure in the Environmental and Natural Resources 2 building, with high-end A/V needs for instruction.
WIRED NETWORK

- unique connected devices: 49,065
- number of wired data ports: 113,543
- wired port speeds:
  - <1 Gbps: 23,082
  - 1 Gbps: 87,764
  - 10 Gbps: 2,697

WIRELESS NETWORK

- # of unique connected devices in a typical month: 92K+
- number of wireless access points: 8,728
- wireless speeds:
  - 802.11 a/b/g: 4,827
  - 802.11n: 2,196
  - 802.11ac: 1,705

SUN CORRIDOR NETWORK UPGRADE

Installation of a 100 gigabit per second (100Gbps) connection on the Sun Corridor Network hub in Phoenix means that academic researchers at Arizona State University and the University of Arizona now enjoy lightning-fast broadband connection to the Internet2 research and education network. This allows for intensive research and collaboration between the universities and across national institutions. Researchers can now also conduct pilots, participate in larger research initiatives, and collect datasets from public streaming sources for many disciplines.
EXTENDING NETID AUTHENTICATION

The UA leveraged its membership in InCommon, the identity management arm of the Internet2 research and education federation, to add UA NetID and password authentication these services in FY15:

- Box (online storage)
- CITI (Collaborative Institutional Training Initiative) Program (human subject training)
- OrgSync (student success management)
- Healthy U Interactive (fitness/wellness)
- Smartsheet (collaboration)
- Securing the Human (security awareness training)

In addition, the University of Arizona recommended Math-Works for membership as an InCommon partner.

OTHER FY15 AUTHENTICATION PROJECTS

- **Digital Certificate** service allows members of the campus community to create authenticated emails and documents, sign documents digitally, and encrypt email and files/folders.
- **STACHE** provides an online, secure backup location for sensitive data, such as encryption keys, passwords, passphrases, and personal identification numbers.
- Custom groups of NetIDs formed in Grouper are now synced with the CatNet Active Directory so that Net Managers can secure Windows resources restricted to certain authenticated users.
- 762 computers and 27 servers at College of Medicine – Phoenix migrated to CatNet Active Directory.
- **OAuth** is now available for mobile app developers needing to use UA NetID authentication in apps being developed in native code.

NetID and NetID+

see page 25
UACCESS DISASTER RECOVERY TEST SUCCESSFUL

On March 21, UITS operations, systems, and business analyst staff spent the hours from 6:00 a.m. to 6:00 p.m. switching enterprise systems over to the backup site to ensure that business could run as usual should anything happen to the machines in the main Data Center. UAccess Employee, Student, Research, and Analytics were flipped to the backup site, and UAccess Learning was the new system added to the test. Business analysts ran processes and reports and tested access, including paycheck processing and printing. All functions ran perfectly.

With machines partitioned into virtual machines at both the Data Center and the backup site, maintaining systems at both sites has become easier for systems and operations staff.

UACONNECT AND LYNC 2013 UPGRADES

February 2015, UITS began migrating UAConnect email mailboxes from the Exchange 2010 server to the Exchange 2013 server. The upgrade updated features, increased compatibility with Microsoft Outlook 2013, and delivered an Online Web Application (OWA) that more closely resembles desktop Outlook email and calendar. Account mailboxes were moved in small batches on a rolling basis throughout the spring semester.

Once UAConnect mailbox migration was completed in May, UITS switched over all UAConnect Lync (IM) accounts to the Lync 2013 server. The upgraded Lync service introduced persistent chat, enabled use of Microsoft’s Lync 2013 app for mobile devices, and better prepared the campus IM system for Microsoft’s planned move from Lync to Skype for Business.

number of UAConnect mailboxes migrated to Exchange 2013 server: 28,159

total mailbox data migrated: 32TB
THIRD ANNUAL UACCESS SYMPOSIUM

Attendance at the third annual UAccess Symposium increased again in FY15, to 360 members of the campus business staff community eager to grow their knowledge of the university’s information systems. The program included a keynote address by UA Chief Financial Officer Gregg Goldman, 12 break-out sessions, and a Q&A panel. Topics covered included Responsibility Centered Management, the student portal, UAccess Learning, and specialized tips for using UAccess Employee, Financials, and Analytics.

WORKSHOPS AND TRAINING TEAM METRICS FY15

- Offered 291 in-person classes and 54 self-paced classes on UAccess systems and Microsoft Outlook since the launch of UAccess Learning September 1, 2014.
- Hosted 4 presentations averaging 32 attendees per event through the UAccess Speaker Series.
- Administered UAccess Community for over 2,000 people.
To streamline and standardize employee training practices, multiple university stakeholders pooled resources in September to launch a new learning management system, UAccess Learning. The system launched with over 100 supplementary and mandatory courses, covering topics as diverse as research practices, computer software, financial management, and supervisor training.

UAccess Learning is administered by the UITS Workshops and Training Team (WATT), and now includes over 200 training courses offered by six departments and has had over 7,500 completed training enrollments. It provides a single platform to manage and track training enrollment and automate reminders and waiting lists. UAccess Learning alleviates the need for individual departments to develop their own tools to manage the training they offer.

Outcome reporting from UAccess Learning is integrated within the already-existing framework of UAccess Analytics.

UACCESS LEARNING AVAILABLE TO CAMPUS

UACCESS ANALYTICS
USERS AND QUERIES, BY MONTH

5,255 people had access
623 people used UAccess Analytics each day
198 people logged in 4 days a week
UACCESS ROLE REVIEWS SUCCESSFUL

The reviews of roles and access within UAccess systems by EAST (Enterprise Applications Security Team) and partner departments continued in FY15. By the end of the fiscal year, completed reviews included:

- UAccess Research (with the Office of Research and Discovery)—roles and user access
- UAccess Financials (with the Financial Services Office)—permissions, and group and user relationships

Additionally, the 100% UAccess Employee role and user review completed in FY14 resulted in the University passing the financial audit in FY15 with no financial statement findings.

UACCESS SPACE ADDS FLOOR PLANS

Information available from Real Estate Administration now includes color-coded floor plans of University owned or leased space by college, department, or room category in UAccess Space.

UAccess Student see page 9

UACCESS FINANCIALS AVAILABILITY INCREASES

The UAccess Financials Availability project completed a major redesign project that stabilized nightly processing and decreased the time UAccess Financials is unavailable during processing. The UITS Kuali Applications Technical and Business Analyst Team, Control-M Operations, and Financial Services Office Business Analyst staff reduced complexity and linearity, implemented consistent naming and filing, repaired connectivity problems, and improved batch failure analysis recovery. The team successfully raised the quality of system performance and reduced processing time by one hour each night. An earlier morning restart provides a half hour of extra system availability each morning.

UACCESS RESEARCH UPGRADE

UAccess Research was upgraded in April to enhance existing proposal development, institutional proposal, award, and institutional review board functions. It also introduced the new Negotiation and Subaward modules to provide better insight into the internal and external contracting process. See page 15 for the system’s move to the cloud.
UNIVERSITY OF ARIZONA OFFICE OF THE CIO

SECURITY 2014-15

- Established SANS Securing the Human Employee Awareness for all employee awareness training.
- Offered SANS Securing the Human Developer Awareness. Training to all campus application and web developers.
- Published revised Data Classification and Handling Standard to provide more prescriptive guidance for the classification and handling of University information assets.
- Increased awareness and reporting of phishing.
- Collaborated with UA International Travel Team to establish security guidelines for international travel.
- College of Medicine – Phoenix developed policies and procedures to comply with HIPAA Privacy, Security and Breach Notification Rules. Risk analysis for COM-P lab conducted.
- Continued outreach, education, and awareness campaigns and events to faculty, staff, and students.
- Established IT Security Council, a governance group comprised of campus IT leaders who are responsible for implementing information security within their respective units.
- Hosted a Security Briefing with representatives from the FBI, Bitsight, and FireEye to update campus leadership on the current state of UA information security.

THINK! SECURITY AWARENESS 2014-15

A Information Security rolled out a new security awareness campaign, created by students for students, entitled “THINK!” to help students understand the risks of using the Internet, and practice safe online behavior to protect private information from online threats. The UA Office of the Chief Information Officer and the IT Student Advisory Board (ITSAB) supported the campaign, which made its debut at Security Awareness Day on the Mall in October.
NetID+, also known as two-factor authentication, rolled out in FY14 as an optional service for members of the campus community. The service protects personal information and the university network from malicious attacks even if a password had been compromised. In addition to the password, NetID+ also requires a code from “something you have” (such as a phone or mobile app) in order to log in.

In FY15, NetID+ was first added to Outlook Web Application (OWA) login, for those members of the campus community who had enrolled in NetID+, offering additional protection to email. In February 2015, the High Performance Computing system began requiring NetID+ for all logins. And on April 30, 2015, NetID+ became required to access UA’s virtual private network client, Cisco AnyConnect VPN, from off-campus desktops, laptops, or mobile devices.

The new NetID mobile-responsive website makes it easier than ever for members of the campus community to create a new NetID or reset a password. The NetID process now uses personal questions and a phone verification for authenticating logins, rather than numbers that may be difficult for people to recall. During new password creation, the strength and acceptability of a proposed password is immediately visible, with information provided on password requirements.

**NetID+ REQUIREMENT FOR VPN**

**NEW NETID.ARIZONA.EDU WEBSITE LAUNCHES**

**NetID+ total enrollment from January 1, 2015 to June 30, 2015**

+450%

*see page 19*
An updated online UA Directory launched this past year to improve usability and to make directory information about units easier to maintain by various owners throughout the university. The redesign also meets the new branding guidelines, incorporates the online Phonebook, and will improve the information available about units across campus.

Acquia Cloud for Drupal

The UA has recently licensed Acquia Cloud services for hosting UA Drupal websites. Acquia Cloud makes it easier to maintain sites that are optimized for high performance and availability. UITS staff are migrating centrally hosted Drupal sites into Acquia’s cloud. The platform will be expanded over the next year to provide services for other websites hosted on campus.
24/7 IT SUPPORT CENTER USAGE FY15

calls
FY14 52K
FY15 61K

walk-in assistance
FY14 15K
FY15 16K

e-mail/online
FY14 12K
FY15 11K

“Cat Chat”/remote desktop
FY14 6K
FY15 9K +50%

total requests for service
FY14 84,944
FY15 96,669 +14%
More than 450 attendees at the second annual UA IT Summit on October 28 enjoyed a full day of activities and presentations. It was an opportunity for learning, sharing, and collaborating among IT staff, campus partners, and industry solution providers.

UA Chief Information Officer Michele Norin opened the day, followed by Provost Andrew Comrie, who expressed appreciation for the advances IT brings to UA’s administration, research, and instruction. The lunch keynote was an energetic presentation from Tom Soderstrom, IT Chief Technology Officer at NASA Jet Propulsion Laboratories, who hailed the proliferation of technologies and creativity of collaborative efforts. After lunch, the CIO Leadership team held a Q&A session on the direction of IT at UA. UA IT professionals led 22 breakout session presentations, with an additional four presentations by industry experts from event sponsors. Additional tools and projects were represented in 21 posters presented during the poster session.

IT Summit has created relationships and projects that continue, and will only be strengthened by IT Summit 2015.
FIRST UA STUDENT HACKATHON

The new synonym for “hacking” is “making,” and in March 2015, UA students came together for Hack Arizona, the Southwest’s only large-scale hackathon. Information technology students from across the US spent 36 hours in the Science-Engineering Library developing a variety of hardware and software solutions. The Office of the CIO sponsored the event, and CIO Michele Norin gave an opening keynote address.

Hackathon projects tackled issues as diverse as traffic-flow management, robot intelligence, emotion analysis, language acquisition, and drone camera tours. In addition to developing new technologies, students also had the chance to network with tech industry leaders and trailblazers, including Raytheon, Adafruit, Pebble Smart Watches, and Dell.

IT SPEAKER SERIES

- NetApp “Connecting Clouds” April 7, 2015. Representatives from NetApp presented on considerations for data management in hybrid cloud solutions, including backup and recovery, data governance and security, and economics.
- cStor “A New Era in Data Security” May 5, 2015. Representatives from cStor and Zerto offered a demonstration of backup and recovery with cloud-based disaster recovery software that is compatible with AWS.

IT LEADERSHIP ACADEMY LAUNCHES

The Office of the CIO and the Division of Human Resources introduced a new, intensive development program for UA IT professionals who want to further their careers, strengthen their leadership skills, and help develop a culture of IT excellence at the UA. The IT Leadership Academy consists of seven monthly sessions with content provided by university, community, and corporate presenters. Topics will include improving communication, professional presence, networking, collaboration, security, culture, and topics related to the university’s mission. Applications opened in May 2015 and closed on June 19. Selected applicants will attend the program September 2015 through March 2016.
MyUA Student Portal
student apps from one location

OSCR Park Student Union Lab
computer lab with 24/7 IT Support Center satellite

OSCR 3D Scanning
to complement UA Libraries 3D printing service

Campus Website Templates
UA Digital Group’s UA branded CSS and Drupal theme

IT Website
rebranded, customer-centered website

Microsoft Campus Agreement/Office 365
new online MS services

Salesforce
Customer Relationship Management

UAccess Employee Update
upgrade to PeopleSoft HCM 9.2

UAccess Financials Update
upgrade to Kuali 6.0

Outreach and Events:
IT Summit 2015 for campus IT staff

STEAMworks exhibition to encourage students to pursue STEAM careers

Sun Corridor Network Day for K-12 educators

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