

2016

OFFICE OF INFORMATION TECHNOLOGY  
**ANNUAL REPORT**



con·nec·tion  
/k'nekSH(ə)n/

*noun*

a relationship in which a person, thing, or idea is linked or associated with something else.

# A MESSAGE FROM OUR CHIEF INFORMATION OFFICER

Welcome to “Connections” — the [Office of Information Technology’s \(OIT\)](#) first annual report.

Making connections is the key to the Office of Information Technology at University of California, Merced.

The focus of OIT’s work is to connect faculty, staff and students with the tools and support they need to teach, learn, research and grow.

It takes teamwork to make those connections happen. It is this spirit of teamwork, commitment to service, and a willingness among staff to be leaders at every level that allows OIT to excel.

Technology can be exhausting. When it works well, it is invisible ... almost magical. Yet it is also expensive, complex, and constantly transforming.

Behind the success at UC Merced are the talented team members of OIT who design, program, configure, troubleshoot, implement, install, support, and manage ever-changing technology.

At the University of California, Merced, we see many ways that technology can serve a growing campus with high aspirations for distinctive research, teaching and learning. Finding technology’s “sweet spot” requires an attitude of discovery and thoughtfulness that engages the challenges of an ever-changing field.

We look forward to engaging campus colleagues in this process as we enable UC Merced’s mission to excel as an institution of higher learning — now and in the future.

It’s all about making connections.




**Ann Kovalchick is the Associate Vice Chancellor and Chief Information Officer at the University of California, Merced.**



## BUILDING A WINNING TEAM

It takes a great team – and quality team members — to provide UC Merced with the best technology services.

Finding highly skilled information technology workers for universities continued to be a challenge in 2016.

Nationwide, higher education IT needs often exceed the pace at which universities can respond to demands for change in the IT workforce, and this was no different for UC Merced in 2016.

In 2015, OIT and Human Resources collaborated on a plan to ensure UC Merced can navigate the strategic and procedural pathways necessary to build and sustain operational capacity. A multi-year staff hiring plan was designed and will be reviewed annually to align current resources and workforce estimates to meet future needs. Because those human resources are limited, it is important

to ensure OIT identifies the most critical needs to advance the campus vision and goals.

The IT Workforce Plan allows UC Merced to benefit from the talented IT professionals who joined OIT from elsewhere and from those who have been internally promoted as they took on new roles and responsibilities.

As we look towards the future of the University, it is imperative that OIT collaborates with campus constituents to ensure future services are both scalable and sustainable. Our workforce planning must be part of the larger workforce plan to achieve the mission as defined by campus leadership.

## BY THE NUMBERS

4: The concern over IT workforce issues came in at number 4 on the list of the [EDUCAUSE Top 10 IT Issues for 2016](#).

### 2016 Staff Updates

#### NEW HIRES

**Sarvani Chadalapaka**  
High Performance Computing Administrator

**Jenelle Batchelor**  
IT Service Desk Supervisor

**Michael Bergstrom**  
Applications Programmer

**Kevin Cann**  
Senior Systems Administrator

**Kent Carpenter**  
Director of Service Management and Project Management Office

**Matthew Cato**  
Director of Enterprise Applications

**Ronald Curtis**  
Executive Assistant to the Associate Vice Chancellor and Chief Information Officer

**Joan Holmquist**  
Director of Academic & Emerging Technologies

**Mark Kosier**  
Computer Resource Specialist II

**Dana Kuebler**  
Director of Project Management Office

**Brent Messino**  
Computer Resource Specialist

**Ernie Montoya**  
Computer Resource Specialist

**Jeff Pedro**  
Senior Systems Administrator

**Melissa Tessier**  
Senior Business Analyst, Lead

**Ronnie Vasquez**  
IT Financial Analyst

**Jeffrey Weekley**  
Director of Cyberinfrastructure and Research Computing

**Robert Werner**  
Systems Administrator

#### DEPARTMENT TRANSFER

**Shyamn Padmanaban**  
Programmer Analyst

**Chris Speckens**  
Data Systems Manager

#### PROMOTIONS

**Jodon Bellofatto**  
Technology Enhanced Spaces, Lead Analyst

**Nick Dugan**  
Deputy Chief Information Officer

**Brian Hatt**  
ServiceNow Administrator

**Phil Herechski**  
IT Security Analyst II

**Rachel Leigh Peters**  
Learning Technologies Manager



## SETTING THE STRATEGY

**IT Governance** is the formal process of defining the strategy of the IT organization and overseeing its execution to achieve the goals of the university.

The Information Technology Advisory Committee (ITAC) is UC Merced's IT governance body. ITAC was formed in 2015 and continued to meet quarterly in 2016, launching a prioritization process that resulted in three project priorities for 2017.

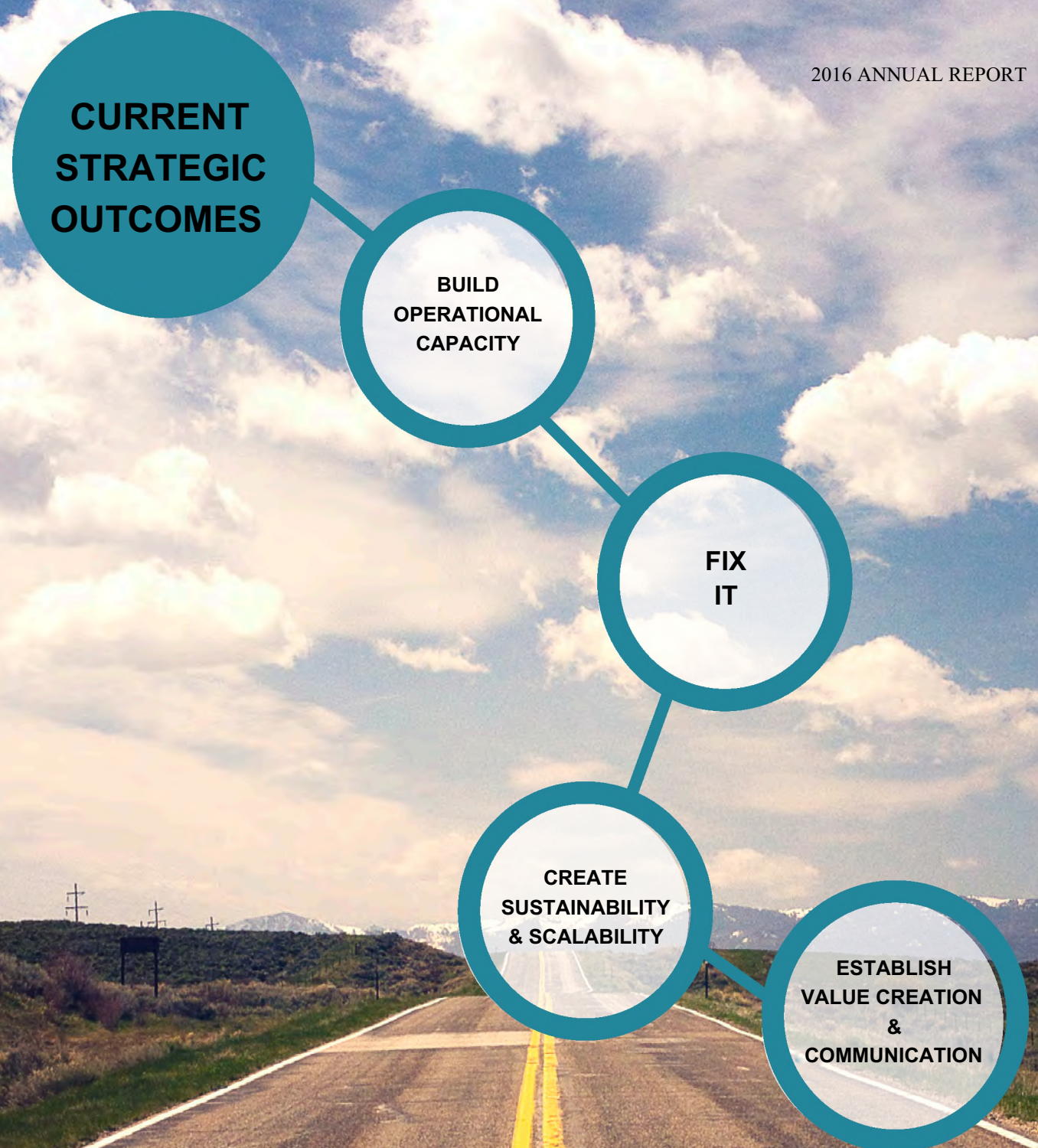
**The selection of 2017 priorities began in 2016 with the adoption of a scoring system used to rank projects according to:**

- Strategic alignment to campus vision
- Visibility/impact of the project
- Executive support for the project
- Affordability of the project
- Benefits gained from the project
- Mandatory nature of the project
- Risks incurred by not completing the project
- Urgency of the project

Projects receiving the top five ranking were advanced to determine the full cost and time commitment to implement the project to completion. This work was done by the IT Project Management Office over summer 2016.

Memorandums of Understanding (MOU) were completed between OIT and project stakeholders to affirm the commitment of a funding source for permanent, recurring costs incurred as a result of new technology implementations. In September, after reviewing the project timelines and budgets, ITAC confirmed approval for the three selected projects. The selected projects were:

- CashNet, the migration of payment processing to HigherOne's payment solution to streamline manual effort, increase security and reduce duplication.
- Academic Case Review System (ACRS), a redesigned and updated process to support the academic personnel review processes.
- Curriculum Proposal Management Information System (CPMIS), a robust, flexible, and easy-to-use online curriculum management system.



### DID YOU KNOW?

IT Governance provides a means for campus leaders to prioritize needs and to provide input and guidance on campus-wide IT policies and practices.

ITAC Members come from other departments across the campus to represent stakeholder constituents, not the sole or narrow interests of their business or academic unit.

The point-based scoring system process was the first time a

campus-wide review was used to identify IT project priorities.

IT Governance is an institutional mechanism that will continue to evolve as UC Merced's IT needs change and campus strategic and operational goals evolve.



## INVESTING WISELY IS KEY TO SUCCESS

**T**he Merced Campus is entering a phase of maturity and growth, so it is essential that the Office of Information Technology (OIT) continues to utilize its resources carefully.

In 2016, OIT closely managed its financial resources to ensure that the campus received improved operational excellence.

Looking ahead, OIT will have to remain steadfast on operating within budget. The road to 2020 will test the abilities of OIT in new and challenging ways.

In 2016, OIT received an allocation of \$2 million specifically to sponsor new initiatives.

**Here are highlights of those efforts:**

**NGN (Next Generation Network):** The NGN project

### DID YOU KNOW?

The Office of Information Technology's annual budget is 5 percent of the university's overall budget of \$268.75 million.

increases speed, efficiency, security, and reliability of the campus network. Dollars spent toward security goals and the network is \$338K and \$321K respectively.

**SIS (Student Information System) migration to a hosted, cloud-based platform:** The Student Information System – an Ellucian Banner product - is the system of record for UC Merced Student Registration and Financial Aid and supports many academic functions such as Student Recruitment, Admissions, Enrollment, Advising, Curriculum and Degree Planning, and Student billing. Due to its mission critical function, a hosted platform offers resiliency and disaster recovery benefits. This initiative was a core project totaling \$300K.

**Software Licenses:** Many new licenses totaling \$247K deliver centralized campus-wide services such as CrashPlan

to back up desktop data and applications, Turnitin for anti-plagiarism review, MatLab for scientific and engineering analysis, and CatCourses, the campus learning management system.

**Infrastructure (Security):** A component of the NGN project was a \$338K investment in network firewall and threat detection solutions to protect the campus network.

**Enterprise (Applications):** With the goal of creating operational capacity and supporting scalability for a growing campus, OIT invested \$325K in improving currently deployed applications used for document imaging, to build new applications to support academic processes and assessment, and to build resiliency for single sign-on for applications.

**End User Support and IT Service Management:** A \$75K allocation provided for service request tracking (desktop and user support), delivery of shared services from the Administrative Coordination Team, and 24/7 on-demand support for faculty who use CatCourses.

**TEAL (Technology Enabled Active Learning):** Enables a collaborative learning experience. The first of many TEAL Labs are located in COB2.

**Zoom:** This product was adopted system-wide as The University of California's conferencing tool. As a communication tool with many options, Zoom allows a customized environment to collaborate from a phone or desktop computer.



## BY THE NUMBERS OIT FINANCIAL REPORT



University of California, Merced had an annual base budget of \$268.75M in fiscal year 2016. OIT's allocation is \$12.48M or 5 percent.



OIT PAYROLL  
\$5,967,782



OIT STAFF BENEFITS  
\$2,566,146

### New Initiatives

|   |                     |
|---|---------------------|
| <b>Campus-Wide</b>                            | <b>\$ 1,957,230</b> |
| NGN Network / Security-Operational investment | \$338,833           |
| NGN Network-Operational investment            | \$321,050           |
| SIS hosting                                   | \$300,000           |
| Software licenses                             | \$247,020           |
| Fiber utility cost                            | \$37,327            |
| Campus collaboration                          | \$10,000            |
| Infrastructure: Operational investment        | \$138,000           |
| Enterprise Apps: Operational investment       | \$325,000           |
| Storage (SAN)-Operational investment          | \$108,000           |
| Storage (NAS) -Operational investment         | \$117,000           |
| End User Support                              | \$15,000            |
| <b>Campus-Wide / ACT</b>                      | <b>\$60,000</b>     |
| Software licenses                             | \$60,000            |
| <b>Provost</b>                                | <b>\$48,807</b>     |
| Guided Program Assessment (GPS)               | \$48,807            |
| <b>University Communications</b>              | <b>\$39,000</b>     |
| Web Server Hosting                            | \$39,000            |
| <b>VP for Academic Affairs</b>                | <b>\$4,250</b>      |
| GLASS project                                 | \$4,250             |
| <b>UC Presidential Initiative</b>             | <b>\$18,000</b>     |
| CyberRisk priority                            | \$18,000            |
| <b>Total Cost</b>                             | <b>\$2,127,287</b>  |

### Annual Re-Occurring Cost

|                              |                    |
|------------------------------|--------------------|
| Hardware Support/Maintenance | \$208,254          |
| Software Support/Maintenance | \$684,465          |
| Software License             | \$86,400           |
| Service Contract             | \$63,752           |
| Membership                   | \$37,180           |
| <b>Total Cost</b>            | <b>\$1,080,051</b> |



**Non Re-Occurring Costs**  
\$738,733

- Non Re-Occurring Costs supports:**
- 72 OIT full-time employees (FTE)
  - Staff computing needs
  - Professional development
    - Training on new technologies for vendor upgrades and installations
  - Office supplies and incidentals
  - Incentive awards
  - Audio/Visual lifecycle
  - Inter-campus travel

# PROTECTING THE CAMPUS

**C** [yber security](#) became a priority of the University of California System in 2016 with the launch of the [Cyber-Risk Governance Council](#), a Presidential mandate aimed at coordinating and strengthening cyber security across the University of California system. The UC Merced CRGC representative is Associate Chancellor Luanna Putney. In partnership with Associate Chancellor Putney, information security will remain a critical area of focus for the Office of Information Technology.

Campus phishing attacks – the fraudulent practice of inducing individuals to provide personal information such as usernames and passwords – are increasingly common. Follow [@UCMIT on Twitter](#) to receive immediate notification of active attacks. If you receive a suspicious email, forward it to [infosecurity@ucmerced.edu](mailto:infosecurity@ucmerced.edu). OIT security staff will review it and take any necessary actions to block the sender. You can also report a security incident directly from the [OIT website](#).

### Why Cybersecurity Matters

We are all digital citizens living, working, and communicating in an online environment. In a world where so many of our activities and interactions can take place online in cyberspace, it is critical that we recognize our individual responsibility to be aware of security issues and educate ourselves on cyber security threats and defenses.

### Security Services and Tools Offered by OIT

**Cyber Security Awareness Training:** All employees, including faculty, staff, and student-employees, must complete the training within six weeks of hire and retraining is required annually.

- **Anti-Virus Software:** OIT provides anti-virus software for all UC Merced staff, faculty, and students. This ensures the safety of the network and computers from malicious activity.

- **Data Encryption:** Encryption for desktop and laptop computers is provided for university-owned Windows and Mac devices.

- **Virtual Private Network (VPN):** The VPN service provides a secure, encrypted connection to the UC Merced network.

### OIT took several steps in 2016 to ensure that the University's information is safe and secure:

- OIT has made significant investment in state-of-the-art network security hardware, replacing a variety of aging devices. In January 2016, this new equipment was deployed at the campus network border, inspecting all traffic to and from the internet for malicious or damaging activity.

- Recognizing the increasing importance of information security, OIT hired a full-time information security analyst, increasing capacity for proactive response and broadening the portfolio of services provided to the campus.

- In 2016, as mandated by the University of California, awareness training was provided for all faculty and staff.

- Implemented Two Factor Authentication (2FA) for critical IT systems managed by OIT staff.

- UC Merced staff have been active in the drafting and development of IS-3, an updated [information security policy](#) for all UC campuses. It is expected to take effect mid-2017 and will require all UC staff to understand their roles and responsibilities in protecting institutional information and IT resources.

- In 2016 OIT increased efforts to proactively scan the UC Merced network for vulnerable devices and software.

- OIT designed a service request process to ensure all university-owned Windows and Mac devices have full encryption. Visit the [Encryption service catalogue](#) to request this service.

Forward spam and phishing complaints to [infosecurity@ucmerced.edu](mailto:infosecurity@ucmerced.edu)



**DID YOU KNOW?**

Traveling abroad? There are special rules for bringing electronic equipment, research, intellectual property, and encryption technology abroad. Contact the OIT Service Desk for assistance or visit the [International Travel with Mobile Devices web page](#).

### Cybersecurity Checklist

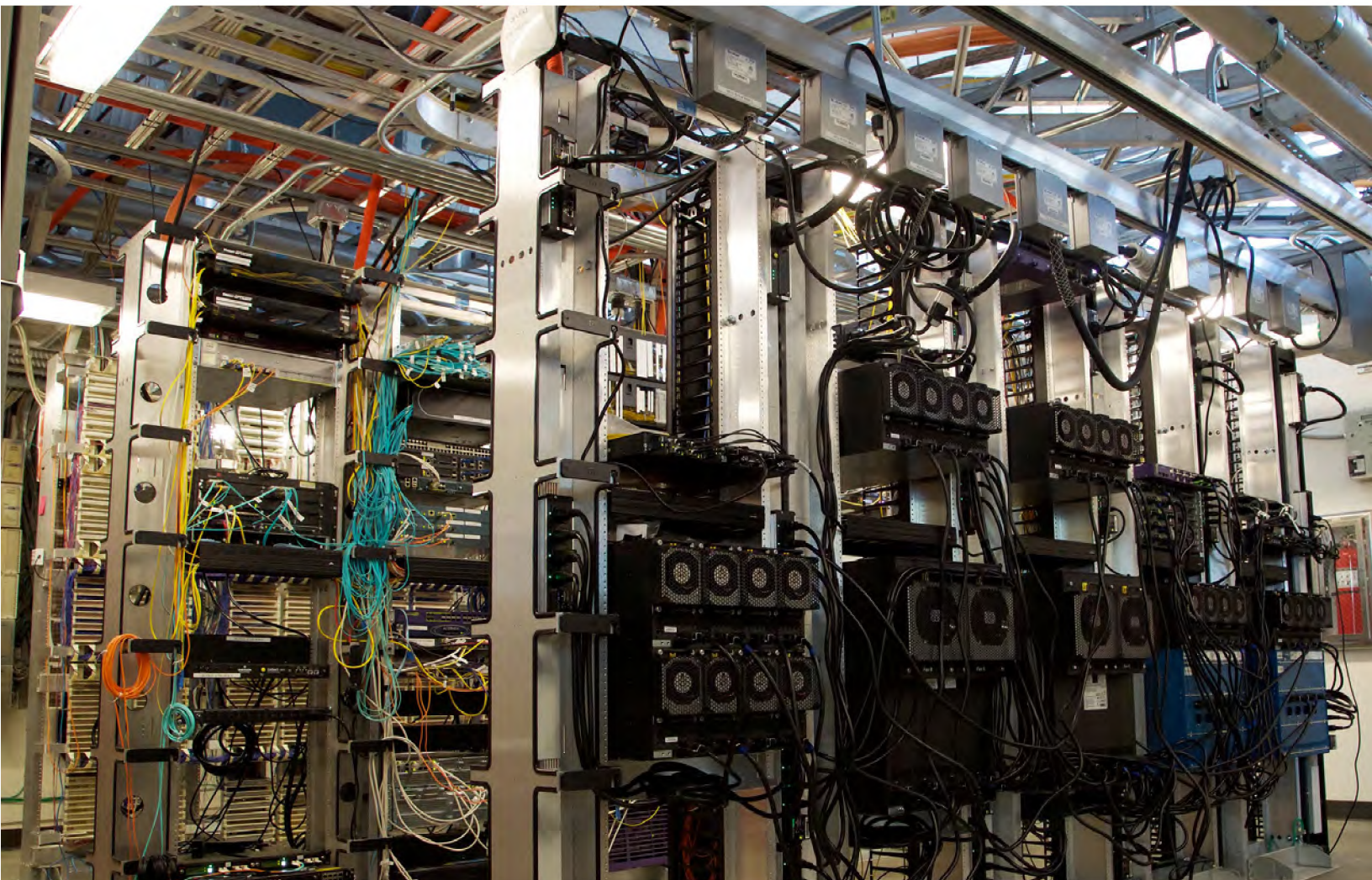
#### Basic steps you can take to start protecting yourself from cyber threats:

- Create and use strong, [unique passwords](#)
- Install anti-malware/anti-virus software on your computers and devices
- Update operating systems, anti-malware/anti-virus software, application software, and mobile applications
- Use screen locks and passcodes on your devices
- Back up your content
- **Think before you click!**

## BY THE NUMBERS

**84:** UC Merced achieved a cybersecurity awareness training compliance rate of 84%, which is greater than the majority of our sister campuses. **OIT aims to improve this rate in 2017.**

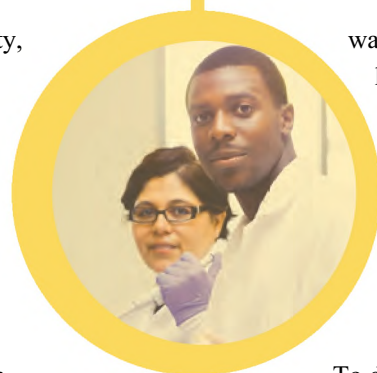
**60:** Through collaboration and partnership with system owners and research faculty, OIT information security has reduced the number of detected high impact vulnerabilities on the UCM network by 60%.



## MEETING THE DEMANDS

**H**ow do you keep faculty, staff and students connected in an ever-changing technological environment? And how do you do it with a rapidly expanding student body and campus?

That's the challenge of the Office of Information Technology's Network Team as UC Merced heads toward 2020. With the 2020 project under



way, the Network Team is working harder and smarter to keep pace with UC Merced's growth.

The Network and Voice IP Services team is building and designing a technological infrastructure in new buildings, as well as updating the networks in older buildings so the campus grows at a steady rate.

To do so, the team is supporting network issues that arise and implementing new ideas to tackle the demand of an expanding university.

Two projects took priority in 2016, the Next Generation Network (NGN) and Voice Over IP (VOIP):

**NGN:** The project, which began in 2014, replaces outdated and aging equipment with more powerful, current components. The new equipment will increase accessibility, speed and reliability of the campus network. The next phase of the upgrade includes the residential buildings over the 2017 summer break.

**VOIP:** The IT Network Infrastructure Department has begun to look into new solutions that provide better and more reliable services as the university continues to grow. The university seeks to find a solution that will unify and update the current analog telecommunication devices to a telephony platform using Voice Over IP (VOIP), which is internet phone services.



## BY THE NUMBERS

**3:** NGN wireless access points use the most current 802.11ac wireless standard, providing up to 3x more bandwidth to clients vs. the legacy wireless network.

**20:** UC Merced maintains 20 Gbps of network bandwidth to CENIC, UC Merced's internet service provider which connects us to the internet and other research institutions. Half of this bandwidth is devoted exclusively to research activity.

**701:** The UC Merced NGN team replaced 701 routers, switches, and wireless access points across five buildings in 2016 as part of the NGN upgrade.

## DID YOU KNOW?

**The Network and Voice IP Service Team successfully updated the network infrastructure in the following campus buildings:**

- Kolligian Library (KL)
- Classroom and Office Building (COB1)
- Classroom and Office Building 2 (COB2)
- Social Sciences and Management (SSM)
- Science & Engineering 1 (S&E1)
- Science & Engineering 2 (S&E2)
- Social Sciences and Management (SSM)

The Network Team makes sure it completes extensive tests on newly installed equipment before any of the older equipment is phased out. This is to ensure minimal impact to business and research as the work is done.

Network Infrastructure refers to the hardware and software resources of an entire network that enables network connectivity, communication, operations and management of an enterprise network.

# THE FUTURE OF LEARNING

**T**echnology is always expanding, evolving and changing. To help faculty, staff and students keep up with the rapid pace of changes in the modern classroom, UC Merced's Office of Information Technology is always looking forward and getting ahead of the game.

[Academic and Emerging Technology \(AET\)](#) is an OIT resource that removes the obstacles of fast-changing technologies and helps faculty, staff and students focus on teaching and learning.

For example, advances in technology help bring live streaming of lectures, guest speakers and special events from around the world right to UC Merced classrooms. AET makes that process seamless.

Looking ahead, AET is excited about making available its [Technology-Enabled Active Learning \(TEAL\)](#) program in Spring 2017. TEAL allows faculty to utilize specific classroom resources and architecture to create active and engaging learning experiences for students.

## BY THE NUMBERS

**50:** AET provided professional Audio Visual support for more than 50 campus events.

**80:** 67 classrooms and 13 non-instructional spaces managed by three full-time employees (FTE). The 2020 project plan will nearly double the number of classrooms.

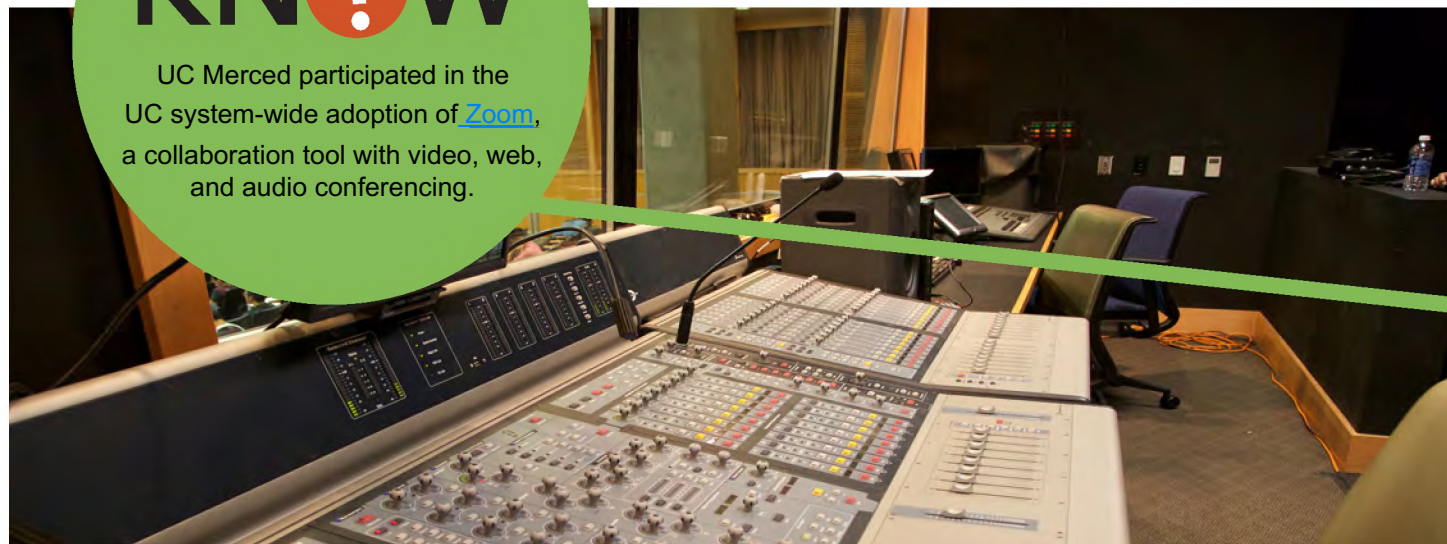
**800:** Number of videos streamed. During the summer and fall of 2016, AET and the UC Merced Library piloted a cloud-based video streaming service called [Kaltura](#). Six faculty members used the service across 18 courses and their students streamed more than 800 videos as part of their coursework.

**2,614:** Number of courses supported through [CatCourses](#), our campus Learning Management System (LMS).

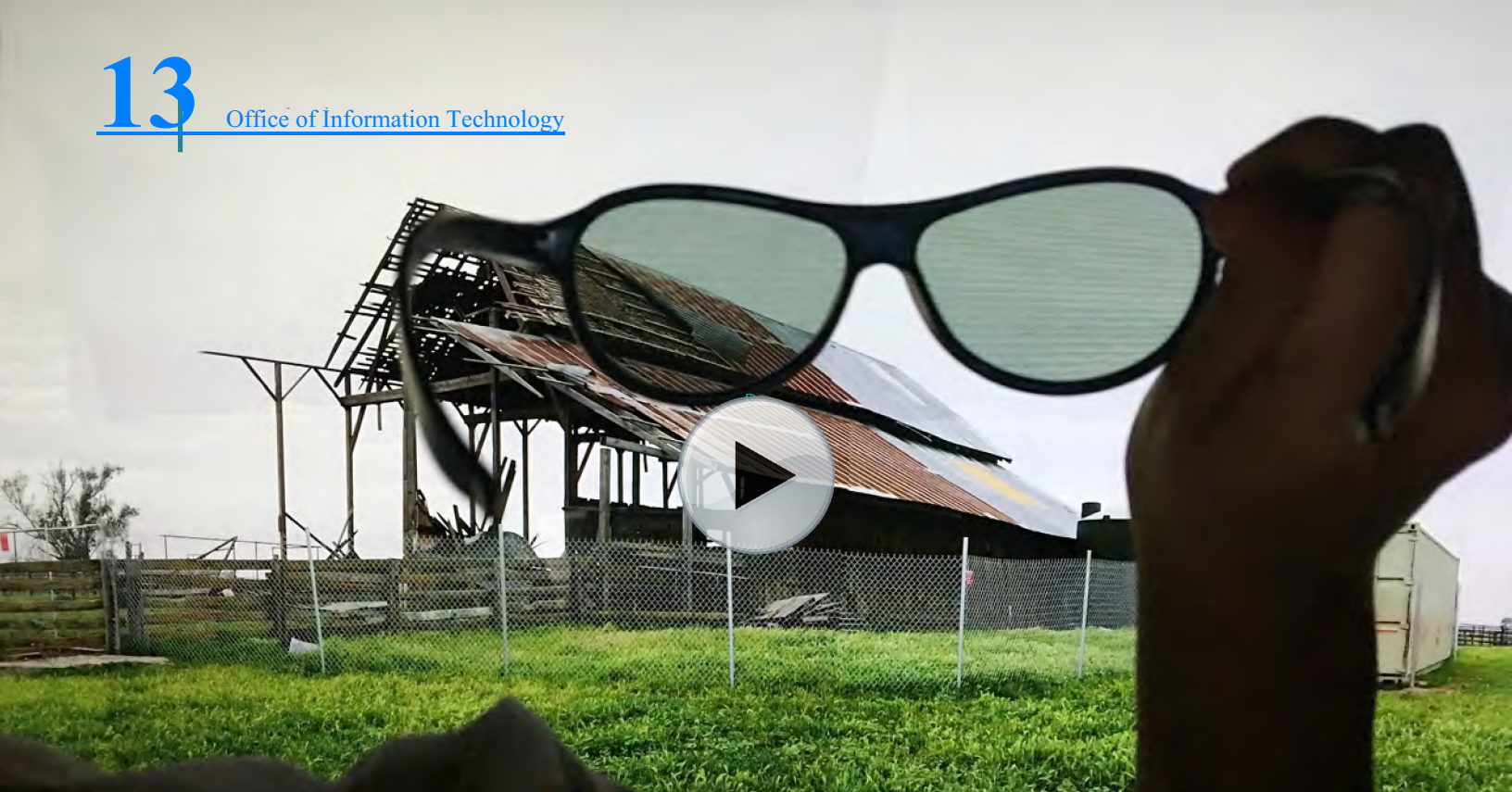
**22,478:** Number of assignments submitted in [CatCourses](#), the campus LMS, in fall and beginning of spring 2016.

**DID YOU KNOW?**

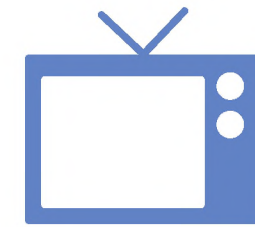
UC Merced participated in the UC system-wide adoption of [Zoom](#), a collaboration tool with video, web, and audio conferencing.



**From September 2016 to December 2016, The number of new Zoom users grew to 310**



with state-of-the-art graphics processors (GPUs) and 10 Gigabit per second (Gbps) networking. The sum of these parts is a cutting-edge Virtual Reality (VR) system that transports researchers and students to locations around the world through stunning real-world VR imagery and virtual environments.



The WAVE is **166 megapixels**

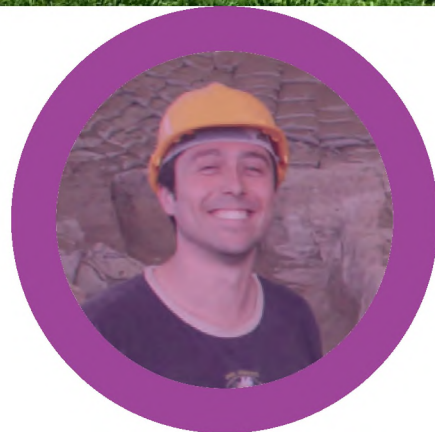
**180 TIMES**

the resolution of your broadcast HD TV picture. When built, it was the largest pixel array in the world

**Science DMZ**

The university research enterprise is converging on data science - even in fields such as Social Sciences, Archeology and the Arts, requiring new solutions to quickly move large data sets across the network to enable collaboration. In 2016, UC Merced joined the global effort to remove research data roadblocks by installing its first Science DMZ with a dedicated Data Transfer Node, called a Fast Input/Output Network Appliance (FIONA) and dedicated test equipment, called PerfSONAR, that tests the connections to other UC campuses every seven hours, thus allowing UC Merced to participate in the Pacific Research Platform.

**AHEAD OF THE CURVE**



Dr. Nicola Lercari, Ph.D. Assistant Professor of World Heritage in the School of Social Sciences, Humanities, and Arts – University of California Merced at an archeological site in Turkey where he collects digital data for his Catalyst grant in CyberArcheology. (Above) Cyberarcheology data was collected at the Smith Ranch Barn on UC Merced reserve lands and displayed in the WAVE Lab as part of a digital preservation effort on this historic site.

The MERCED Cluster grant is now complete. Faculty continue to support the cluster through purchases of additional nodes. We expect the MERCED cluster to continue to grow.

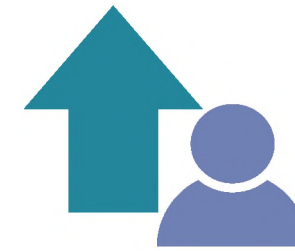
*“With the addition of dedicated research computing staff, the faculty now have a direct point of contact to initiate IT conversations about challenging topics. This been a significant benefit to new faculty starting out their Labs and for existing faculty to accomplish research tasks.”*

**Suzanne Sindi, PhD, Assistant Professor, Applied Mathematics**

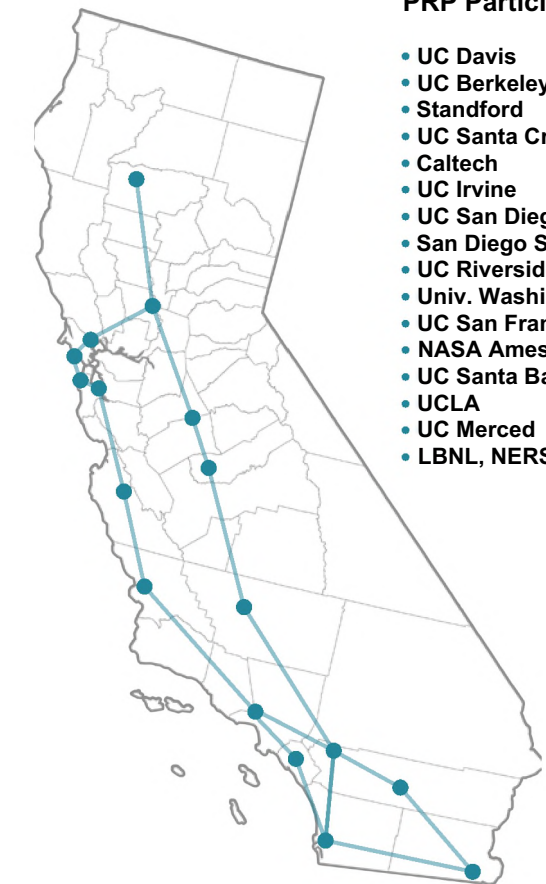
**Visualization**

The UC Merced Wide Area Visualization Environment (WAVE) provides faculty and students an immersive, real-time experience on an unprecedented scale. The system is comprised of 20 4K 3D-capable screens, 12 servers

**BY THE NUMBERS**



**300% INCREASE** in the number of MERCED cluster High-performance Computing users in 2016



**PRP Participants**

- UC Davis
- UC Berkeley
- Stanford
- UC Santa Cruz
- Caltech
- UC Irvine
- UC San Diego/SDSC
- San Diego State Univ.
- UC Riverside
- Univ. Washington/ PNWGP
- UC San Francisco
- NASA Ames/NREN
- UC Santa Barbara
- UCLA
- UC Merced
- LBNL, NERSC, Esnet

**F**aculty, students, and staff at UC Merced have come to expect the cutting edge research infrastructure including advanced networking, [High-Performance Computing](#), and [Visualization](#).

**MERCED Supercomputer**

Following on the initial MERCED Cluster NSF Award #1429783 (Hrant Hrachian, Principal Investigator), the Multi-Environment Research Computer for Exploration and Discovery (MERCED) cluster has more than doubled in size during 2016 (from 700 cores to 1770 cores). This increased capacity allowed for significant growth in the users of MERCED (from 50 to 300 users).

New users are being added almost every day. The growth in the use of the MERCED cluster shows excellent return on the NSF award that established the MERCED cluster.

**DID YOU KNOW**

**UCM received nearly \$1M from the National Science Foundation under two awards for advanced cyberinfrastructure:**

- 1. NSF Award #1429783** for the MERCED Cluster (**Hrant Hrachian, Principal Investigator**)
- 2. NSF Award #1659210** for a Science DMZ Network (**Suzanne Sindi, Principal Investigator**)

**The Pacific Research Platform**

The Pacific Research Platform (PRP) is a West Coast regional data collaboration infrastructure, funded by the National Science Foundation (NSF Award #1541349). It links all UC campuses with private and public universities, research labs and even NASA at speeds from 10-100 gigabits per second.

## MAKING THE COMPLEX SIMPLE

**I**t all sounds so easy. Have an idea ... make it happen. But when it comes to complex technological projects, nothing is simple. It requires dedication, teamwork and extensive planning. Effective project management is also the single most critical success factor in managing IT costs.

The [IT Project Management Office \(PMO\)](#) was established in July of 2016 to ensure that projects are handled in the most efficient way possible.

It takes effort and energy to make complex projects come to life. Through PMO, the Office of Information Technology can collaborate with campus stakeholders to ensure successful project outcomes.

- Successful project implementations that benefited from PMO assistance in 2016 included:
- [Graduate Lecturer and Academic Appointment System \(GLAAS\)](#)
  - ServiceNow Implementation for the Administrative Coordination Team (ACT).
  - Migration of Banner, UC Merced's Student Information System to a hosted, cloud infrastructure.

### What is a project?

A project is a temporary endeavor undertaken to create a unique product, service or result. The temporary nature of a project has a definite beginning and end. However, to be treated as a project, an effort must meet 2 of 3 criteria:

- Requires more than 80 hours of staff time to complete.
- Impact more than one OIT Division.
- Generate more that \$15,000 in new costs.

### PMO efforts started in 2016

- Weekly project support sessions offered to all IT staff to ensure projects are completed successfully.
- PMO developed a standard project report format for all OIT projects.
- Weekly status dashboard reports designed and delivered to the CIO to highlight emerging risks, and to allow the IT leadership team to balance risk, shifting priorities and delays that may impact progress.

## DID YOU KNOW?

The Project Management Institute (PMI) is a professional organization which maintains PMI project management standards and provides certification programs for project management. OIT currently has two certified PMP on staff.



## SPREADING THE WORD

**T**echnological advances are great, but if people don't understand how to make use of technology it can lose its value.

That's why it's so important for the Office of Information Technology to continue to make sure it connects with the people that make up the UC Merced campus.

## DID YOU KNOW?

System status updates, news and events and technology tips are available on the [OIT website](#), [Facebook](#) and [Twitter](#) pages.



Not only has OIT created a Facebook page to connect with faculty, staff and students, the office held events on campus to make sure everyone is aware of the latest updates and features that OIT is helping bring to the university.

### The awareness events in 2016 were:

- **OIT Service Fair:** Nothing brings the campus community together quite like free stuff! OIT engaged with campus community members to talk about the many free services offered by OIT. Cool giveaways included T-shirts, USB wristlets and more! Several booths were staffed by OIT staff with information regarding the services offered and more than 100 people came out.
- **Scavenger Hunt:** For a week leading up to the OIT Service Fair, students participated in a scavenger hunt, with the game concluding at the fair. The idea was to bring

awareness to cyber security. Prizes included gift cards and one person won an iPad.

- **Cyber-Security Awareness "Spooktacular":** Held in October, campus community members were invited to answer a question regarding cyber security and spin the prize wheel for a special giveaway.

- **Network Upgrade Awareness:** OIT Staff distributed donuts and flyers to occupants of COB2 and SE2 to remind them of the upgrades.

- **Student Orientations:** OIT staffed a table with prizes and giveaways to answer questions and make students aware of the many services offered by OIT.

- **Move-In Day:** A table set up near the residential buildings to help students configure their computers, install software and join the network. General IT questions were answered and support was provided. Of course, there were also giveaways!

# IMPROVING EFFICIENCY TO BETTER SERVE

**S**peed, efficiency, and delivery are the keys to the Office of Information Technology's successful operation.

In 2016, OIT made some significant improvements in the way the department provides high-quality service to the UC Merced campus.

**Here are a few highlights:**

- OIT adopted the IT Service Management (or ITIL) methodology. ITIL is a framework of standard processes for the design, delivery, implementation, operation and release of technology services and resources. There are several levels of ITIL certification. OIT has three staff certified at the ITIL foundation level.

- The implementation of ServiceNow was a transformative project aimed at integrating a service request ticket system, a knowledge-base for user support documents, and KPI metrics reporting. It is now used to process all OIT Service Desk incident reports and to handle IT service requests, as well as service requests managed by the Administrative Coordination Team (ACT).

- The Service Desk believes that moving services closer to the end-user helps to ensure services are delivered promptly and are more likely to meet individual needs. Some services have been defined as self service ([see Service Catalog list](#)), these are services that can be obtained directly, and without OIT intervention. A [software service page](#) was also added and allows you to quickly determine what type of licensing is available for standard software tools.

- The Service Desk also designed a Tiered support model. Tiered support provides a framework to meet customer needs by aligning the right services to the right OIT team thereby ensuring a prompt response according to the service or incident need. The four tiers are below:

**Tier 1:** Service Desk: Service Desk (Helpdesk and Desktop Support) and AET support

**Tier 2:** Operations Support: AET consulting services, Core Tech (operations support), Enterprise Application Services, Enterprise Data Services, Security, IAM

**Tier 3:** Engineering Solutions: Core Tech Team (infrastructure design and implementation), Enterprise Application Services, Enterprise Data Services, Security, Research Computing, IAM, Vendor Support

**Tier 4:** Vendor/Service Provider: Vendor support, service provider support (CENIC, cloud providers, managed services)

- Fundamental to the Tiered Support Model is the recognition of classification of customer requests (**Request:** Customer needs something. **Incidents:** Something is broken.) This classifications allows us to better meet Service Level Agreements.

## DID YOU KNOW?

We now offer the option to purchase software through JouneyEd using a PCard. This preferred method will allow you to receive your purchases quickly. Be sure to select **Campus Use / University Funds** when logging in.



# BY THE NUMBERS 2016

## SERVICE CATALOG

### Top 10 Services Requested

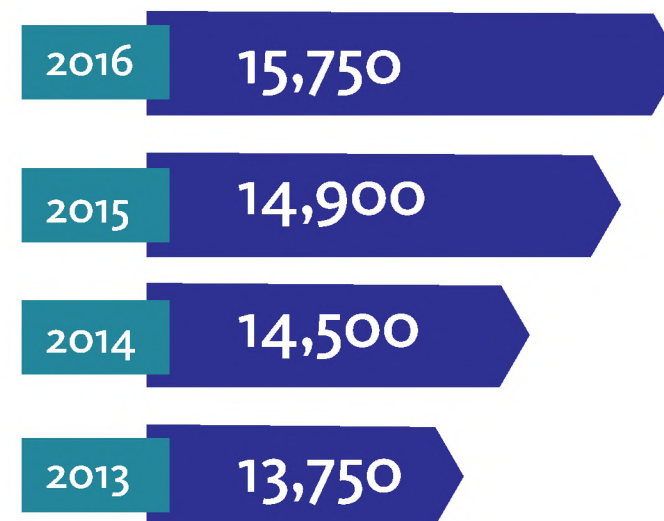
1. Device Setup (Desktop/Laptop)
2. AV Equipment Checkout
3. Mobile Device Purchases (Cell Phone / MiFi)
4. Mass Email (Distribution List O365 and Listserv)
5. Software Service Request
6. Video Capture (CatCast)
7. Printer Installation
8. Software - Volume Licensed
9. DNS Addressing and Aliasing
10. Network Static IP Address

### Contact Type



Online Email Phone Walk-In  
**32% 31% 27% 10%**

### Total Ticket Count - Last Four Years



- AV Equipment Checkout
- Active Directory Security Group
- Amazon Web Services
- Anti-Virus Software
- Application Consulting, Development, and Integration
- Audience Response System (Clickers)
- Audio/Video Conferencing (Zoom)
- [Box.com](#) / myBox
- Canvas Consultation/Training
- CatCourses Consultation/Training
- Classroom Technology Consultation (AV)
- Clickers (Turning Technologies)
- Computer Backup (CrashPlan) – Desktop / Laptop
- Computer Labs Support
- Computer Purchase Consultation and Quotes
- DNS Addressing and Aliasing
- Desktop Conferencing (Skype)
- Device Setup (Desktop/Laptop)
- Email and Calendar
- Encryption for Desktop and Laptop Computers
- [Lynda.com](#)
- Distribution lists (O365 Groups) and listserv (MailMan)
- Mobile Device Purchases (Cell Phone / MiFi)
- Mobile Device Support
- MobileCat (UC Merced Mobile App)
- Network (Port Configuration)
- Network Static IP Address
- Online Payments Storefront
- Password Change/Reset
- Preferred Name Change
- Printer Installation
- Qualtrics Survey Tool
- Recycling Electronics – eWaste
- Research Data Storage and Backup
- SSL Certificate Request
- Security Awareness Training
- Service and Affiliate Account Management (IdM)
- Single-Sign-On (SSO)
- Software Installation Support
- Software Installs/Purchasing
- Special Event Support
- Static IP Addressing
- Storage (CatDrive)
- Student Information System (Student and Alumni)
- Student Information System (Staff)
- Survey Tool (Qualtrics)
- Technology Consultation and Training
- Telephone Service (Landline)
- UCMNetID (New Account)
- Video Capture (CatCast) – Lecture Capture and Live Streaming
- Video Conferencing
- Virtual Private Network (Argus)
- Virtual Private Network (Janus)
- Web Conferencing (Zoom)
- Website Hosting
- Wireless Network

Self-Service Option

# AWARDS AND RECOGNITION

## **STAR Awards for Outstanding Service**

- Nathan Bremmer • Al Espinoza
- Keith Hughes • Luiz Mendez
- Shane Middleton • Michael Parrino

## **OIT Service Recognition Award**

- Marisela Angel • Jodon Bellofatto
- Nathan Bremmer • Edson Gonzales
- Phil Herechski • Keith Hughes
- Matthew Mitchell • Rachel Peters
- April Wheeler • Joanna Wunker

## **Customer Service Academy Completion Award**

- Joanna Wunker

## **Financial Management Certificate of Completion**

- April Wheeler

## **Palo Alto Networks Accredited Configuration Engineer (ACE)**

- Shane Middleton

## **2016 Larry L. Sautter Award (Honorable Mention)**

- GLASS Project (Team members Raj Paneer, Mohammed Zaidi, Roger Borges)

## **ServiceNow System Administration Certification**

- Brian Hatt

## **Brocade Certified Network Professional 2012**

- Nathan Bremmer

## **Chancellor's Advisory Committee on the Status of Women at UC Merced (CACSW) (Member)**

- Seema Ahuja

## **University of California Computing Services Conference (UCCSC) Attendees and Presenters**

- Kent Carpenter
- Desiree Silva

### **• *Herding Bobcats: Student Employee Management at UC Merced***

**Presenters:** Jodon Bellofatto, Rachel Peters

### **• *What is GLAAS? Graduate Lecturer Academic Appointment System***

**Presenters:** Roger Borges, Mohammad Zaidi

### **• *Carrots and Sticks: Transitioning Faculty to a New LMS***

**Presenter:** Rachel Peters

## **EDUCAUSE Annual Conference 2016**

### **Attendees and Presenters**

#### **• Kent Carpenter**

*Virtual Labs, BYOD, Online Classes: How Does IT Deliver Academic Apps, Anytime, Anywhere?*

- Matthew Cato
- Al Espinoza
- Keith Hughes
- Edson Gonzales
- Ann Kovalchick
- Matthew Mitchell
- Desiree Silva

