LIFE CYCLE UPDATE- NETWORKING AND TELECOMMUNICATIONS

Networking and Telecommunications is nearing completion on a major lifecycle upgrade to the campus wireless network. Wireless access point (WAP) installation is 91% complete (3,419 out of 3,769) across 160 buildings. It is scheduled to be completed by 8/30/24. The new wireless access points deliver greatly improved performance including support for Wi-Fi 6e (6GHz). They provide higher density enabling more user devices to be supported. New WAPs provide improved hardware reliability as older devices experience high failure rates and often fail intermittently or silently. Nearly 4,000 Cisco model 2800 wireless access points needed to be replaced based on the age of the equipment, our lifecycle goals, and advancements in Wi-Fi standards. Funding from the University Budget Council as well as from University Auxiliary Units has enabled this upgrade.

MAINFRAME MODERNIZATION- IT CAMPUS SOLUTIONS

Mainframe Modernization Effort to Improve Application Interconnectivity. The Mainframe and Administrative Systems team has been working with key stakeholders in eBITS and AIS to analyze modernization efforts and improvements for the mainframe and the developer-facing tools used to manage mainframe-based applications. In an effort to improve the developer-facing toolset, Curtis Pew has been working on an enhancement to the Log4Natural product, which will allow developers to send application logs to Splunk. By moving these logs to Splunk, developers can set up automated alerts and notifications to alert them to application outages in near-real time. In addition, this enhancement provides visibility into mainframe application performance via the widely adopted Splunk, even for teams without mainframe developers. These enhancements are currently being beta tested but should be rolled out to campus in July. As part of a collaborative effort that spans the ET portfolio, the Mainframe and Administrative Systems team is working with key stakeholders in eBITS and AIS to establish how to improve the interconnectivity and integration of the mainframe to third-party and custom-built applications. This effort has been granted funding from the CFO toward the improvement of mainframe tools, as well as developer-facing tools.

DATA CENTER ONBOARDING- DATA CENTERS AND PHYSICAL SECURITY SYSTEMS

Onboarding of new Data Center Regional Customer, University of Texas Medical Branch (UTMB). As part of an ongoing effort to fully utilize the data center, a migration project has begun to onboard UTMB as our newest and largest regional customer in the data center. This migration will help lower the subsidy needed to run the data center, thus freeing up additional gen ops budget for the rest of Enterprise Technology. To date UDC staff completed electrical upgrades to the allocated UTMB cabinets and have since installed 76 new devices occupying 103RU of space. The Wave 1 migration which is the first migration of live equipment from their existing data center in Houston is scheduled for July 9th.

UT WORKS PROGRAM- ENTERPRISE BUSINESS SOLUTIONS

UT moves closer to modernizing its core campus operations system through the UT Works program. The UT Works Program has entered into the crtical End-To-End testing phase of the Phase 1 implementation journey. Enterprise Technology in close collaboration with our strategic business partners, will validate and verify the system will perform as expected under real-world scenarios in preparation for a November 2024 Go Live. The UT Works program will provide the campus with robust, foundational technology needed to contribute effectively to our campus operations and ensure the impact of the University's 10-year strategic plan is realized. UT Works will enable the University to better manage its physical spaces, improve the delivery of mission-critical services, provide better and more useful data to drive capital projects, and streamline workflows across units and departments in the Senior Vice President and Chief Operating Officers and Financial and Administrative Services (FAS) portfolios. UT Works, powered by AssetWorks, is a new integrated work-management system that will launch Phase 1 functionality in Fall 2024. It will replace the Facility and Asset Management Information System (FAMIS) and Work Order Request and Query System (WORQS), the current work-management systems that staff and clients use across the university that are past end-of-life (EOL) and are no longer supported by the vendor.
https://utworks.utexas.edu/

SERVICE COLLABORATION- CUSTOMER SERVICE SUPPORT

Service Desk CSU Collaboration Meeting. The Service Desk is building bridges between IT groups across campus by creating a friendly and collaborative space for them to come together. This collaboration provides a forum for sharing ideas, successes, and struggles encountered by the Service Desk and local Desktop Teams. A dedicated Teams room provides a central connection for sharing information. Dedicated CSU Teams channels also enable faster resolution of high-priority issues reported to the Service Desk. A feedback mechanism enables partners to provide suggestions for Service Desk improvements and recognition of good service. Currently, up to 12 groups attend a weekly Teams meeting. We track feedback progress through ServiceNow reports and dashboards. Over the last year, we processed 455 feedback records from all sources, including customer and internal—the feedback results in knowledge article improvements, training, and new ServiceNow templates that increase agent efficiency.

CAPTION AND TRANSCRIPTION SERVICE- LONGHORN TECHNOLOGY EXPERIENCE

Move of the Caption and Transcription team to Enterprise Technology. In an effort to streamline digital accessibility support and establish a Digital Accessibility Center (DAC), the Captioning and Transcription team has been integrated into Enterprise Technology (ET). The team, comprised of full-time staff and student workers, is currently being assimilated into ET's processes and systems. This transition marks a significant step towards the formation of the DAC, which aims to provide the campus with a unified and cost-efficient solution for content remediation. Additionally, it will give executive leadership a comprehensive perspective on our adherence to the newly revised Department of Justice regulations under Title II of the Americans with Disabilities Act (ADA) guidelines.

https://captioning.its.utexas.edu/

AI TUTOR INITIATIVE: LONGHORN TECHNOLOGY EXPERIENCE

AI Tutor Initiative with AWS Innovation Center Personalizes Learning: Marking a pivotal moment in the exploration of artificial intelligence's role in education, the AI Tutor project—jointly spearheaded by Enterprise Technology, Academic Affairs, and the AWS Innovation Center—has commenced with its inaugural meeting. This six-week venture aims to deliver a customizable AI solution, allowing individual faculty members to tailor the tool with their own course materials. The tool, provisionally named Sage, is poised to offer students a tailored learning journey, providing on-demand access to a sophisticated tutoring system. The AI Tutor is a testament to our unwavering dedication to creating a more streamlined, forward-thinking educational environment.

URGENT EMAIL RETIREMENT- LONGHORN TECHNOLOGY EXPERIENCE

Urgent Email Retirement – The application used to communicate events (usually crime / safety related) was replaced by Everbridge. The legacy home-grown Urgent Email application and virtual machines used to support the Clery Act were retired. By retiring this service, it saved an estimated 40 hours of time which would have been needed to upgrade the application to supported RHEL servers and supported Python version. Working with TRecs, ITS was able to coordinate the Urgent Email retirement. The new application called Everbridge is now able to perform the tasks that Urgent Email service did previously for the UT Austin Police Department.

AWS SINGLE SIGN- ON: LONGHORN TECHNOLOGY EXPERIENCE

Single Sign-On for AWS account holders in now in place and available to campus. By leveraging a users common credentials, the new process results in an improved user experience which is also tied to groups. Prior to this, AWS account holders had to have separate user logins for each AWS account which was cumbersome and less secure.

MYUT RE-IMPLEMENTATION: LONGHORN TECHNOLOGY EXPERIENCE

MyUT Re-implementation project supporting campus for a go live date of July 25, 2024. The new vendor (Modo) will provide a portal and mobile app supporting students that will go live July 25, 2024 which will improve security, provide a better student experience, and offers a platform for future enhancements such as the addition of faculty/staff personas. The new vendor platform will provide a more secure student experience and reduce annual renewal costs by ~18%. It also introduces a new OIDC authentication protocol to campus and reduces other technical debt. The current vendor (Unifyed) that provides the portal and mobile app was identified as having notable shortcomings by the ISO and Enrollment Management and as such was targeted for improvement.