

BUSINESS PROCESS WORKFLOW: CUSTOMER SUPPORT SERVICES

Creation of the Business Process Workflow for Mobile Application Development: Scott Richardson, Manager of the Technical Customer Support Team, recognized the need for a defined process. He understood the importance of having approval and signoff to ensure the applications' usefulness, intuitive experience, appropriate security, contractual obligations, and alignment with the UT brand. The Service Desk periodically receives requests for help developing and deploying mobile applications. Recently, Scott assisted the Athletics department in deploying the new Longhorn Network (LHN) application. This task was time-sensitive, as it coincided with the University joining the SEC. Now that Scott has identified the major stakeholders in the process, the team is able to guide customers through it. Scott is currently finalizing the workflow and approvals and will soon create a request form to further streamline the process. In the meantime, please contact the Service Desk at help@utexas.edu or 512-475-4500 with any requests or questions.

REDCAP SERVICE TO RESEARCH COMMUNITY: CAMPUS SOLUTIONS

Campus IT Infrastructure and Services & VP-Research partner in a collaborative effort to provide a central REDCap service to the campus researcher community: The partnership was initiated about a month ago with the mission to deliver a service that is robust, scalable and shared across multiple colleges, schools and units at the University of Texas. The Application Hosting and Delivery unit performed a technical feasibility, which completed recently, and the project will now move into definition and planning phase with our key partners. REDCap (Research Electronic Data Capture) is a secure, web-based application designed exclusively to support data capture for research studies. There are several instances of REDCap in use on the UT Austin campus and the goal of this initiative is to provide a centrally offered and supported service. Initial scoping conversation with VP-Research have been conducted and a project team is being assembled.

GITHUB COPILOT POC UNDERWAY: TEACHING AND LEARNING TECHNOLOGY

GitHub Copilot POC Underway: There is a lot of interest across campus to test out GitHub Copilot to see how much the code suggestions will improve developer productivity and generate more secure code. This POC will be a great collaboration with Enterprise Technology and many CSUs across campus. Since this POC will be using GitHub's cloud services, the process for approval of the software has taken some time. We are now to the point where the ISO has approved the POC with the only caveat being that developers should test code that is not interacting with sensitive University data.

MS AZURE AI/ML CLOUD SERVICES ARE ISO APPROVED: TEACHING AND LEARNING TECHNOLOGY

MS Azure AI and ML services are now ISO approved for confidential data. The impact is that CSUs across campus can now use MS Azure AI/ML cloud services on data all the way up to confidential to support their business needs. Prior to this, Azure cloud AI/ML services were only allowed to work with public data.

NEW BACK-END OF MYUT STUDENT PORTAL GOES LIVE: TEACHING AND LEARNING TECH

The new vendor (Modo) is providing a portal and mobile app supporting students that went live July 25, 2024. The new vendor solution improves security, provides a better student experience, and offers a platform for future enhancements such as the addition of faculty/staff personas. The new vendor platform will also reduce annual renewal costs by ~18%. The OIDC authentication protocol was implemented as part of the solution to provide seamless authentication with the mobile app. The previous vendor (Unified) that provided the portal and mobile app had notable shortcomings by the ISO and Enrollment Management and as such was targeted for improvement.

NEW DATA CENTER REGIONAL CUSTOMER: DATA CENTER & PHYSICAL SECURITY

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. The UDC team completed the Wave 1 migration of live equipment from UTMB's existing Data Center on 7/16. This was completed after the initial date was delayed due to Hurricane Beryl. The Data Center is now hosting 84 devices totaling 114ru of space. The wave 2 live migration is scheduled for August 29th.

5G CELLULAR WIRELESS NETWORK UPGRADES: NETWORK AND TELECOMMUNICATIONS

5G cellular wireless network upgrades for the main campus and DKR-Texas Memorial Stadium for a major wireless service provider. New radios and antennas were installed on 8 main campus rooftops to support 5G services (C-band and CBRS). Installation of 5G (C-band) radios and antennas is underway at the DKR-Texas Memorial Stadium for the upcoming 2024 football season. These upgrades will significantly enhance network speeds, capacity, coverage, and reliability. The Network and Telecommunications (N&T) Facilities Design team oversaw Crown Castle's design and installation efforts to ensure compliance with campus standards and minimize impacts to campus operations. The N&T Cabling and Construction team installed additional optical fiber cables and maintains the existing fiber for these systems. This project required coordination with multiple campus departments, including PDC (Planning, Design, and Construction), Athletics, Parking & Transportation, Environmental Health & Safety, and various building managers. Construction involved the use of cranes and controlled descent.

FINANCIAL AID AND SCHOLARSHIP MANAGEMENT SYSTEM: ACADEMIC INFORMATION SYSTEM

Implementation of new financial aid and scholarship management systems. As part of an ongoing effort to modernize student services on campus, we have rolled out new financial aid and scholarship management systems. My Financial Aid addresses federal regulatory changes (FAFSA Simplification Act) and enhances the management of \$600 million in annual aid funding and student services. LASSO (Longhorn Awards & Student Scholarship Opportunities) provides students with one-stop access to university scholarships and better institutional visibility across the full scholarship lifecycle. Students can more easily see and apply for various forms of financial assistance, including scholarships, grants and loans. They have better visibility into financial aid offerings via the self-service Student Portal, and financial aid activities are far more automated, allowing students to quickly see the effects of changing circumstances and eliminating hours of manual calculations by the Office of Scholarships and Financial Aid. Scholarship awarding committees have more powerful tools to support their decisions. These new systems provide improved compliance and tracking of financial aid spending across the enterprise. These two systems are part of a broader plan to update our infrastructure and greatly improve the student experience. Many teams across the university collaborated to bring these systems to fruition, including Academic Information Systems, the Office of Scholarships and Financial Aid, Texas One Stop, Student Accounts Receivable, the Provost Office, and most schools and colleges.

https://utexas.scholarships.ngwebsolutions.com/CMXAdmin/Cmx_Content.aspx?cpld=1564

MYUT PORTAL: ACADEMIC INFORMATION SYSTEM

New and Improved MyUT portal launched July 25th. MyUT, which is accessible via web and mobile app, offers a secure, streamlined, and personalized student service. We have partnered with Modo Labs to establish a capable foundation for the student portal. This is a much higher quality platform upon which to build secure, exceptional student experiences. The new MyUT is the result of collaboration across many teams, including Enrollment Management, University Marketing and Communications, Enterprise Technology, Information Security Office, and more.

<https://my.utexas.edu/student/student/index>