

IT TRANSFORMATION PROJECT

December 2018

PROJECT UPDATE

Members of more than ten units on the Columbus, Wooster, and State-Wide campus have moved to OCIO services. The CFAES IT team continues to work on some exciting projects to meet the unique needs of faculty and researchers within the college. For regular project updates, go to <https://it.osu.edu/cfaes>.

Onboarding to OCIO Services

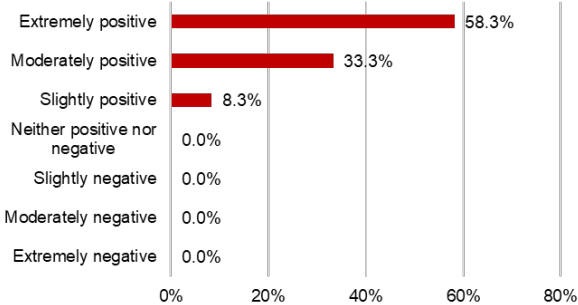
COLUMBUS CAMPUS	WOOSTER CAMPUS	STATE-WIDE CAMPUS
<ul style="list-style-type: none"> • Moved to OCIO services in November: <ul style="list-style-type: none"> ○ Members of the Finance department (75% complete) ○ OBIC • FST: Deployed 57 of 84 new grad student computers • Moving to OCIO services next: <ul style="list-style-type: none"> ○ Academic Programs ○ AEDE ○ FABE ○ IT ○ Marketing and Communications 	<ul style="list-style-type: none"> • Wi-Fi implementation underway in Olde Admin and Research Services • Additional 16 buildings targeted for completion by end of March • ATI: All labs moving to OCIO services during winter break • Moving to OCIO services next: <ul style="list-style-type: none"> ○ ATI ○ DPS ○ IT 	<ul style="list-style-type: none"> • Wi-Fi completed in 20 locations • Bandwidth upgraded in 25 locations • Trumbull moving to OCIO services by 12/15/18 • Planning kicked off with the following counties: <ul style="list-style-type: none"> ○ Clermont ○ Hamilton ○ Morgan ○ Ottawa ○ Perry ○ Seneca <p>*See map on last page for additional State-Wide details</p>



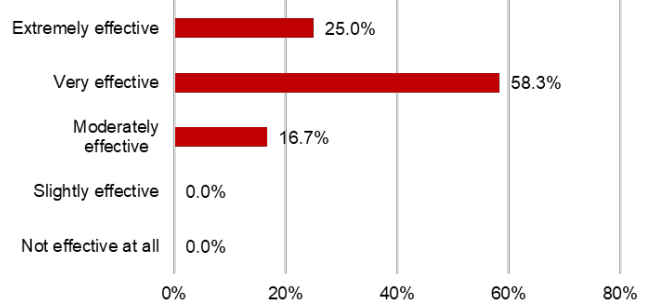
Onboarding Survey Results

Members of 11 units have moved to OCIO services and were given the opportunity to provide feedback about their experience.

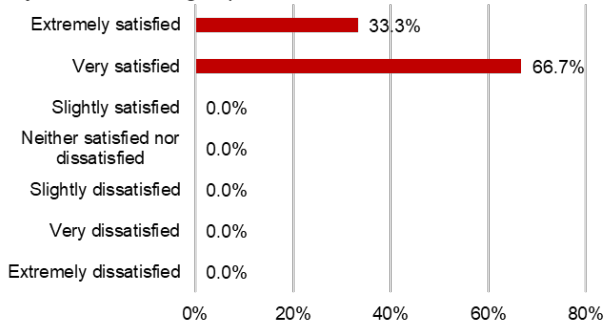
Thinking about the overall process of receiving new IT services, how would you rate your experience?



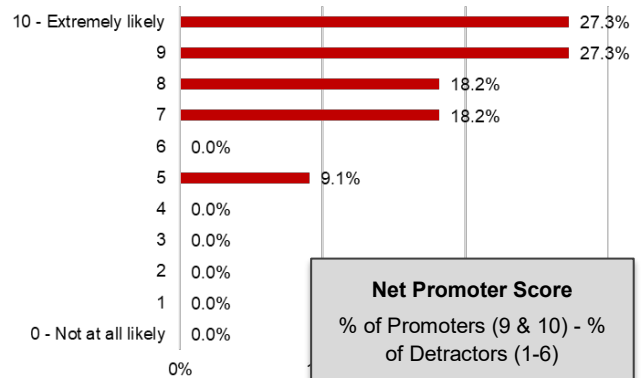
What did you think about the communications you received throughout the onboarding process?



Overall, how satisfied or dissatisfied were you with your onboarding experience?



Likelihood to recommend managed IT services from the OCIO to other university colleges/departments



Net Promoter Score
 % of Promoters (9 & 10) - % of Detractors (1-6)
45.5

CFAES IT Team Progress

The new CFAES IT team is working on a variety of projects including research and application support. These are some of the highlights from November.

Research Support:

- ▶ Animal Sciences: Customized a Dell desktop and set it up to be used with a microscope
- ▶ Animal Sciences: Deployed a computer to work as a backup system for Krauss Dairy's feed system
- ▶ Food Animal Health Research Program: Assisted a user with an issue connecting to a Roche LightCycler 69
- ▶ Molecular & Cellular Imaging Center (MCIC): Assisted with MCIC Computational Biology Lab
- ▶ MCIC: Assisted in setting up the new SeqStudio
- ▶ Plant Pathology: Worked with Conviron technicians to verify that the Conviron Growth Chambers in Selby Hall are properly backed up
- ▶ Plant Pathology: Setup a user with a VirtualBox machine running Windows 7 32-bit so the client could run old software

Application Services:

- ▶ Designed BuckeyeBox folder structure for Agricultural Operations to enable statewide collaboration and reduce user of traditional file servers
- ▶ Assisting MCIC with risk assessment for ThermoFisher cloud services to enable additional capabilities for their new SeqStudio genetic analyzer
- ▶ Working with the School of Environmental and Natural Resources to develop a better system to handle internal financial accounting
- ▶ Assisted ATI horse herd manager with identifying software to manage record keeping
- ▶ Connected Pike County OSU Extension research project to internal audio transcription services approved for data level; developing new process in Amazon Web Services
- ▶ Worked with Horticulture and Crop Science Ornamental Plant Germplasm Center (OPGC) to purchase and share FileMaker Pro database licensing



THIS MONTH'S COMMON QUESTIONS

Q: What is the best method to get help?

A: The best method to get support, especially for urgent requests, is to call 614-514-IT4U (4848). Beginning December 10, you can call this phone number outside of office hours to receive support 24/7. Your call will be answered by an IT Service Desk member who can assist with many core and common issues directly over the phone. They can also escalate more specialized, unique, or complex issues to one of the on-site support staff for follow-up and resolution.

Q: I would rather submit a request online. How do I do that?

A: If your request is urgent, you should call 614-514-IT4U (4848) to speak to someone immediately who can route your request appropriately.

You can submit tickets, purchase products, and order services online using a self service tool. While you have continued to submit tickets for assistance through ithelpdesk.cfaes.ohio-state.edu throughout 2018, there will be changes coming to the Self Service site soon. On December 28, the CFAES IT Help Desk site will begin redirecting you to the OCIO Self Service site go.osu.edu/IT. For more information to

You can also send an email to ITServiceDesk@osu.edu to contact the IT Service Desk team via email.



STATE-WIDE PROGRESS

