PROJECT UPDATE

With a new year comes more progress for the IT Transformation Project. Multiple units on the Columbus, Wooster, and State-wide campuses moved to OCIO services in January. As units move to OCIO services, they are surveyed about their experience with the process. We continue to receive great feedback to help the team know what’s working and improve processes as needed moving forward. For regular project updates, go to https://it.osu.edu/cfaes.

Onboarding to OCIO Services

<table>
<thead>
<tr>
<th>COLUMBUS CAMPUS</th>
<th>WOOSTER CAMPUS</th>
<th>STATE-WIDE CAMPUS</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Wi-Fi implementation complete in 17 buildings</td>
<td>• Wi-Fi implementation complete in 14 buildings</td>
<td>• Network backbone connections finalized in 42 counties; Wi-Fi complete in 29 locations</td>
</tr>
<tr>
<td>• Moved to OCIO services in January:</td>
<td>• Fiber builds completed to targeted locations</td>
<td>• Moved to OCIO Services in January:</td>
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<tr>
<td>o Academic Programs</td>
<td>• Moved to OCIO services in January:</td>
<td>o Trumbull &amp; Columbiana</td>
</tr>
<tr>
<td>o Human Resources</td>
<td>o Finance</td>
<td>• Next counties to move to OCIO services:</td>
</tr>
<tr>
<td>• Moving to OCIO services next:</td>
<td>o Human Resources</td>
<td>o Hocking, Hamilton, Clermont</td>
</tr>
<tr>
<td>o Marketing and Communications</td>
<td>• Moving to OCIO services next:</td>
<td>• Planning kicked off with the following counties:</td>
</tr>
<tr>
<td>o FABE</td>
<td>o Marketing and Communications</td>
<td>o Meigs &amp; Vinton</td>
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<tr>
<td>o IT</td>
<td>o ATI</td>
<td>• Next counties to kick off:</td>
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<tr>
<td>o AEDE</td>
<td>o IT</td>
<td>o Washington, Noble, Jackson, Lawrence, Ag Research Western Station, Clark, Champaign, Fairfield</td>
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*See map on last page for additional State-Wide details
Onboarding Survey Results

Members of units that moved to OCIO services 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?

- Extremely positive: 58.8%
- Moderately positive: 23.5%
- Slightly positive: 5.9%
- Neither positive nor negative: 5.9%
- Slightly negative: 5.9%
- Moderately negative: 0.0%
- Extremely negative: 0.0%

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

- Extremely effective: 38.9%
- Very effective: 44.4%
- Moderately effective: 11.1%
- Slightly effective: 0.0%
- Not effective at all: 5.6%

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

- Extremely satisfied: 43.8%
- Very satisfied: 50.0%
- Slightly satisfied: 0.0%
- Neither satisfied nor dissatisfied: 0.0%
- Slightly dissatisfied: 8.2%
- Very dissatisfied: 0.0%
- Extremely dissatisfied: 0.0%

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

- 10 - Extremely likely: 33.3%
- 9: 20.0%
- 8: 20.0%
- 7: 13.3%
- 6: 0.0%
- 5: 0.0%
- 4: 0.0%
- 3: 0.0%
- 2: 0.0%
- 1: 6.7%
- 0 - Not at all likely: 0.0%

Net Promoter Score
- % of Promoters (9 & 10): 39.9%
- % of Detractors (1-6): 39.9%
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 January.

Research Support:

- **Plant Pathology**: Fixed connections between a computer and a bioanalyzer to restore research capabilities
- **Animal Sciences**: Fixed an issue where milking parlor data wasn’t being uploaded correctly to the cloud
- **Hort & Crop Science**: Wrote scripts to fix issues in SigmaPlot data graph exports
- **MCIC**: Deployed computer dependent on a Genetic Analyzer to restore connectivity with hardware and the internet
- **MCIC**: Fixed issues with software installation within Linux data analysis environment
- **FST**: Archived large amounts of data from a computer connected to a 96-well plate spectrophotometer for future analysis
- **FST**: Provided a standalone machine for use with a microscope
- **FST**: Assisted with lab software that runs a fiber optic temperature data logging system, a microwave moisture analyzer, and a data logging scale
THIS MONTH’S COMMON QUESTIONS

Q: What is BuckeyeBox?

A: BuckeyeBox is an easy way to store and share files and folders in the cloud. Box is accessible from anywhere, on any device and can be used to contain some Institutional Data classified as S4. For more information on BuckeyeBox, including links to overviews and training videos about the different features, visit http://ocio.osu.edu/KB05324.

Q: Are files and data safe using BuckeyeBox?

A: Box adheres to the highest industry standards for security at every level and commits extensive resources to the design, implementation, monitoring, and maintenance of its security infrastructure, including:

- Data encryption
- Administrative auditing
- Role-based access controls
- Password and time-based file sharing
- Backup/Replication/Disaster Recovery
- Data center availability/physical security/environmental controls
- Plus additional controls/protections

Additionally, all files are encrypted and stored on servers in the United States. Redundant encrypted copies of the files are stored as backups on servers at a different geographical location in the United States. Per the Internet2 NET+ contract with Box, data stored in Box, including user information, cannot be "data mined", nor may it be shared with any third party.

For more information about BuckeyeBox and security, including the types of data that can be saved, visit http://ocio.osu.edu/KB04620.
STATE-WIDE PROGRESS

County Owned
County Owned: In talks
University Owned
Scheduled for networking/Wi-Fi
Network/Wi-Fi completed; Ready for OCIO Services
Fully moved to OCIO services
Waiting Skype

THE OHIO STATE UNIVERSITY
Office of the Chief Information Officer
Office of Distance Education and eLearning