

IT TRANSFORMATION PROJECT

March 2019

PROJECT UPDATE

Networking and Wi-Fi are completed in more than 70 locations in Columbus, Wooster, and throughout the state. While more units are moving to OCIO services, the application and research services teams are hard at work finding solutions for the many unique IT needs within the college. For regular project updates, go to <https://it.osu.edu/cfaes>.

Onboarding to OCIO Services

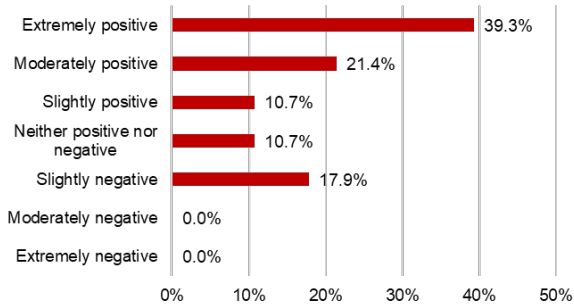
COLUMBUS CAMPUS	WOOSTER CAMPUS	STATE-WIDE CAMPUS
<ul style="list-style-type: none"> • Wi-Fi implementation complete in 17 buildings • OSUnet complete in 20 buildings • Moved to OCIO services in February: <ul style="list-style-type: none"> ○ Marketing and Communications • Moving to OCIO services next: <ul style="list-style-type: none"> ○ Research and Graduate Education 	<ul style="list-style-type: none"> • Wi-Fi implementation complete in 20 buildings • OSUnet complete in 36 buildings • Moved to OCIO services in February: <ul style="list-style-type: none"> ○ Marketing and Communications • Moving to OCIO services next: <ul style="list-style-type: none"> ○ ATI ○ Research and Graduate Education 	<ul style="list-style-type: none"> • OSUnet and Wi-Fi implementation complete in 34 locations • Moved to OCIO Services in February: <ul style="list-style-type: none"> ○ Hocking County • Next counties to move to OCIO services: <ul style="list-style-type: none"> ○ Franklin, Perry, Lawrence • Planning kicked off with the following counties: <ul style="list-style-type: none"> ○ Jackson, Lawrence, Clark, Champaign, Fairfield • Next counties to kick off: <ul style="list-style-type: none"> ○ Wyandot, Marion <p>*See map on last page for additional State-Wide details</p>



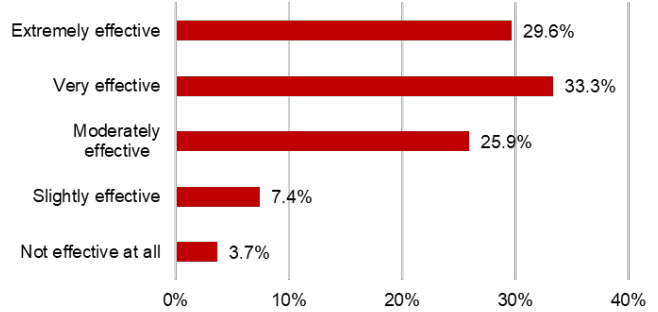
Onboarding Survey Results

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

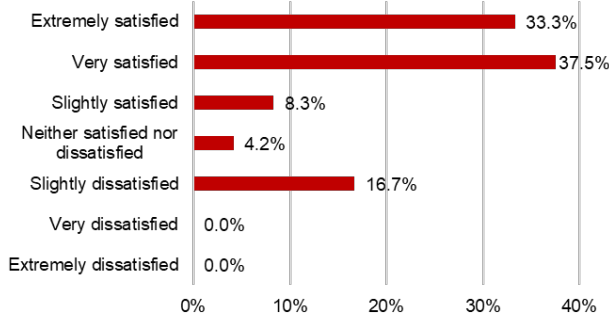
Thinking about the overall process of receiving new IT services, how would you rate your experience?



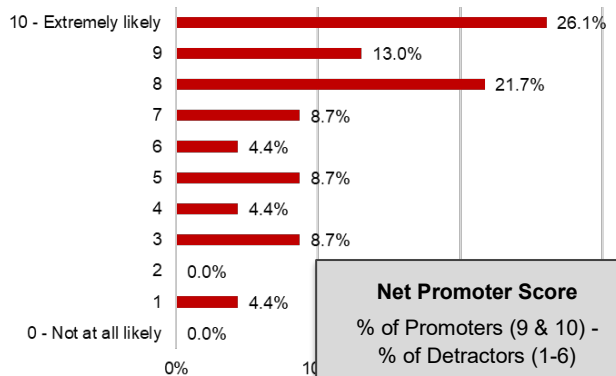
What did you think about the communications you received throughout the onboarding process?



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)
8.6

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 February.

Research Support:

- Animal Sciences: Assisted a user with an issue where milk data wasn't properly saving
- Entomology: Recovering ARC GIS data from a failing RAID Array
- Food Animal Health Research Program: Replaced a Windows XP computer with a Windows 10 computer to run proprietary software for a piece of equipment
- Molecular & Cellular Imaging Center: Restoring commercial class battery back-up units for research lab standalone instruments
- Molecular & Cellular Imaging Center: Resolved three issues on the bioinformatics servers that were caused by the power outage on 2/24
- Plant Pathology: Assisted a user in updating Genome Studio

Application Services:

- FABE: Completed risk assessment for academic room scheduling system called Lantiv Studio.
- Extension: Helped procure mobile app to publish county fair information. Risk assessment for Grandstand Apps completed.
- HCS: Managed risk assessment for FossConnect Manager to analyze grain data. Worked with Research Computing team and OCIO to get scientific instrument online.
- SENR: Helped ensure the safe use of Ideal-Logic to issue certifications for Ohio Certified Volunteer Naturalists by completing a risk assessment on the system.
- Secret Arboretum: Completed risk assessment to implement IrisBG to present botanical collection online.
- SENR: Deployed digital signage system to Heffner Wetlands.
- STAR Lab: Developed Excel macro for large data sets.
- Worked with OCIO to migrate web and database servers from Wooster to the State of Ohio Computer Center.
- Set up development environment in AWS for weather data system.
- Three new Amazon Web Services certifications achieved among team members for a total of 5.



THIS MONTH'S COMMON QUESTIONS

Q: How do I submit a ticket for IT help?

A: On the Self Service site at go.osu.edu/it, you can get help with any IT issues by submitting a ticket or ordering services that you need. To get started, log in to the site using the button on the right side of your screen.

Submit a Ticket

If you are having IT issues and need assistance, you can click the large red “Need some help?” button that appears on the dashboard after you have logged in. You will see various categories to select from to report your issue. If your issue does not fall under one of those categories, just select “Other” and provide details about your request. You can also select “Get Help” from the menu on the left side of the screen and select to submit a ticket. A list of categories will appear to select from, including CFAES specific items. Click the following link to view a brief training module on how to submit a ticket: [Submitting a Ticket](#).

Order Services

If you need to order a service, click the Order Services button in the menu on the left side. You can select from a wide range of service options. Common requests like event support, loaner devices, file share, and print share appear under the Client Computer Services menu. Click the following link to view a brief training module on how to order services: [Ordering Services](#).

STATE-WIDE PROGRESS

