IT TRANSFORMATION PROJECT

April 2019

PROJECT UPDATE

On the Columbus, Wooster, and State-wide campuses, a total of nine units were moved to OCIO services in March. The Research Services and Application Support teams are working collaboratively with each other and the IT services teams on various campus locations to address faculty research needs as a team. Visit the IT Transformation Project website for regular project updates.
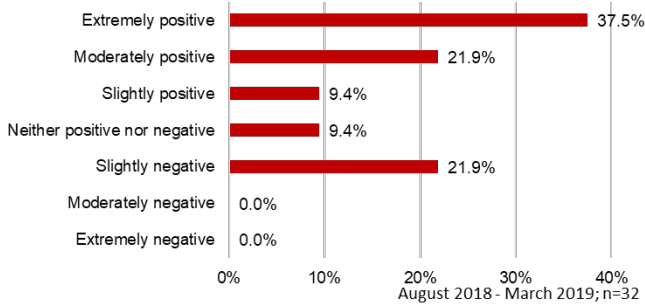
Onboarding to OCIO Services

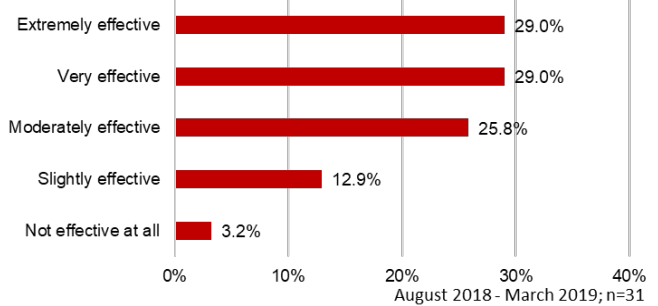| COLUMBUS CAMPUS	WOOSTER CAMPUS	STATE-WIDE CAMPUS
• Wi-Fi implementation complete in 17 buildings • OSUnet complete in 20 buildings • Moved to OCIO services in March: 　○ Research and Graduate Education • Moving to OCIO services next: 　○ Advancement 　○ IT 　○ FABE	• Wi-Fi implementation complete in 27 buildings • OSUnet complete in 36 buildings • Moved to OCIO services in March: 　○ Research and Graduate Education, ATI Admissions, ATI Academic Affairs, ATI Library, ATI Business Office • Moving to OCIO services next: 　○ ATI Student Success Services	• OSUnet and Wi-Fi implementation complete in 37 locations • Moved to OCIO Services in March: 　○ Franklin, Perry, Lawrence • Next counties to move to OCIO services: 　○ Hardin, Summit, Cuyahoga, Hamilton, Clermont, Fairfield • Planning kicked off with the following counties: 　○ Wyandot, Marion, • Next counties to kick off: 　○ Pike, Scioto, Delaware, Union, Madison, Fayette, Ross, Adams *See map on last page for additional State-Wide details

Onboarding Survey Results

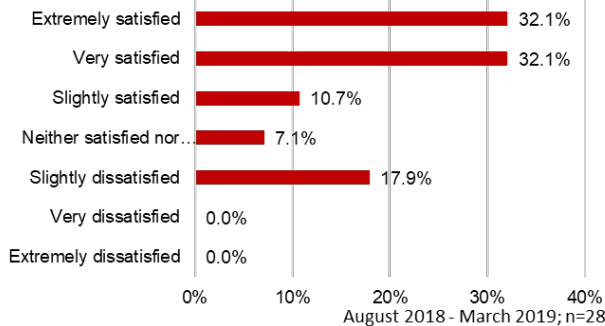Members of units that moved to OCIO services were given the opportunity to provide feedback about their experience.

Thinking about the overall process of receiving new IT services, how would you rate your experience?
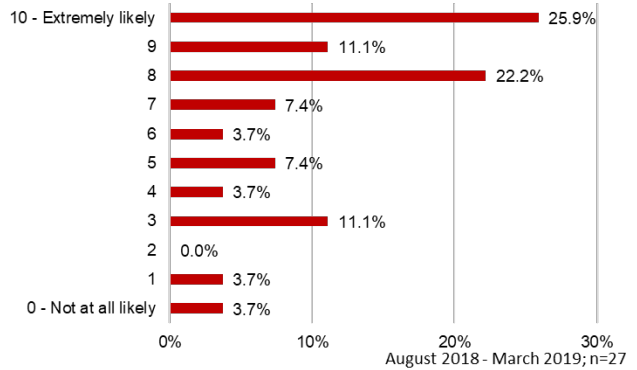
Extremely positive	37.5%
Moderately positive	21.9%
Slightly positive	9.4%
Neither positive nor negative	9.4%
Slightly negative	21.9%
Moderately negative	0.0%
Extremely negative	0.0%

August 2018 - March 2019; n=32

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

Extremely effective	29.0%
Very effective	29.0%
Moderately effective	25.8%
Slightly effective	12.9%
Not effective at all	3.2%

August 2018 - March 2019; n=31

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

Extremely satisfied	32.1%
Very satisfied	32.1%
Slightly satisfied	10.7%
Neither satisfied nor…	7.1%
Slightly dissatisfied	17.9%
Very dissatisfied	0.0%
Extremely dissatisfied	0.0%

August 2018 - March 2019; n=28

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

10 - Extremely likely	25.9%
9	11.1%
8	22.2%
7	7.4%
6	3.7%
5	7.4%
4	3.7%
3	11.1%
2	0.0%
1	3.7%
0 - Not at all likely	3.7%

August 2018 - March 2019; n=27

Net Promoter Score
% of Promoters (9 & 10) - % of Detractors (1-6)
7.4

THE OHIO STATE UNIVERSITY

Office of the Chief Information Officer
Office of Distance Education and eLearning

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 March.

Research Support:

- Entomology: Working on ARC GIS (archive) data recovery platform.
- FABE: Assisted in fixing an issue where the LIDAR system wasn't connecting.
- Grace Drake Ag Lab: Set up a network-based Sensaphone
- MCIC: Replaced battery cells in Franek commercial UPS. Will help address other customer needs for adequate power backups for analytical lab equipment.
- Working with Wooster IT services team on e-waste and asset management, disposal, and data destruction.
- Assisting Application Services with retrieval of lab systems status for exception processing and updates.

Application Services:

- ATI: Working with OCIO, migrated Hawk's Nest golf course to new point-of-sale system.
- FABE: In cooperation with Research Computing team, helped graduate student set up a deep learning workstation on AWS using RStudio Server on EC2 to analyze environmental effect of introducing rain gardens to an urban setting.
- HCS: New digital signage system on Wooster Campus.
- MCIC: With OCIO Enterprise Security, completed risk assessment for Thermo Fisher Connect to manage SeqStudio and data files online.
- SENR: New digital signage system on Wooster Campus.
- TechSmith Relay: In coordination with OCIO, upgraded server and client software.
- Set up system to schedule some AWS servers to run only during business hours to reduce costs.

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