IT TRANSFORMATION PROJECT

May 2019

PROJECT UPDATE

As another semester comes to an end, the majority of business units on the Columbus campus have been moved to OCIO services. Progress continues on the Wooster and state-wide campuses with ATI migrations nearly completed and Wi-Fi implementation completed in 38 state-wide locations. Visit the IT Transformation Project website for regular project updates.

Onboarding to OCIO Services
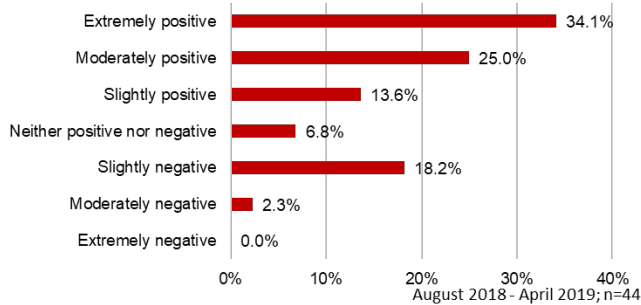
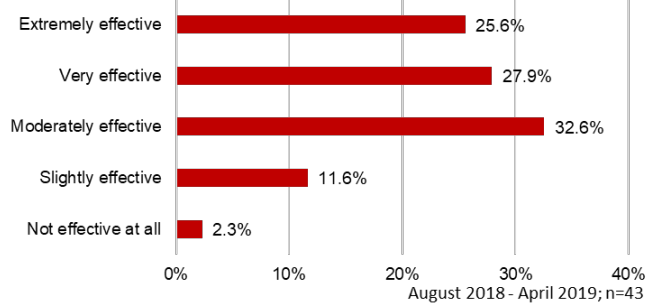| COLUMBUS CAMPUS	WOOSTER CAMPUS	STATE-WIDE CAMPUS
- Wi-Fi implementation complete in 19 buildings - OSUnet complete in 20 buildings - Moved to OCIO services in April: - Advancement - Moving to OCIO services next: - IT 4-H - FABE	- Wi-Fi implementation complete in 35 buildings - OSUnet complete in 41 buildings - Moved to OCIO services in April: - ATI Student Success Services, ATI Horticulture, Upward Bound - Moving to OCIO services next: - ATI ASB, ATI AET	- OSUnet and Wi-Fi implementation complete in 38 locations - Moved to OCIO Services in April: - Hardin, Summit, Cuyahoga, Hamilton, Clermont, Fairfield - Next counties to move to OCIO services: - Adams, Jackson, Pike, Madison - Planning kicked off with the following counties: - Pike, Scioto, Paulding, Delaware, Union, Madison, Fayette, Ross, Adams - Next counties to kick off: - Sandusky, Richland, Brown, Clinton, Allen, Logan, *See map on last page for additional State-Wide details

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Onboarding Survey Results

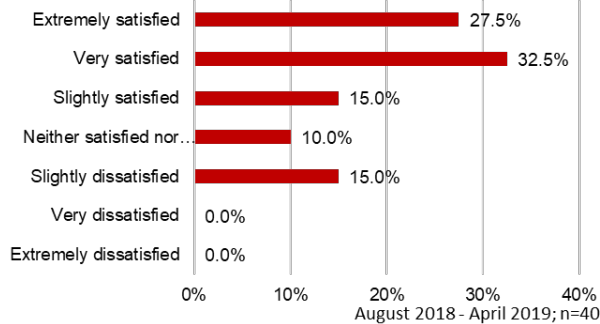Members of units that moved to OCIO services were given the opportunity to provide feedback about their experience.

Thinking about the overall process of receiving new IT services, how would you rate your experience?
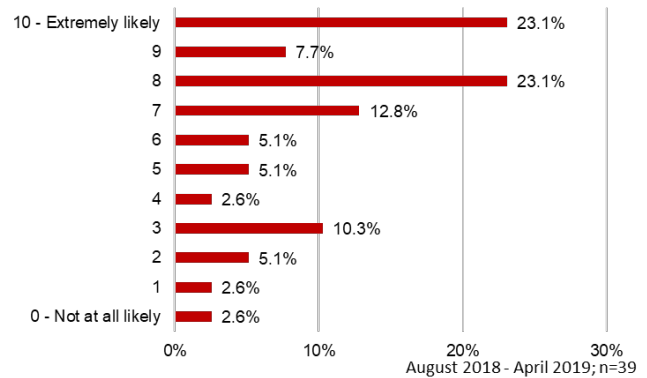
Rating	%
Extremely positive	34.1%
Moderately positive	25.0%
Slightly positive	13.6%
Neither positive nor negative	6.8%
Slightly negative	18.2%
Moderately negative	2.3%
Extremely negative	0.0%

August 2018 - April 2019; n=44

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

Rating	%
Extremely effective	25.6%
Very effective	27.9%
Moderately effective	32.6%
Slightly effective	11.6%
Not effective at all	2.3%

August 2018 - April 2019; n=43

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

Rating	%
Extremely satisfied	27.5%
Very satisfied	32.5%
Slightly satisfied	15.0%
Neither satisfied nor...	10.0%
Slightly dissatisfied	15.0%
Very dissatisfied	0.0%
Extremely dissatisfied	0.0%

August 2018 - April 2019; n=40

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

Rating	%
10 - Extremely likely	23.1%
9	7.7%
8	23.1%
7	12.8%
6	5.1%
5	5.1%
4	2.6%
3	10.3%
2	5.1%
1	2.6%
0 - Not at all likely	2.6%

August 2018 - April 2019; n=39

Net Promoter Score
% of Promoters (9 & 10) - % of Detractors (1-6)
2.6

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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 April.

Research Support:

- FAHRP: Upgraded a research computer to Windows 10 to get it on the network
- HCS: Assisted in getting a new computer connected to a data logger
- HCS: Moved a computer and data logger to a working growth chamber
- Plant Pathology: Installed Linux Bash on user's computer

Application Services:

- ATI: Worked with OCIO to install network connectivity from Seed greenhouse environmental control panel to PC and installed Seed Sphere software to enable logging and remote engagement
- ATI: Provided extra iPads and supported iPad workshop taught by Valerie Childress
- FABE: Installed and secured Linux on tablet PC for use in precision agriculture project
- HCS: With research support, helped repair failed growth chamber to support research project
- HCS: Provided inventory report of botanical print images to be archived in library due to construction projects in Howlett Hall

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

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