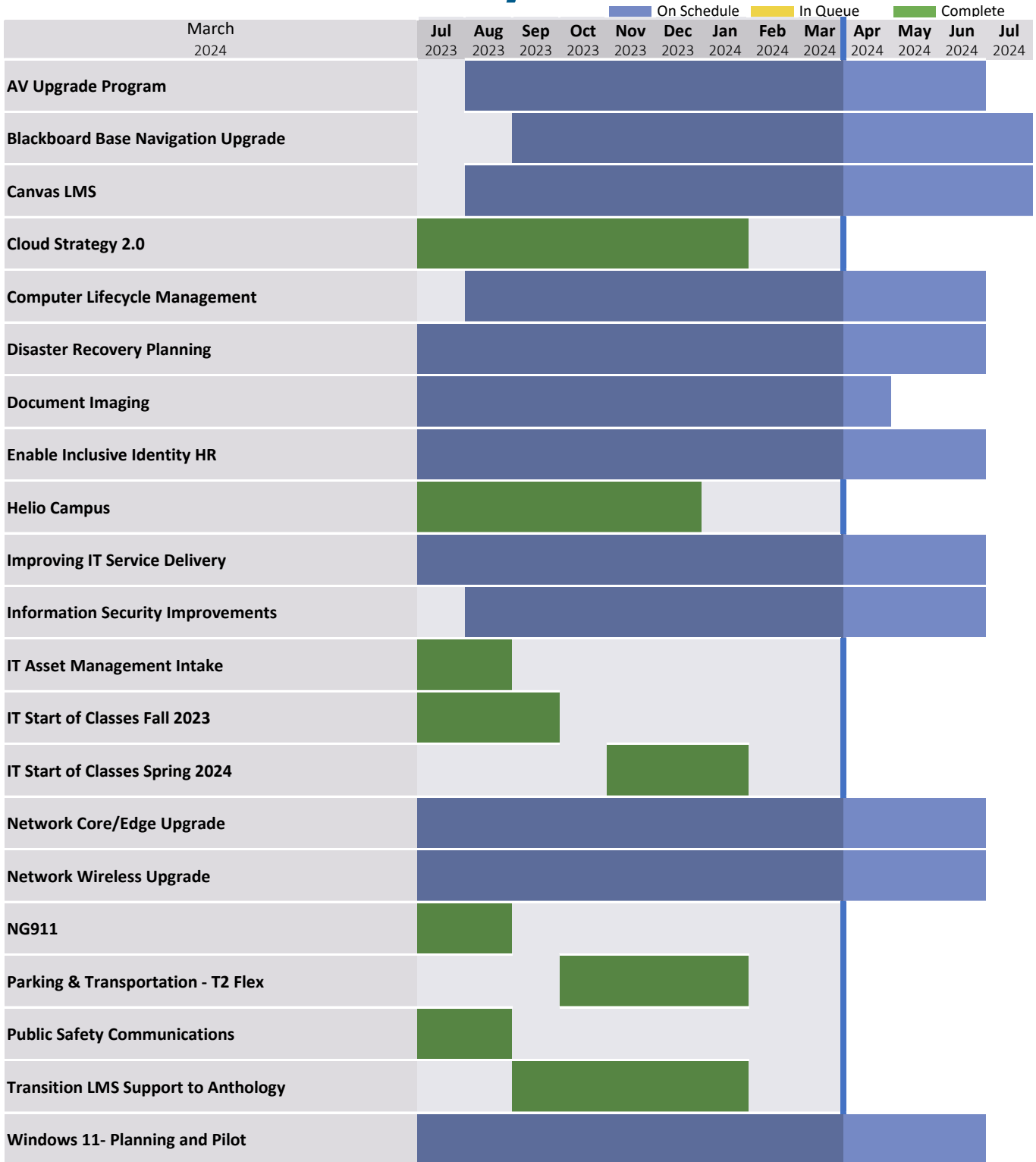


# FY24 IT Project Portfolio



## Information Technology Project Management Office

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## AV Upgrade Program

**Timeline:** Jul 3, 2023 - Jun 28, 2024

**Status:** On Schedule

**Project Owner:** Apurva Mehta

This is a yearly program that manages a number of AV sub projects each cycle. Maintaining our classroom and lab with the latest technologies are critical for our students, faculty and staff. The FY 24 project will target multiple TEC, classrooms and labs to be upgraded.

## Blackboard Base Navigation Upgrade

**Timeline:** Sep 1, 2023 - Jul 30, 2024

**Status:** On Schedule

**Project Owner:** Terry Phalen

Upgrade Blackboard 9 to Blackboard Ultra Base Navigation by August 2024 per Anthology requirement.

## Canvas LMS

**Timeline:** Aug 1, 2023 - Feb 1, 2025

**Status:** On Schedule

**Project Owner:** Apurva Mehta

The project team is charged with performing a comprehensive 'discovery phase' identifying all related costs for FY25 budget forecasting purposes. The outcome of this phase will also provide estimates for project tasks, effort, and timeline resulting in a recommendation for the UMass Boston IT Executive Council on how to proceed. The project discovery will include application implementation, conversion of data, training, integration, security, authentication and decommissioning of Blackboard. A component of the discovery phase will be pre-project activity that will include several classes being conducted by a select group of faculty using the Canvas environment for the Spring 2024 term.

## Cloud Strategy 2.0

**Timeline:** Jul 1, 2022 - Jan 4, 2024

**Status:** Complete!

**Project Owner:** Ray Lefebvre

The Cloud Strategy 2.0 project focuses on the development of a training program and a series of assessments designed to create a support team charged to design, develop and support all components of the new UMB IT Hybrid Cloud environment.

## Computer Lifecycle Management

**Timeline:** Aug 1, 2023 - Jun 30, 2024

**Status:** On Schedule

**Project Owner:** Terry Phalen

Design, develop and implement the Computer Lifecycle Management business

process leveraging the ServiceNow delivered functionality

## Disaster Recovery Planning

**Timeline:** Jul 1, 2023 - Jun 30, 2024

**Status:** On Schedule

**Project Owner:** Terry Phalen

Formal project to continuously improve UMass Boston IT disaster recovery preparedness in alignment with institutional and system-wide business continuity/disaster recovery preparedness planning.

## Document Imaging

**Timeline:** Dec 1, 2022 - May 1, 2024

**Status:** On Schedule

**Project Owner:** Terry Phalen

The current multi-campus document imaging application (Boston, Dartmouth and Lowell) used by the Boston Financial Aid, Registrar and Provost office is at the end of lifecycle and no longer supported by the vendor. To replace this application a multi-campus team has been charged to review and procure a new application and perform the design, development and implementation of the new platform.

## Enable Inclusive Identity HR

**Timeline:** Oct 1, 2022 - Jun 3, 2024

**Status:** On Schedule

**Project Owner:** Terry Phalen

Following the lead of the Enable Inclusive Identity SA project, the Enable Inclusive Identity HR project shares the same fundamental goal to provide our faculty and staff members with a respectful, seamless and welcoming experience. To support that objective the HR project will introduce 3 "identity" components to enable our community to best reflect who they are. Those values include: chosen name, sex, and pronouns (sexual orientation and gender are in consideration for a future phase of the project). The project will initially introduce these values within the Peoplesoft Human Capital Management (HCM) application and then expand, adding these values to targeted downstream applications. It is very important for the purpose of continuity of experience that we are consistent with these value across all major platforms access by our staff and faculty. Phase 2 of the project will focus on the design and development of downstream integration requirements.

## Helio Campus

**Timeline:** Sep 1, 2022 - Dec 31, 2023

**Status:** Complete!

**Project Owner:** Terry Phalen

In adherence to our mission, the university is mandated to provide the best education and maximize opportunities for our students through the implementation of strong academic programs, which requires providing Deans and all executive leaders with data and analytics to manage the achievement of our institution's goals. HelioCampus is a best practice platform for providing the data warehousing and analytics necessary to enable a holistic, data-centric approach to track, measure, and manage institutional data. The application will increase the visibility into admissions, enrollment, and retention data to drive student success and revenue. HelioCampus will also enable our continued adherence to required state and federal reporting of institutional data.

## Improving IT Service Delivery

**Timeline:** Jul 1, 2023 - Jun 30, 2024

**Status:** On Schedule

**Project Owner:** Terry Phalen

This is a multi-year project to improve IT Service Delivery through implementation of formal IT service management principles & practices starting with Incident Management, followed by Request and Problem Management.

## Information Security Improvements

**Timeline:** Jul 3, 2023 - Jun 28, 2024

**Status:** On Schedule

**Project Owner:** Wil Khouri

A full year project designed to implement University security improvement initiatives to ensure our University security profile, guided and assessed by an annual audit and a pen test - scope includes Azure SSO, IPAM, MFA, SIEM, etc.

## IT Asset Management Intake

**Timeline:** Jul 1, 2022 - Aug 30, 2023

**Status:** Complete!

**Project Owner:** John Mazzarella

The UMass Boston community has technology demands, specifically laptop computers, servers, tablets and desktop computers that are critical tools for their purpose and function within the University. The support of this demand is a fundamental component of the IT Computer Lifecycle management strategic plan. Ensuring our faculty, staff and students have the technologies they need requires IT to manage the lifecycle of these assets, from procurement to decommissioning. To support this initiative a project team has been charged to design and implement a new business process that will provide IT

with the tools and data need to properly manage all IT assets.

## IT Start of Classes Fall 2023

**Timeline: Jul 1, 2023 - Sep 15, 2023**

**Status: Complete!**

**Project Owner:**

The beginning of any semester is a challenging time for faculty, students and staff with many activities, new schedules, new places to be (1st year students) and new friends to be made. IT resources and support services are in place to ensure our community this experience is as positive as possible by ensuring there are no IT related interruptions in the continuity of the experience. The project team is charged with the implementation of the "start of classes" task activities for the Fall 2023 term.

## IT Start of Classes Spring 2024

**Timeline: Nov 1, 2023 - Feb 1, 2024**

**Status: Complete!**

**Project Owner: Linda Modiste**

The beginning of any semester is a challenging time for faculty, students and staff with many activities, new schedules, new places to be (1st year students) and new friends to be made. IT resources and support services are in place to ensure our community this experience is as positive as possible by ensuring there are no IT related interruptions in the continuity of the experience. The project team is charged with the implementation of the "start of classes" task activities for the Spring 2024 term.

## Network Core/Edge Upgrade

**Timeline: Jul 1, 2022 - Jun 28, 2024**

**Status: On Schedule**

**Project Owner: Jamie Soule**

The University of Massachusetts Boston campus relies on a campus-wide network for all academic, research and business technology communications needs. This network provides wired and wireless network access for all campus desktops, servers, computer labs, wireless access, research computing, building management systems, door locks, video cameras and internet access. The existing network is at end of life and end of critical manufacturer support (7-9 years old). This legacy network consists of various hardware and software components and support services, which are supplied by the OEM (Original Equipment Manufacturer) and VAR (Value Added Reseller)- which no longer will be available. This presents a tremendous risk to our campus administrative, academic, research and business continuity. In addition, due to the age of this equipment, we are limited to

non-optimal lower bandwidth capabilities (10G, 1G) throughout the network. To resolve these issues and keep pace with current and emerging technologies, while also providing a future state network for the campus- UMB is undergoing a campus-wide network upgrade. We will be replacing all end-of-life equipment with new current network technology hardware as well as implementing new software management tools which have security capabilities for better visibility and proactive monitoring.

## Network Wireless Upgrade

**Timeline: Nov 1, 2022 - Jun 28, 2024**

**Status: On Schedule**

**Project Owner: Jamie Soule**

Mobile devices are the leading technology used by our community to connect to the internet, email, social media etc. A project team has been charged to review, design and implement a state-of-the-art wireless technology upgrade expanding upon the current footprint to include outdoor access in common areas. The purpose of the project is to upgrade current equipment to provide a reliable consistent experience when connecting via a mobile device.

## NG911

**Timeline: Jan 1, 2023 - Aug 30, 2023**

**Status: Complete!**

**Project Owner: Jamie Soule**

Emergency communications for the University are critical and must include an infrastructure and communication technologies that are state of the art, adhere to security standards best practice and are dependable providing as much information as possible to 1st responders. In addition, the University must also adhere to and comply with state and federal FCC communication compliance regulations. A project team has been charged to identify and implement the next generation 911 technologies (NG911). The goal of the implementation is to increase the communication, response and coordination of emergency services between the campus police and emergency service providers.

## Parking & Transportation - T2 Flex

**Timeline: Sep 2, 2023 - Feb 1, 2024**

**Status: Complete!**

**Project Owner: Terry Phalen**

The project team is charged with the implementation of the T2Flex management software, a hosted solution that will provide a Permit Management and Enforcement (PE) capability for the UMB Parking and Transportation department. Flex will introduce a new process for managing permits (currently referred to as parking

passes) efficiently and enforcing parking effectively via a real-time view of parking activity and management. The application also provides access to reports and analytics to assess our business status.

## Public Safety Communications

**Timeline: Jul 1, 2022 - Sep 1, 2023**

**Status: Complete!**

**Project Owner: Terry Phalen**

The current UMB Public Safety Communication System is approximately 25 years old. The system is analog, end of life and not supported by the original vendor. In addition, the system does not meet current Project 25 (P25) compliance standards. P25 is a set of standards for emergency responder equipment and systems which provides increased performance, efficiencies, capabilities, and quality. These P25 standards are provided through a joint effort with Association of Public Safety Communications Officials (APCO), National Association of State Telecommunications Directors (NASTD), Federal Communications Commission (FCC) and the Telecommunications Industry Association (TIA). A project team has been charged to identify public safety communication requirements, work closely with UPST to procure the necessary equipment and lead the implementation to install and operationalize the communications equipment.

## Transition LMS Support to Anthology

**Timeline: Aug 30, 2023 - Jan 17, 2024**

**Status: Complete!**

**Project Owner: Terry Phalen**

24\7 support for our Learning Management System is critical for our 24\7 learning community. Embanet, our current support vendor will no longer offer this service as of December 31, 2023. To maintain the continuity of experience for our community the campus will replace Embanet with Anthology, a new 24\7 LMS support vendor.

## Windows 11- Planning and Pilot

**Timeline: Jul 1, 2023 - Jun 30, 2024**

**Status: On Schedule**

**Project Owner: John Mazzarella**

Microsoft as announced the end of life cycle for the windows 10 operating systems. The project team will upgrade machines where applicable and develop a new 'computer replace' inventory to be implemented over the next two years. Prep work for the eventual need to have no Windows 10 computers left on campus by Windows 10 End Of Life, Oct. 2025. Test UMB services compatibility with Windows 11, take

throughout inventory of incompatible  
existing fleet.