**Information Technology Services – September 2016 Major Projects/Initiatives Update**

**Cloud-Based Services**

After years of running Middlebury's email and calendar services on local infrastructure, they have been migrated to the cloud—specifically to Microsoft's Office 365 suite of services. This change involved migrating the entire user community of 18,624 mailboxes, and improved these services in several ways, including enhanced security, better and faster access from mobile devices, and increased storage capacity.

The next step in our cloud transition strategy will be to transition local file storage (e.g. MiddFiles) utilizing a cloud storage option called OneDrive (available through Microsoft 365). In making this shift, we will continue to support Google Drive, which is quite popular, especially within the academic areas. We are currently preparing outreach efforts that will bring community members up to speed on these changes and give them the education and support they need to take advantage of the tools associated with OneDrive. We expect to engage the Middlebury community on this initiative in mid-October.

**Software delivery and virtualization**

We continue to work on improving the delivery of software to faculty, staff and students. We recently redesigned our Software web page and are actively adding software where ever possible to a self-service installation model. We will also begin distributing Windows 10 with our standard faculty and staff desktops.

**Implementation of Video Streaming Platform (Panopto)**

The Library, Academic Technology and ITS are moving forward with implementation of Panopto, a video streaming platform to support increased needs to create, as well as reliably and securely share video across the institution, both for academic and administrative purposes. Media Services will be taking a leading role in the testing, use and support of the platform.

**Safe Computing**

Email message hygiene was successfully transitioned from Middlebury's on-premise Barracuda spam firewalls to Microsoft's Exchange Online Protection cloud service, in advance of the migration of Middlebury's email and calendaring services to Microsoft's Office 365 cloud services.

Project planning and environment configurations for cloud authentication and enhanced security protections are currently in progress. Testing of multi-factor authentication by ITS staff is planned for September and opt-in enrollment for the Middlebury community is currently projected for November.

**PCI Compliance**

Following the completion of the mitigation phase of the PCI-compliance initiative, a PCI compliance audit of Middlebury's PCI-related policies, processes, and technologies was conducted by Control Scan (a certified QSA firm). This compliance audit documented that Middlebury achieved a compliance score of 97% through the significant efforts made to address the vast majority of findings from the previous audit's compliance score of 35%. A penetration test was also conducted against Middlebury's hardened PCI network, with no significant deficiencies noted.

**Wireless Networking**

The multi-year plan to expand wireless services to residential buildings to accommodate the growing need for wireless coverage and performance is well under-way. In the past few months five residential halls have been upgraded. Milliken Hall, Hadley Hall, Lang Hall, Kelly Hall, and Ross Tower each have newly installed wireless infrastructure. There are 331 rooms between these locations and the wireless access point count increased from 40 APs to 190.

Since the simplified guest login process was rolled out there have been over 11,000 guest accounts created.

**Website Redesign**

The Web Technologies and Services team has been since last Fall working jointly with the Communications and Marking Office and the vendor Digital Pulp to envision the future of Middlebury's website.  The implementation group is currently evaluating wireframes of the new site design while the ITS team explores options related to upgrading our website infrastructure from the content management system Drupal 7 to Drupal 8.  At this time the new website design for MIIS is projected to go live approximately March 2017.

**Middlebury Institute of International Studies at Monterey**

MIIS replaced its failing telephone system with a new open-source VOIP telephone system this past spring.  During the summer, MIIS upgraded its Internet connection as well as upgraded network wiring in its McCone building. Finally, a significant upgrade of its Irvine Auditorium interpretation listening system and stage lighting system was also completed this summer.

**Partnering with GMHEC on next generation Information / ERP System**

ITS has been working closely with its counter parts within the Green Mountain Higher Education Consortium (St. Michael's College and Champlain College) along with the executive director of the GMHEC and other key individuals at Middlebury to investigate a next generation Information System / ERP solution that we anticipate would replace Banner.  The team has constructed and released two "request for proposals" (RFPs), one for core components that include Finance, Human Resources, and Student services and the other for Advancement. Interested vendors may schedule discovery sessions in October and must submit their proposals near the end of October.  We'll then score the proposals and narrow to a short list and invite

those vendors to host demonstrations of their products.  Our target is to complete the decision process in January.

**iData Cookbook Implementation**

The collaboration with business offices across the institution to implement the iData Cookbook continues.   The iData Cookbook has been identified as an important first step in our support of our plans to implement new BI/Analytics capabilities and to potentially migrate to a new ERP solution.  The iData Cookbook will facilitate the development and implementation of a Data Governance model, ensure consistent usage of terminology and data definitions across functional areas, facilitate advanced reporting, and allow for the implementation of workflows to facilitate data standards and governance processes.   At this time 170 data definitions have been defined with functional and technical definitions.  Progress continues towards defining our report specifications in preparation for our eventual Argos implementation.  We anticipate opening the Cookbook up to faculty and staff at the college later this fall.

**Argos Reporting Platform**

After a successful proof of concept test throughout May – July we have begun our implementation of the Argos reporting platform.  The Argos product offers extensive pre-configured reports designed against our current Banner ERP system, allows for aggregation of data from external cloud based systems, and integrates with the iData Cookbook.   This product has been a successful piece of many other institutions BI/Analytics initiatives and this implementation was a recommendation of the Data Governance and Reporting workgroup.   The build out of the reporting environment is completed and we are scheduling both functional and technical user training to occur this fall.  Our goal is to utilize Argos to completely replace the current Hyperion EPM 11 system by August of 2017.

**Ellucian Data Center Migration**

As part of our ongoing collaborative effort with Ellucian to improve Banner services we are preparing to migrate the infrastructure currently supporting Banner, Degree Works, and Hyperion from Ellucian's current DiDate datacenter to a new Amazon Web Services (AWS) cloud datacenter.  This migration is scheduled for the weekend of October 14th 2016.  Once complete we have an opportunity to leverage the more modern, flexible, and less expensive datacenter capabilities available in the Amazon cloud environment.   One benefit of this migration is the elimination of incremental cost increases associated with upgrading the current Banner 8x modules to the new Banner XE (9x) versions.

**Cost Efficiency Efforts**

We will measure our service tickets on a monthly basis to find and adopt measures that make our services easier to use, our information and education delivery better and to allow our customers to experience fewer problems that require a call to ITS.

We will install a fax server for the use of both Middlebury and Monterey to eliminate over 100 department fax line between the two campuses which require a fax card for each multi-function printer/copier and individual telephone lines for each fax.

We will evaluate options and propose policies designed to reduce printing volumes, resulting in reduced operating costs.

Our aging telephone system is at end-of-life and no longer supported by manufacturer. We completed a pilot of Skype for Business this spring, and will next engage Cisco and Mitel and test with selected staff in ITS their UC software and provide cost estimates to compare to the Skype for Business pricing.