

IT TRANSFORMATION PROJECT

February 2019

PROJECT UPDATE

With a new year comes more progress for the IT Transformation Project. Multiple units on the Columbus, Wooster, and State-wide campuses moved to OCIO services in January. As units move to OCIO services, they are surveyed about their experience with the process. We continue to receive great feedback to help the team know what's working and improve processes as needed moving forward. For regular project updates, go to <https://it.osu.edu/cfaes>.

Onboarding to OCIO Services

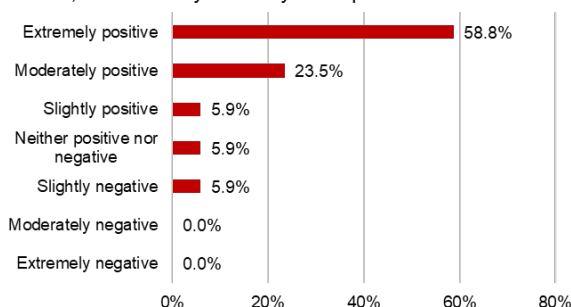
COLUMBUS CAMPUS	WOOSTER CAMPUS	STATE-WIDE CAMPUS
<ul style="list-style-type: none"> • Wi-Fi implementation complete in 17 buildings • Moved to OCIO services in January: <ul style="list-style-type: none"> ○ Academic Programs ○ Human Resources • Moving to OCIO services next: <ul style="list-style-type: none"> ○ Marketing and Communications ○ FABE ○ IT ○ AEDE 	<ul style="list-style-type: none"> • Wi-Fi implementation complete in 14 buildings • Fiber builds completed to targeted locations • Moved to OCIO services in January: <ul style="list-style-type: none"> ○ Finance ○ Human Resources • Moving to OCIO services next: <ul style="list-style-type: none"> ○ Marketing and Communications ○ ATI ○ IT 	<ul style="list-style-type: none"> • Network backbone connections finalized in 42 counties; Wi-Fi complete in 29 locations • Moved to OCIO Services in January: <ul style="list-style-type: none"> ○ Trumbull & Columbiana • Next counties to move to OCIO services: <ul style="list-style-type: none"> ○ Hocking, Hamilton, Clermont • Planning kicked off with the following counties: <ul style="list-style-type: none"> ○ Meigs & Vinton • Next counties to kick off: <ul style="list-style-type: none"> ○ Washington, Noble, Jackson, Lawrence, Ag Research Western Station, Clark, Champaign, Fairfield <p>*See map on last page for additional State-Wide details</p>



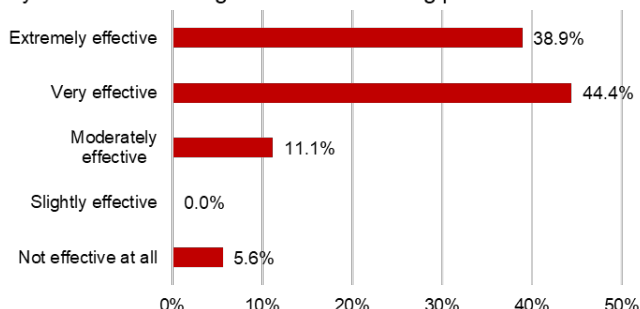
Onboarding Survey Results

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

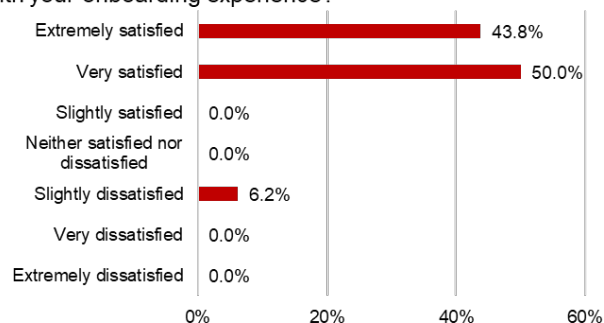
Thinking about the overall process of receiving new IT services, how would you rate your experience?



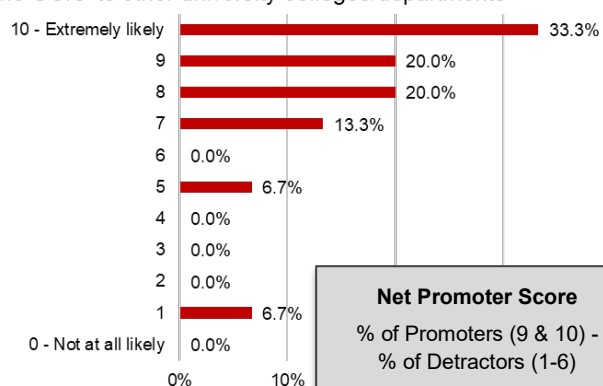
What did you think about the communications you received throughout the onboarding process?



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)

39.9



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 January.

Research Support:

- Plant Pathology: Fixed connections between a computer and a bioanalyzer to restore research capabilities
- Animal Sciences: Fixed an issue where milking parlor data wasn't being uploaded correctly to the cloud
- Hort & Crop Science: Wrote scripts to fix issues in SigmaPlot data graph exports
- MCIC: Deployed computer dependent on a Genetic Analyzer to restore connectivity with hardware and the internet
- MCIC: Fixed issues with software installation within Linux data analysis environment
- FST: Archived large amounts of data from a computer connected to a 96-well plate spectrophotometer for future analysis
- FST: Provided a standalone machine for use with a microscope
- FST: Assisted with lab software that runs a fiber optic temperature data logging system, a microwave moisture analyzer, and a data logging scale



THIS MONTH'S COMMON QUESTIONS

Q: What is BuckeyeBox?

A: BuckeyeBox is an easy way to store and share files and folders in the cloud. Box is accessible from anywhere, on any device and can be used to contain some Institutional Data classified as S4. For more information on BuckeyeBox, including links to overviews and training videos about the different features, visit <http://ocio.osu.edu/KB05324>.

Q: Are files and data safe using BuckeyeBox?

A: Box adheres to the highest industry standards for security at every level and commits extensive resources to the design, implementation, monitoring, and maintenance of its security infrastructure, including:

- Data encryption
- Administrative auditing
- Role-based access controls
- Password and time-based file sharing
- Backup/Replication/Disaster Recovery
- Data center availability/physical security/environmental controls
- Plus additional controls/protections

Additionally, all files are encrypted and stored on servers in the United States. Redundant encrypted copies of the files are stored as backups on servers at a different geographical location in the United States. Per the Internet2 NET+ contract with Box, data stored in Box, including user information, cannot be "data mined", nor may it be shared with any third party.

For more information about BuckeyeBox and security, including the types of data that can be saved, visit <http://ocio.osu.edu/KB04620>.



STATE-WIDE PROGRESS

