

CIT Projects

Identity Management Upgrades

IN PROGRESS

Estimated Completion: Phase 1 - March 2020

After selecting an identity management and governance application we are going to be implementing it over the next year. Automated account creation, syncing, and disabling is scheduled to start in late February or early March

Phase 1 features are still being determined but include:

- Unified account claim procedure for faculty/staff/student accounts
- Automated creation of faculty/staff/student accounts

XMedius Fax Service

IN PROGRESS

Estimated Completion: Fall 2020

This new service will provide network-based centralized fax service for the campus. Toshiba MFDs will no longer need an analog telephone line to send and receive fax transmissions, users can send fax transmissions from their desk, and there will be a web portal available to the campus to use for sending fax transmissions. This service allows CIT to retire nearly all of the failing analog telephone infrastructure on campus.

F5 VPN Client Migration

IN PROGRESS

Estimated Completion: Jan 2021

To improve our clients ability to work remotely by making them aware of and providing them the software for the new F5 VPN.

Sturges / Fraser Remodel

IN PROGRESS

Estimated Completion: Fall 2021

Several functional areas of CIT are involved in this large project. We are working closely with Facilities Planning on:

- Network infrastructure
- Classroom technology
- Classroom furnishings
- Relocating departments and classrooms during construction

Secure Login

IN PROGRESS

Estimated Completion: January 2020 - April 2020

Multi-factor authentication will be required for all Faculty & Staff by the end of the Spring semester. A new Self Service Password Reset will be rolled out to all users during this time period as well.

CIT Projects – ongoing & completed

CIT Projects are aligned with our Strategic [Goals 2019-2020](#)

- Operational Excellence
- Student-centered Institution
- Information Security
- Infrastructure & Architecture
- Staff Development
- Technological Evolution
- Data-enabled Decisions

Project	Description	Goal	Estimated Completion	Status
Blackboard Ally Implementation	Installed Blackboard Ally in Canvas to assist faculty with ensuring their materials are accessible to learners.	Student-centered Institution	May 2020	Complete
Storage Upgrades	Upgrade and Installation of our primary and offsite disk arrays. The disk arrays were at the end of their maintenance period. New arrays increase performance, support future growth, and lower costs.	Infrastructure & Architecture; Operational Excellence	July 2020	Ongoing
COVID-19 Survey	A daily assessment survey was developed for employees and students in response to NYS guidelines.	Operational Excellence	June 2020	Ongoing

Banner Application and Oracle Database Upgrades	This is an ongoing activity vs one project but we wanted to highlight the activity involved in maintaining the Banner application and supporting database. The Oracle upgrades also support other non-Banner applications. Some of the larger Banner upgrade projects may be captured separately: <ul style="list-style-type: none"> • Banner releases: 148 • Banner patches: 392 • Oracle database releases and patches: 12 	Operational Excellence	June 2020	Ongoing
Web Accessibility	Monitored and remediated campus web pages and digital documents to follow web accessibility guidelines. This effort helps Geneseo meet campus objectives for Diversification and Inclusivity and also helps us comply with federal and state mandates.	Operational Excellence; Student-centered Institution	June 2020	Ongoing
Auto Packaging for Financial Aid 2020-2021 Aid Year	Configure and test auto packaging for 2020-2021 Aid Year	Operational Excellence	June 2020	Ongoing
Banner Non-VPN Secure Access	Implemented new solutions utilize the campus F5 load-balancer and security devices providing a secure method that did not require VPN for access. This provides many benefits including reduced dependence for VPN off-campus, improved network utilization and ability to enforce rules like MFA for Banner users when running off-campus. Some of these benefits were particularly important with everyone working remotely during the pandemic.	Information Security; Operational Excellence	April 2020	Complete
Banner Admin May 2020 Upgrades	Very large number of Banner database and administrative patches and releases containing enhancements and defect resolutions	Operational Excellence	May 2020	Complete
DegreeWorks 5.0.1.SP1	DegreeWorks enhancement to reduce storage for Student Outcome Tracking audits on SUNY servers and reduce overall cost of operation.	Operational Excellence	May 2020	Complete
CARES Act Implementation	Developed online forms, data populations, and reporting associated with implementation of CARES Act fund distribution	Student-centered Institution	May 2020	Ongoing
COVID-19 Pass/Fail Grade Management	Developed process for students to select pass/fail grades vs the letter grade option. This required a custom solution because normally Banner would not allow such selection so late in the process and also would not allow it after grades were posted. This solution allows students to see their grade and change their election.	Student-centered Institution	April 2020	Complete
COVID-19 Refunds	Had to develop process for managing the refunds associated with spring COVID-19 impacts	Operational Excellence	April 2020	Complete
Secure File Upload Solution	Researched, defined, and implemented secure file upload solution. The initial driver was Financial Aid for documents that can contain sensitive information (e.g. PII, Tax info, etc). We developed a solution using Google forms and confirming from research that this solution could be made secure. This solution can be reused as needed with CIT guidance. This was driven due to COVID-19.	Operational Excellence	April 2020	Complete
Virtual Great Day	Provided online web application for Great Day submission, program, and content delivery. Set up video dropbox for presentations.	Student-centered Institution	April 2020	Complete
Registration Waitlist	Providing a more efficient and fair process for students to register for seats when they become available due to another student dropping the course or new seats being added.	Student-centered Institution	March 2020	Complete
Internet Upgrades	We have migrated our campus internet connection to a service provided by NYSErNet that provides direct access to many popular content distribution networks, high-speed access to our Syracuse data center, triple the bandwidth, and complete diversity. This will increase connection speeds and decrease latency.	Infrastructure & Architecture; Technological Evolution	February 2020	Complete
F5 VPN Access	We have deployed a new F5-based VPN service that is easier for clients to use, more reliable, and more secure, as it includes multi-factor authentication.	Infrastructure & Architecture; Technological Evolution; Information Security	May 2020	Complete
AcademicWorks Scholarship Management	Provide data integration between AcademicWorks Scholarship management service and Banner. AcademicWorks helps the campus manage the process of awarding scholarships more efficiently.	Operational Excellence; Student-centered Institution	February 2020	Complete
Slate Admissions CRM Implementation	Implemented Slate/Banner data integration to support implementation of the Slate Admissions CRM to help meet Enrollment Management objectives	Operational Excellence; Technological Evolution	February 2020	Complete
RNL Index	RNL provided financial formulas to assist Enrollment Management in the assignment of campus resources to new applicants to maximize enrollment goals.	Operational Excellence; Student-centered Institution	February 2020	Complete

Financial Aid TDClient	The TDClient software provides process automation between file transfer and batch processes which greatly improves operational efficiency for the Financial Aid office	Operational Excellence	February 2020	Complete
Microsoft Single Sign-on	Created a better sign in experience for customers. Allows for sign into services even if Geneseo infrastructure is offline (for services like Canvas). Self service password reset now supported for all customers. Improved security features for self-service password reset, multi-factor authentication and more. MFA is a key solution helping to prevent phishing attacks leading to hacked passwords	Information Security; Infrastructure & Architecture	February	Complete
Centralized Fax Solution	We are implementing a centralized fax solution that provides a fax web portal, allows for fax-from-the-desktop, and removes the dependency on traditional analog telephone cables required for traditional fax services.	Infrastructure & Architecture; Technological Evolution	Summer 2020	Ongoing
Cisco Wireless Early Field Trials	We are testing pre-production wireless access points for Cisco in various places across campus.	Infrastructure & Architecture; Technological Evolution	Fall 2020	Ongoing
Drupal 9 Readiness	Updated Drupal modules and customizations to follow guidelines and standards for Drupal 9 upgrade which is expected to be delivered during summer 2020. Geneseo will plan to move to Drupal 9 in late fall to winter time frame	Operational Excellence	December 2019	Complete
Multicultural Directory Google Map	Implemented Google map to replace PDF directory of multi-cultural venues and destinations for the multicultural website. The Google map solution improved usability and accessibility.	Student-centered Institution	December 2019	Complete
EAB Navigate Implementation	The EAB implementation project began in March 2019 with identification of the project leadership team. CIT is participating in technical leadership and application administration. Key functional milestones will occur throughout the next 9-12 months.	Student-centered Institution; Data-enabled Decisions	December 2019	Complete
Corner Pocket Management	An application was developed for Campus Life replace and old Google apps application that helped Campus Life manager the process check-ins and check-outs.	Operational Excellence	November 2019	Complete
Nelnet Student Choice Refunds	This was a major product upgrade for our existing Vendor that manages refunds.	Operational Excellence	November 2019	Complete
RNL Data Integration Enhancements	Enrollment Management utilized RNL consulting to provide guidance on use of financial resources to maximize enrollment goals. This project enhanced the data integration sent to RNL from Banner	Operational Excellence	October 2019	Complete
Lynda.com to LinkedIn Learning	<ul style="list-style-type: none"> Lynda was purchased by LinkedIn Geneseo will be migrated to LinkedIn Learning in July Changes will not be transparent to the customers. The implementation and promotion team will use this opportunity to increase awareness. 	Staff Development	August 2019	Complete
Jamf Migration	Migrating all campus Apple devices into Jamf to improve support, management capabilities, resilience, and compliance.	Infrastructure & Architecture	January 2020	Complete
Print Server Replacement Project	Setting up a new print server with a more streamlined set of drivers for simpler operation.	Operational Excellence	January 2020	Complete
Print Server OCR Replacement	Replacing discontinued Toshiba Copier OCR solution with PaperCut integrated OCR solution.	Operational Excellence	September 2020	In Progress
PaperCut Mobility Print	Enabling more streamlined printing for mobile devices and simplifying the printer installation process for students, will replace discontinued Google Cloud Print solution.	Operational Excellence	September 2020	In Progress
Establish Regular Computer Replacements for Academic Affairs	Establishing regular computer replacements for all of Academic Affairs will allow us to keep endpoint Total Cost of Ownership down by keeping devices circulating regularly	Operational Excellence	April 2020	Complete
MyGeneseo Portal Replacement	Replacing the uportal based my.geneseo.edu portal with a PHP/Laravel based campus portal.		September 2019	Complete
Intune/Co-Management	Automatic enrollment all Windows 10 computers in Co-Management. This is the framework for improved compliance/configuration/management capabilities of our campus owned Windows devices.	Infrastructure & Architecture	October 2020	In Progress
Establishing a Process to Improve Self Help Documentation	Creating a process to routinely review and update Self Help documents to make certain they are accurate and easy to parse.	Student Centered Institution	January 2020	Complete

SCCM Deployment Migration	Migrating from using MDT as the primary Windows deployment method to utilizing SCCM for all Windows deployments.	Infrastructure & Architecture	December 2020	In Progress
Office 365 Migration	To stay consistent with the latest features and improvements for Microsoft Office, a more consistent look and feel between computers for all campus communities.	Operational Excellence	October 2020	In Progress
SCCM Security Improvements	Implementation of PKI to secure traffic between SCCM and client computers, will also allow integration of MBAM into core functions, can retire legacy MBAM server	Infrastructure & Architecture	December 2020	Planning
Windows Update Improvements	Review of Windows Update process for client computers, implementation of changes for more responsive alerting and notifications to customers. Creating a more secure computing environment.	Infrastructure & Architecture	December 2020	In Progress
Website Accessibility	Ongoing project to make www.geneseo.edu compliant with WCAG AA guidelines. CIT web staff and Digital Communications Manager are currently using SiteImprove to review/fix site problems. Targeting June to training campus web editors on use of SiteImprove. OCR report draft has been completed (10/1/19).		October 2019	Ongoing
ASC and CommonApp 2019 Implementation	Required to support enrollment efforts for 2019-2020.	Operational Excellence	August 2020	Complete
InCommon SSO Integration	We completed the steps necessary to integrate with InCommon as an identity provider. This allows us to integrate much more easily with many resources and services.	Infrastructure & Architecture	August 2019	Complete
Network Core Upgrade	We are upgrading our core network hardware to new technology which will be supported by the manufacturer.	Infrastructure & Architecture; Technological Evolution	August 2020	In Progress
Voice Server Software Upgrades	Regular upgrades to the software running on our voice servers keep system security current, bring new features, and allow for continued vendor support.	Infrastructure & Architecture; Technological Evolution	August 2020	Planning
Domain Server Upgrade	We are redesigning our campus domain name servers to be more resilient and better enable fail-over in a disaster scenario.	Infrastructure & Architecture	January 2020	Planning
Xtender v16 Upgrade	We are on a currently running on a de-supported version.	Infrastructure & Architecture	October 2019	Build
EMS Upgrade	This involves a new windows server and new version of the EMS software. The server has been built and the application upgrade is in progress	Infrastructure & Architecture	October 2019	Build
Establish a process to track asset values in our computer inventory	Our goal is to, as automatically as possible, collect these financial data points on each machine in our inventory: <ul style="list-style-type: none"> • Acquisition Value (i.e. how much it cost to purchase it) • Current Value (i.e. how much it's worth currently in the device's useful life cycle) Once that data is populated, we want to create an automated report that keeps those inventory fields up to date, and calculates the total AV and CV of the fleet on a fixed interval.	Data-enabled Decisions	July 2020	In Progress
Wadsworth Auditorium Upgrades	Wadsworth Auditorium has several upgrades necessary: <ul style="list-style-type: none"> • Laser Projector w/HDMI connection (the existing projector is 9 years old) • Soft Goods / Fire Curtain (existing curtain is over 20 years old) 	Technological Evolution	January 2021	Planning
EMobile v5.2 Upgrade	Upgrade the server and client for Geneseo Mobile to version 5.2 of Ellucian Mobile	Operational Excellence	December 2019	Complete
1920 Division III Final Reporting	Mandated reporting for compliance	Operational Excellence	December 2019	Complete
GOLD Registration Enhancements	Many enhancements were implemented to make the GOLD system operational following its initial rollout for spring semester 2019. A student programmer had been commissioned to build the base system, but the GOLD director discovered many needs that had to be filled.	Operational Excellence; Student-centered Institution	December 2019	Complete
CRM Advance	Implemented new CRM Advance (Ellucian) to replace Banner Advance system for Advancement/Alumni operations	Advancement	August 2019	Complete
Automatic JAMF Enrollments	To make campus Macs more easy to manage we need to automatically Jamf-enroll all macOS computers that are not currently enrolled in Mobile Device Management through Jamf.	Infrastructure & Architecture	March 2020	Complete
Create a Support Services Process for Faculty Retirement	To improve the experience of retiring faculty members, we are formalizing and streamlining a process to be followed when a member of the faculty retire.	Operational Excellence	December 2020	In Progress

Desktop Backup Evaluation	To provide backup to more clients and reduce costs we will evaluate and, if necessary, implement a new backup solution.	Operational Excellence	September 2020	Complete
Office 365 Rollout	To migrate campus departments to Office 365	Operational Excellence	March 2021	Planning
Implement Jamf Connect	To increase the security and mobility of our Mac fleet on campus.	Infrastructure & Architecture	October 2020	In Progress
MDT to SCCM Migration	To simplify and reduce the labor necessary for deployment creation and processing.	Infrastructure & Architecture	Jan 2021	In Progress