Systems & Operations

- **Critical Server Hardware Replacements** - ~ 28 blades

- **Disaster Recovery Testing** - 1.) conduct the yearly DR tests. This would include 30+ tests for 2017. 2.) Review/update the Disaster Recovery Plan 3.) Review/update the Services Recovery Group 4.) Have teams update their ITCS-DR documentation folders.

- **Tertiary Data Center @ MCNC (in RTP)** - Tertiary site for Disaster Recovery of critical services such as Banner, Main Web, Active Directory & some Virtual Infrastructure. To be used in event of a disaster to our 2 Greenville data centers.

- **KVM Infrastructure Upgrades** - 1.) Need to replace the DSView Server hardware and upgrade the Operating System. 2.) Migrate the DSView environment to private addresses. 3.) Vendor is ending support on some older switches so will need to replace the switches.
Information Technology and Computing Services

Enterprise Applications

• **Application Monitoring** — Implement software for in-depth analysis and trending data for web applications. Application performance monitoring delivers real-time and trending data about web application performance and the level of satisfaction that our end users experience as well as the ability to quickly identify potential problems before they affect users.

• **Cloud:**
  - **Azure** — Azure Active Directory
  - **Email Archive & Email Security** —
    - MS Exchange archived mail to Office 365
    - Email security (spam/anti-virus/encryption) to Office 365
  - **Office 365** —
    - Teams - collaboration tool, projected to replace Lync/Skype
    - Sway – build websites
    - Forms – surveys, quizzes, polls
    - etc
  - **OneDrive** —
    - Information Rights Management
    - Data Loss Prevention
    - Data Classification
Information Technology and Computing Services

Enterprise Applications

• Upgrades:
  • AlertUS (September)
  • Blackboard (May ‘18)
  • Kronos (Completed)
  • Recruiter (Completed)

• Privileged Account Management — Select and purchase software to service and privileged accounts (i.e. creation of password; change passwords embedded in scripts, audit shared accounts, etc.)

• 2-Factor Authentication (Students) — require multifactor authentication for students to access resources at Office 365 (email, Onedrive, Office, etc). Includes mobile device management/registration.
Desktop Technologies Support

- **BSOM Printer Refresh** - Purchase and deploy 100 HP network printers to replace outdated or unserviceable printers at the Brody School of Medicine.

- **Workstation Refreshes**
  - Administrative Staff
  - BSOM
  - Faculty

- **Workstation Maintenance Window** – develop a new schedule to deploy OS & Applications patches to campus workstations that include a reboot to ensure patches are applied and active.