

# DoIT FY 24 Annual Report

## Summary

This report highlights and summarizes work done during fiscal year 2024 (FY24), which is July 1, 2023 through **Jun 30, 2024** in the Division of Information Technology (DoIT).

For FY22 through FY24, the high level goals for DoIT were driven by our [Digital Strategy](#) developed in late FY21. We have [drafted a summary of the work](#) we did over the three years. As UMBC undertakes its strategic planning process, we expect that to drive new IT initiatives. This effort focused on six large initiatives, all of which we have real accomplishments in. The six high level initiatives were the following:

- Deliver exception support or service.
- Use data to continuously innovate and improve.
- Create and support pedagogical innovation across all modalities of instruction.
- Personalize and enhance the student experience
- Expand access to digital innovation in research and creative achievement
- Enhance digital skills and training for students, faculty, and staff.

By using these six initiatives we were able to align our work across DoIT units.

For FY24, there were a few significant items that bubbled up that we want to highlight in cybersecurity, research computing, administrative systems and analytics, and instructional technology.

## Cybersecurity

The following cybersecurity activities and initiatives were completed in FY24 :

1. Launched the Cybersecurity Enterprise Risk Advisory Committee and have them identify and prioritize UMBC cybersecurity risks.
2. Updated UMBC cybersecurity policies to be compliant with USM 5.0 requirements, including the development of a new web site for privacy, [privacy.umbc.edu](http://privacy.umbc.edu).
3. Developed approaches that lessen the impact of phishing and scams that prey on our students and employees.
4. Completed the USM and Office of Legislative Audit (OLA) information technology audits. With no findings.
5. Hired a new CISO to lead the unit.

## Enterprise Infrastructure & Research Computing

1. Completed the Research Computing Task Force efforts.

2. Developed and approved a new three-year [cyber infrastructure plan 2023-2026](#).
3. Successfully submitted proposal and won an NSF CC\*Storage grant.
4. Worked with faculty using HPC to revamp our usage policies and placed order for new equipment totaling over 700K for HPC nodes.
5. We completed the migration off the Rolm Telephone switch of all campus users to the new CISCO VoIP system that provides support for hybrid and remote work.

## Administrative Systems and Analytics

1. We began work on administrative modernization. We began meeting with key functional groups to begin exploring how alternatives and next steps in moving to a new Human Resources and Financial System.
2. We worked with Finance to launch a new Tableau-based Financial Reporting system that provides better financial reporting and analysis functions.
3. We worked closely with Enrollment Management, especially Financial Aid, to implement the updates necessary to support the new FAFSA process. This was a major effort because of delays at the Department of Education in their rollout.
4. We made significant progress in expanding the data in our HelioCampus implementation and developed processes that work to allow us to bring in more data and update the Tableau System. In addition, we updated and added new HelioCampus playbooks.

## Instructional Technology

1. Continued work to migrate all courses to Ultra, which as of the start of Fall 2024, was at 99.5% moved over to Ultra.
2. Submitted proposal to NSF on using spaced practice to advance student learning, which was reviewed positively, but wasn't funded when NSF had their budget cut. We have resubmitted this with modification for FY25.
3. Continued work to broadly train faculty and had 57 training events, with over 600 registrants, of which we had 335 unique faculty.
4. Instructional Technology led the effort to review and rewrite FAQ questions, which was a necessary prerequisite for launching the new help.umbc.edu website.
5. The New Media Studio created a new field camera system and greatly expanded the number of athletic events that were broadcast as part of the American East conference TV obligations.

The final item I want to highlight is that we launched our [Project Management Office \(PMO\)](#) under the Office of the CIO. As part of this we have build a new project management tool using smartsheet and successfully begun to deploy this tool to our Division of Professional Study and to Enrollment Management. In addition, semi-annually we produce updates of the projects we have completed, which are found on the web site.

## Group & Committee Reports

- FY2022-FY2024 [Digital Strategy Summary Report](#)
- FY24 Instructional Technology [Annual Report](#)
- FY24 Business Systems, Analytics, Student Systems [annual report](#)
- FY24 [ITSC report to the University Steering Committee for FY24](#)
- FY24 Data Management Committee [Annual Report](#)
- FY24 Campus Systems Executive Committee [Annual Report](#)