Project Portfolio Review Q3FY18

March 2018
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- Administrative Assistant Training
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- HIPAA 101 Training Module (Rewrite Module)
- Phishing eLearning
- Skype for Business

**Completed Projects**
- 4/11/2018 ©2017 Washington University in St. Louis

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<td>HIPAA 101 Training Module (Rewrite Module)</td>
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<td>Phishing eLearning</td>
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<td>Completed Projects</td>
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<td>Blackboard to Canvas LMS Replacement</td>
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<tr>
<td>HIPAA 101 Training Module (Rewrite Module)</td>
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<td>Phishing eLearning</td>
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<td>IDM 2.0 Program</td>
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<tr>
<td>Two Factor Authentication (2FA)</td>
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### Project Status Legend (R/Y/G)

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<tr>
<th>Color</th>
<th>Description</th>
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<tbody>
<tr>
<td>Red</td>
<td>Project has experienced issues that impact progress to plan &amp; cannot be resolved within project team; requires sponsor/steering committee involvement</td>
</tr>
<tr>
<td>Yellow</td>
<td>Project is experiencing issues that could impact progress to plan &amp; project team feels capable of resolving within the project team</td>
</tr>
<tr>
<td>Green</td>
<td>Project is tracking closely to plan (scope, budget, schedule, quality, etc.)</td>
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Administrative Application Services

Portfolio
# Administrative Systems Replacement Roadmap Program

<table>
<thead>
<tr>
<th>Project Manager</th>
<th>Project Sponsor(s)</th>
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</thead>
<tbody>
<tr>
<td>Beth Lee</td>
<td>Hank Webber, John Gohsman</td>
</tr>
</tbody>
</table>

## Project Description

Program/Project Goals:
- Develop roadmap for replacing aging administrative systems (HCM, FIS, SIS)
- Assess campus readiness for modern administrative systems
- Assess market for vendor solutions and implementation partners
- Replace all major administrative systems (HCM, FIS, SIS) over next 3-6 years

Projects-Efforts:
- Deloitte Readiness Assessment - Complete
- Workday Student Strategic Advisor Program Project - Complete
- Chart of Accounts Design RFP – Complete
- Undergraduate Admissions Replacement Business Case – Complete
- Program Set-up – In progress
- HR-FIN Workday Implementation
- Student Workday Implementation
- DWH/Reporting
- Strategic Apps

## Project Status

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<th>Status Date</th>
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<td>Administrative Application Services</td>
</tr>
<tr>
<td>Start Date</td>
<td>09/01/2017</td>
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<td>End Date</td>
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<th># Open Issues</th>
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<td>Pending: 3</td>
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<tr>
<td>Low: 6</td>
<td>Low: 0</td>
<td>Rejected: 0</td>
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</table>
Administrative Systems Replacement Roadmap
Program Timeline with Business Impact

- **Funding Request**: Aug 29
- **Vendor Selected**: Nov 3
- **External Advisory Review**: Oct 26
- **Partner Selected**: Jan 31
- **Funding Requests to the Board of Trustees**: Mar 1
- **HR/FIN Implementation Begins**: Jun 1
- **Program Set-up**: Jul 3 - Mar 30
- **Business Process Inventory**: Jul 3 - Oct 1
- **Vendor Selection**: Aug 1 - Nov 3
- **Current State Analysis**: Nov 1 - May 31

Today
### Integrations

<table>
<thead>
<tr>
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<th>Project Sponsor(s)</th>
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</thead>
<tbody>
<tr>
<td>Claudia McCarter</td>
<td>John Gohsman, Scott Taylor</td>
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**Project Description**

This project will implement an enterprise integration hub. This could range from an Enterprise Service Bus to an API store. The outcome regardless of solution would provide a web service/API capability to the University community and external entities that would provide data in a secure request model as needed. The goal would be that systems can integrate with a common standard and the structure of each system can be managed independently of the other systems.

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**Phase**

Initiation

**Service Portfolio**

Administrative Application Services

**Start Date**

01/26/2018

**End Date**

08/09/2018

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<tr>
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<td>Low: 0</td>
<td>Rejected: 0</td>
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</table>
Integrations Timeline with Business Impact

- **Hybrid Platform Deployed & Configured**: Apr 17
- **Complete**: Aug 9

**2018**

- **Apr**: Infrastructure Readiness
  - Apr 2 - Apr 17
  - Apr 18 - May 1

- **May**: Developer Training
  - May 2 - Jun 27

- **Jun**: Detail Design and Implementation
  - Jun 28 - Jul 19

- **Jul**: User Acceptance Testing
  - Jul 20 - Aug 9

- **Aug**: Post Go-Live Support and Knowledge Transfer
  - Jul 20 - Aug 9
As part of the Admin. Roadmap, the Strategic Applications project focuses on bridging strategic gaps for business processes that can not be executed through the ERP solution. ERP application is designed to meet the standard business processes, however, strategic applications support unique business needs that give WashU the competitive advantage.
<table>
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<th>Undergraduate Admissions Replacement</th>
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<tr>
<td><strong>Project Manager</strong></td>
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<tr>
<td>Emily Follman/Beth Lee</td>
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<tr>
<td><strong>Project Sponsor(s)</strong></td>
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<tr>
<td>Ronne Turner, Scott Taylor</td>
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**Project Description**

The purpose of this project is to replace an outdated home-grown WashU Undergraduate Admissions (UA) System with a modern software CRM/IM application to improve the user experience and reduce the time Admissions teams are required to maintain data so they can concentrate on core business functions of recruiting and admitting top undergraduate candidates.

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**Service Portfolio**

Administrative Application Services

**Phase**

Phase III - Events, Data Warehouse, Transition to Operations

**Start Date**

03/01/2017

**End Date**

05/30/2018

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Space Management Systems Consolidation Project

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<tr>
<td>Audery Sims-Timberlake</td>
<td>Hank Webber, Amy Kwaskin, Jenny Lodge, Rick Stanton and John Gohsman</td>
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**Scope Summary**

The Space System Consolidation Project seeks to create a single system source of truth that consolidates space data and related information currently maintained in disparate systems. The desired solution will streamline and standardize associated system maintenance and support processes, and enhance data integrity. A consolidated space system will provide the University’s stakeholders (medical, academic, and business) the ability to access current and common space data using an accessible, web-based platform that performs as a transactional data source to support space survey reporting, emergency management, space and financial planning, and other integral functions that rely on the University’s space data.

*Note: Project Change Request (PCR) is pending that will extend the Planned Finish Date from 3/30/18 to 5/31/18, timeline dates reflect this extension.*

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**Project Status**

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Space Management Systems Consolidation Project Timeline with Business Impact

2017

Apr 21
Work Package B
Replace AI Space

Work Package C
Danforth AutoCAD Conversion
Sep 29

Work Package D
Replace Building Profile System
Jan 20

Danforth OSIS Training Planning & Delivery
Jan 31

Systems Decommission
May 31

Work Package E
Replace WebSpace Survey
May 31

2018

Apr 21

BPS Replacement - Train-the-Trainer Sessions
Jan 2 - Jan 19

BPS Replacement - Go Live
Jan 20 - Jan 21

Space Survey Testing (Non-Base Year)
Dec 30 - Mar 23

Space Survey - Train-the-Trainer
Jan 23 - Mar 23

Space Survey - Go Live - Initial Release (Non-Base Year)
Mar 31 - Apr 1

Space Survey - Final Release (Base Year)
May 1 - May 5
### Archibus Phase 2

<table>
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<tr>
<td>Jeffrey Blair</td>
<td>Rick Stanton</td>
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**Project Description**

The scope of this project is to complete items that were not delivered during the initial “My Reservations Archibus Project” which was partially implemented in the summer 2015. Phase two will complete the identified items from phase one as well as address new requirements that will allow the project to address development corrections and system enhancements related to improving end user adoption and satisfaction.

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<td>Low: 0</td>
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Archibus Phase 2
Timeline with Business Impact

- **Kick Off Outlook Plugin Pilot**: Feb 1
- **Complete Outlook Plugin Pilot**: May 31
- **Finalize Contract**: Jun 29
- **Begin Rollout of Outlook Plugin**: Jul 23
- **Pilot User Training**: Jan 22 - Jan 31
- **Outlook Plugin Pilot**: Feb 1 - May 31
- **Analyze Pilot Results**: Jun 1 - Jun 15
Danforth Parking Projects

Project Manager: Sundos Masri
Project Sponsor(s): Gwen Bolden/Dedric Carter

Project Description

1- Parking Permits - CashNet: Switch pay now option to CashNet vs. Paypal

2- PARCS Project: Replace the Parking Access control system for all visitor garages with technology that will allow parkers to pull a ticket and pay. This will replace the gate and pay stations in the DUC and new systems will be installed in the Millbrook, SnowWay, West Campus and the new East End garage.

4- Parking Utility Pass Upgrade - Self-Service Application: Implement an online system/Self Service App for Wash-U faculty, staff and students to purchase or renew annual parking permits, U-Pass renewal, Payment of for the 2018-2019. 2-way integration with Ticketrac

3- Ticketrac Upgrade: Database that stores all permit information. The results of Lottery matching must then be integrated into the permit management system (TicketTrak) to facilitate tracking and payment. 2-way integration with Parking Utility.

Status Date: 03/29/2018
Overall % Complete: 50
Project Status (R/Y/G): Green

Phase: Design- Build, Test & Train Phase
Service Portfolio: Administrative Application Services
Start Date: 02/20/2017
End Date: 11/30/2018

# Open Risks
High: 1
Medium: 4
Low: 0

# Open Issues
High: 2
Medium: 1
Low: 0

# Change Requests
Approved: 0
Pending: 0
Rejected: 0
Danforth Parking Projects Timeline with Business Impact

- **Parking Permits CashNet Complete**: Aug 1
- **Utility Pass Upgrade - Self-Service Application**: Aug 31
- **PARCS Implementation**: May 31
- **PARCS JMS vs ZMS Transition**: Oct 31
- **PARCS Fully PCI Compliant - EMV (chip) cards**: Nov 30

### Key Dates

- **Parking Permits CashNet Build, Test & Train**: Feb 19 - Aug 1
- **Utility Pass Upgrade - Self Service Application**: Feb 18 - Aug 31
- **Ticketrac Upgrade (TBD)**: Dec 31
- **PARCS Build, Test & Train**: Mar 12 - Oct 31
- **PARCS JMS Vs ZMS Transition Build, Test & Train**: Mar 12 - Oct 31
- **PARCS Fully PCI Compliant - EMV Chip Reader Build, Test & Train**: TBD
PAAMCO (Pre-Award & Award Management and Conflict of Interest)

Project Manager: Renee’ Lowry  
Project Sponsor(s): John Gohsman, Amy Kweskin, Dr. Jennifer Lodge

Project Description:

A capital project directed at acquiring vended solution(s) to replace the legacy, in-house developed modules, that currently deliver these services via the AISystem and Research Administration Services (RAS) suite of business applications.

- Pre-Award -Proposal Preparation, Review, Approval, S2S Submission and Tracking
- Award Management -Account Setup and Management
- Conflict of Interest -Consolidated solution to address needs of 4 COI areas: Research, Institutional, CME, and Clinical

<table>
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<th>Status Date</th>
<th>Overall % Complete</th>
<th>Project Status (R/Y/G)</th>
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</table>

Phase: Design

Service Portfolio: Administrative Application Services

Start Date: 07/01/2015

End Date: 07/31/2018

# Open Risks |
| High: 3 |
| Medium: 1 |
| Low: 0 |

# Open Issues |
| High: 1 |
| Medium: 0 |
| Low: 0 |

# Change Requests |
| Approved: 2 |
| Pending: 0 |
| Rejected: 0 |
PAAMCO (Pre-Award & Award Management and Conflict of Interest) Timeline with Business Impact

- **PD/PT/AT Build, Configure, Test**
  - Dec 1 - Mar 31

- **Data Conversion Train/Stage**
  - Dec 1 - Mar 31

- **UAT**
  - Apr 22 - GO LIVE Prod
  - Apr 29 - GO LIVE (Infrastructure)

- **FSA Interface APS/COA**
  - Apr 1

- **RMS GO-LIVE PROD**
  - Apr 22

- **TTO Turnover Complete**
  - Jun 29

- **Data Warehouse GO-LIVE PROD**
  - Jun 1

- **TTO Complete**
  - Jul 31

- **Today**

- **PD/PT/AT Build, Configure, Test**
  - Jul 3 - Nov 1
  - Jul 3 - Feb 28

- **UAT Final Testing**
  - Mar 31

- **Data Conversion Train/Stage**
  - Dec 31
**Veterinary Protocol Management**

<table>
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<tr>
<th>Project Manager</th>
<th>Project Sponsor(s)</th>
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<tbody>
<tr>
<td>Audery Sims-Timberlake</td>
<td>Jennifer Lodge / Scott Taylor</td>
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</tbody>
</table>

**Project Description**

The purpose of the effort is to replace the existing eSirius system used to manage protocols, laboratories, census, ordering, financial reconciliations and other administrative functions. The current system is at end of life and no longer meets the needs of the Research group.

Scope for the current project effort includes two work streams: 1) Implementation of the IACUC/eProtocol and Lab Animal Resource Management (LARS) module to replace similar functionality included in the current eSirius system, system integrations and data migration; 2) Implementation of a barcoding equipment solution to facilitate the animal census tracking process.

<table>
<thead>
<tr>
<th>Status Date</th>
<th>Overall % Complete</th>
<th>Project Status (R/Y/G)</th>
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<tbody>
<tr>
<td>04/05/2018</td>
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**Phase**

Initiation/Planning

**Service Portfolio**

Administrative Application Services

**Start Date**

07/01/2017

**End Date**

03/29/2019* *(Pending Charter Finalization and Approval)*

**# Open Risks**

- High: 4
- Medium: 7
- Low: 3

**# Open Issues**

- High: 0
- Medium: 0
- Low: 0

**# Change Requests**

- Approved: 0
- Pending: 0
- Rejected: 0
Veterinary Protocol Management Timeline with Business Impact

2017

- Contract Negotiation & Finalization: Sep 29
- System Configuration Start: IACUC/eProtocol & LARS: May 1
- Charter Draft & Detailed Schedule: Jan 31

2018

- System Testing Start: IACUC/eProtocol & LARS: Sep 3
- System Deployment - IACUC/eProtocol & LARS: Dec 31
- System Training Start: Jan 31

2019

- Barcoding Initial Procurement & Pilot Start: Aug 31
- Barcoding Facility Rollout: Mar 29
- Barcoding Initial Procurement & Pilot Start: Aug 31
- System Testing Start: IACUC/eProtocol & LARS: Sep 3
- System Deployment - IACUC/eProtocol & LARS: Dec 31
- System Training Start: Jan 31

2017

- IACUC/eProtocol - Analysis & Design: Jul 3 - Apr 30
- LARS - Analysis & Design: Apr 18 - Jun 29
- IACUC/eProtocol & LARS - Configuration: May 1 - Sep 28
- Barcoding - Analysis, Planning, Discovery: Feb 1 - Jul 31
- Integrations & Data Migration: Dec 26 - Oct 31

Today
Clinical (non-core) Application Services

Portfolio
## OnCore Enterprise Phase 1

<table>
<thead>
<tr>
<th>Project Manager</th>
<th>Project Sponsor(s)</th>
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<tbody>
<tr>
<td>Alesya Bernatskaya</td>
<td>Richard Stanton</td>
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### Project Description

OnCore Clinical Trials Management system has been purchased from Forte Research and implemented for Siteman Cancer Center in October 2015. This project is to expand the use of OnCore through departments in Washington University. Currently different department within the University use a variety of different systems/methods to manage clinical trials and different aspects of these trials. The purpose of this project is to manage all investigator-generated clinical trials in OnCore. It will streamline processes, enhance reporting and improve metrics across departments.

<table>
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<th>Status Date</th>
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<th>Project Status (R/Y/G)</th>
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### Phase

- Initiating

### Service Portfolio

- Clinical (non-core) Applications Services

### Start Date

02/01/2016

### End Date

04/30/2018

### # Open Risks

- High: 0
- Medium: 0
- Low: 0

### # Open Issues

- High: 0
- Medium: 0
- Low: 0

### # Change Requests

- Approved: 0
- Pending: 0
- Rejected: 0
OnCore Enterprise Phase 1 with Business Impact

- New Process Go-Live: Mar 1
- Last Steering Committee Meeting: Apr 25
- Project Close: Apr 30
- Project Closing: Apr 16 - Apr 30
Data Services

Portfolio
# Epic-Data Warehouse Integration

<table>
<thead>
<tr>
<th>Project Manager</th>
<th>Project Sponsor(s)</th>
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</thead>
<tbody>
<tr>
<td>Steven Westlund</td>
<td>Jay Albertina</td>
</tr>
</tbody>
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## Project Description

The purpose of this project is to integrate the new Epic system into the University Data Warehouse for integrated reporting needs.

## Status Table

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<td>07/31/2018</td>
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Epic-Data Warehouse Integration Timeline with Business Impact

- **Integration Testing Start**: Jul 8
- **Phase 1 Extract Complete**: Jan 5
- **Phase 1 Non-Prod Implementation**: May 31

**2017**
- **Mar**: Department Engagement
- **May**: Phase 1 Requirement Finalization
- **Jul**: Spec Development
- **Sep**: Phase 1: Clinical Revenue Data
- **Dec**: May 31

**2018**
- **Mar**: Phase 1: Clinical Revenue Data
- **May**: Today

**Dates**
- **Mar 13 - Sep 1**: Department Engagement
- **May 1 - Aug 25**: Phase 1 Requirement Finalization
- **Nov 1 - Nov 30**: Spec Development
- **Dec 1 - May 31**: Phase 1: Clinical Revenue Data
# Student Financial Services

<table>
<thead>
<tr>
<th>Project Manager</th>
<th>Project Sponsor(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Allison Grindon</td>
<td>Mike Runiewicz</td>
</tr>
</tbody>
</table>

## Project Description

Student Financial Services Data will be integrated into the Data Warehouse and made available for reporting. This report covers Phase 2 of the overall project which included data from the Partners in Education with Parents (PEP) system.

## Project Status

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- **Phase**: Closed (2<sup>nd</sup> phase)
- **Service Portfolio**: Data Services
- **Start Date**: 05/22/2015
- **End Date**: 08/17/2017 – 2<sup>nd</sup> Phase Completed (3<sup>rd</sup> Phase on hold)

## Open Risks, Issues, and Change Requests

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<th># Change Requests</th>
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<td>Low: 0</td>
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Student Financial Services Timeline with Business Impact

2017

Go-Live
Aug 17

Transition to Support & Go-Live
Aug 11 - Aug 17

2nd Phase Completed
3rd Phase on hold
Infrastructure Services

Portfolio
## Enterprise Client Virtualization (formerly known as CSD) Project

<table>
<thead>
<tr>
<th>Project Manager</th>
<th>Project Sponsor(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alesya Bernatskaya &amp; Charles Hahn (BJC)</td>
<td>John Gohsman &amp; Jerry Fox</td>
</tr>
</tbody>
</table>

### Project Description

This is a joint project between HIP, BJC, and WU. The main project objectives include but are not limited to:

- Implement new converged infrastructure, VCE Vblocks, across BJC and WU for clinical staff
- Provide a single Follow-Me-Desktop experience that can be accessed at BJC and WUSM facilities
- Provide a single Citrix environment that can be accessed by clinical staff remotely

### Project Status

<table>
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### Phase

Planning/Executing

### Service Portfolio

Infrastructure Services

### Start Date

04/01/2016

### End Date

10/31/2018

### # Open Risks

- High: 0
- Medium: 3
- Low: 4

### # Open Issues

- High: 0
- Medium: 3
- Low: 0

### # Change Requests

- Approved: 3
- Pending: 0
- Rejected: 0
Enterprise Client Virtualization (formerly known as CSD) Timeline with Business Impact

- **Hospitalist Pilot Completed**
  - Feb 16
- **Academic Hospital Cutover to New ECV**
  - Aug 31

### Timeline:
- **Hematology Pilot**: Apr 4 - May 4
- **DOM Discovery**: May 7 - Jun 1
- **DOM Build & QA**: Jun 1 - Jun 29
- **DOM Departments Deployment**: Jun 29 - Aug 30
- **PCF Deployments**: Aug 13 - Sep 28
- **ITCS Deployments**: Sep 10 - Oct 31

©2017 Washington University in St. Louis
VoIP Implementation (Danforth)

<table>
<thead>
<tr>
<th>Project Manager</th>
<th>Project Sponsor(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jeffrey Blair</td>
<td>John Gohsman</td>
</tr>
</tbody>
</table>

Project Description

The goal of this project is to replace various end of life/end of support telecommunication systems and equipment. The new system will provide secure, robust systems; traditional voice features as well as enhanced communication features (voice mail into email, single number reach, office phone on cell phone), improved call center applications which will be connected through the data network.

<table>
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VoIP Implementation (Danforth) Timeline with Business Impact

Tentative Timeline

- **CFU - West & North Campus**: Feb 6
- **CFU Phase 2**: May 1
- **North Brookings - Provost**: Jun 12
- **Engineering Sam Fox & 4480 Bldg.**: Sep 11
- **Alumni, Law, DUC, & CFU Phase 3**: Jul 17
- **Residence Life**: Dec 4
- **Arts & Sciences**: Jun 4

**Network Upgrade**
- **Cutovers Go Live**: Dec 17 - Mar 30
- **Decommissioning**: Dec 17 - Aug 30
- **Close**: Nov 29 - Dec 20

2018:
- Today
- Jan
- Mar
- May
- Jul
- Sep
- Nov

2019:
- Jan
- Mar
- May
- Jul
- Sep
- Nov
IT Management Services

Portfolio
# Audit Remediation Tracking

<table>
<thead>
<tr>
<th>Project Manager</th>
<th>Project Sponsor(s)</th>
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<tbody>
<tr>
<td>Sundos Masri</td>
<td>John Gohsman</td>
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</table>

**Project Description**

This is a tracking project to identify work being performed to address audit findings. Currently the status, plans and individuals who are working on audit remediation are not tracked.

<table>
<thead>
<tr>
<th>Status Date</th>
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**Phase**
- Planning

**Service Portfolio**
- IT Management Services

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Audit Remediation Tracking Timeline with Business Impact

- 2nd Quarter: Dec 31
- 3rd Quarter Update: Jun 30
- 4th Quarter Update: Jun 30

- Remediation of Existing Audit Findings: Jan 1 - Mar 31
- Third Quarter Audits: Apr 1 - Jun 30
- Fourth Quarter Audits: Apr 1 - Jun 30

- 2017: Jan - Dec 31
- 2018: Jan - Dec 31
- Today: Mar 31
The Ent Arch Domain and Service Strategy Development Project has two main goals. The first is to create strategies and roadmaps for each of the WashU IT customer facing services. The second goal is to assist the IT Governance Domains in their effort to create a Domain Strategy.

<table>
<thead>
<tr>
<th>Project Manager</th>
<th>Project Sponsor(s)</th>
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<tr>
<td>Natalie Knopf</td>
<td>Gohsman, John</td>
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**Phase**: Design  
**Service Portfolio**: IT Management Services  
**Start Date**: 09/11/2017  
**End Date**: 05/25/2018

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Ent Arch Domain & Service Strategy Dev
Timeline with Business Impact

Kick-off for IT Governance Domain Strategies
Dec 1

Gathering Capability and Road Map Information Complete
Jan 31

Complete IT Governance Domain Strategies
May 4

Complete Services Strategy
May 25

Today

2017
Oct
Nov
Dec
2018
Feb
Mar
Apr
May
2018

Oct 2 - Jan 31
Workshops and follow-up with EUS, SI, & EntApp Service Owners to develop strategy

Feb 1 - Apr 27
Gather Capability and Road Map Information

Dec 5 - May 4
Develop Strategy with Admin, Research, Teaching & Learning and Clinical Domains

Mar 5 - Apr 2
Process and format service strategy results

Apr 2 - May 1
Present service strategy results to respective organizations for review and approval

May 7 - May 15
Make organizations suggested modifications to service strategies

May 21 - May 25
Present Service Strategies to IT Leadership team
## Enterprise Architecture Improvements

<table>
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<tr>
<th>Project Manager</th>
<th>Project Sponsor(s)</th>
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</thead>
<tbody>
<tr>
<td>Natalie Knopf</td>
<td>Gohsman, John</td>
</tr>
</tbody>
</table>

### Project Description

The project includes all activities planned for fiscal year 2018 to promote strategic planning and execution of strategic goals. Activities include further development of the Architecture practice at Washington University, supporting governance and service managers.

<table>
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Enterprise Architecture Improvement Timeline with Business Impact

- **Workflow and deliverables complete**: May 18
- **Send survey on Ent Arch Internal Marketing to WashU IT orgs**: May 28
- **Send survey on Ent Arch External Marketing to all university orgs.**: Jul 2
- **Internal Marketing Complete**: Jun 29

**Enterprise Architecture Workflow**: Jan 30 - May 18

**Enterprise Architecture Marketing (Internal)**: Jan 30 - Jun 29

**Enterprise Architecture Marketing (External)**: Mar 30 - Aug 10
**ITSM Alignment & Maturation**

<table>
<thead>
<tr>
<th>Project Manager</th>
<th>Project Sponsor(s)</th>
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<tbody>
<tr>
<td>Kip Woods</td>
<td>John Gohsman</td>
</tr>
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</table>

**Project Description**

Institutional knowledge and understanding of IT service management practices have not yet matured within WashU IT. This project will develop and execute a strategy for speeding the maturation process to gain efficiency and effectiveness in delivering IT services to the business.

<table>
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**Phase**

Analysis & Design

**Service Portfolio**

IT Management Services

**Start Date**

12/11/2017

**End Date**

12/28/2018

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</table>
ITSM Alignment & Maturation Timeline with Business Impact

- **Service Definition Process & Standards Approved**
  - Apr 30
- **Service Owner Roles & Responsibilities Approved**
  - Apr 30
- **Web Service Catalog Redesign Approved**
  - Jun 11
- **Target Metrics Approved**
  - May 14
- **Metrics Report Design Approved**
  - Jul 16
- **Revised Web Service Catalog Go-Live**
  - Aug 20
- **Metrics Report Delivery Go-Live**
  - Oct 5
- **Service Owner Training Complete**
  - Nov 19

**Analysis & Design**
- Feb 5 - Jul 16

**Build**
- May 28 - Oct 5

**Transition to Operations**
- Oct 5 - Nov 19
# Labor Time Reporting and Billing

<table>
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## Project Description

Configure Planview PPM Pro to produce a standard hourly billing report by organizations.

<table>
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</table>
Labor Time Reporting and Billing Timeline with Business Impact

2018

Jan 10 - Mar 7

Jan 10 - Mar 7

Analysis Complete
Mar 7

Design Complete
Mar 29

Design Complete
Mar 29

Build & Test Complete
Jun 25

TTO Complete
Jul 11

Project Complete
Jul 23

Gathering Billing Information
Mar 9 - Mar 29

Design Solution - IT Admin, Department Apps, Audio Visual, Network
Apr 2 - Jun 25

Build & Test Implementation
Jun 27 - Jul 11

TTO Documentation
Jul 13 - Jul 20

Close Out Meeting
### Planview Labor Time Training

<table>
<thead>
<tr>
<th>Project Manager</th>
<th>Project Sponsor(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Natalie Knopf</td>
<td></td>
</tr>
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#### Project Description

This project is to provide Resource and Project Managers training on various features of Planview PPMO Pro such as: allocations, scheduling, reports/filters, risk/issue, task page, business model/billing and time entry.

<table>
<thead>
<tr>
<th>Status Date</th>
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<th>Project Status (R/Y/G)</th>
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#### Phase
- Design

#### Service Portfolio
- IT Management Services

#### Start Date
- 03/16/2018

#### End Date
- 07/16/2018

#### # Open Risks
- High: 0
- Medium: 0
- Low: 0

#### # Open Issues
- High: 0
- Medium: 0
- Low: 0

#### # Change Requests
- Approved: 0
- Pending: 0
- Rejected: 0
Planview Labor Time Training Timeline with Business Impact

- **Analysis Complete**
  - Mar 30

- **Design Complete**
  - Apr 19

- **Build & Test Complete**
  - Jun 22

- **TTO Complete**
  - Jul 6

- **Project Complete**
  - Jul 19

**2018**

- **Mar**
  - Mar 16 - Mar 23: Write Training Objectives
  - Mar 26 - Mar 30: Create Communication Plan

- **Apr**
  - Apr 2 - Apr 19: Revise Training Materials
  - Apr 23 - Apr 27: Schedule Required Training Sessions
  - Apr 30 - Jun 22: Conduct Required Training Sessions

- **May**

- **Jun**
  - Jun 25 - Jul 6: Complete TTO Documentation

- **Jul**
  - Jul 16 - Jul 19: Hold Close Out Meeting

**Timeline Events:**
- **Mar 30:** Analysis Complete
- **Apr 19:** Design Complete
- **Jun 22:** Build & Test Complete
- **Jul 6:** TTO Complete
- **Jul 19:** Project Complete

**Dates:**
- **Today:**
- **Mar 16 - Mar 30:** Write Training Objectives
- **Mar 26 - Mar 30:** Create Communication Plan
- **Apr 2 - Apr 19:** Revise Training Materials
- **Apr 23 - Apr 27:** Schedule Required Training Sessions
- **Apr 30 - Jun 22:** Conduct Required Training Sessions
- **Jun 25 - Jul 6:** Complete TTO Documentation
- **Jul 16 - Jul 19:** Hold Close Out Meeting
<table>
<thead>
<tr>
<th>PPMO and Enterprise Architecture Websites</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Project Manager</strong></td>
</tr>
<tr>
<td>Adam Wylie</td>
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**Project Description**

Provide an easily accessible website for the Portfolio and Project Management Office and Enterprise Architecture, containing relevant information and helpful resources related to these two departments.

<table>
<thead>
<tr>
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**Phase**

Design

**Service Portfolio**

IT Management Services

**Start Date**

06/01/2017

**End Date**

05/31/2018

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<td>Rejected: 0</td>
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</tbody>
</table>

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PPMO and Enterprise Architecture Websites Timeline with Business Impact

- **PPMO Webpages in Production**: Dec 29
- **Enterprise Architecture Webpages in Production - Project End**: May 31
- **Enterprice Architecture Webpages Design**: Jul 5 - May 18
- **Transition Enterprise Architecture Webpages to Production**: Dec 1 - May 31

Timeline:
- 2017
  - Jul
  - Aug
  - Sep
  - Oct
  - Nov
  - Dec
- 2018
  - Jan
  - Feb
  - Mar
  - Apr
  - May

Today
Productivity & Collaboration Services

Portfolio
Shared IT Services Program

Project Manager
Ed Clark

Project Sponsor(s)
John Gohsman

Project Description
The User Services Integration (USI) project will provide shared, secured, reliable, accessible and compliant end user services. To accomplish this goal, this project will:

- Enhance user experience through on-site and remote service access
- Create agile service-focused delivery of operations
- Provide more rapid delivery & support of commodity services
- Leverage economy of skill, synergy, and expertise
- Lower security risk and improve compliance
- Ensure services are simple to use
- Enable improved collaboration opportunities and tools
- Improve the University’s competitive edge
- Provide stable and robust tools and services

Status Date | Overall % Complete | Project Status (R/Y/G)
--- | --- | ---
04/05/2018 | 35 | Red

Phase | Implementation
Service Portfolio | Productivity and Collaboration Services
Start Date | 07/01/2015
End Date | 07/01/2019

# Open Risks | # Open Issues | # Change Requests
--- | --- | ---
High: 7 | High: 7 | Approved: 0
Medium: 1 | Medium: 2 | Pending: 0
Low: 5 | Low: 0 | Rejected: 0
Shared IT Services Program
Timeline with Business Impact - Planned Migrations

- **Mar 26 - May 20**: DOM
- **May 14 - Jul 29**: CFU
- **May 14 - Jun 24**: Danforth
- **Jun 4 - Aug 5**: Danforth
- **Jun 25 - Dec 23**: Danforth
- **Dec 10 - Jun 16**: WUSM
- **Jan 21 - Mar 10**: CFU
- **Feb 18 - Apr 14**: CIT

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Research Services

Portfolio
ICS Infrastructure Alignment Project

Project Manager: Randy Gadell
Project Sponsor(s): John Gohsman

Project Description:

This is an IRIS Program Project CBMI (now ICS) IT Consolidation Into WU IT, staff transition, develop a service catalog and implement a plan to provide Research IT Support Services to the university.

Phase 2 - Roadmap and segregate appropriate services and resources between WU IT RIS and the Institute for Informatics.

Note: This is a partial team transition effective 09/1/2017. Some infrastructure will migrate to RIS in calendar 2018.

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ICS Infrastructure Alignment Project
Timeline with Business Impact

- **Transition Complete**
  - Sep 1

- **Services Development**
  - May 31

- **Services Costing**
  - Nov 1 - Mar 30

- **Infrastructure Migration to RIS**
  - May 1 - Dec 14

- **Today**
## Research IT Services Catalog

<table>
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<th>Project Sponsor(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Randy Gadell</td>
<td>John Gohsman</td>
</tr>
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</table>

### Project Description

This is an IRIS Program Portfolio Project for developing an IT Services Catalog for Research community infrastructure, improved capacity utilization of scalable processing resources that incorporates high speed LAN connectivity to Research Storage. The first phase of this Project will identify the existing capabilities of RIS staff and infrastructure to provide services to the WashU Research community. It will catalog that capacity and develop a services cost model. The second phase will include working with The Institute for Informatics and the Research Governance Committee to identify additional services that RIS could provide to further the University’s Mission.

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### Phase
- Planning

### Service Portfolio
- Research Services

### Start Date
- 08/07/2017

### End Date
- 12/31/2018

### # Open Risks
- High: 0
- Medium: 0
- Low: 0

### # Open Issues
- High: 0
- Medium: 0
- Low: 0

### # Change Requests
- Approved: 0
- Pending: 0
- Rejected: 0
Research IT Services Catalog Timeline with Business Impact

Cataloging Start: Nov 1

Deployment Start: Jan 31

Existing Capabilities Cataloged: Mar 31

ICS & MGI Svs.: Dec 4 - Dec 18

Cost Model Development: Dec 15 - Mar 15

Capacity Modeling: Jan 4 - Jun 15
# Research Storage

<table>
<thead>
<tr>
<th>Project Manager</th>
<th>Project Sponsor(s)</th>
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</thead>
<tbody>
<tr>
<td>Randy Gadell</td>
<td>Phillip Payne</td>
</tr>
</tbody>
</table>

## Project Description

This is an IRIS Program Project. The research storage service will add capacity to the MGI storage environment and will be managed by MGI and WashU IT. The service will provide archival storage to meet grant requirements (a university obligation), base storage (e.g. 5 TBs) to each research at no cost, and charge the grant for additional storage beyond the base storage.

## Status

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## Phase

Implementation

## Service Portfolio

Research Services

## Start Date

11/21/2016

## End Date

6/30/2020

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## # Open Issues

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## # Change Requests

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Research Storage
Timeline with Business Impact

Installation Start: Sep 15
General Availability: Apr 2

Install & Test: Oct 2 - Jan 12
Use Case Pilots: Jan 29 - Apr 2
Deploy & Transition to Support: Apr 1 - Apr 30
# RIS IT Consolidation Into WU IT

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<th>Project Sponsor(s)</th>
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<tr>
<td>Randy Gadell</td>
<td>John Gohsman</td>
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## Project Description
This is an IRIS Program Project MGI IT Consolidation Into WU IT, staff transition, develop a service catalog and implement a plan to provide Research IT Support Services to the university.

*Phase 2 (current)* - Roadmap and segregate appropriate services, infrastructure and resources between WU IT, RIS and the Institute for Informatics.

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RIS IT Consolidation Into WU IT Timeline with Business Impact

2017

Oct
Nov
Dec

2018

Feb
Mar
Apr
May
Jun
Jul
Aug
Sep

Today

2018

Services Development

Oct 31

Services Development
Nov 1 - Jun 30

Service Costing
Nov 1 - Jan 31

MGI Migration to Services Model
Apr 2 - Sep 28
Security Services

Portfolio
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**Project Manager**
- Larry Reynolds

**Project Sponsor(s)**
- Kevin Hardcastle, Dan Zweifel

**Project Description**
To identify and purchase an IGA solution that meets the university’s IGA requirements needs

**Phase**
- Design

**Service Portfolio**
- Security Services

**Start Date**
- 11/01/2017

**End Date**
- 04/10/2018

**# Open Risks**
- High: 0
- Medium: 0
- Low: 0

**# Open Issues**
- High: 0
- Medium: 0
- Low: 0

**# Change Requests**
- Approved: 0
- Pending: 0
- Rejected: 0

Vendor engagement
IDM 2.0 RFP with Timeline with Business Impact

- IAM - Gartner for Technical Professionals Purchased: Nov 1
- IDM 2.0 Comparison Matrix Complete: Nov 14
- Proposal due from Vendors: Jan 18
- Recommendation Report Submitted: Feb 21
- Vendor Selection Complete: Feb 19
- IDM 2.0 RFP - Product Selected: Apr 10
- IDM 2.0 RFP Entered into SCOUT system: Dec 7 - Dec 14
- Vendor Questions and Clarification: Dec 14 - Jan 11
- IDM 2.0 Vendor Presentation Wk.: Feb 5 - Feb 7
- Vendor Selection: Feb 8 - Feb 27
- IDM 2.0 Software Purchase: Feb 19 - Apr 10
**IDM 2.0 Program**

**Project Manager**
Larry Reynolds

**Project Sponsor(s)**
Kevin Hardcastle

---

**Project Description**

IDM 2.0 Program – Establish a mature Identity and Access Management program through which we deliver:

- Streamlined access experience through centralized access management
- Create improved customer experience through better processes and seamless integrations
- Improve ability to meet compliance requirements and address audit findings through centralized certification, reporting and analytics
- Gain operational efficiencies through centralized access management, user lifecycle administration and governance

---

**Status Date** | **Overall % Complete** | **Project Status (R/Y/G)**
---|---|---
04/03/2018 | 5 | Green

**Phase** | **Planning**
---|---
**Domain** | **Security Services**
**Start Date** | **01/15/2018**
**End Date** | **05/24/2019**

**# Open Risks** | **# Open Issues** | **# Change Requests**
---|---|---
High: 1 | High: 0 | Approved: 0
Medium: 0 | Medium: 0 | Pending: 0
Low: 0 | Low: 0 | Rejected: 0
IDM 2.0 Program Timeline with Business Impact

- **Kick-Off (Internal)**
  - Mar 1

- **Software Procurement and Saviynt SOW Contract Signed**
  - Apr 10

- **Stakeholder Communication Plan**
  - Apr 6

- **Enterprise Communication: Registrar, HR, TAG, MedSchool, OCIO, All Hands**
  - Aug 24

- **Project Complete**
  - May 10

**2018**
- Today

- **Roadshow presentations for Business Units**
  - Apr 4 - Apr 13

- **Training Core Team Saviynt On Site**
  - Apr 30 - May 4

- **Program Analysis Phase**
  - May 11 - Jul 13

- **Program Design**
  - Jul 13 - Aug 24

- **Program Build and Test**
  - Aug 24 - Mar 8

**2019**
Two Factor Authentication (2FA)

Project Manager: Kristi Lenz
Project Sponsor(s): Kevin Hardcastle

Project Description:

As a result of an email phishing attack on the university and the subsequent post-mortem of the event, a number of email and application security threats where identified. The 2FA+ project mitigates web email and application security threats by utilizing a combination of two different components to confirm a user’s claimed identity.

<table>
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<th>Status Date</th>
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<th>Project Status (R/Y/G)</th>
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Phase: Planning
Service Portfolio: Security Services
Start Date: 01/08/2018
End Date: 06/30/2018

# Open Risks | # Open Issues | # Change Requests |
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<td>Low: 0</td>
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Two Factor Authentication (2FA) Timeline with Business Impact

- **Charter Created**: Oct 2
- **Planning and Staffing**: Oct 30
- **Release Communications Complete**: Dec 22
- **Soft Launch**: Jan 15
- **2FA enabled for SSO enabled applications**: Jun 30 (2017)
- **Project Close**: Jun 30 (2018)

- **Communications**
  - Oct 30 - Mar 30
  - Nov 13 - Dec 18

- **Training**
  - Dec 5

- **2FA+ Website Update**
  - Dec 5

- **Microsoft Bug Fix**
  - Feb 19 - May 31
Teaching & Learning Services

Portfolio
## Administrative Assistant Training

<table>
<thead>
<tr>
<th>Project Manager</th>
<th>Project Sponsor(s)</th>
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</thead>
<tbody>
<tr>
<td>Regina Sykes</td>
<td>Gohsman, John and Chandler, Legail</td>
</tr>
</tbody>
</table>

### Project Description

Establish an approach to delivering training for the administrative assistants for applications that are leveraged for work performed by the administrative assistants. Applications such as Outlook, Microsoft Excel and Microsoft Word are used on a regular and ongoing basis, the implementation of Office 365 is occurring throughout all units and providing training to the administrative assistant staff member would help with increased productivity.

<table>
<thead>
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<th>Status Date</th>
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### Project Status

- **Phase**: Development
- **Service Portfolio**: Teaching and Learning Services
- **Start Date**: 12/12/2016
- **End Date**: 08/13/2018

### Open Risks

- **High**: 0
- **Medium**: 0
- **Low**: 0

### Open Issues

- **High**: 0
- **Medium**: 0
- **Low**: 0

### Change Requests

- **Approved**: 0
- **Pending**: 0
- **Rejected**: 0
Administrative Assist Training Timeline with Business Impact

- **Design**: Jan 16
- **Build**: Jan 30
- **Test**: Feb 6
- **Train**: Nov 3

**2017**
- **Jan 17 - Feb 10**: Develop In classroom training Workshop 1
- **Feb 20 - Feb 24**: Deliver Workshop 1
- **Feb 13 - Mar 3**: Develop In classroom training for Workshop 2
- **Mar 20 - Mar 24**: Deliver Workshop 2
- **Mar 13 - Mar 31**: Develop In classroom training for Workshop 3

**2018**
- **Apr 17 - Aug 13**: Deliver Workshop 3

Today
# Blackboard to Canvas LMS Replacement

<table>
<thead>
<tr>
<th>Project Manager</th>
<th>Project Sponsor(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Kristi Lenz</td>
<td>Holden Thorp</td>
</tr>
</tbody>
</table>

## Project Description

The goals of this project are:
- Consolidate into a single, enterprise-wide Learning Management System (LMS)
  - Migrate existing academic content from Blackboard content to Canvas (as relevant per academic input)
  - Convert existing Washington University Canvas contracts to Internet 2/Canvas contract (School of Medicine MD Program, MAGEEP)
  - Provide licensing and functionality to CIPE, College of Pharmacy and Goldfarb School of Nursing
  - Investigate (and implement when appropriate) third party tools to support the online learning environment
- Simplify, stabilize and expand student, faculty and staff LMS support
- Convert Non-Academic content from Blackboard to either Canvas or a more appropriate tool
- Increase LMS adoption within interested academic units

## Project Status

<table>
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Blackboard Canvas LMS Migration Timeline with Business Impact

- **LMS Contract Signed**: Apr 10
- **Kick-Off**: Mar 26
- **System Ready for Faculty**
  - First Courses Live in Canvas for Students: Jun 21
- **System Supported by Production/Operations Team**: Aug 14
- **Last New Courses in Blackboard**: Jun 2
- **Project Complete**: Mar 2
- **Today**
- **Configure Canvas**: Apr 15 - May 4
- **Configure Canvas**: Apr 26 - Jun 1
- **SIS Integration**: Apr 15 - May 4
- **ACADEMIC EXPANSION/ADOPTION**: Jan 1 - May 17
- **Complete Transition from Blackboard to Canvas (any remaining items)**: Jun 3 - Aug 22
- **Non Academic Migration**: Jan 1 - May 17
- **Support/Outreach**: Sep 2 - Dec 31
- **Retire Blackboard**: Jan 6 - Feb 28

[Timeline Diagram]
### HIPAA 101 Training Module (Rewrite Module)

<table>
<thead>
<tr>
<th>Project Manager</th>
<th>Project Sponsor(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Regina Sykes</td>
<td>Dr. Crane</td>
</tr>
</tbody>
</table>

#### Project Description

The HIPAA office has requested a Performance Support Analyst help to rebuild their current HIPAA 101 in Captivate, the course is currently authored in a tool called Lectora (that is not in use at WashU). The expectation is that the PSA will assess the current course and determine best approach to create and deliver the course. There are four other courses, however they will not be updated at this time. The HIPAA office see a risk, which is, if this course fails to load in L@W for any reasons we will have to re-do the course in captivate at that time. And new employee will not be able to start work until they complete the course, so they will have to delay start date or use another method.

<table>
<thead>
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<th>Status Date</th>
<th>Overall % Complete</th>
<th>Project Status (R/Y/G)</th>
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HIPAA 101 Training Module (Rewrite Module)
Timeline with Business Impact

- **Design**: Mar 13
- **Build**: Mar 27
- **Test**: Jul 10
- **Train**: Jul 24

**Timeline**

- Mar 13 - Mar 24: Develop Training Plan
- Mar 27 - Sep 28: Develop Training/Course Materials
- Jul 10 - Apr 30: Deliver Training/Course Materials

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<table>
<thead>
<tr>
<th><strong>Phishing eLearning</strong></th>
<th>Status Date</th>
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<th>Project Status (R/Y/G)</th>
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<tr>
<td>Regina Sykes</td>
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<td>Hardcastle, Kevin</td>
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**Project Description**

Review, Edit, update existing Phishing training initially created by Information Security

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</table>
Phishing eLearning Timeline with Business Impact

Assess existing training to determine modification  Jan 29 - Feb 9
Develop Training plan for modification  Feb 4 - Feb 9
Implement modifications to training materials  Feb 11 - Apr 13
Skype for Business

Project Manager: Regina Sykes
Project Sponsor(s): Ed Welker

Project Description
Develop training materials for Skype for business to allow end users to drive adoption rate up.

Status Date: 04/05/2018
Overall % Complete: 90
Project Status: Green

Phase: Design
Service Portfolio: Teaching & Learning Services
Start Date: 04/10/2017
End Date: 04/28/2018

# Open Risks
High: 0
Medium: 0
Low: 0

# Open Issues
High: 0
Medium: 0
Low: 0

# Change Requests
Approved: 0
Pending: 0
Rejected: 0
Skype for Business Timeline with Business Impact

- **Design**: Apr 10
- **Build**: Apr 28
- **Train**: Feb 28

- **Develop Training Plan**: Apr 10 - Apr 21
- **Develop Training/Course Materials**: Apr 28 - Oct 13
- **Deliver Training/Course Materials**: Jul 10 - Apr 28
# Completed Projects

<table>
<thead>
<tr>
<th>Project Title</th>
<th>Portfolio</th>
<th>Completion Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>International Travel Management (ISOS)</td>
<td>Administrative Application Services</td>
<td>03/30/2018</td>
</tr>
<tr>
<td>Common Residential Management System</td>
<td>Administrative Application Services</td>
<td>03/31/2018</td>
</tr>
<tr>
<td>Learning Management System Review and Evaluation (LMS)</td>
<td>Teaching and Learning Services</td>
<td>03/30/2018</td>
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<tr>
<td>WUTICCA</td>
<td>Administrative Application Services</td>
<td>03/18/2018</td>
</tr>
<tr>
<td>Replace Oracle Hyperion Enterprise</td>
<td>Data Services</td>
<td>01/19/2018</td>
</tr>
<tr>
<td>Integrated Infrastructure</td>
<td>Infrastructure Services</td>
<td>01/04/2018</td>
</tr>
<tr>
<td>User Services Integration</td>
<td>Productivity &amp; Collaboration</td>
<td>01/04/2018</td>
</tr>
</tbody>
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