Project Portfolio Review Q2FY19

January 2019
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**Administrative Application Services**

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<td>MyDay Strategic Applications</td>
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## Productivity & Collaboration Services
- IT Shared Services Program
- Shared IT Services Project
- Passport – IT Services

## Research Services
- IT Research Infrastructure Services (IRIS) Program
- ICS Infrastructure Alignment Project
- Research Compute Service
- Research IT Services Catalog Storage
- Research Storage
- RIS IT Consolidation Into WU IT

## Security Services
- IAM Program
- Identity Data Management 2.0
- INFOSEC Security Assessment
- Network Monitoring Expansion
- Two Factor Authentication (2FA)
- WUSM

## Research Services
- Blackboard to Canvas LMS Replacement

## Completed Projects
- RIS IT Consolidation Into WU IT
## Project Status Legend (R/Y/G)

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<th>Description</th>
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<td>Project has experienced issues that impact progress to plan &amp; cannot be resolved within project team; requires sponsor/steering committee involvement</td>
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<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
# MyDay Administrative Systems Replacement Roadmap Program

<table>
<thead>
<tr>
<th>Project Manager</th>
<th>Project Sponsor(s)</th>
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<tr>
<td>Scott Taylor, Beth Lee</td>
<td>Hank Webber</td>
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## Project Description


1. Undergraduate Admissions Replacement
2. HR Replacement
3. FIN Replacement
4. Student Replacement
5. Integrations Platform
6. Strategic Applications
7. Data Warehouse Enhancements
8. Reporting
9. Security (Application)
10. User Experience
11. Data Governance
12. Retirement

## Status Date

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## Phase

Design

## Service Portfolio

Administrative Application Services

## Start Date

08/30/2017

## End Date

09/01/2020

## # Open Risks

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## # Open Issues

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## # Change Requests

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MyDay Administrative Systems Replacement Roadmap Timeline with Business Impact

- **Workday Implementation Scope Approved**: Oct 17
- **MyDay Cafe**: Mar 13
- **Develop Training Approach**: Apr 1

Program Execution: Jul 1 - Oct 1
MyDay Data Governance

<table>
<thead>
<tr>
<th>Project Manager</th>
<th>Project Sponsor(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Madhavi Chali</td>
<td>Hank Webber</td>
</tr>
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Project Description

This project will implement activities needed to establish Data Governance. The initial focus of Data Governance project would be based on roadmap for MyDay Analytics Program under MyDay Projects. WashU aims to establish and maintain a formal Data Governance Framework for the management University Data (WashU Data). The framework will help define and establish policies, procedures, organizational structures, and technologies to ensure data is accurate, consistent, understood, secure, and available for authorized university use.

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MyDay Data Governance Timeline with Business Impact

- Draft DG Policy: Sep 21
- Identified Deliverables for 2 year MyDay Analytics - Data Governance Roadmap: Jan 10
- Today: 2019
# MyDay Data Warehouse and Analytics

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<thead>
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<th>Project Sponsor(s)</th>
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<td>Hank Webber</td>
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## Project Description

The MyDay program will establish an Analytics Program to deliver important and ongoing insights to University leaders (centrally and in schools and units). The program will implement new technology and governance solutions, including the following:

- Data management, structure, and oversight;
- A new organization including a select cadre of trained and certified staff who will have access to the Data Warehouse, build reports, provide analytics insights, and form a community of practice to address central, school, and departmental needs;
- Technology infrastructure including tools, data warehouse architecture, security, integration and data modeling.

## Project Status

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MyDay Data Analytics Timeline with Business Impact

- **Jan 10**: Identified deliverables for Data Mapping and Inventory of Student, Course and Instructional Data Domains
- **Mar 15**: Architecture Design
- **Mar 29**: Data mapping and inventory for student
- **Sep 21**: Data Mapping and inventory for Student

2018

---

2019

- **Today**
MyDay Financials and HCM Workday Implementation

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<td>Michael Coffman/Derry Rogers</td>
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**Project Description**

MyDay is about developing new ways to use and manage the data needed to run our complex organization. Through this multi-year project, we will replace our aging Finance and HCM administrative systems (e.g., general ledger, accounts payable, grants management, benefits, payroll, time tracking and more) and establish consistent processes across the university, giving our people easier access to information to make strategic decisions and further supporting the important contributions they make each day to the university.

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MyDay Financials and HCM Workday Implementation Timeline with Business Impact

Project End
Jul 31

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<tr>
<td>Apr 1 - Aug 15</td>
<td>Aug 20 - Oct 5</td>
<td>Oct 15 - Mar 4</td>
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<td>Strategy Phase</td>
<td>Plan Phase</td>
<td>Architect Phase</td>
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<td>Jan 10 - Jul 26</td>
<td>Aug 19 - Apr 29</td>
<td>Test Phase</td>
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<td>Apr 30 - Jul 1</td>
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- **Architect Kick-Off**: Oct 15
- **Architect Security Design**: Oct 15
- **Document Design Requirements**: Oct 15
- **Conduct Architect Workshops**: Oct 15

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# MyDay Integrations

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<tr>
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<td>Billie Jo Sanchez</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.

This initial project will be setting up the integration platform and best practices as well as developing pilot integrations.

## Status

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MyDay Integrations Timeline with Business Impact

- **2018**
  - **Apr**
    - **Apr 2 - Apr 17**: Infrastructure Readiness
    - **Apr 18 - May 1**: Developer Training
  - **May 2 - Jun 27**: Detail Design and Implementation
  - **Jun 28 - Jul 19**: Develop Pilots
  - **Jul 20 - Aug 9**: Post Knowledge Transfer
- **2019**
  - **Sep 15**: Knowledge Transfer
  - **Dec 31**: Mulesoft API Documentation
  - **Mar 31**: Project Complete
  - **Sep 13 - Apr 1**: Inventory

Today

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## MyDay Strategic Applications

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<th>Project Sponsor(s)</th>
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</thead>
<tbody>
<tr>
<td>Beth Lee</td>
<td>Hank Webber, Scott Taylor</td>
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### Project Description

As part of the MyDay Program, 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.

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MyDay Strategic Applications Timeline with Business Impact

2017

Dec 1 - Mar 31

Determine solution

Dec 31

Inventory of HR and FIN Gaps complete

Feb 4

Determine Scope

Today

Dec 1

Feb 4

Feb

April

June

Aug

Oct

Dec

Today

2019
# MyDay Student Workday Implementation

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## Project Description

New tools, processes and functionality to support our core student information functions; student records, registration, financial aid and more.

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</table>
MyDay Student Workday Implementation Roadmap
Timeline with Business Impact

- Workday Deep Dive and Validation of Workday Product
  - Mar 5
- Student Executive Committee Appointment
  - Feb 28
- Student Lead Team Appointment
  - Mar 31
- Update Presentation to BOT
  - May 2

- High Level Planning and Organization
  - Apr 30 - May 31
- Formal Planning
  - Jun 1 - Dec 31

2018-2022 Timeline
# MyDay Undergraduate Admissions Replacement

## Project Manager
Beth Lee

## Project Sponsor(s)
Ronne Turner, Scott Taylor

## 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.

<table>
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<th>Overall % Complete</th>
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## Phase III - Events, Data Warehouse, Transition to Operations

## Service Portfolio
Administrative Application Services

## Start Date
03/01/2017

## End Date
01/31/2019

## # Open Risks | # Open Issues | # Change Requests
---|---|---
High: 0 | High: 1 | Approved: 0
Medium: 1 | Medium: 0 | Pending: 0
Low: 3 | Low: 0 | Rejected: 0
MyDay Undergraduate Admissions Replacement Timeline with Business Impact

2018

April

May

June

July

August

September

October

November

December

2019

Today

Apr 20 - Aug 31 Data Warehouse Requirements, Design and Development

Sep 1 - Jan 31 Transition to Operations

DWH Set-up Complete Jan 31
# Space Management Systems Consolidation Project

<table>
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<th>Project Sponsor(s)</th>
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<tbody>
<tr>
<td>Audery Sims-Timberlake</td>
<td>Hank Webber, Amy Kweskin, Jenny Lodge, and Rick Stanton</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 team has completed remaining in-scope development work efforts and is working to complete closeout and operational transition. The team has engaged in pre-planning of a Phase 2 project effort to address enhancements requested for the ManageSpace Survey module in preparation for the FY19 Survey Cycle.**

<table>
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## Project Status

- **Phase:** Closing

## Service Portfolio

- **Administrative Application Services**

## Start Date

- 07/05/2016

## End Date

- 1/31/2019**

## Open Risks

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

## Open Issues

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

## Change Requests

- Approved: 3
- Pending: 0
- Rejected: 0
Space Management Systems Consolidation
Project Timeline with Business Impact

2018

Apr 2 - May 31
Space Survey - Final Release (Base Year)

May 14 - Aug 31
Congos Space Reporting Testing & Deployment

Jun 1 - Jul 31
Space Survey - Defect Remediation

Jun 1 - Oct 31
Process Development Recharge Centers & Animal Space

Jul 16 - Sep 28
BED Hazmat Tab

Sep 9 - Oct 31
WUSM Clinical Space Chargeback Analysis & Remediation

2019

Work Package E Replace WebSpace Survey
Dec 31

Operational Transition & Closeout
Jan 31

Systems Decommission
Dec 31

Today
# Environmental Health & Safety (EHS)

<table>
<thead>
<tr>
<th>Project Manager</th>
<th>Project Sponsor(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Renee’ Lowry</td>
<td>Bruce Backus, Amy Walter</td>
</tr>
</tbody>
</table>

## Project Description

This project is to upgrade the existing instances of the EHS Assist application with an upgraded online version of the software by the same vendor, On Site Systems. The application tracks hazardous materials at the university, helps with compliance of EPA and other regulations, and provides reporting.

- Moving from a custom-development approach to a configuration-first methodology.
- Adopt an intuitive and easy-to-use online-shopping model to enhance the customer experience and service status tracking.
- Configuring standard service-delivery workflows to improve overall efficiencies in meeting service level expectations.
- Take advantage of best-in-breed ITSM platform applications, including Configuration (CMDB) and Asset Management.
- Aligning with the MyDay program
- Maximizing return on investment by improving and fully utilizing in scope capabilities within the platform.

## Project Status

<table>
<thead>
<tr>
<th>Status Date</th>
<th>Overall % Complete</th>
<th>Project Status (R/Y/G)</th>
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<td>59</td>
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### Phase Analysis & Design/Build/Test

### Service Portfolio

Administrative Application Services

### Start Date

07/25/2018

### End Date

04/30/2019

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<th># Open Risks</th>
<th># Open Issues</th>
<th># Change Requests</th>
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</table>
EHS Assist Timeline with Business Impact

Initiation & Planning Complete: Oct 19
Analysis Complete: Jan 4
Design / Configuration Complete: Jan 25
Build / Test Complete: Jan 31
User Acceptance Testing Complete: Mar 15
Go / No Go Decision: Apr 2
GO LIVE: Apr 3
Transition To Operations Complete: Apr 9
Project Complete & Closed: Apr 12

Initiation / Planning: Jul 25 - Oct 19
Analysis: Sep 4 - Jan 4
Design / Configuration: Aug 23 - Jan 25
Build / Test: Sep 24 - Jan 31
User Acceptance Testing: Dec 3 - Mar 15
Transition To Operations: Dec 3 - Apr 9
## Pre-Award & Award Management and Conflict of Interest (PAAMCO)

<table>
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<th>Project Manager</th>
<th>Project Sponsor(s)</th>
<th>Status Date</th>
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<tr>
<td>Renee’ Lowry</td>
<td>Amy Kweskin, Dr. Jennifer Lodge, Amy Walter</td>
<td>01/04/2019</td>
<td>100</td>
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</table>

### 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
- **Data Warehouse** implementation for reporting via COGNOS.

### Project Status

- **Phase**: TTO/Closeout
- **Service Portfolio**: Administrative Application Services
- **Start Date**: 07/01/2015
- **End Date**: 12/31/2018

### Risk Management

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<td>Low: 0</td>
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PAAMCO Timeline with Business Impact

- RMS GO-LIVE PROD: May 7
- JROC Data Warehouse GO-LIVE PROD: Jul 8
- Data Warehouse GO-LIVE PROD: Oct 18
- TTO Complete: Oct 26
- TTO Turnover Complete: Oct 26
- Project Complete: Dec 31

May 7  GO LIVE Prod
Apr 29  GO LIVE (Infrastructure)
**ServiceNow Strategic Revitalization**

**Project Manager**  
Paul Blackman

**Project Sponsor(s)**  
Ed Welker

**Project Description**

The goal is to stand up a new SNOW instance utilizing “out of box” functionality and a configuration approach, over customization, to ensure best practices are being followed. We will also add additional CMDB and Asset Management modules to assist in identifying assets and their relationships within the IT environment.

1. Stand up an “Out of Box” instance, utilizing configuration, with Incident, Change, Knowledge, Service Request, and Asset (Hardware & Software) Management modules, including CMDB.

   Utilize Configuration over customization to improve overall efficiencies in meeting service level expectations.

2. Enhance the customer experience by adopting an intuitive and easy to use online shopping model for Self-Service and service status tracking.

3. Maximize ROI by improving and fully utilizing “In-Scope” capabilities within the platform

4. Make configurable, out of box reporting available via the ServiceNow Platform.

5. Provide maximum customer benefit and reducing redundant processes and procedures by aligning with the “MyDay” program

---

**Status Date**  
10/05/2018

**Overall % Complete**  
34

**Project Status (R/Y/G)**  
Green

**Phase**  
Planning

**Service Portfolio**  
Administrative Application Services

**Start Date**  
08/01/2018

**End Date**  
12/27/2019

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<td>Low: 0</td>
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ServiceNow Strategic Revitalization Timeline with Business Impact

- **Initiation & Planning Complete**: Dec 28 - Mar 4
- **Analysis Complete**: Feb 15 - Apr 1
- **Build / Test Complete**: Mar 18 - Dec 13
- **User Acceptance Testing Complete**: Jul 1 - Dec 27
- **Design / Configuration Complete**: Jul 26
- **Transition To Operations**: Dec 30
- **Project Complete & Closed**: Dec 30

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Veterinary Protocol Management (AMPS)

<table>
<thead>
<tr>
<th>Project Manager</th>
<th>Project Sponsor(s)</th>
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</thead>
<tbody>
<tr>
<td>Audery Sims-Timberlake</td>
<td>Jennifer Lodge / Amy Walter</td>
</tr>
</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 implementation of the Key Solutions, Inc., system to replace similar functionality included in the current eSirius system. The work is being organized under three primary work streams: 1) Implementation of the IACUC/eProtocol module; 2) Implementation of Lab Animal Resource Management (LARS) module (eProtocol and LARS implementations also include system integrations and data migrations); 3) Implementation of a barcoding equipment solution to facilitate the animal census tracking process. Team is moving forward with separate implementations and schedules for the above work streams and continues planning to determine the most feasible go-live dates for each effort. **The project’s end date will be updated via project change request once schedule rebaselines are completed.**

<table>
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**Phase**

Execution

**Service Portfolio**

Administrative Application Services

**Start Date**

06/09/2016

**End Date**

03/29/2019**

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Veterinary Protocol Management Timeline with Business Impact

2018

Apr 17 - Feb 13
LARS Requirements Elicitation & Gap Analysis

May 21 - Jun 9
IACUC/eProtocol Data Migration Planning, Validation & Execution

Jun 4 - Jul 31
IACUC/eProtocol Plan & Develop Integrations

Jun 25 - Feb 13
LARS & Barcoding Schedule Rebaseline & Planning

Jul 2 - May 17
IACUC/eProtocol Test Planning & Execution

Jul 3 - May 31
IACUC/eProtocol Deploy

Aug 9 - Nov 26
IACUC/eProtocol Initial Build & Configuration

Nov 1 - Nov 9
IACUC/eProtocol Business Demos

2019

Today

Jan 31
LARS & Barcoding Schedule Rebaseline

Nov 26
IACUC/eProtocol Initial Build & Configuration

Feb 13
LARS Requirements Finalization

Jun 9
IACUC/eProtocol Final Data Migration

May 31
IACUC/eProtocol Final Data Migration Planning, Validation & Execution

Jun 9
IACUC/eProtocol Training

Jun 10
IACUC/eProtocol Deploy
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>
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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.

## Project Status

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Epic-Data Warehouse Integration Timeline with Business Impact

Project on hold
### Student Financial Services

<table>
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<tr>
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<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.

#### Status Date

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

- **Closed (2nd phase)**

#### Service Portfolio

- **Data Services**

#### Start Date

- **05/22/2015**

#### End Date

- **08/17/2017 – 2nd Phase Completed (3rd Phase on hold)**

#### # Open Risks

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

#### # Open Issues

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

#### # Change Requests

- **Approved:** 0
- **Pending:** 0
- **Rejected:** 0

---

1/28/2019

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35
Student Financial Services
Timeline with Business Impact

2017
Aug

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

Project Manager: Alesya Bernatskaya & Charles Hahn (BJC)
Project Sponsor(s): Ed Welker & Jerry Fox

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

Status Date | Overall % Complete | Project Status (R/Y/G)
---|---|---
01/11/2019 | 40 | RED

Phase: Planning/Executing
Service Portfolio: Infrastructure Services
Start Date: 04/01/2016
End Date: 03/30/2019

# Open Risks
- High: 0
- Medium: 3
- Low: 0

# Open Issues
- High: 2
- Medium: 3
- Low: 0

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

2018
Aug Sep Oct Nov Dec

2019
Feb Mar

Today

Academic Hospital Cutover to New ECV
Oct 14

DOM
Aug 6 - Feb 1

Radiation Oncology
Jan 30 - Feb 5

Pediatric Hematology
Feb 4 - Feb 10

Citrix Application Migration
Nov 8 - Mar 29
## 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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**Phase**

- Design

**Service Portfolio**

- Infrastructure Services

**Start Date**

- 04/01/2016

**End Date**

- 12/31/2019

**# Open Risks**

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

**# Open Issues**

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

**# Change Requests**

- Approved: 0
- Pending: 0
- Rejected: 0
VoIP Implementation (Danforth) Timeline with Business Impact

Tentative Timeline

Residence Life
Dec 18

Arts & Science 2
Mar 4

Spare Numbers (933) & bookstore
Nov 27

Arts & Science 3
Apr 18

Network Upgrade
Oct 1 - Nov 30

Cutovers Go Live
Feb 25 - Nov 29

Decommissioning
Nov 29 - Dec 20

Close

Today
IT Management Services

Portfolio
# Demand Management & Portfolio Management Improvement

## Project Manager
Imlay, Tom

## Project Sponsor(s)
Welker, Ed

## Project Description

Make the following improvements to WashU IT shared processes:

1. Include WashU IT internal projects in Project Intake & manage the Project Intake meeting to it’s confirmed objectives,
2. Leverage existing demand management best practices of WashU IT in formulating our shared Demand Management process including all work requests (standard change requests and change resulting in project or enhancement)
3. Leverage Planview PPM Pro to support the project request intake process, further facilitating resource allocation, resource management and work scheduling
4. Establish a formal project request approval gate (explicit go.no go decision after project intake, defining project sponsorship and funding source before work begins
5. Pilot a venue (pre-CAB) to address in-flight project issues engaging PMs and Resource Managers (RMs)

## Status Date
01/15/2019

## Overall % Complete
25

## Project Status
Green

## Phase
Planning

## Service Portfolio
IT Management Services

## Start Date
12/20/2018

## End Date
04/01/2019

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<td>Low: 0</td>
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</table>
Demand Management & Portfolio Management Improvements Timeline with Business Impact

- Analysis Complete: Jan 18
- Planning Complete: Jan 18
- Design Complete: Feb 11
- Build and Test Complete: Mar 11
- Project Complete: Apr 1

Timeline:
- Jan: Today, Jan 3 - Jan 18, Planning: Jan 22 - Feb 11
- Feb: Design: Feb 12 - Mar 11
- Mar: Build and Test: Mar 12 - Mar 25, Transition to Operations: Mar 26 - Apr 1
- Apr: Close Out: Apr 2 - Apr 1

2019
## Ent Arch Domain & Service Strategy Dev

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

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.

### Project Status

<table>
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<th>Status Date</th>
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<td>IT Management Services</td>
<td>09/11/2017</td>
<td>08/15/2018 (Project On Hold)</td>
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### Open Risks

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

### Open Issues

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

### Change Requests

- **Approved:** 0
- **Pending:** 0
- **Rejected:** 0
Ent Arch Domain & Service Strategy Dev Timeline with Business Impact

Project On Hold

2017

Oct 2 - Jan 31
Develop Strategy with Admin, Research, Teaching & Learning and Clinical Domains

Oct 2 - Jan 31
Gather Capability and Road Map Information

Feb 1 - Apr 27
Gather Capability and Road Map Information Complete

Feb 1 - Apr 27
Workshops and follow-up with EUS, SI, & EntApp Service Owners to develop strategy

Dec 5 - Jul 27
Process and format service strategy results

Mar 5 - Aug 3
Present service strategy results to respective organizations for review and approval

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

Aug 7 - Aug 10
Present to IT Leadership Team

Aug 15
Complete IT Governance Domain Strategies

Aug 15
Complete Services Strategy
Productivity & Collaboration Services

Portfolio
Shared IT Services Program

<table>
<thead>
<tr>
<th>Project Manager</th>
<th>Project Sponsor(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ed Clark</td>
<td>Ed Welker</td>
</tr>
</tbody>
</table>

Project Description

The Shared IT Services (SITS) 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

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<th>Status Date</th>
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Phase                      Implementation
Service Portfolio          Productivity and Collaboration Services
Start Date                 07/01/2015
End Date                   03/02/2020

# Open Risks # Open Issues # Change Requests
High:          6              High: 6              Approved: 0
Medium:        18             Medium: 4              Pending: 0
Low:           7               Low: 0                 Rejected: 0
Shared IT Services Program Timeline with Business Impact

Committed/Proposed Migrations
Est. completion dates

Proposed Dates for Units
(Oct 2018 to June 2019 time period)

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Teams – IT Services (formerly Passport)

Project Manager: Derek Slay
Project Sponsor(s): Ed Welker

Project Description:
This project is Microsoft Teams adoption and collaboration improvement project initiated by OCIO Marketing Communications. This project seeks to better understand the operational activity of WashU IT customers, so as to provide improved opportunities for engagement, collaboration and integration throughout the WashU IT campus and community at large.

1. Complete 5-7 pilot projects
2. Perform analysis of pilot data to help:
   a) Determine whether or not Teams should be offered as an IT Service beyond the current self-service model
   b) Expand upon the efforts of the Teams Awareness campaign started in 2017
   c) Facilitate the dialog and definition of White Glove service for Teams
   d) Lay the groundwork for development of the Teams Champions program
   e) Develop an on-line training curriculum for Teams
   f) Develop a WashU IT support model for Teams
3. Leverage Teams technology positioning Washington University to deliver world-class education, research, innovation, and patient care. Meet emerging user expectations by providing advanced, integrated technology, user training and best-use guidelines

Status Date: 01/09/2018
Overall % Complete: 10
Project Status (R/Y/G): Green

Phase: Initiation
Service Portfolio: Productivity & Collaboration Services
Start Date: 12/11/2018
End Date: 11/15/2019

# Open Risks | # Open Issues | # Change Requests
--- | --- | ---
High: 0 | High: 0 | Approved: 0
Medium: 0 | Medium: 0 | Pending: 0
Low: 0 | Low: 5 | Rejected: 0
Teams - IT Services Timeline with Business Impact

- **Charter Approval**: Jan 18
- **Confirm Product Use Participants**: Jan 21
- **Plans, Schedules & Success Criteria Development**: Mar 4
- **Data Analysis**: Jun 7
- **Product Use Activity**: Jun 7
- **Training Material Development**: Aug 2
- **Marketing Material Development**: Oct 11
- **Support Model Development**: Oct 25
- **Present Recommendation for Full-service Offering**: Nov 15
- **Charter Approval**: Jan 18
- **Planning**: Jan 21 - Feb 19
- **Execution**: Jan 21 - Nov 15
- **Closure**: Nov 18 - Nov 22
Research Services

Portfolio
### ICS Infrastructure Alignment Project

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

#### Project Description

This is an IRIS Program Portfolio 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 2019 due to resource constraints.

#### Project Status

<table>
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<th># Open Issues</th>
<th># Change Requests</th>
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</table>
ICS Infrastructure Alignment Project Timeline with Business Impact

- Transition Complete: Sep 1
- Services Development: Nov 1 - May 31
- Services Costing: Nov 1 - Mar 30
- Infrastructure Migration to RIS: May 1 - Aug 1
- Today: May 31
**Research Compute Services**

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

**Project Description**

This is an IRIS Program Portfolio Project for developing an High-performance Computing Services incorporating conventional and GPU processing capability for the Research Community, improved capacity utilization of scalable processing resources that incorporates high speed LAN connectivity to Research Storage.

The first phase of this Project will implement new storage systems, develop a rate structure, and identify the existing capabilities of RIS staff and infrastructure to provide services to the WashU Research community.

<table>
<thead>
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<th>Overall % Complete</th>
<th>Project Status (R/Y/G)</th>
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<tr>
<td>Initiation</td>
<td>Research Services</td>
<td>03/05/2018</td>
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</table>
Research Compute Services
Timeline with Business Impact

2018
Dec

2019
Jan
Feb
Mar
Apr

Project Initiation Start
Dec 4

Today

Planning
Jan 7 - Apr 30

Project Charter
Jan 28 - Feb 28
## Research IT Services Catalog

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

### Project Description

This is an IRIS Program Portfolio Project. The Project is 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.

### Project Status

<table>
<thead>
<tr>
<th>Status Date</th>
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- **Phase**: Analysis
- **Service Portfolio**: Research Services
- **Start Date**: 08/07/2017
- **End Date**: 06/28/2019

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Research IT Services Catalog Timeline with Business Impact

- **Cataloging Start**: Nov 1, 2017
- **Deployment Start**: Jan 31, 2018
- **Existing Capabilities Cataloged**: Aug 31, 2018

**2017**
- **Dec 4 - Jun 28**: ICS & MGI Svvs
- **Dec 15 - Mar 15**: Cost Model Development
- **Jan 4 - Dec 14**: Capacity Modeling
- **Jun 1 - Dec 27**: University-wide deployment

**2019**
- **Today**: Nov 1, 2019

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### 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>Jenny Lodge</td>
</tr>
</tbody>
</table>

**Project Description**

This is an IRIS Program Portfolio Project. *Phase 1 complete 06/30/2018 (50%). Phase 2 started (10%).* 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.

<table>
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**Phase**

Phase 2 Planning

**Service Portfolio**

Research Services

**Start Date**

11/17/2016

**End Date**

10/02/2020

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Research Storage Timeline with Business Impact

Phase 1 General Availability
- Jun 1

Phase 2 Start
- Jun 14

Phase 2 1st Order
- Aug 1

Phase 2 Design
- Jun 14 - Nov 5

L@W Training Ready
- Aug 31

Bid Prep & Processing
- Nov 5 - Jan 31

Today
RIS IT Consolidation Into WU IT

Project Manager: Randy Gadell
Project Sponsor(s): Ed Welker

Project Description:
This is an IRIS Program Portfolio 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.

Status Date: 12/31/2018
Overall % Complete: 90
Project Status (R/Y/G): Green

Phase: Build/Test
Service Portfolio: Research Services
Start Date: 01/23/2017
End Date: 02/26/2020

# Open Risks | # Open Issues | # Change Requests
High: 0 | High: 0 | Approved: 0
Medium: 0 | Medium: 0 | Pending: 0
Low: 0 | Low: 0 | Rejected: 0
Security Services

Portfolio
# Identity Data Management 2.0

<table>
<thead>
<tr>
<th>Project Manager</th>
<th>Project Sponsor(s)</th>
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</thead>
<tbody>
<tr>
<td>Kathleen Brett</td>
<td>Kevin Hardcastle</td>
</tr>
<tr>
<td></td>
<td>Dan Zweifel</td>
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## Project Description

IDM Program to upgrade University's Identity Data Management system.

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## Phase

- Development/Configuration

## Service Portfolio

- Security Services

## Start Date

06/01/2018

## End Date

06/01/2019

## Open Risks

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

## Open Issues

- High: 0
- Medium: 7
- Low: 1

## Change Requests

- Approved: 1
- Pending: 0
- Rejected: 0
IDM 2.0 Program Timeline with Business Impact

Milestone 1 - Infrastructure
- Jul 31

Milestone 2 - Vendor
- Dec 5

Milestone 3 - Connection ServiceNow
- Dec 31

Milestone 4 - Identity Warehouse
- Oct 31

2018
- Jul 1 - Jul 31: Infrastructure, Connector Design and requirements for ServiceNow Saviynt / WUPeople data import verified
- Aug 2 - Dec 5: ServiceNow integration for ticketing / Prod Infrastructure
- Oct 3 - Dec 5: Birthright access configuration/sign off from Customer Admins
- Nov 1 - Dec 31: WUPeople data load for Production / Identity Warehouse in Production
- Nov 1 - Nov 29: All configuration as migrated to Production
- Nov 2 - Nov 29: Run Book for BAU team transition BAU functions to customers
INFOSEC Security Assessment Project

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

Project Description

This is an INFOSEC project with potentially multiple phases. The first phase is a "Data Security Maturity Survey" by an independent 3rd party consulting firm. Sirius Computer Solutions, Inc. has been engaged to perform the survey. Future phases will be determined upon acceptance of the survey results, risks analysis, remediation recommendations, and budget approval.

<table>
<thead>
<tr>
<th>Status Date</th>
<th>Overall % Complete</th>
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Phase | Analysis
Service Portfolio | Security Services
Start Date | 08/17/2018
End Date | 02/15/2019

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</table>
INFOSEC Security Assessment Project Timeline with Business Impact

- **Project Initiation Start**: Aug 17
- **Existing Capabilities Cataloged**: Oct 2
- **Interviews, WUSTL Documentation**: Aug 19 - Oct 1
- **Review & Publish Report**: Oct 2 - Nov 30
- **Estimate Costs of Recommendations**: Nov 1 - Feb 15
### Network Monitoring Expansion

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

#### Project Description

This is an INFOSEC project with potentially multiple phases. Currently there are important areas of the campus network that are not monitored for security and data traffic risks.

**Project goals:** We will create a dedicated, data collection network. At each core router, a group of strategically placed TAPs will copy network traffic to a local switch. The local switches will forward these copies via fiber to an aggregation switch located in the WCDC (West Campus Data Center). Because we are collecting the traffic at a single location, the InfoSec and NE (Network Engineering) analysis tools can be consolidated there to save costs.

<table>
<thead>
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<th>Overall % Complete</th>
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<tbody>
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<table>
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Network Monitoring Expansion
Project Timeline with Business Impact

- **Project Initiation Start**: Jun 29, 2018
- **Application Selection**: Nov 16, 2018
- **Hardware Orders**: Jan 31, 2019

**Monitoring Application Pilots**: Jun 29 - Nov 2, 2018

**Infrastructure**: Aug 19 - Apr 5, 2019

**Testing**: Oct 2 - Apr 15, 2019
Two Factor Authentication (2FA)

Project Manager | Project Sponsor(s)
-----------------|--------------------
Kristi Lenz       | 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 were 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>
<thead>
<tr>
<th>Status Date</th>
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Phase | Service Portfolio | Start Date | End Date |
Planning | Security Services | 01/08/2018 | 12/31/2018 |

# Open Risks | # Open Issues | # Change Requests
High: 0 | High: 0 | Approved: 1
Medium: 0 | Medium: 0 | Pending: 1
Low: 0 | Low: 0 | Rejected: 0
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
- **Student Cutover** - Nov 26
- **Project Close** - Dec 21
- **Communications**
  - Oct 30 - Mar 30
  - Nov 12 - Dec 5: 2FA Website Update
  - Nov 13 - Dec 18: Training
  - Feb 19 - May 31: Microsoft Bug Fix
  - Jul 30 - Nov 27: Student Communications

---

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## Project Description

This project will identify existing alpha/numeric pagers within Washington University School of Medicine and manage their exchange to encrypted alpha/numeric pagers. The upgrade to encrypted pagers will support the requirement of HIPAA compliant communications. Faculty (providers) will have a transparently available phone number that is available for other faculty/staff to reach them. Encrypted pagers or Encrypted pager numbers (i.e., virtual pagers) can also be supported with the AMS Connect/Cureatr application option for secured messaging within and outside of the encrypted pagers. Alpha/Numeric pagers not exchanged will be disconnected at the end of the project’s timeline to ensure HIPAA compliance.
WUSM Pager Replacement Timeline with Business Impact

- **Initiation & Planning Complete**: Nov 28
- **Analysis Complete**: Dec 10
- **Design / Build Complete**: Jan 18
- **Test Complete**: Jan 4
- **Pager Exchange - GO LIVE**: Dec 17
- **Transition To Operations Complete**: Jan 25
- **Project Complete & Closed**: Jan 31
- **Initiation / Planning**: Nov 5 - Nov 28
- **Analysis**: Nov 5 - Dec 10
- **Design / Build**: Dec 3 - Jan 4
- **Test**: Dec 1 - Jan 18
- **Transition To Operations**: Nov 26 - Jan 25
Teaching & Learning Services

Portfolio
**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

<table>
<thead>
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**Phase**

Build

**Service Portfolio**

Teaching and Learning Services

**Start Date**

03/01/2018

**End Date**

03/18/2020

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<td>Low: 1</td>
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</table>
Blackboard Canvas LMS Migration Timeline with Business Impact

- **Kick-Off**: Mar 26
- **System Ready for Faculty**: Jun 21
- **LMS Contract Signed**: Apr 10
- **System Supported by Production/Operations Team**: Aug 14
- **First Courses Live in Canvas for Students**: Aug 27
- **Courses no longer provisioned (available in) Blackboard**: Jun 3
- **Last Semester Courses Available in Blackboard**: Jan 7
- **Courses no longer provisioned (available in) Blackboard**: Jun 3
- **Project Complete**: Mar 1

**Timeline Phases**

- **Phase 1**: Jan 7 - Apr 15
  - Configure Canvas

- **Phase 2**: Apr 15 - May 4
  - Configure Canvas
  - SIS Integration

- **Phase 3**: May 4 - Sep 2
  - Phase 2: Non SIS Courses and Organizations
  - Phase 3: Spring 2019 - Academic Expansion/Adoption

- **Support/Outreach**: Sep 2 - Dec 31

- **Retire Blackboard**: Jan 6 - Feb 28

- **Today**: 2018
## Completed Projects

<table>
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<th>Project Title</th>
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<td>ITSM Alignment &amp; maturation</td>
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<td>Improving Customer Engagement</td>
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<td>EA-2035 Atlassian Suite</td>
<td>Administrative Application Services</td>
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<td>Danforth Parking Project</td>
<td>Administrative Applications Services</td>
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