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<table>
<thead>
<tr>
<th>Color</th>
<th>Description</th>
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<tbody>
<tr>
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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>
</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
# MyDay Administrative Systems Replacement Roadmap Program

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

## 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

Build

## 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

- Business Process Workshops Complete for Configuration Build: Feb 15
- MyDay Cafe: Mar 13
- Workday Delivery Assurance: Mar 31
- Develop Training Approach: May 1

2017
2018
2019
2020

Today
Jul 1 - Oct 1
Program Execution
MyDay Data Governance

Project Manager: Rooji Sugathan
Project Sponsor(s): Hank Webber

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.

Status Date | Overall % Complete | Project Status (R/ Y/G)
--- | --- | ---
03/29/2019 | 5 | Green

Phase | Service Portfolio
--- | ---
Plan/Build | Administrative Application Services

Start Date | End Date
--- | ---
11/01/2018 | 11/01/2020

# Open Risks | # Open Issues | # Change Requests
--- | --- | ---
High: 0 | High: 0 | Approved: 0
Medium: 0 | Medium: 0 | Pending: 0
Low: 0 | Low: 0 | Rejected: 0
MyDay Governance Timeline with Business Impact

- **RFP to Vendor**: Feb 15
- **Draft Stewardship Structure**: Mar 8
- **Governance Umbrella Policy Draft Internal Approval**: Mar 15
- **Purchase Data Governance Tool**: May 14

Planning Phase: Nov 1 - May 31
**MyDay Data Warehouse and Analytics**

<table>
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<th>Project Sponsor(s)</th>
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</thead>
<tbody>
<tr>
<td>Rooji Sugathan</td>
<td>Hank Webber</td>
</tr>
</tbody>
</table>

**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.

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MyDay Data Warehouse and Analytics Timeline with Business Impact

- **WWT Infrastructure Design Kick-Off**
  - Jan 23

- **Data Flow Mapping**
  - Feb 15

- **Provider-Agnostic Technical Architecture**
  - Mar 1

- **BI Tool Recommendation**
  - Mar 8

- **Azure vs AWS Competitive Analysis**
  - Mar 13

- **EDW Staffing Recommendations**
  - Mar 20

**Architect Design Phase**
- Nov 1 - Mar 22

**Data Architecture Planning**
- Apr 2 - Jun 2

**Data Mapping and Inventory**
- May 31 - Mar 2
**MyDay Financials and HCM Workday Implementation**

<table>
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<tr>
<th>Project Manager</th>
<th>Project Sponsor(s)</th>
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</thead>
<tbody>
<tr>
<td>Michael Coffman/Derry Rogers</td>
<td>Hank Webber</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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**Phase**

Configure and Prototype

**Service Portfolio**

Administrative Application Services

**Start Date**

04/02/2018

**End Date**

07/31/2020

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MyDay Financials and HCM Workday Implementation Timeline with Business Impact

- **Strategy Phase**: Apr 1 - Aug 15
- **Plan Phase**: Aug 20 - Oct 5
- **Architect Phase**: Oct 15 - Mar 15
- **Configure & Prototype**: Mar 15 - Oct 29
- **Test Phase**: Jul 17 - May 27
- **Deployment Phase**: May 27 - Jul 27

- **Presentation of FDM to Central Finance (First Round)**: Mar 7
- **Customer Confirmation Session Preparation**: Mar 22
- **Build Configuration Tenant**: Feb 7
- **Architect Stage Complete**: Mar 15
- **Project End**: Jul 31
## MyDay Integrations

<table>
<thead>
<tr>
<th>Project Manager</th>
<th>Project Sponsor(s)</th>
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<tbody>
<tr>
<td>Billie Jo Sanchez</td>
<td>Hank Webber</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.

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### Phase

- Build/Test

### Service Portfolio

- Administrative Application Services

### Start Date

01/26/2018 (Project On Hold)

### End Date

10/31/2018**

### # Open Risks

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

### # Open Issues

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

### # Change Requests

- Approved: 0
- Pending: 0
- Rejected: 0
MyDay Integrations Timeline with Business Impact

*Project On Hold

2018

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
Sep 13 - Apr 1  Inventory

2019

Knowledge Transfer  Sep 15
Mulesoft API Documentation  Dec 31
Project Complete  Mar 31

©2017 Washington University in St. Louis
### MyDay Strategic Applications

<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, 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 cannot 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.

### Project Status

<table>
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#### Phase Analysis
- Phase: Analysis
- Service Portfolio: Administrative Application Services

#### Service Portfolio
- Administrative Application Services

#### Start Date
- 08/01/2017

#### End Date
- 12/30/2019

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

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

#### # Change Requests
- Approved: 0
- Pending: 0
- Rejected: 0
MyDay Strategic Applications Timeline with Business Impact

- **Identify Strategic App Lead**: Feb 1
- **Evaluate Strategic Apps for Workday Inclusion**: Mar 1
- **Score Functionality for Buy/Build, Process or Stop**: Mar 15
- **Develop Recommendations**: Apr 15

**Timeline Events**:

- **Determine solution**: Dec 1 - Mar 31
- **Development**: Jul 1 - Jul 31
- **Testing & Deployment**: Aug 1 - Sep 30
- **Training**: Oct 1 - Dec 28

**Months**:

- 2017: Dec, Mar, Jun, Sep, Dec
- 2020: Mar, Jun, Sep, Dec
## MyDay Student Workday Implementation

<table>
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<th>Project Manager</th>
<th>Project Sponsor(s)</th>
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<tbody>
<tr>
<td>Scott Taylor and Beth Lee</td>
<td>Hank Webber</td>
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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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MyDay Student Workday Implementation Timeline with Business Impact

- **2018**
  - Student Executive Committee Appointment: Mar 1
  - Student Lead Team Appointment: Mar 31
  - Workday Deep Dive and Validation of Workday Product: Apr 23

- **2019**
  - Initial BOD Update: May 2

- **2020**
  - High Level Planning and Organization: Apr 30 - May 31
  - Socialization of Business Case: May 1 - Nov 29

- **2021**
  - Formal Planning: Jun 1 - Dec 31

- **2022**
# MyDay Undergraduate Admissions Replacement

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<td>Beth Lee</td>
<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.

## Project Status

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MyDay Undergraduate Admissions Replacement Timeline with Business Impact

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

Transition to Operations
- Sep 1 - Jan 31

DWH Reporting Tools Development

Server Retirement
- Dec 31 - May 31

Extract Transform Load
- Mar 12

Retire UA Web Servers
- Apr 1

Retire Reporting Server
- Apr 18

Retire Redundant Servers
- Feb 15

CAB Approval
- May 1

Retire Database Servers
- May 17

Today

2018
2019
Space Management Phase 2

<table>
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<tr>
<th>Project Manager</th>
<th>Project Sponsor(s)</th>
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<tr>
<td>Derek Slay</td>
<td>Melissa Rockwell-Hopkins, Joe McGarry</td>
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</table>

**Project Description**  
Additional specifications have been identified post go live for Archibus ManageSpace SOW#1 that are post project improvements to the system which will allow refined expectations of a space survey application meeting in order to meet all university needs.  
Through preliminary use of the system during the FY18 Planning and Survey cycles, several system improvements have been identified to provide the full system functionality and these changes will also enhance the user experience. and all the university to update training materials to facilitate adoption of the full Archibus ManageSpace system.

[Primary project objectives or goals.]
- Prepare the ManageSpace Survey tool and associated processes for the FY19 survey cycle
- Ensure integrity for data being collected/ processed by the Archibus system
- Correct functionality missing from Archibus SOW#1
- Provide an enhanced training program

**Status Date** | **Overall % Complete** | **Project Status (R/Y/G)**
--- | --- | ---
04/08/2019 | 77 | Green

**Phase** | **Service Portfolio**
--- | ---
Build & Test | Administrative Application Services

**Start Date** | **End Date**
--- | ---
01/21/2019 | 09/13/2019

**# Open Risks** | **# Open Issues** | **# Change Requests**
--- | --- | ---
High: 6 | High: 0 | Approved: 0
Medium: 0 | Medium: 0 | Pending: 0
Low: 0 | Low: 0 | Rejected: 0
Space Management Phase 2 Timeline with Business Impact

2019

Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep
---|-----|-----|-----|-----|-----|-----|-----|-----

**Initiation**
- Jan 31 - Feb 12
- Feb 4 - Mar 4
- Feb 28 - Sep 13

**Planning**
- Mar 11

**Execution**
- Apr 29
- Apr 30
- May 24
- Jun 28

**Charter Approval**
- Jan 31

**Team Kickoff**
- Feb 19

**Stakeholder Kickoff**
- Mar 4

**Test Script Creation**
- Mar 11

**Testing Cycle**
- Apr 29

**Production Deployment**
- Apr 30

**Training Development**
- May 24

**OSIS Reporting**
- Jun 28

**Closure**
- Sep 8 - Sep 13
## Environmental Health & Safety Assist (EHS)

<table>
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<tbody>
<tr>
<td>Renee’ Lowry</td>
<td>Bruce Backus, Amy Walter</td>
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### 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.

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<td>Low:</td>
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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**
  - Apr 26

- **Go / No Go Decision**
  - May 22

- **GO LIVE**
  - May 23

- **Transition To Operations Complete**
  - May 28

- **Project Complete & Closed**
  - May 31

- **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 - Apr 26

- **Transition To Operations**
  - Dec 3 - May 28
### Pre-Award & Award Management and Conflict of Interest (PAAMCO)

<table>
<thead>
<tr>
<th>Project Manager</th>
<th>Project Sponsor(s)</th>
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<tbody>
<tr>
<td>Renee’ Lowry</td>
<td>Amy Kweskin, Dr. Jennifer Lodge, Amy Walter</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.

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**Phase**

TTO/Closeout

**Service Portfolio**

Administrative Application Services

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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
- Today: May 7

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

Project Manager | Project Sponsor(s)
--- | ---
Paul Blackman | Chris Kielt

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 Hardware Asset 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 | Overall % Complete | Project Status (R/G/Y)
--- | --- | ---
04/06/2019 | 47 | Green

Phase: Analysis
Service Portfolio: Administrative Application Services
Start Date: 08/01/2018
End Date: 12/30/2019

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ServiceNow Strategic Revitalization Project Timeline with Business Impact

Initiation & Planning Complete: Dec 28
Analysis Complete: Feb 15
Design / Configuration Complete: Feb 25
Build / Test Complete: Jul 19
User Acceptance Testing Complete: Jul 26
Phase 1 GO LIVE: Jul 28
Transition to Operations Complete: Jul 29
Go / No Go Decision: Jul 26
Project Complete & Closed: Jan 10

2018
Sep
Nov
2019
Sep
Nov
2020
2020
Veterinary Protocol Management

Project Manager | Project Sponsor(s)
--- | ---
Renee Lowry | Jennifer Lodge / Amy Walter

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 is targeted to complete EOM Feb 2020 per updated Roadmap. Change Request(s) to be complete by May 31, 2019.**
Veterinary Protocol Management Timeline with Business Impact

2018

Aug 9 - Nov 26
IACUC/eProtocol Build & Configuration

Nov 30 - May 31
IACUC/eProtocol UAT

Jan 21 - Jun 9
IACUC/eProtocol Training Planning & Execution

Jan 31 - Jun 11
IACUC/eProtocol Data Migration Planning, Validation & Execution

LARS Requirements Development

2019

Aug
Sep
Oct
Nov
Dec
Jan
Feb
Mar
Apr
May
Jun
Jul

Today

IACUC/eProtocol Build & Configuration
Nov 26

IACUC/eProtocol UAT Complete
May 31

Project Schedule Rebaseline
May 1

IACUC/eProtocol Go Live
Jun 10

IACUC/eProtocol Data Migration Complete
Jun 9

LARS Requirements Complete
Jun 11
Clinical (non-core) Application Services

Portfolio
### OnCore Enterprise Phase 3

<table>
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<tr>
<th>Project Manager</th>
<th>Project Sponsor(s)</th>
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</thead>
<tbody>
<tr>
<td>Alesya Bernatskaya</td>
<td>Rick Stanton/Yi Zhan</td>
</tr>
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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.

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OnCore Enterprise Phase 3 Timeline with Business Impact

Sprint 1 – Soft Go-Live (October – December 2019)
- CCS – studies that are fully managed by CCS
- Emergency Medicine - studies that are fully managed by EM
- Surgery
- Neurology

Sprint 1 – FULL Go-Live (January 2020)
- CCS (all studies)
- Emergency Medicine (all studies)
- Surgery (all studies)
- Neurology
- Hematology
- Infectious Disease
- Ophthalmology
- Internal Medicine - Nutritional Sciences

Sprint 2 – February 2020 – May (or July 2020)
- OB/GYN
- Neurosurgery
- Ortho Surgery
- Otolaryngology
- Internal Medicine
- Pediatrics
- Psychiatry
- Radiology
- Anesthesiology
Data Services

Portfolio
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<tr>
<td>Mike Runiewicz</td>
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**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.

**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)

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Student Financial Services Timeline with Business Impact

2017

2nd Phase Completed
3rd Phase on hold

Go-Live (2nd Phase) Aug 17

Transition to Support & Go-Live (2nd Phase) Aug 11 - Aug 17
## Enterprise Client Virtualization (formerly known as CSD) Project

<table>
<thead>
<tr>
<th>Project Manager</th>
<th>Project Sponsor(s)</th>
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<tbody>
<tr>
<td>Alesya Bernatskaya &amp; Charles Hahn (BJC)</td>
<td>Chris Kielt &amp; Jerry Fox</td>
</tr>
</tbody>
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### 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)
--- | --- | ---
04/07/2019 | 40 | RED

### Phase
Planning/Executing

### Service Portfolio
Infrastructure Services

### Start Date | End Date
--- | ---
04/01/2016 | 03/30/2019

### # Open Risks | # Open Issues | # Change Requests
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High: 0 | High: 0 | Approved: 0
Medium: 1 | Medium: 2 | Pending: 0
Low: 0 | Low: 0 | Rejected: 0
Enterprise Client Virtualization (formerly known as CSD) Timeline with Business Impact

2019 Timeline:
- Radiation Oncology: Mar 14
- CAM 5 Pilot: Apr 15
- Ortho Pilot: Apr 26
- Pediatric Hematology: Apr 25 - May 3
- Appsense configuration: Feb 4 - May 17

Today: Apr 25 - May 3
### VoIP Implementation (Danforth)

<table>
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<tr>
<th>Project Manager</th>
<th>Project Sponsor(s)</th>
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<tr>
<td>Jeffrey Blair</td>
<td>Chris Kielt</td>
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**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.

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VoIP Implementation (Danforth)Timeline with Business Impact

Tentative Timeline

2018
Dec 1 - Jan 30  Network Upgrade
Dec 1 - Aug 15

2019
Dec 18  Residence Life
Mar 26  Arts & Science 2
Apr 30  Other - Arts & Science 3, WUPD, etc..
Apr 1 - Aug 31  Cutovers Go Live
May 1 - Aug 31  Decommissioning
Jun 1 - Aug 1  WUPD Dispatch, Fax Numbers, etc..
Aug 1 - Aug 31  Close

Today

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IT Management Services

Portfolio
## BJC Integrations

### Project Manager
Derek Slay

### Project Sponsor(s)
Chris Kielt

### Project Description
Jerry Fox, CIO of BJC, is putting an RFP out to look at a managed services option for BJC IT. While no decisions have been made about the scope of the effort, it will have hundreds of touch points with the WashU Medical School that could be impacted.

### Primary project objectives or goals.
- Create data repository to capture detailed touchpoint information to share with BJC Leadership and their selected IT vendor
- Map touchpoints to BJC Vendor RFP’s
- Document WashU IT Process for identified touchpoints
- Present data to BJC Leadership and their selected IT vendor

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### Phase
Execution

### Service Portfolio
IT Management Services

### Start Date
12/11/2019

### End Date
06/28/2019

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

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

### # Change Requests
- Approved: 0
- Pending: 0
- Rejected: 0
BJC Integrations Timeline with Business Impact

- **Project Kickoff**: Dec 11
- **Requirements Gathering / Form Design**: Jan 11
- **Data Collection and 1st Review**: Feb 15
- **Data Collection and Final Touchpoint Review**: Feb 27
- **RFP Mapping/BJC Presentation**: Mar 15
- **WashU IT Process Mapping**: Jun 3

- **Initiation**: Dec 11 - Dec 17
- **Planning**: Jan 12 - Jun 28
- **Execution**: Jun 17 - Jun 21
- **Closure**:

---

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**Demand Management & Portfolio Management Improvement**

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<tbody>
<tr>
<td>Imlay, Tom</td>
<td>Chris Kielt</td>
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**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 its 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)

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**Phase**

Design; Build & Test

**Service Portfolio**

IT Management Services

**Start Date**

12/20/2018

**End Date**

04/25/2019

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Demand Management & Portfolio Management Improvements Timeline with Business Impact

2019

Jan

- Analysis Complete: Jan 18
- Planning Complete: Jan 18

Feb

- Design Complete: Feb 11
- Build and Test Complete: Mar 11

Mar

- Project Complete: Apr 1
- Transition to Operations: Mar 12 - Mar 25
- Close Out: Mar 26 - Apr 1

Apr

- Today: Jan 3 - Jan 18
- Planning: Jan 22 - Feb 11
- Design: Feb 12 - Mar 11
Productivity & Collaboration Services

Portfolio
# Shared IT Services Program

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<th>Project Sponsor(s)</th>
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<tbody>
<tr>
<td>Ed Clark</td>
<td>Chris Kielt</td>
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## 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

## Project Status

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### Phase

Implementation

### Service Portfolio

Productivity and Collaboration Services

### Start Date

07/01/2015

### End Date

12/31/2020

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Shared IT Services Program Timeline with Business Impact

Workstation Migration Complete

Pathology and Immunology
Jan 25

Medschool Facilities
Jan 18

Ortho
Jan 25

Olin Business School
Mar 15

Neuroscience
Mar 13

Ob/Gyn
Mar 29

Anesthesiology
Apr 26

Sam Fox
Apr 19

Psychiatry
May 31

Surgery
Jul 26

School of Eng
Aug 2

Today

2019

Jan Feb Mar Apr May Jun Jul Aug Sep 2019

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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
Teams - IT Services Timeline with Business Impact

- **Charter Approval**: Jan 18
- **Confirm Product Use Participants**: Jan 21
- **Plans, Schedules & Success Criteria Development**: Mar 4
- **Product Use Activity**: Jun 7
- **Data Analysis**: 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>
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<tr>
<th>Project Manager</th>
<th>Project Sponsor(s)</th>
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</thead>
<tbody>
<tr>
<td>Randy Gadell</td>
<td>Chris Kielt</td>
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## 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 2018-2019.

<table>
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## Phase

- Implementation

## Service Portfolio

- Research Services

## Start Date

- 03/31/2017

## End Date

- 05/30/2019

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ICS Infrastructure Alignment Project
Timeline with Business Impact

Migration Substantially Complete
Dec 30

Infrastructure Migration to RIS
Aug 31 - May 30
## Research Compute Services

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

### Project Description

This is an IRIS Program Portfolio Project. The Research Compute Services will add high performance scientific compute capabilities that will be managed by RIS. The service will provide conventional x86 CPUs and GPUs. A base level of compute services will be offered to each researcher at no cost, and charge the grant for additional compute beyond the free tier.

### Project Status

<table>
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Research Compute Services
Timeline with Business Impact

2018
Dec
2019
Feb
Mar
Apr
May
2019

Project Initiation Start
Dec 4

Equipment Ordered
May 15

Jan 7 - Mar 29
Project Charter
Apr 18 - May 15
Vendor Selection

Jan 28 - Apr 11
Bid Prep & Processing

Today
## 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>Chris Kielt</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.

### Project Status

<table>
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<tbody>
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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
Research IT Services Catalog
Timeline with Business Impact

2018

Jun | Aug | Oct | Dec | Feb | Apr | Jun | Aug | Oct | Dec

Jun 1 - Dec 27

University-wide deployment

Today

Jun 28

Substantially Complete

2020
Research Storage

<table>
<thead>
<tr>
<th>Project Manager</th>
<th>Project Sponsor(s)</th>
</tr>
</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>
<thead>
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**Phase**
- Phase 2 Planning

**Service Portfolio**
- Research Services

**Start Date**
- 11/17/2016

**End Date**
- 12/31/2019

**# 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 Storage
Timeline with Business Impact

2018

Jun 14
Phase 2 Start

Aug 1
Phase 2 1st Order

2019

Today

Aug 31 - Feb 28
Phase 2 Design

Mar 18 - Jun 28
Bid Prep & Processing

Jun 14
Phase 2 RFPs
# RIS IT Consolidation Into WU IT

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

## 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.

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RIS IT Consolidation Into WU IT Timeline with Business Impact

- **2018**
  - Jul: MGI Migration to Services Model
  - Jul 1 - Dec 28

- **2019**
  - Mar: Migrate Substantially Complete
  - Sep 27

- **2020**
  - Jul: Migrate MGI Infrastructure
  - Jul 2 - Feb 26
Security Services

Portfolio
### Identity Data Management 2.0 (IDM)

<table>
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<tr>
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<th>Project Sponsor(s)</th>
<th>Status Date</th>
<th>Overall % Complete</th>
<th>Project Status (R/Y/G)</th>
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<tbody>
<tr>
<td>Kathleen Brett</td>
<td>Kevin Hardcastle</td>
<td>01/08/2019</td>
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<tr>
<td></td>
<td>Dan Zweifel</td>
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#### Project Description

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

<table>
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<tr>
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<table>
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IDM 2.0 Program Timeline with Business Impact

- **Milestone 3** – Service Now, Box, Duo, testing
  - Dec 30
- **Milestone 4** – O365, Box, Duo, AD configured
  - Mar 31
- **Milestone 5** – Prep for TTO, Vendor Warranty
  - Apr 19
- **Program end**
  - Jun 1
- **Prep for Production, transition to operations**
  - Apr 1 - Apr 18
- **Application Unit Level testing with all teams**
  - Jan 1 - Mar 31

**Timeline:**
- **2018**
  - June
  - August
  - October
  - December
  - February
  - April
  - June
- **2019**
  - Today

©2017 Washington University in St. Louis
# Network Monitoring Expansion

<table>
<thead>
<tr>
<th>Project Manager</th>
<th>Project Sponsor(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Randy Gadell</td>
<td>Chris Kielt</td>
</tr>
</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.

## Project Status

<table>
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<th>Status Date</th>
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<tr>
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</table>
Network Monitoring Expansion
Project Timeline with Business Impact

2018

Project Initiation Start
Jun 29

Monitoring Application Pilots
Jun 29 - Nov 2

Infrastructure
Jun 29 - Nov 2

Testing
Oct 2 - Apr 15

Application Selection
Nov 16

Hardware Orders
Jan 31

2019

Today

Jun
Jul
Aug
Sep
Oct
Nov
Dec
2019
Feb
Mar
Apr
### Two Factor Authentication (2FA+)

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

**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>
<thead>
<tr>
<th>Status Date</th>
<th>Overall % Complete</th>
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**Phase**
- Implementation

**Service Portfolio**
- Security Services

**Start Date**
- 01/08/2018

**End Date**
- 12/31/2019 (Project on hold)

<table>
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</table>
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

*Project On Hold*
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

## Status Update

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## Project Details

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<td>Teaching &amp; Learning Services</td>
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<table>
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## Open Risks/Issues/Change Requests

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<tr>
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</table>
Blackboard Canvas LMS Migration Timeline with Business Impact

- **Kick-Off**
  - Mar 26

- **LMS Contract Signed**
  - Apr 10

- **System Ready for Faculty**
  - Jun 21

- **First Courses Live in Canvas for Students**
  - Aug 14

- **System Supported by Production/Operations Team**
  - Aug 21

- **Courses no longer provisioned (available in) Blackboard**
  - May 20

- **Last Semester Courses Available in Blackboard**
  - Jan 7

- **Retire Blackboard**
  - Dec 31

- **Project Complete**
  - Mar 1

**Timeline Phases:**

1. **Phase 1: Kick-Off**
   - Apr 15 - May 4
   - Configure Canvas

2. **Phase 2: Non SIS Courses and Organizations**
   - Sep 2 - Dec 31

3. **Phase 3: Spring 2019 - Academic Expansion/Adoption**
   - Oct 1 - May 10

4. **Phase 4: Final Migrations**
   - Sep 24 - Jul 31

5. **Blackboard Archiving**
   - Jan 1 - Mar 2

6. **Handoff to Post Project Governance**
   - Feb 3 - Feb 28
## Completed Projects

<table>
<thead>
<tr>
<th>Project Title</th>
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<td>Space Management Systems Consolidation Project</td>
<td>Administrative Application Services</td>
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<td>Research Data Core 2.0 (RDC)</td>
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<td>INFOSEC Security Accessment Project</td>
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