IT TRANSFORMATION PROJECT
January 2019

PROJECT UPDATE

The IT Transformation Project keeps moving forward in this new calendar year. The holiday season was filled with progress as more college units, computer labs, and grad student computers were moved to OCIO services. Faculty and staff now submit tickets through the OCIO Self Service site, allowing OCIO and CFAES IT teams to communicate via one system behind-the-scenes. For regular project updates, go to **https://it.osu.edu/cfaes**.
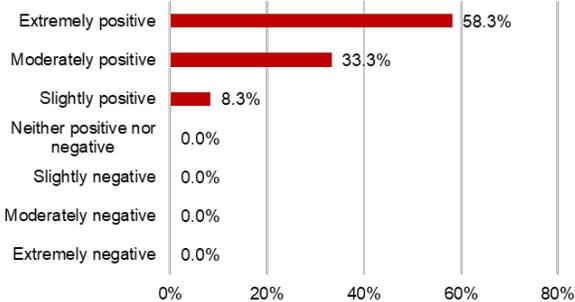
Onboarding to OCIO Services

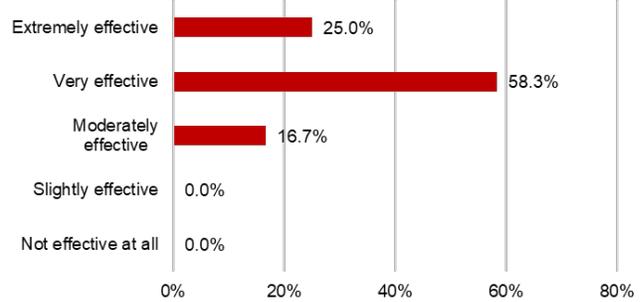| COLUMBUS CAMPUS	WOOSTER CAMPUS	STATE-WIDE CAMPUS
- Moved to OCIO services in December: - Members of the Finance department (100% complete) - FST: Deployed 73 of 84 new grad student computers - Moving to OCIO services next: - Human Resources - Academic Programs - Marketing and Communications - FABE - IT - AEDE	- Wi-Fi implementation complete in 11 buildings - Start process to bring fiber backbone to 15 buildings - ATI: All labs (86 computers) moved to OCIO services during winter break. - Moved to OCIO services in December: - DPS - Moving to OCIO services next: - Finance – week of 1/14/19 - Human Resources – week of 1/21/19 - Marketing and Communications - ATI - IT	- Network connections complete in 35 counties - Moved to OCIO Services in December: - Trumbull - Planning to move to OCIO services kicked off with the following counties: - Clermont, Hamilton, Morgan, Perry, Ottawa, Seneca - Next counties to kick off: - Meigs, Vinton, Washington, Noble *See map on last page for additional State-Wide details

Onboarding Survey Results

Members of 11 units have moved to OCIO services and were given the opportunity to provide feedback about their experience.
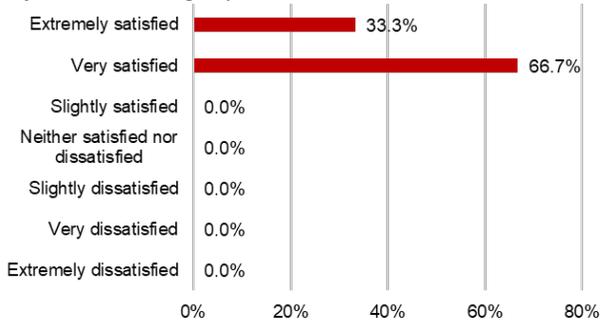
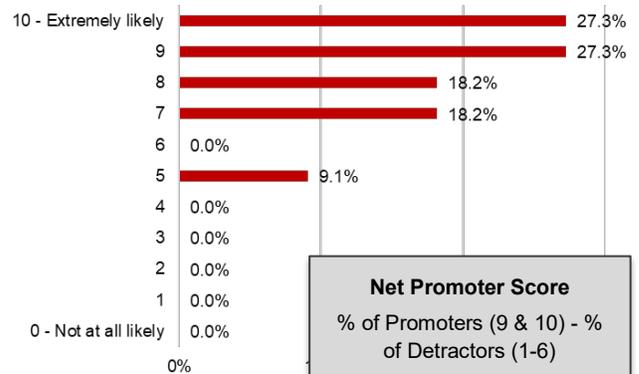### Thinking about the overall process of receiving new IT services, how would you rate your experience?

Rating	%
Extremely positive	58.3%
Moderately positive	33.3%
Slightly positive	8.3%
Neither positive nor negative	0.0%
Slightly negative	0.0%
Moderately negative	0.0%
Extremely negative	0.0%

What did you think about the communications you received throughout the onboarding process?

Rating	%
Extremely effective	25.0%
Very effective	58.3%
Moderately effective	16.7%
Slightly effective	0.0%
Not effective at all	0.0%

Overall, how satisfied or dissatisfied were you with your onboarding experience?

Rating	%
Extremely satisfied	33.3%
Very satisfied	66.7%
Slightly satisfied	0.0%
Neither satisfied nor dissatisfied	0.0%
Slightly dissatisfied	0.0%
Very dissatisfied	0.0%
Extremely dissatisfied	0.0%

Likeliness to recommend managed IT services from the OCIO to other university colleges/departments

Rating	%
10 - Extremely likely	27.3%
9	27.3%
8	18.2%
7	18.2%
6	0.0%
5	9.1%
4	0.0%
3	0.0%
2	0.0%
1	0.0%
0 - Not at all likely	0.0%

Net Promoter Score

% of Promoters (9 & 10) - % of Detractors (1-6)

45.5

CFAES IT Team Progress

The new CFAES IT team is working on a variety of projects including research and application support. These are some of the highlights from December.

Research Support:

- Food, Agricultural and Biological Engineering: Configured a computer to be able to connect to a TGA Q50, a device that acquires the thermal decomposition of materials, and a TGA Q20, a differential scanning calorimetry device

- Animal Sciences: Implemented the backup computer for their feed system when the primary computer stopped working

- Animal Sciences: Fixed a remote desktop issue so they could connect to the MCIC bioinformatics environment

Application Services:

- Assisting OARDC Directors Office and graduate students to coordinate carpooling between the Columbus and Wooster campuses

- Worked with Digital Flagship team to deploy iPads to incoming students at ATI

- In collaboration with the Research Computing team, developing a variety of platforms to support researchers in need of high-performance computing using AWS and the Ohio Supercomputer Center

- Made modifications and supported the CFAES Research Competitive Grants Program for this year's SEEDS grant proposals

THIS MONTH'S COMMON QUESTIONS

Q: I noticed that the CFAES Help Desk website changed. How do I put in a ticket now?

A: Correct. The CFAES Help Desk website (ithelpdesk.cfaes.ohiostate.edu) now redirects to the OCIO Self Service Site at go.osu.edu/IT.

On the OCIO Self Service site, you can get help with any IT issues by submitting a ticket or ordering services that you need. To get started, log in to the site using the button on the right side of your screen.

<u>Submit a Ticket</u>

If you are having IT issues and need assistance, you can click the large red "Need some help?" button that appears on the dashboard after you have logged in. You will see various categories to select from to report your issue. If your issue does not fall under one of those categories, just select "Other" and provide details about your request. You can also select "Get Help" from the menu on the left side of the screen and select to submit a ticket. A list of categories will appear to select from, including CFAES specific items. Click the following link to view a brief training module on how to submit a ticket: Submitting a Ticket.

<u>Order Services</u>

If you need to order a service, click the Order Services button in the menu on the left side. You can select from a wide range of service options. Common requests like event support, loaner devices, file share, and print share appear under the Client Computer Services menu. Click the following link to view a brief training module on how to order services: Ordering Services.

Q: What do I do if I have an urgent request and it's outside of normal business hours?

A: You can now call 614-514-IT4U (4848) 24/7 to speak to someone immediately who can route your request appropriately. If it is after normal business hours, your call will be answered by IT Service Desk staff who can assist with many core and common issues directly over the phone. They can also escalate more specialized, unique, or complex issues to one of the on-site support staff for follow up and resolution.

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STATE-WIDE PROGRESS