

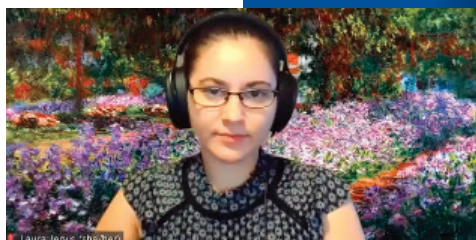
2019-2020 UFIT HIGHLIGHTS

Rise to Five



"UFIT's instructional designers are helping get Preview online for all incoming students. We have a total of about five weeks for the project, and it will impact more than 9,000 students. Normally we would hope for about 15 weeks to develop something like this! The CITT has been a great campus partner in helping us to shift Preview to an online format. We are so appreciative of all their efforts."

Kris Klann, Assistant Dean of Students



"Here is yet one more reason why your UFIT team is amazing: They created a reporting feature that will allow advisors to see which of their students have opted for SU grading and/or dropped a course. I can't thank you enough for your encouraging leadership of your team and making implementation of this major shift of policy far more enjoyable and facile than it could have been."

Angela Lindner, Ph.D., Associate Provost for Undergraduate Affairs



"Excellent support across the board from the Help Desk! I was rather stressed about the errors I was receiving in entering my grades, especially because I'm a grad student with little experience with such things, but the analyst was incredibly helpful and guided me through resolving the problems quickly. I couldn't have made it through this transition to the "new normal" without you guys!"

Kathryn M. Hampshire, Graduate Assistant, Department of English



"When two of my call centers had to be deployed to a 100% remote capacity in response to COVID-19, your team worked quickly to understand the centers' unique telephone needs, set up and test the appropriate solutions, and remained on standby for continued support as my staff transitioned to their alternative work locations. The communications were clear and responsive, and the engineering design work was precise and effective. I have worked with UFIT for several years and always feel like a valued client, but I was especially impressed because I know your department is currently inundated with requests. My staff was able to seamlessly transition to working offsite - with 100% business continuity for our prospective students, current students, and campus partners. I wanted to make sure you knew just how grateful my team and I are. The excellent work done in challenging times - that makes the Gator Nation what it is. Thank you!"

Melissa Allen, Director of UF Online Enrollment Services

"I want to commend your team on a fantastic job regarding the recent Zoom migration. During the pandemic, UF Health had turned to the UFLPHI Zoom implementation as a way of delivering timely and critical telemedicine-based visits to our patient population. At the time, there were scalability issues regarding the stability of the EPIC MyChart/Zoom implementation, and we needed another solution quickly. As we saw our daily telemedicine visit counts climb from ~25 visits per day to nearly 1,800 visits a day, we temporarily migrated to the UFLPHI Zoom platform as a stable care delivery platform. Utilizing telehealth allowed us to provide needed care to our patients while also maintaining a partial revenue stream for the enterprise. As we begin to ramp up our traditional face-to-face visits, telehealth continues to play a much more significant role than in the past. Unintentionally, we were made aware of the planned migration fairly late in the process, and there was a bit of a scramble to ensure that our telehealth care delivery would not be disrupted. The effort and cooperation was outstanding, and the finished product was both timely and seamless. I sincerely appreciate your teams' efforts."

Stuart Clarry, Director, Telehealth, UF Health Physicians

"I just wanted to pass on our sincere thanks to your team who has worked tirelessly with us over the last three weeks. They have helped us to develop a system for EFMLEA, a program for leave donation, as well as more than 30 new time reporting codes, including those needed for Emergency Paid Sick Leave. In the first hour of this option being available, our community donated more than 11,000 hours. We are truly grateful for our colleagues in UFIT!"

Amber Wuertz, Management Analyst, Office of Strategic Initiatives

"UFIT resolved my issues in a very short time. The Help Desk staff has always been there when I have a question and my issue has always been resolved. You folks should get a special award for helping everyone go from on-campus to online to back to on-campus again. Well done to all of the staff there and thank you for putting in the extra time."

Keith E. Meneskie, Adjunct Lecturer, Public Health & Health Professions

Teaching and Learning

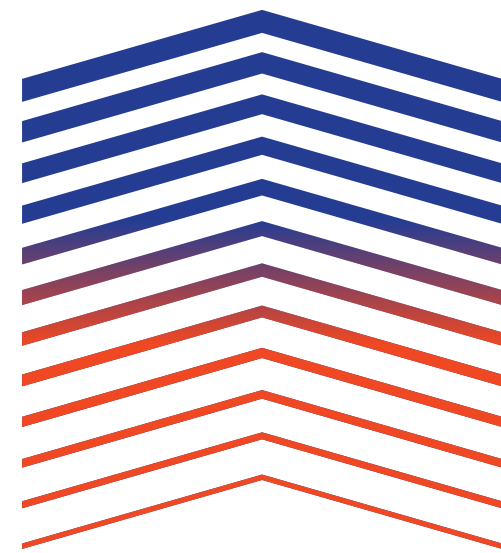
- Scaled up multiple services and applications, and revised several enterprise license agreements, to enable remote teaching, learning, research, and university business during the university's response to COVID-19
- Increased course production to support the transition to online/hybrid instruction
- Created 27 hybrid-flexible, or "HyFlex-enabled classrooms" for the Fall 2020 semester. HyFlex-enabled classrooms provide a higher-level experience for both in-class and remote learning through enhanced technologies
- Completed new academic media production studio and developed modules for new student and new faculty orientation
- Collaborated with the Provost's Office to roll out the Knack peer tutor matching service, messaging, and training for students. Peer tutoring helps students succeed in highly challenging courses and can increase completion rates in those courses



Information Security & Risk Management

- Followed up on the Board of Governors' auditor recommendation to enhance UF's existing information security awareness program by developing "**Protecting UF: Information Security Training**", an annual four-module mandatory faculty and staff training
- Implemented a year-round simulated phishing testing program
- Increased the Fast Path Solutions in the Integrated Risk Management environment, upping the total of pre-vetted options to over 400
- Developed three new policies through UF governance that provide guidance and define responsibilities for safeguarding information: *Biometric Identification, Monitoring of IT Resources, and Physical Security of IT Resources*

INCREASED THE TOTAL



**OF PRE-VETTED
OPTIONS TO OVER 400**

HiPerGator AI

2X
STORAGE
CAPACITY

Enabled \$304M
of UF's \$900M Research Portfolio

Research Computing

- Began the build of HiPerGator 3.0; completion on schedule by December 2020, with on-boarding of investors in early 2021
- Preparing faculty to use NVIDIA GPUs with robust AI education and outreach calendar
- Provided heightened restricted data environment for faculty (ResVault) support during the pandemic so research activities could continue unabated
- Upgraded HiPerGator storage, doubling the capacity and preparing campus for AI and machine learning
- Increased consulting support options to enable growth of AI at UF
- Enabled \$304M of UF's \$900M sponsored research portfolio in FY20

Enabling Student Success



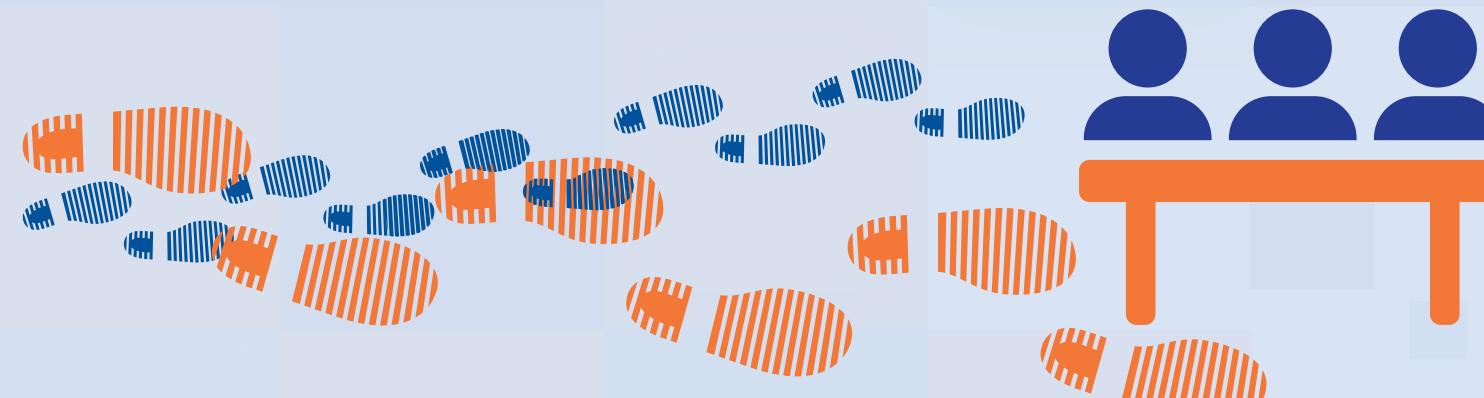
Shared Infrastructure

- Enabled multiple Covid-19 campus testing sites with infrastructure, Wi-Fi, and on-site support
- Scaled up the Virtual Private Network (VPN) infrastructure for rapid transition to remote teaching, learning, and conducting university business
- Overseeing the UF Data Center power enhancement construction project, a multimillion project that will enable advanced AI and machine learning capabilities for UF
- Migrated campus email from on-premise application to the Cloud (O365), allowing for more efficient management of central email. Multi-year project will complete this fall
- Completed two-factor authentication requirements (2FA) for all students and staff in 2020; faculty requisite for two-factor will be mandated by the end of the fall 2020 term
- Retired the UF Mainframe computer, in service for more than 47 years, in October 2019

41,000 Sq.Ft. Returned to UF

Enterprise Systems

- Facilitated the Spring 2020 semester closing by implementing a new, revised grading pass/fail system
- Built the IT infrastructure for the *Screen. Test. Protect.* program. Enabled analytics dashboard to monitor the open / close environment throughout the pandemic.
- Developed UFOLIO, an online reporting system that streamlines, modernizes, and standardizes the way UF employees disclose their reportable outside activities and financial interests
- In addition to the urgency of the work brought on by COVID-19, UFIT completed an additional 78 new projects and 262 enhancements to existing services



ADDITIONAL

78 & 262
new projects enhancements



Budget, Space Savings, Staff Culture

- Merged Student Affairs IT with UFIT under the **OneUF** rationalization initiative; savings already realized is approximately \$565,000
- Completed staff moves from Main campus, East Campus, and the Lake Alice area, returning more than 41,000 sq. ft. of space to enable more academic programming
- Began "**Walk a mile in my race**", a regular presentation series on race featuring higher education leaders (<https://it.ufl.edu/community/leadership-talks>)
- Expanded (from semesterly to monthly) CIO meetings with all staff. The engagement has been so strong that UFIT will continue indefinitely with the increased frequency and format