



## Meet New UCF IT AVP/COO Michael Sink

**M**ichael Sink, an 18-year technology veteran, has been selected to be the Associate Vice President and IT Chief Operating Officer for the new UCF enterprise IT organization, UCF IT.

Mike begins his new position February 6, after serving as Assistant Vice President for Infrastructure and Operations at the University of South Florida, including its Tampa, USF Health, St. Petersburg and Sarasota campuses. While there, he helped lead an organizational restructuring and consolidation of USF's information technology division. That experience will serve him well at UCF, which is in the process of implementing our own shared services information technology organizational structure (UCF IT) as part of a larger university-wide IT 2020 initiative.

The new structure is a consolidation of Computer Services & Telecommunications and individual college and division information technology departments. Together, these resources will provide a stronger base to serve students, faculty and staff across the institution and provide improved career opportunities for the university's IT workforce.

"My vision has always been to create a more agile and focused IT team that is committed to serving the institution," Mike said. "I'm so pleased to join UCF and its talented professionals, and to help us move forward with a shared services initiative that will better meet the needs of everyone at the university."

Mike was selected from a national pool of more than 200 candidates because of his experience leading large, complex, higher education IT enterprises, said Joel Hartman, vice president for Information Technologies and Resources and UCF's chief information officer.

"Mike is a recognized facilitator and a visionary in technology services," Hartman said. "He has a strong background in working on large-scale projects, and we are fortunate to have his expertise and leadership at this important point in the transition to UCF IT."

Mike holds a bachelor's degree in Business Management from North Carolina State University and an MBA from Cleveland State University.



*Michael Sink*

## IT&R Business Center Opens

**I**nformation Technologies & Resources is pleased to announce the opening of the IT&R Business Center. The center was established as a result of RSM's (formally McGladrey) 2015 shared services recommendations. It will provide human resources, procurement, travel, budget management and accounting services for all Information Technologies and Resources departments. The Business Center is located in Partnership II in the Central Florida Research Park. The 18-person unit is headed by Karen Cobbs, assistant vice president.

Prior to forming the Business Center, human resources staff, accounting staff, and budget staff were distributed across the division at multiple locations on and off campus. Anticipated benefits of the consolidation will be improved responsiveness, customer-focused service, improved transparency, and increased controls.

"We are very excited about the establishment of this new unit and could not have achieved what we have today without the support of our dedicated staff and the IT&R executive group," Cobbs says.

# IT2020

## UCF Federated Identity Service Upgrade

The UCF Federated Identity authentication service, Shibboleth, received an upgrade in December. Shibboleth is standards-based, open-source, middleware authentication software that enables students, faculty, and staff to use their UCF username and password within or across organizational boundaries. It also allows applications and websites to make informed authorization decisions based on an individual's account attributes in a secure manner. A multitude of applications rely on Shibboleth for authenticating UCF users, including myUCF, ServiceNow, Webcourses (Canvas), Obojobo, Cobblestone, EAB-SSC Campus, Qualtrics, and Lynda Campus.

If your department is considering a new cloud-based application, please let UCF IT know so they can assist with security and identity management planning.

## Office 365 Migration

Over the weekend of February 11-12, UCF IT will migrate the Faculty and Staff campus Exchange email service to Office 365 in the Microsoft cloud. The UCF IT Unified Communications team has been holding several informational Skype sessions weeks with the campus IT community and the UCF Support Center to provide support tips and set migration expectations.

Details, progress reports, training, and documentation on the UCF Office 365 email conversion can be found at <http://www.cst.ucf.edu/service-desk/ucf-email-migration-to-office-365-2>. This conversion has been planned so that the transition should be invisible to campus Exchange email users.

## UCF IT Support Center Update

The UCF IT Support Center is constantly working to improve service to those it serves. One identified opportunity was the call center, which handles thousands of end-user technology support and directory service calls per month.

An interactive voice response system was recently introduced to the university's operator assistance line (407-823-2000). The new system carries on a voice dialog with the caller and responds quickly based on the requested department, college, or individual. This directory assistance functionality will automate a large percentage of calls, allowing the staff to spend more time with each caller that needs technical support or more in-depth information. In its first month of operation, the new system has reduced average call handling time by half.

## Libraries Offers Graduate Student Workshops

UCF Libraries is offering a series of graduate workshops this spring, in collaboration with the College of Graduate Studies. Session topics include:

- Library Research and Literature Review Strategies
- EndNote and RefWorks: Citing Made Easy
- Useful Apps All Grad Students Should Love and Use
- Presentation Skills
- Finding Data Sources
- Where to Publish and Author Rights
- Optimizing Your Online Presence

For dates and more information, visit <http://www.students.graduate.ucf.edu/Pathways>.

## OER Project & Spring Book Club

The CDL instructional design team is collaborating with the Faculty Center for Teaching and Learning (FCTL) on two projects this spring.

Instructional designers, librarians, and other experts will be working with five to ten faculty members in an Open Educational Resources (OERs) Course Innovation Project. In this project, faculty will learn strategies to find, reuse, remix, create, and share OERs within copyright and fair use guidelines, with an emphasis on student engagement and active learning. Participants will enhance at least one of their courses with OERs.

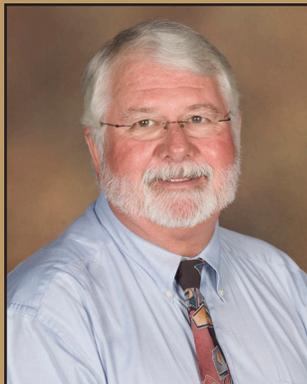
In the second project, faculty members who teach in web-enhanced, mixed-mode, or other online modalities are invited to join Anna Turner from FCTL and Aimee deNoyelles from CDL for a series of discussions on cognition and technology-aided approaches to teaching, as we read the book *Minds Online: Teaching Effectively with Technology* by Michelle D. Miller.

## Bill Phillips Retires from CDL

Bill Phillips began his UCF career as an adjunct instructor for the Nicholson School of Communication in 1989. In April 2000, he was hired full time as an instructional specialist by the Center for Distributed Learning. In 2011, he became a team lead for the center, and was subsequently promoted to assistant in instructional design and instructional designer team lead in 2013.

Bill represented the instructional design team with the UFF and Faculty Senate, and worked on copyright and large course initiative for online courses; his research focus was faculty persona in online courses. In 2003, he received the Sloan-C Excellence in Online Teaching and Learning award for his role in UCF's Faculty Development Initiative.

Bill is a UCF alumnus, having earned his master's degree in education in 1999 and Ed.D. in curriculum and instruction in 2008. His article titled "Pulling tigers' teeth without getting bitten: Instructional designers and faculty" was published in the peer-reviewed journals *Quarterly Review of Distance Education* and the *25th Annual Proceedings of Selected Papers on the Practice of Educational Communications and Technology, Vol. 2*. He is also a cited in author in numerous other publications and has presented at many conferences and workshops.



Bill Phillips

## 21st Century Library Project Update

Changes in the library building during spring semester 2017 are beginning to affect use of the John C. Hitt Library. But the noise, dust, and closures will eventually make way for a library that provides improved facilities for research, study, reading and collaborative work.

The library's fifth floor study area is closed for work on the new Quiet Zone. In surveys, focus groups, suggestions, and even a few complaints, students have requested more quiet study space. The new space will feature seating that supports individual, focused, quiet study. The Quiet Zone will include new carpeting, electrical outlets, and a glass wall between the study area and library offices. Completion is currently scheduled for summer 2017. During construction, fifth floor offices (Administration, Acquisitions, Cataloging) and Special Collections and Archives will be accessible by the bank of three elevators and the south stairs. The fourth floor continues to be designated as a quiet floor.

Work continues on the Automated Retrieval Center (ARC), which will make a significant part of the library print collection easily accessible. Work on the foundation is underway. Construction on the ARC is expected to continue into fall 2017. Library users searching the catalog for a book will be able to click on a button for retrieval of the book. The requested book will be robotically retrieved and made available at the Circulation Desk within minutes.

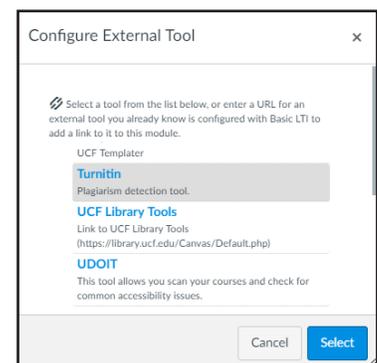
Look for more progress and plans at <http://library.ucf.edu/21st>. (And remember, earplugs are available at the Circulation Desk.)



New construction is underway at the library.

## TurnItIn Changes in Webcourses

TurnItIn has changed its method of integrating with Webcourses@UCF and is now being offered as an LTI (Learning Tools Interoperability standard). As a result of this change, TurnItIn will be treated as an external tool in Webcourses@UCF. This change will affect how instructors enable TurnItIn functionality for assignments from within Webcourses. Existing TurnItIn assignments will need to be updated in order to have TurnItIn correctly enabled. For instructions on how to create a TurnItIn assignment in Webcourses@UCF, visit <https://community.canvaslms.com/docs/DOC-1799>.



The TurnItIn tool is now available on Webcourses@UCF.

## Incident Management Implemented across UCF IT and OIR

A major focus of the UCF IT Mission is to continually build upon the core values (collaboration, innovation, professionalism, reliability, responsiveness, robustness, security, transparency and user-focused service) that we have adopted as part of building this new organization.

With the customer always in mind, UCF IT staff are fully dedicated to adopt each core value and are expected to deliver exceptional customer service to our students, faculty, and staff.

A recent initiative highlights how UCF IT is putting these core values into practice.

UCF IT recognized that immediate attention was needed around how UCF IT staff members manage customer incidents “from create to close.” A standard process was needed not only for customers to receive a consistent service experience, but also for the IT staff working the issues so they know how to manage the incident criticality, the expected customer resolution time, and how to communicate effectively with the customer. The best way to accomplish this was by implementing a proven customer focused IT framework called Incident Management.

On December 15, a new Incident Management paradigm was successfully implemented across UCF IT and OIR. The effort encompassed a governing policy, ServiceNow development, training, and procedural documentation on how UCF IT staff are expected to resolve customer incidents as quickly as possible and in a prioritized fashion.

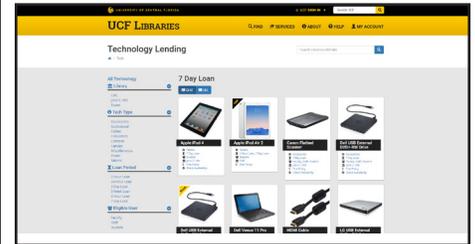
UCF IT staff now have a repeatable process that they can follow that is designed to ensure that no incident sits unassigned, and none is closed without customer confirmation.

Resolution times now can be accurately measured and both UCF IT managers and staff will be able to better manage their incidents viewing actionable information such as time remaining.

The path to customer incident resolution will now be much more efficient and effective across the organization. All UCF IT staff will handle incidents the same and customers will benefit by receiving the excellent customer experience they deserve.

## New Library Technology Available

Need a laptop, iPad, camera, cable, SD card, calculator, or other useful accessory? See what technology is available to check out at <http://library.ucf.edu> and click on the Technology Lending button, or directly at <http://library.ucf.edu/technology-lending>.



*The Technology Lending page on the UCF Libraries website allows users to check the status of technology available for checkout.*

From the Technology Lending page, you can see what is in stock to check out, at which library you can find it, how long you can keep it, and to which type of user it can be loaned (Student, Staff, and Faculty).

The technology lending webpage was developed to better serve library users. The system is designed to integrate with the existing Circulation system so item statuses are immediately updated upon checkout/return. The system was also designed to be mobile-friendly so students can easily check item statuses on their smartphones.

## information technologies & resources websites

Center for Distributed Learning (CDL) <http://cdl.ucf.edu>  
Computer Services & Telecommunications (CS&T) <http://cst.ucf.edu>  
Information Technologies & Resources (IT&R) <http://itr.ucf.edu>  
IT2020 <http://itr.ucf.edu/IT2020>  
Office of Instructional Resources (OIR) <http://oir.ucf.edu>  
Space Planning, Analysis, and Administration (SPAA) <http://itr.ucf.edu/spaa>  
University Libraries <http://library.ucf.edu>