OUR MISSION

ITS is a diverse team of highly dedicated professionals committed to our students, faculty, staff, and the community. Our mission is to provide technology solutions, services, and support founded on the business needs of our campus community. We strive to support and enhance the mission of the University of Michigan–Flint. Our focus is to use technology to inspire students, empower educators, enrich administrators, and improve the state of Michigan and the world.
**ITS STAFF**

- **Angela Lawrence**
  - **Business Administrator Associate**
  - **User Services**
  - Angela Lawrence has been with the university since 2009 and is currently one of the Administrative Staff inside of ITS. Before her current role as Business Administrator, Angela worked as an administrative assistant as well as an Accountant Intermediate. Angela’s favorite part about her job in ITS is the people that she works and interacts with.
  - Fun Fact: Angela plays on an all-boys softball team.

- **Anthony Mills**
  - **Customer Helpdesk Supervisor**
  - ITS Helpdesk
  - Anthony originally hired into ITS in the Desktop Support Group in 2013. In June of 2015 he changed units in ITS to become the Helpdesk Coordinator. His favorite things about his job are helping customers and streamlining processes. Outside of work Anthony enjoys being outside golfing, boating, hunting and snowmobiling in the winter.

- **Anthony Lawrence**
  - **Business Administrator**
  - Angela Lawrence has been with the university since 2009 and is currently one of the Administrative Staff inside of ITS. Before her current role as Business Administrator, Angela worked as an administrative assistant as well as an Accountant Intermediate. Angela’s favorite part about her job in ITS is the people that she works and interacts with.
  - Fun Fact: Angela plays on an all-boys softball team.

- **C. Lai**
  - **Network Administrator Intermediate**
  - **Network Systems Support**
  - Lai has been working for the University of Michigan-Flint for over 20 years. Lai is responsible for configuring, modifying, and deploying all switches around the campus. His favorite parts of this job include working with new technologies and finding a way to implement them into the campus network.

- **Cleatus Henderson**
  - **Application Programmer Senior**
  - Software Development
  - Cleatus provides programming expertise both internally within ITS and to external departments across campus. He is currently on his second appointment at the University of Michigan-Flint. Cleatus worked for the University from 1998 to 2001 before departing to work for Electronic Data Systems (EDS) and Hewlett Packard (HP) for approximately 9 years. He also earned his Bachelor’s degree in Computer Science from the University of Michigan-Flint. Cleatus is very happy to be back at the University and enjoys supporting the stated mission of the University.

- **Dennese Bandyk**
  - **ITS Training Specialist Intermediate**
  - **ITS Training**
  - As the ITS in-house trainer since 2011 for faculty, staff & student workers, Dennese is able to work with you on any university supported software program to help you achieve your learning goals efficiently and at your comfort level, in a relaxed and engaging environment. Dennese graduated from the University of Michigan-Debton and during her training career has worked at New Horizons Learning Center, Chrysler’s Data Center and Executrain of Detroit. Dennese enjoys boating and traveling with family and friends.

- **Donald Wilcox**
  - **Application Programmer Associate**
  - Software Development
  - Donald Wilcox is a software developer in the Software Development group. Donald started at the University in 2012 as a student and was hired on as a full-time employee for ITS in December of 2012. Don’s favorite part of his job is being able to work on projects that directly benefit students, faculty, and staff members.
Duane McLeod
Helpdesk Technician Associate
ITS Helpdesk

Duane is a full-time employee for the ITS Helpdesk, who began his career here on 2/26/18. Duane is tasked with providing a high standard of customer service for University of Michigan-Flint faculty, staff, and students. Duane has also been assigned the responsibility of creating the video quick notes for the university. Duane has also been part of the coordinated effort to review and revise all quick note and internal documentation. Duane’s favorite things about his job is the abundance of knowledge to be obtained and the friendly work environment. Duane is an outdoors-man and loves to laugh.

Erica Petzold
Secretary Intermediate
User Services

Erica has worked at the University since July 2008. She enjoys the people she works with and interacting with students, faculty and staff on campus. In her spare time she enjoys traveling and spending time with her family.

Eric Trantham
Desktop Support Specialist Associate
Desktop Computer Services

Eric has worked full-time in his current position for ITS since 2014.

Erik Hoffman
Instructional Learning Intermediate
Desktop Computer Services

Erik started at the University in 2008 working for the network team. In 2009 Erik moved to a student position in MCS and was hired full-time in 2012 as an Audio/Visual Technician. In 2018 Erik was promoted to Instructional Learning Intermediate. Erik’s favorite part of his job includes working with new technology and problem solving.

Harrison Bacon
Network Architect Intermediate
Network Systems Support

Harrison joined the University of Michigan-Flint team in 2005 as a member of the networking team. Harrison’s favorite part of his job is reviewing different technologies and finding the best method to implement on the Flint campus to help faculty, staff and students.

Erik Taipalus
Project Engineer Intermediate
Project Management

Erik has worked for ITS at UM-Flint for 19 years. In his time with ITS he has worked in the Desktop Support team, the Classroom Services team, and supervised the Network Support team for a number of years. In his current position he is the lead IT project manager and supervises the ITS Project Management team. Erik’s favorite aspects of his work with ITS is connecting people with great technology that, hopefully, actually makes their lives better. Erik is also proud to have recently completed his Master of Business Administration degree from UM-Flint.

Fun Fact: Erik owns golf clubs but, as evidenced at the annual Fac/Staff golf outing, should not be considered a golfer. Maybe next year...

Jason Gooding
Desktop Support Specialist Senior Supervisor
Desktop Computer Services

Jason has worked for ITS since 2002, starting out as a Computer Systems Specialist. Currently, Jason is a member of and oversees the Desktop Computer Services group.
Jeff Kenas
Systems Administrator Intermediate
Network Systems Support

Jennifer Daraisah
Business Process Consultant
Project Management

Jennifer Daraisah is a Business Process Consultant and works in the ITS Project Management team. In addition to project work, she serves as a liaison to key administrative departments across campus to partner in the development and implementation of new features and technologies integrated with the Banner system. Jennifer has worked at the University of Michigan-Flint since 1991. Holding various positions within the ITU, she has spent most of her time in the Information Technology Services Office, where she enjoys learning new technologies and helping others become more efficient at their jobs. She is proud to have earned her Bachelors degree in Business Administration from the University of Michigan-Flint. Jennifer enjoys spending summer nights on the pontoon and traveling to warm destinations during the winter with her husband and two children.

University of Michigan. Flint alums. After having a career in IT, Jeff decided to move into the higher education field in 2012. Jeff became a member of ITS in the spring of 2012 as a LAN administrator and is responsible for the wireless infrastructure. Jeff's favorite parts of this job include tracking down issues and making technology work. Fun Fact: Jeff enjoys the additions, especially the wine, he's remined himself that life is still great even without all of the technology we enjoy today.

Fun Fact: Jeff enjoys the outdoors, especially the water, to remind himself Jeff's favorite parts of his job include tracking down issues and making technology work. Jeff has been with the University since Fall of 2012. He obtained his B.S. from SVSU in 2009 and completed his M.S. in 2016 at UM-Flint. Joel has spent time fishing with his father. In his free time, Jordan spends time fishing with his father.

Joel Howard, M.S.
Web Software Developer
and Adjunct Lecturer in Computer Science
Software Development

Jordan Van Dusen
Systems Administrator Associate
Systems Administration

Jordan began work for the university as a student worker in Mediated Classroom Services, before moving to the Helpdesk as an IT support technician and eventually to his current role. His favorite part about working in ITS is all of the interesting technology and challenges we are asked to solve. Fun Fact: In his free time, Jordan spends time fishing with his father.

Jordan is currently a Helpdesk technician. She works in the Helpdesk each day with students, faculty and staff on everyday technology problems. While working on the Google Migration project, Katelynn was a Google Guide supervisor who helped to oversee training efforts and worked with university members individually in their departments to ensure successful migration. Her favorite part about her job is solving challenging problems in creative ways. Having to bring a little imagination to the table when you’re overcoming a complicated IT problem makes it all the more exciting when you finally discover the solution. Fun Fact: Katelynn loves to cook and can often be found upading various food facts or talking about the latest dish she made while in the Helpdesk.

Katelynn Slater
Customer Help Desk Tech Associate
ITS - Helpdesk

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ITS - Helpdesk

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Ken is part of ITS Management and oversees DCL, Helpdesk, Project Management, and Software Development. He joined the UM-Flint ITS team in 1994 and was hired in a Desktop Computer Specialist. Since then, fork joined the Senior Computer Systems Specialist, Desktop Support Specialist, M.Tech. Manager, current position is Associate Director - ITS. Ken's touch to IT with 15 years of experience in the field, he’s got a passion for solving complex IT issues and making their day better. Second, Ken enjoys mentoring and watching employees grow professionally. Fun Fact: Ken has been the current Chair for the UM-Flint Staff Faculty Childcare Committee. The committee helped a golf outing every year to give an opportunity for Staff and Faculty of the University to spend some time outside of work together, have fun, and raise money for UM-Flint Scholarship funds. They have currently held this outing for 25 straight years. To date, they have raised thousands of dollars and have been able to help fully endow 3 separate scholarship funds for students here at UM-Flint.

Ken Heiser
Associate Director

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Associate Director

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Kelly Johnson
Applications Programmer Intermediate
Software Development

Kelly Johnson
Applications Programmer Intermediate
Software Development

Kelly has worked for ITS since 2009. She graduated with a Masters degree in public administration in 2017 and received her undergraduate degree in computer science in 2009. Kelly started work on the ITU campus in 2002 working for Public Safety. Kelly's favorite part about her job is making a difference in other's day to day work. Whether students, staff or faculty she likes to be able to make improvements that help them become more efficient.

Fun Fact: In her spare time Kelly really enjoys riding her motorcycles.

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Fun Fact: In her spare time Kelly really enjoys riding her motorcycles.
Nick began working at the University in 2009 as a student technician for the ITS Helpdesk. After being promoted a few times over the years he continues to enjoy the opportunities that are offered working for the University. Nick's favorite part about working in the ITS department would be the friendly atmosphere and great coworkers. There is also the chance to offer specialized assistance to a large group of people. He has never before had an opportunity to be such a positive influence on customers both local and remote. When not sitting at home enjoying a good movie, he also enjoys camping and outdoor activities with his family.

Nick Dean
Helpdesk Intermediate Technician
ITS Helpdesk

Scott has worked for ITS since 2003 starting out as a Programmer Analyst. Scott Hoover
ERP Business Analyst Intermediate
Software Development

Phil has worked in various roles in ITS since 2000 including as our security administrator and more recently UNIX administrator. Phil is a current holder of a CISSP certification and is a member of the GIAC Advisory Board. Phil's interests include automating repetitive tasks and implementing infrastructure as code on the Flint campus. Currently Phil is serving as the lead for the Systems Administrator team with responsibilities including maintaining our LMS, Storage, Hardware, VMware, Oracle VM, Unix and various support systems. Phil's favorite part of working for ITS is the large variety of work as well as finding solutions to problems, and continuous improvement of services and processes. Something interesting about Phil is he repairs almost everything himself, from ovens to HVAC to automobiles. Phil loves to tinker and turn left over parts and supplies from other projects into solutions for current ones.

Phil Erlenbeck
UNIX Systems Administrator Senior
Systems Administration

Mike has worked a number of jobs inside of ITS including Desktop support for 2.5 years, classroom support 2.5 years, and now Project Management for 4 years. Mike's favorite part about his job is watching the campus grow and change over time. He finds it very rewarding to help implement new technology across campus to provide a better learning environment for our students.

Mike Daniels
Project Engineer Associate
Project Management

Nick started work at ITS as a student worker for Mediated Classroom Services in 2012. Nick returned to ITS and took a full time position in 2015 working as an Audio/Visual Technician and more recently as an Instructional Learning Assistant. Nick's favorite aspects of his job includes designing for classroom systems and working one-on-one with faculty and staff to better understand and use campus technology. Nick also acts as the head of the ITS Publicity committee and enjoys working to inform campus about our services, events, and changes. In his free time Nick enjoys biking, hiking, gardening, and working on art and design projects.

Nick Looney
Instructional Learning Assistant
Classroom Services

Parker Schadegg has worked full-time for ITS since 2014 starting out as a Help Desk Technician with the ITS Helpdesk. Currently Parker is a member of the Desktop Computer Services group.

Parker Schadegg
Desktop Support Specialist Associate
Desktop Computer Services

Sharvari is the newest addition to the Software Development team.

Sharvari Aurangabadkar
Applications Programmer Associate
Software Development

During my nineteen year career I have held technical and managerial roles in the Information Technology field. In particular, I have been brought in to utilize not only my technical knowledge and skills, but also as a technology visionary and an agent of institutional change. I have been at U of M Flint, in ITS, since 2002 and have been the Director of ITS since 2005. I really enjoy the mission of the University and the service that we provide to our students.

In my spare time, I enjoy spending time with my wife and children, camping, hunting, fishing, and being in the great outdoors.

Scott Arnst
Director

Nick has worked a number of jobs inside of ITS including Desktop support for 2.5 years, classroom support 2.5 years, and now Project Management for 4 years. Mike's favorite part about his job is watching the campus grow and change over time. He finds it very rewarding to help implement new technology across campus to provide a better learning environment for our students.

Mike Daniels
Project Engineer Associate
Project Management

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Nick Dean
Helpdesk Intermediate Technician
ITS Helpdesk

Phil Erlenbeck
UNIX Systems Administrator Senior
Systems Administration

Scott has worked for ITS since 2003 starting out as a Programmer Analyst.

Scott Hoover
ERP Business Analyst Intermediate
Software Development

Sharvari is the newest addition to the Software Development team.

Sharvari Aurangabadkar
Applications Programmer Associate
Software Development

In my spare time, I enjoy spending time with my wife and children, camping, hunting, fishing, and being in the great outdoors.
Sidney Horton  
Desktop Support Specialist Senior  
Systems Administration

Sidney joined ITS in November of 1997. Over the years he has worked with the Systems Administration, Data Information Management, Network Systems Support, Helpdesk, Desktop Support and User Services groups. He mostly enjoys the customer service aspect of his job, working with Faculty, Staff and Students.

Skyler West  
Helpdesk Technician Associate  
ITS Helpdesk

Skyler has just finished his first year as a full-time Helpdesk technician. His favorite things about working at ITS is working with various types of technology, helping others, and educating both customers and new workers alike. Helping people that go on to pass classes and improve their daily workflows due to our help is very satisfying to see. Outside of work, Skyler is often found cooking, gaming, camping, and studying technology.

Steven Nofs  
Database Administrator Lead  
Systems Administration

Steven Nofs is a Database Administrator Lead within the Systems Administration team. Steven provides a wide array of support for ITS from database administration, systems management and programming. Steven has been with the University for 21 years. Steven enjoys mentoring on a FIRST Robotics Team 5150 the Hybrid Hornets.

Tim Todd  
Webmaster  
Project Management

Tim Todd works with the ITS Project Management team, and has been with the University for 22 years, 18 as a full-time employee. Tim loves being able to work on a variety of different projects, and making a better web experience for students, faculty, and staff.

Tyler Long  
UNIX Systems Administrator Associate  
Systems Administration

Tyler’s work history includes working for the Office of Extended Learning at their Helpdesk, the ITS Helpdesk, Desktop Support and currently as a Unix administrator. Tyler’s favorite part of working in ITS is using technology to help provide a quality education experience for our students. The collaboration among like-minded individuals in a technology driven environment.

Fun Fact: Tyler is a collector of old computer hardware. Such as Commodore64, Amiga, and anything else older than him.

Skyler has just finished his first year as a full-time Helpdesk technician. His favorite things about working at ITS is working with various types of technology, helping others, and educating both customers and new workers alike. Helping people that go on to pass classes and improve their daily workflows due to our help is very satisfying to see. Outside of work, Skyler is often found cooking, gaming, camping, and studying technology.

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Thomas Nyongesa  
Data Security Analyst  
Security Services

Thomas has been working for the University of Michigan-Flint in his current roll for 2 years. He received his B.A.Sc, from Siena Heights University and his M.Sc, from Eastern Michigan University.

Thomas’s favorite part about working for ITS is the flexibility, continuously learning new things, many educational opportunities, the ability to exercise on campus, and good co-workers.

Fun Fact: Thomas has lived in a few different places around the world and loves to tell stories.

Fun Fact: Tyler is a collector of old computer hardware. Such as Commodore64, Amiga, and anything else older than him.
ITS STUDENT TECHNICIANS

Brandon Abbaspour
ITS Student Technician

Jacob Range
ITS Student Technician

Joe Dent
ITS Student Technician

Johnny Jia
ITS Student Technician

Cameron Hall
ITS Student Technician

Dane Salisbury
ITS Student Technician

Jacob Moore
ITS Student Technician

Robert Bessac
ITS Student Technician

Corey Bandt
ITS Student Technician

Katie Carver
ITS Student Technician

Nicholas M. Crumb
ITS Student Technician

Nick Weld
ITS Student Technician

Derek Sharkey
ITS Student Technician

Rhys Barrie
ITS Student Technician

Brandon Abbaspour
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Nick Weld
ITS Student Technician

Derek Sharkey
ITS Student Technician

Rhys Barrie
ITS Student Technician
CLASSROOM SERVICES

COMPLETED PROJECTS:
CLASSROOM EQUIPMENT UPGRADES
CS completed a number of classroom equipment upgrades over the 18-19 fiscal year. There were two categories of upgrades which consisted of full Digital Media and Digital Media Lite. Full digital media systems include a form of touch panel display as well as projector and screen control. This category of room system is what ITS-CS has traditionally installed in classrooms and provides a high level of control and ease of use. Digital Media Lite represents a new line of Crestron products that ITS-CS has begun including in classrooms this last year. This line of equipment tends to be more cost effective but offers less of the bells and whistles that the original full DM systems provided. These rooms do not have screen or projector control integrated into the instructor station and have manual controls to switch sources or raise volume.

In total, ITS-CS has completed 4 Full DM upgrades and 12 DM Lite upgrades over the 18-19 fiscal year.

Upgraded rooms include:
French Hall - 251, 550
William S. White - 3146, 3201, 3202, 3203

LOANER LAPTOP CART UPGRADES:
This year a number of upgrades were made to the ITS-CS Loaner laptops and carts. At the beginning of the year 30 of the laptops across two carts were upgraded to HP 440g2 laptops. During the Winter semester an additional 60 laptops across two 30 count carts were upgraded to Dell latitude 3490 laptops. All new laptops contain a solid state harddrive and should provide users with a better experience through faster login times and an overall quicker computer. All laptop carts have also been replaced with a new model of HP managed carts. These new carts contain an internal ethernet switch and allow for remote maintenance of the laptops inside. This will allow ITS-CS to push out updates and images remotely and simultaneously.

STREAMING AND EVENTS:
ITS-CS offers Streaming and equipment rental services for a number of large and small internal and external events held on campus. Over the past year ITS-CS was involved in live-streaming and recording 14 large scale events including the annual Critical Issues Forums and the Winter and Spring Commencement ceremonies. ITS-CS also provided projectors, screens, and other equipment for 14 single and dual projection events.

FUTURE PROJECTS:
FH TOUCH PANEL UPGRADE:
As we enter into the Fall semester, ITS-CS is in beginning the process of upgrading the existing touch-panels in a majority of the French Hall classrooms. The touch-panels that are in these rooms are well past their end of life date and this upgrade will make the rooms much more reliable and decrease downtime and maintenance. These steps will result in a partial upgrade of these rooms that will be finished as part of a second project in the near future.

Leadership
Harvey Sherman, Associate Director

Full-time Staff
Erik Hoffman, Instructional Learning Intermediate
Nick Looney, Instructional Learning Assistant

Classroom Services Overall Satisfaction
Device Usage in All Classrooms

2015-2019 Equipment Requests per Month
DESKTOP COMPUTER SERVICES

DEPARTMENTAL MOVES
In cooperation with the ITS Project Management group and Facilities the DCS Technicians have assisted in multiple departmental moves and staff relocations.

WINDOWS 7 END OF LIFE
With Windows 7 officially coming to an end on campus, DCS Technicians have been rolling out and configuring Windows 10 v1809 on all new equipment as the new standard operating system. This new roll-out also includes the Direct Access capabilities that will automatically connect University managed devices back to the campus network without users needing to use a VPN. Apple OSX Mojave has also been set for the standard OS on all Apple desktops and laptops on campus. Both operating systems have also been moved to Office 2016 respectively along with the latest security updates and patches. Another addition to the new operating systems is that departmental printers will automatically be added in most cases where DCS adds the printers to Active Directory.

EQUIPMENT UPGRADES AND CONTINUING PROJECTS
DCS has been continuing to work with Xerox on the replacement of older MFPs on campus to help streamline departmental printing also while saving money. The Psychology department now has a managed laptop cart for faculty and students that can be updated and deployed on an automated cycle that will reduce downtime. The Adobe Creative Cloud project has completed its first year successfully and the Technicians are now in the process of renewing/migrating licenses for Computer Labs, Faculty and Staff.

- This past year the DCS Technicians continue to improve the deployment of PCs and Macs on campus with the continued use of SCCM and the Kasper servers.
- DCS technicians continued to renew their HP Certifications and are now also Dell Certified for repairing equipment under manufacturer’s warranty for faculty, staff and students.
- DCS is currently supporting over 4800 campus devices including VDI’s, laptops, desktops, Mac desktops, Apple iOS devices and departmental printers.

Leadership
Ken Heiser, Associate Director
Jason Gooding, Desktop Support Specialist Senior Supervisor

Full-time Staff
Eric Trantham, Desktop Support Specialist Associate
Parker Schadegg, Desktop Support Specialist Associate

Desktop Computer Services Overall Satisfaction
HELPDESK

Leadership
Ken Heiser,
Associate Director
Anthony Mills,
Customer Helpdesk Supervisor

Full-time Staff
Nick Dean,
Customer Helpdesk Technician Intermediate
Duane McLeod,
Customer Helpdesk Technician Associate
Katelynn Slater,
Customer Helpdesk Technician Associate
Skyler West,
Customer Helpdesk Technician Associate

ABOUT THE ITS HELPDESK
The ITS Helpdesk offers support and assistance with faculty, staff, and students technology needs. The helpdesk is available by email, phone or in person at one of our two locations with extended evening and weekend hours. We also maintain a robust collection of Quicknotes and video tutorials on our website that provide detailed instructions on how to accomplish many computing tasks. In addition, the helpdesk helps maintain five large open computer labs located in various buildings around campus. In the Helpdesk we are always looking to improve. Whether it is the services that we can provide, upgrading equipment in the open computer labs, or helping faculty, staff and students with technology, we always aim to provide the absolute best service possible.

Our Year in Numbers

Helpdesk Cases Resolved
11,435

Phone Calls Answered
10,825

Average Call Handle time
7:07 minutes

Unique Visitors to the Open Computer Labs
5,453
NETWORK ENGINEERS

ABOUT NETWORK ENGINEERS
Network Engineers develop and maintain the network infrastructure on campus and remote locations across Michigan. They are responsible for establishing the networking environment and system configuration, network installations and defining, documenting and enforcing system standards across the university campus. They maintain, monitor performance and troubleshoot network problems, outages and are responsible for scheduling upgrades to the network equipment. They help secure network systems by establishing and enforcing policies as well as defining and monitoring access across the network.

CAMPUS FIBER PLANT UPGRADE
Network Engineers have continued the fiber plant upgrade to replace the aging fiber plant in the older buildings. This will allow increased speed, more flexibility for campus needs and increased efficiency for all networking needs.

INCREASED NETWORK SPEEDS
As the fiber plant upgrade continues the campus building routers will be upgraded to 10Gb or 40Gb, depending on building needs, to allow more bandwidth to meet the ever increasing needs of our students, faculty and staff. IOT is among us and the University is planning to expand the network to provide easier access to the various devices. This will allow us to have increased security for these devices and dedicated bandwidth for their needs.

SWITCH UPGRADES
Network Engineers continue to upgrade older switches. By upgrading this older equipment we plan to be able to provide 10Gb connectivity on inside plant infrastructure. This will allow greater speeds for research and sending data sets to the main Ann Arbor campus Advanced Research Computing Technology Services.

EDUCOM COMMUNICATIONS ON CAMPUS
Comcast Communications has peered with the University of Michigan Flint campus to provide television services for our resident hall students. The 10Gb connection provides HD TV services to our students and faculty on the Flint campus.

EDUROAM LEADERSHIP
As the 3rd higher education institution to adopt and promote the use and ease of “eduroam” in MI, many visitors to our campus have benefited by being able to automatically connect to our campus Wi-Fi as well as benefiting UM-Flint students and staff visiting other institutions who have implemented this technology. The use is becoming even more widespread within the US and especially Michigan. Dual enrolled Mott staff and students praise the ability to automatically connect without hurdles connecting when at different institutions.
ABOUT PROJECT MANAGEMENT

The ITS Project Management group works on technology projects, both within ITS and collaboratively with other campus units and individual stakeholders. Our mission is to harness the creativity and enthusiasm of the entire ITS team in order to bring just the right amount of technology needed in any project, in order to meet the stated needs. More simply, we seek to help connect all members of our campus community with technology that will truly bring benefit.

In the last budget year, we have engaged in 34 defined projects totaling over $1 million dollars in value.

PROJECT HIGHLIGHTS:

CAMPUSS GOOGLE MIGRATION
Project management lead the effort to migrate campus from the existing Microsoft Exchange / Outlook email service to the UMich Google G Suite, primarily to use Gmail, Calendar, and Drive. This effort benefited campus by bringing cost savings, modern web-based capabilities, and collaborative tools to encourage greater collaboration on the Flint campus, and with UM colleagues and students on the Ann Arbor and Dearborn campuses.

PHYSICAL THERAPY ORTHOPEDIC LAB
ITS, in partnership with Facilities & Operations, recently completed a significant upgrade to the Physical Therapy department’s Orthopedics Lab. This lab underwent some light construction renovations and upgrades, along with major technology upgrades, and is designed to showcase active learning by integrating high definition cameras to enhance the student’s educational experience. These cameras provide real-time and recorded video to the students so that they can experience objective, evidence-based direct visual feedback of their own technique, and improve their hands-on learning approach to physical therapy.

CONFERENCE ROOMS AND LEARNING SPACES
Project Management, in coordination with ITS-Classroom Services, facilitated efforts to modernize teaching equipment in multiple classrooms across campus based on funding received from the Chancellor’s office. In addition, Project Management led efforts to upgrade digital presentation and collaboration equipment in twelve departmental conference rooms and classrooms, further augmenting the ability of our students, faculty, and staff to learn, collaborate, and lead within our campus and with other institutions.

MURCHIE SCIENCE BUILDING ADDITION
In coordination with technology consultants from the project architect’s office, Project Management has lead planning efforts to incorporate advanced, leading-edge technologies into the design of the Murchie Science Building addition which is now under construction. It will be some time before construction progresses to the point that these new technologies can be unveiled, but ITS is excited for the future of our students and faculty that will use the learning spaces in this new building.
ABOUT SECURITY SERVICES
UM-Flint ITS Security Services works with the Flint campus community to ensure that information technology policies and guidelines are in line with the University of Michigan Information Technology policy, standards, and guidelines. In addition, we coordinate with other IT service providers and campus units to provide technical security support, handle information security incidents, manage related IT security hardware and software, and engage in general security awareness and education.

CORE SERVICES
• Provide active threat monitoring
• Provide security risk assessments
• Provide security incident management
• Provide security awareness training

THIS YEAR’S ACCOMPLISHMENTS
ACTIVE THREAT MONITORING
With an increase of IT security threats globally, we continue to be diligent in keeping up with best practices by monitoring for threats and vulnerabilities in our environment. In conjunction with U-M Ann Arbor, we added a network sensor device (MITN - Michigan Intelligence for Threat Negation) which aided in identifying phishing and other threats.

SECURITY RISK ASSESSMENTS
In conjunction with U-M Information Assurance, we conduct vulnerability scans, risk assessments on all mission critical systems, and require that data custodians promptly address any vulnerabilities identified. We regularly identify where sensitive information resides to ensure appropriate protection. In our assessments this year, the instances of sensitive data stored on department drives or other locations has gone down by about 40% from last year.

SECURITY INCIDENT MANAGEMENT
We manage security incident events such as compromised accounts, phishing, spam, and malware, and coordinate actions related to the response. There is a link on the ITS page “umflint.edu/its” to report computer security incidents. The campus community has adopted its use thus making it easier for us to respond in a timely manner.

SECURITY AWARENESS TRAINING
In the fall/winter, we joined with the rest of the U-M community in the enrollment of faculty, staff, and student workers in the DUO for weblogin project. We continue to provide the SANS securing the human cyber security training to staff who regularly work with FERPA data.
We presented several Info sessions for UM-Flint staff members who regularly deal with sensitive data and use PGP Symantec Desktop Encryption software.

UPCOMING PROJECTS
• Work with departments in adopting and implementing the revised U-M Information Security Policy (SPG 601.27)
• Implement a new annual security training for faculty and staff training via Qualtrics
• Join with the rest of the U-M community to implement DUO for weblogin for students.
SOFTWARE DEVELOPMENT

EXISTING WEB APPLICATION ENHANCEMENTS

SINGLE SIGN ON
In Fall 2019 we migrated all custom web applications(35), SIS, and Banner from existing CoSign and Shibboleth authentication servers to a centralized WSO2(EEI) single sign-on solution for easier and more secure management.

CENTRALIZED EXAM SCHEDULES AND ACADEMIC CALENDAR
Exam schedules and academic calendars have been moved from existing static web pages to a centralized database. This move allows for ease of management and the ability to display of both the academic calendar and exam schedules on the main website and My UM-Flint.

MCARD PORTAL
After one year of use and over 2,500 photo submissions we have made improvements to the system to streamline the photo submission and review process. On the public facing side of the system, users are now able to track the status of their current photo submission and view a timeline of previous submissions. On the administration side several enhancements were made to improve the speed of the approval process, including: new dynamic pending submissions view, editable e-mail templates for all messages sent out to users of the system, new statuses to further inform users the status of their submission, and numerous enhancements to submission history tracking. Coming soon will be the ability to request and pay online for a new Mcard if lost or stolen.

NEW WEB APPLICATIONS

SOCIAL.UMFLINT.EDU
The University’s social media site has been rewritten from the ground up and implemented with WordPress as a backend. WordPress was a clear choice as it has been selected as the next content management system for the new University website. Features include: dynamic feed of social media posts with moderating via the Juicer.io platform, enhanced social media directory, and new #umflint/#umflintgrad feeds.

EVENTS.UMFLINT.EDU
The Events application has been rewritten to merge three applications into one. These applications include the old Events, Careerfairs, and ITS Training. Events allows users across campus to easily share their events, handle registrations, and collect payments. Many requested features were added such as cloning events, repeatable form fields, and discount codes.

BANNER 9 ADMINISTRATIVE PAGES
Banner 9 is now the default Banner version for campus.

SHPS TO CHS NAME CHANGE
Migrated approximately 1000 student curriculum records from the SHPS program to the CHS program in Banner.

MIGRATION TO PAGE BUILDER
Page Builder has been utilized to replace existing custom Oracle Forms that were previously developed internally. “Changing the world one Page Builder page at a time”.

SELF-SERVICE UNIQNAME CREATION
Students are now directed to create their own uniqnames via Ann Arbor’s Self-Service Uniqname system. Relevant information is fed by to UM-Flint for LAN account creation.

Leadership
Scott Arnt,
Director Information Technology Services
Full-time Staff
Sharvari Aurangabadkar
Applications Programmer Inter/Associate
Cleatus Henderson,
Applications Programmer Senior
Scott Hoover,
ERP Business Analyst Intermediate
Joel Howard, M.S.,
Applications Programmer Inter and Adjunct Lecturer in Computer Science
Kelly Johnson,
Applications Programmer Intermediate
Mary Mercado,
Applications Programmer Intermediate
Donald Wilcox
Applications Programmer Intermediate

Software Development Overall Satisfaction
ABOUT SYSTEMS ADMINS
The Systems Administration group manages all of the infrastructure, operating systems, labs, and software that makes up UM-Flint’s IT services. Our primary focus is on Datacenter Operations and Server maintenance. We operate two datacenters on campus, 30 virtualization hosts, 420 terabytes of storage, and over 330 virtual servers.

UPDATES
EMAIL MOVING TO GMAIL
Last year ITS began a project to move our Email services to Google Mail which is now nearing completion. With 85% of employees now migrated and all of our students we are on track to complete the project before the start of the Fall Semester. Thus far the feedback on the project has been very positive. Our users have already begun leveraging the powerful collaboration tools now available through the Google Suite.

THIS YEAR’S ACCOMPLISHMENTS
LABANYWHERE IN WINDOWS 10
LabAnywhere finished the final transition to Windows 10 at the end of the Fall semester and currently serves approximately 200 virtual machines for a variety of campus use cases, serving over 3,500 unique students over the entire lifetime of the system.

CURRENT/UPCOMING PROJECTS
DATACENTER INFRASTRUCTURE UPGRADES
In an effort to improve efficiencies in Datacenter Operations, ITS and Facilities & Operations have been collaboratively working on a project to upgrade our datacenter’s HVAC cooling system. A new HVAC unit will be installed, sized for the current footprint of the datacenter, and is expected to greatly lower operating expenses.

USER ACCOUNT CREATION
Following the recent release of self-service uniqname creation, the Systems team is reviewing our existing processes for provisioning new accounts in order to fulfill newly created uniqnames as rapidly as possible following submission.
GOOGLE MIGRATION TEAM

Leadership
Erik Taipalus
Anthony Mills
Katelyn Slater
Don Stockley
Tin Todd
Jordan Van Dusen
Donald Wilcox

Full-time Staff
Dennese Bandyk
Katelyn Slater
Nick Looney
Don Stockley
Dennese Bandyk

Google Guides
Katie Carver
Jhazzlin Cleveland
Salman Mir
Makayla Phillips
Lydia Powell
Jacob Range

MOVING CAMPUS TO GOOGLE

At the beginning of this year, UM-Flint ITS began the process of migrating the campus to Google G Suite for Education from Microsoft Exchange/Outlook email and calendar services. The decision to transition all three U-M campuses to Google services was made by executive leadership in Ann Arbor in order to reduce costs, increase collaboration, and advance technology. The Ann Arbor campus completed their transition to Google Gmail and Calendar in 2012, with the Dearborn campus following in 2014. To maximize the utility of the capital investment previously made in technology equipment, Flint campus leadership elected to wait until now to make the transition.

WHY GOOGLE?

• Collaboration: Google services will help make it easier for our faculty and students to do their research and learning together and with colleagues around the world.
• Innovation: Google services provides a platform that we can extend and enhance.
• Common Tools: Having a standard toolset available to the entire university, will make it easier to perform routine activities that support our mission.
• Access: Google G Suite is a “cloud-based” solution that is designed to be easily accessible from different devices and different locations. Simply put: Anywhere, Anytime!
• Savings: Google services will allow us to reduce our costs by approximately $200,000 at the same time we provide state-of-the-art tools.

DEPARTMENTAL MIGRATION

From January 29th to July 24th, 2019, ITS worked with departments to transition their accounts over to Google services. In total, 81 individual department migration days were overseen by ITS staff and the Google Guides Team. The goal was to be present for any questions or concerns in each department brought on by the switch and ensure that all new users were not only comfortable with the new Google services, but knew how to take advantage of the new capabilities and tools that the UMich Google G Suite provides.

STUDENT MIGRATION

On June 23rd, 2019, all students accounts on the Flint campus were migrated over to Google services. By scheduling this migration between the Spring and Summer semesters, ITS was able to ensure minimal disruption to services for students. Students were given the option to forgo the migration of old emails to their new Gmail accounts. This allowed students to decide for themselves if they needed their existing data, and ITS was able to reduce the resources that would have been required to move all student data.

GOOGLE GUIDES

During the planning stages for the Google migration project, ITS predicted a need for a high level of hands-on assistance throughout individual department migrations. It was determined that while a majority of simple questions and tasks could be handled through the ITS Helpdesk, the campus as a whole would benefit from dedicated assistance for Google related questions/concerns. Early in the project, a team of new employees referred to as Google Guides was created to do just this. The Google Guides were overseen by Katelyn Slater (ITS Helpdesk) and Dennese Bandyk (ITS Training) and were tasked with providing hands-on, one-to-one assistance to faculty and staff on the day of their individual department transitions.

TRAINING SESSIONS AND SUPPORT

As many faculty, staff, and students return to campus for the start of the Fall semester, ITS plans to provide continued support through scheduled training sessions and the presence of knowledgeable staff at the start of the year events and activities. The scheduled training sessions will consist of a focused look into some of the Google services that faculty and staff may not be familiar with. To sign up for one of these training sessions, visit events.umflint.edu

Project Statistics

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ITS TRAINING

If you need personalized, one-on-one, group, or departmental university supported software training, ITS Training can design/customize the software training that will meet your specific needs and fit it into your schedule. Materials presented efficiently and at an appropriate level and pace for those being trained. Visit the training website to register for available workshops at training.umflint.edu/its or contact ITS to schedule a workshop/training. Workshops are added to the ITS Training schedule regularly.

THIS YEAR'S ACCOMPLISHMENTS:
In collaboration, ITS Training (Dennese Bandyk) & ITS Helpdesk (Katelynn Slater) along with Google Guides trained and consulted with university department admins, deans, chairs, faculty and staff one-on-one to ensure that they are comfortable and productive in the G Suite for Education environment to experience a seamless transition from Microsoft Outlook to Google Gmail & Calendar. Together ITS Training and Software Development (SD) scheduled and delivered campus wide Banner 9 Open Forum sessions, created a supporting Banner 9 video, documentation and handouts for the sessions. Provided EMAS training and various other software training for faculty and staff as requested.

CURRENT PROJECTS
The campus wide Google migration initiative continues through the end of the year with continued training and support. Upcoming projects include: Develop & deliver PGP workshops & video with the Systems Security unit. Schedule various workshops.

ITS Training is available to all faculty, staff, & student workers.
Cost: Free
Questions?
Email - ddbandyk@umich.edu