

UConn

INFORMATION
TECHNOLOGY SERVICES



Information Technology Services

Annual Report

July 1, 2025 – June 30, 2026

INITIATIVES

ITS has made significant progress on strategic initiatives that support institutional priorities and the communities that we serve.

1. Operational Efficiency, Effectiveness, and Security

By streamlining services, reducing duplication, and leveraging technology, ITS is pursuing cost-saving solutions that deliver better access and performance.

2. Security, Risk Reduction, and Compliance

ITS is leveraging new security technologies to proactively protect the University from advanced threats.

3. Modernization of Infrastructure

ITS is upgrading networks, storage, virtualization, and other tools to maintain the resilience, security, and performance of services that rely on our infrastructure.

4. Research IT

ITS provides environments that meet the funding agencies' security requirements and expand computing and development opportunities for researchers.

5. Student Success

ITS provides the technical solutions, data flows, and learning environments that students, faculty, and advisors depend on every day.

6. Data Governance and AI Readiness

ITS is establishing the technical foundation for data governance that will enable our community to use trusted data and tools for better reporting, analytics, and insights.

7. Support for Functional Partners

ITS supports, evolves, and provides the integrations for the systems that support the administrative functions of the University.

The cost of technology and the demand for services increase every year.

ITS is committed to delivering, evolving, and securing the services our community expects and depends upon, even with resource constraints. These are the strategic approaches we use to manage costs so that we can invest in capability:

- Negotiate multi-year contracts to lock in discounts and avoid inflationary increases
- Optimize licensing for alignment with our environment and the needs of our community
- Modernize services to deliver contemporary performance while reducing the cost of supporting legacy infrastructure
- Facilitate operational efficiencies at scale.

Operational Efficiency, Effectiveness, & Security

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Approach

Right-size	Right-sizing services based on usage data
Centralize	Reducing duplicative services
Re-align	Re-aligning skills to match current needs
Tech	Leveraging technology (e.g., AI, automation, or monitoring software)

Benefits

Cost	Cost and position savings
Equitable	Equitable access to resources
Consistent	Greater service consistency for our community
Reduce Risk	Reduction of IT security risk

Initiative

Approach / Benefits

Centralization of Frontline IT Services

Moved the help desk functions of the School of Business, Fine Arts, and Stamford into ITS. Now 9 of the previously 13 distributed help desks are part of our embedded service and staffing model.

Right-size	Cost
Centralize	Equitable
Re-align	Consistent
Tech	Reduce Risk

Centralized Device and Cost Management: U-Print

Collaborated with Budget and Planning to develop a new funding and service delivery model for on-campus printing for faculty, staff, and student employees. Over the next year, the University will provide a standardized fleet of printers with advanced print management software.

Right-size	Cost
Centralize	Equitable
	Consistent
Tech	Reduce Risk

Oversight of University-Owned Technology Assets

As ITS assumes responsibility for another area's IT assets and services, we expanded inventory standardization, lifecycle tracking, and device management to implement responsible, secure practices.

Right-size	Cost
Centralize	
Re-align	Consistent
	Reduce Risk

Cost-savings through PDF and eSign Software

Collaborated with Budget and Planning to centrally fund and offer Nitro PDF and Nitro Sign, software that offers the same functionality as Adobe Acrobat and DocuSign but at a greatly reduced price.

Right-size	Cost
Centralize	Equitable
	Consistent
	Reduce Risk

Transition to Kuali Build

Completed transition to Kuali Build, a friendly no-code application that enables over 1,000 UConn users to develop forms with workflows, eliminating the need for the inefficient processes.

	Cost
Centralize	Equitable
	Consistent
Tech	Reduce Risk

Laptop Loan Program

Loaned adjunct faculty and graduate teaching assistants secure, university-managed devices to improve data security compliance, reduce risks associated with personal devices, and standardize technology support for instructional staff.

	Equitable
	Consistent
	Reduce Risk

Voice over IP Phones

Migrated the regional campuses and 50% of the Storrs phone lines to VoIP, eliminating the cost of leased lines and enabling use of softphones.

	Cost
	Consistent
Tech	

Expanded Enrollment in Managed Device Platforms

Enrolled all newly purchased devices into Intune (Windows) or Jamf (Mac) with the goal of standardizing device management for university-owned devices.

Centralize	
	Consistent
Tech	Reduce Risk

Sustainable Microsoft 365 Storage Management

Avoided a substantial price hike in licensing and storage fees by reducing storage in OneDrive through large-scale clean-up efforts, better lifecycle management, adjustment of quotas, and one-on-one consultations.

Right-size	Cost
Tech	Reduce Risk

Collaboration with UConn Health and UConn Foundation

Established a "trusted relationship" between the Microsoft 365 environments of ITS, UConn Health, and the UConn Foundation to facilitate collaboration, communication, and sharing of resources.

	Consistent
Tech	Reduce Risk

Security, Risk Reduction, & Compliance

2

Identity and Access Management Modernization: Identity is the foundation for digital services at UConn. We are modernizing three interlocked components – ID, access, and single sign on – so that UConn can accurately, reliably, and securely support services, data governance, and emerging technologies.

→ **Progress:** ITS has completed early phases of the identity system rebuild, initiated the SailPoint project to centralize identity governance, and began moving single sign on to a more contemporary, secure, and fully managed cloud service.

Enhanced External Exposure Detection and Monitoring: External attack surface monitoring lets us look at our internet-facing systems from the perspective of an attacker. This insight helps us detect risks and reduce exposures before they become incidents.

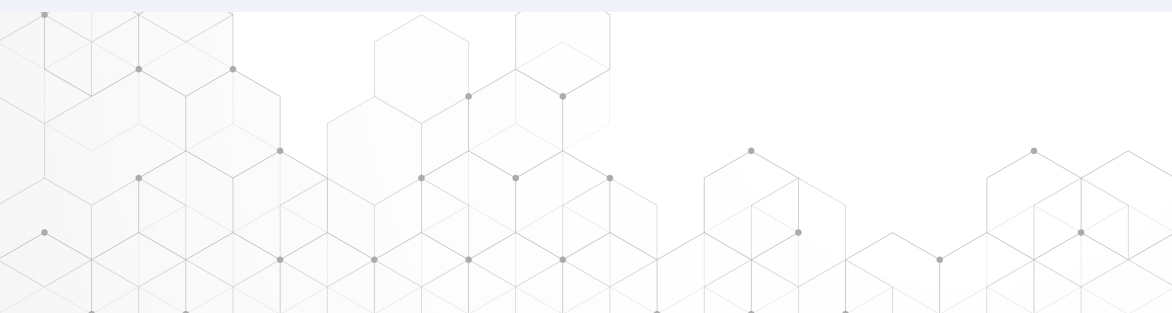
→ **Progress:** The ISO selected and is actively using Palo Alto Cortex Xpanse to improve external attack surface monitoring for UConn.

Automated Detection and Support for Device Security: End-of-life (EOL) operating systems, Windows 10 and some versions of Windows 11, no longer receive security patches from Microsoft, and therefore, are vulnerable to attackers. ITS developed an automated way to detect and remediate EOL operating systems.

→ **Progress:** The system has addressed and assisted in bringing into compliance several thousand Windows computers.

Revised IT Policies: To reduce institutional risk, our community needs to know how technology and data should be protected.

→ **Progress:** The Information Security Office (ISO) revised and published 10 IT and security policies this year that account for new technologies, threats, and expectations.



Improved Email Phishing Defense: Phishing and credential theft are pervasive security threats at universities. One compromised account can give an attacker access to email, files, student information, research data, financial systems, or other university services. ITS implemented Abnormal.AI, a platform that uses AI enhanced detection of phishing attacks to automatically identify and remediate phishing attacks.

→ **Progress:** Following implementation, the number of phishing attacks reaching UConn community members dropped significantly, reducing risk for our community and the amount of time spent by teams remediating email-based attacks.

Network Safety: ITS strengthened protections for UConn networks used by end user devices (i.e., non-server networks).

→ **Progress:** The team reviewed these networks, corrected systems that were not placed appropriately, and added stronger safeguards to reduce the risk of exposure. This milestone supports a broader, multi-year effort to limit unnecessary network risk. Future phases will extend these improvements to server networks and add additional protections across the internal network.



Outreach

Tech Day for Staff: Held annual professional development event for UConn staff to help them better leverage technology and navigate changes to IT services.

Faculty Tech Event: Provided training and one-on-one support for faculty on file storage in Microsoft 365

IT Professionals: Delivered technical presentations to UConn IT professionals to enhance communication and awareness of upcoming initiatives.

Security Awareness Training: Phishing simulation program, outreach events, professional development for UConn IT professionals on cybersecurity tools and emerging technologies

Modernization of Infrastructure

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Network Upgrades

- Deployed new modern firewall hardware to replace aged hardware supporting UConn Guest, UConn Gampel, and other network services.
- Migrated all Storrs and regional campus buildings' network connections to the new Core and Distribution equipment to improve network performance, stability, and security.
- Upgraded the Departmental Firewall for non-ITS networks, improving network and security posture.
- Completed network and wireless technology refresh in 11 residence halls and 14 academic and administration buildings to improve network performance.
- Installed a new central Wireless controller, access points, cabling infrastructure, and WiFi6 in Gampel Pavilion.

Server Systems

- Deployed RedHat OpenShift, a containerization platform that automates deployment and management of applications for end users and helps ITS maintain security and compliance.

Storage and Virtualization

- Transitioned to a modern monitoring system, Splunk IT Service Intelligence, which allows AI-driven incident prediction, detection, and resolution, greatly improving service monitoring.



Research IT

Secure Research Infrastructure (SRI)

- Migrated legacy on-premise infrastructure to the Secure Research Enclave 2.0 to meet compliance requirements from the Department of War.

High Performance Computing

- Deployed a secure, web-based portal that enables users without deep technical expertise to leverage high-performance computing environments.
- Implemented SchedMD to optimize our system scheduling, reducing both system idle time and user wait times and maximizing the return on our computing investments.

Access to AI at UConn

Feb. 2025

Microsoft 365
Copilot Chat &
Copilot

July 2025

ChatGPT Edu

Oct. 2025

OpenAI API

March 2026

Process for AI
product
purchases

May 2026

Ongoing
negotiations
for Claude AI

Student Success

Academic Standing

- Led the implementation of the new Academic Standing process in Slate. This initiative, which supports over 300 advisors and 2000 students, contributes to retention and outreach efforts. ITS led the full delivery of the product including stakeholder engagement, technical design, integrations with key systems, and the development of advanced dashboards and reporting.

HuskyCT

- Completed the transition of HuskyCT courses to Blackboard Ultra for a consistent, contemporary experience and supported environment.

University Digital Accessibility

- Implemented new software (Siteimprove and Blackboard Ally), website themes, and trainings to better comply with the updated Title II of the Americans with Disabilities Act.

Slate Student Success (IT-SLE instance)

- Created a new data source and approximately 30 integration feeds from the PeopleSoft

Students Gain Career Skills with ITS

ITS employed 113 students in 2025 – 60% of them returning from a previous year.

Why? At ITS, students gain skills that prepare them for careers. With positions available in tech support, graphic design, IT security, network engineering, communications, enterprise systems, application development, and administrative services, they can find a job that matches their career goals.

Next steps: Many of our current employees began as students with ITS, and many have moved to high ranking executive positions at companies like Red Hat and Anthropic.



Data Governance and AI Readiness

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Databases and Data Marts

Oracle Database

Negotiated a new 5-year hybrid-cloud agreement with Oracle, which will deliver more capability and redundancy.

- Exadata Cloud@Customer brings new high-performance hardware to our data center, supporting applications, data, and analytics across the enterprise.
- DB@Azure provides a cloud-based site for disaster recovery.

Human Resources Payroll Data Mart

Completed multi-year Human Resources/Payroll Data Mart project, which created a data warehouse and reporting solution, increasing secure access to HR and Payroll data.



Data and Analytics Platform

Microsoft Fabric

Initiated the transition to Microsoft Fabric, a data platform that integrates with the reporting and analytics tool, PowerBI. By modernizing data pipelines and reporting, Fabric and PowerBI will strengthen data governance and provide access to accurate, trusted reports, the foundation for decision-making and AI-enabled insights.

Progress: ITS is mirroring data from the enterprise data warehouses to Fabric. This lets the University benefit from Fabric more quickly while we modernize the backend data extraction and transformation processes in parallel.



Outcomes

Predictive Models for Student Success and Retention

Using Student Admin and SLE data, models were developed that can help predict the likelihood of a student or applicant to:

- Receive a non-passing grade or withdraw from a course
- Graduate in four years
- Apply to UConn if the recruiter does an additional visit to their high school

Support for Administrative Partners

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Partners	Project	Result
University Safety	Redeveloped their payroll tool	Enhanced supportability
Research Finance, OVPR, Accounting, and Budget	Implemented real-time Indirect Cost (IDC) distribution within Kuali Financials	More efficient, timely and reliable IDC distribution
Accounts Receivable, Sponsored Programs, and Research Finance	Deprecated Agency records and consolidated records into the Customer/Sponsor model	Realignment to vendor system changes. Update to internal reporting.
Facilities Operations	Updated the student-facing maintenance request platform	Improved service visibility, standardization, and long-term institutional capabilities
University Planning, Design and Construction	Migrated custom built integrations to University Supported Integration Platform	Improved maintainability, scalability, and operational resilience
Facilities Operations	Developed new reporting capabilities and dashboards in PowerBI	Improved operational awareness and decision-making capability
Office of the Bursar	Integrated the FlyWire e-Refunding platform into Student Admin	Replaced a legacy process and increased security of student banking information and flexibility of payment methods
Office of the Bursar	Participated in comprehensive PCI-DSS assessment and remediation	Achieved compliance with the new standard for credit card processing and produced new University policy for continued compliance
Center for Career Readiness and Life Skills	Delivered integrations with the 12Twenty platform for student job placement	Provides a personalized, timely, and relevant experience for students, reduces manual data entry, and provides better reporting
SLE One Stop	Developed forms for Student Enrollment and Non-Degree that integrate into Student Admin	Real-time access to student data, electronic workflows, and ability to process changes directly in Student Admin

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