

University of Maine System  
Board of Trustees

**AGENDA ITEM SUMMARY**

**NAME OF ITEM:** IT Project Updates

**INITIATED BY:** Dannel P. Malloy, Chancellor

**BOARD INFORMATION:** X

**BOARD ACTION:**

**BOARD POLICY:**

N/A

**UNIFIED ACCREDITATION CONNECTION:**

N/A

**BACKGROUND:**

Dr. Robert Placido, Chief Information Officer, provides this overview of ongoing Information Technology initiatives. The IT department is actively managing these essential projects, each contributing to the enhancement of our technological infrastructure and operational efficiencies, aligning with the University's mission to foster educational excellence through technology, collaboration, and service.

**Multi Factor Authentication (MFA) System Expansion**

The MFA System Expansion is divided into two parts; Adoption & Integration. The adoption of the expanded Multi Factor Authentication (MFA) system was implemented on January 1, 2025. A dashboard providing detailed statistics about the MFA adoption is available [here](#) (Access Required).

As of January 15, 2025, the adoption rate for the expanded MFA system among faculty and staff stands at 80% total, with 95% of full-time faculty/staff and 51% of part-time faculty/staff enrolled respectively. Multi-Factor Authentication (MFA) implementation will be expanded to additional systems, prioritizing those containing restricted data, including systems such as ImageNow, for GLBA compliance. Secondary priority systems include those containing internal and confidential data. These MFA implementations support both cybersecurity insurance requirements and data protection goals.

**Network Infrastructure Modernization**

After serving the University of Maine System community for more than 20 years, the tempest wireless network was decommissioned on January 1, 2025. Despite being the most utilized network due to its user-friendly nature, accounting for 43.5% of campus traffic, tempest's open architecture with public IPs and unencrypted traffic posed increasing security risks and performance challenges

The networking team executed a strategic transition plan that balanced security requirements with user needs. Key to this success was the early deployment of MaineEDU-Open, a new secure network designed specifically for residential IoT devices, coupled with a comprehensive communication campaign targeting different user segments. The university now maintains a modern, layered network infrastructure featuring eduroam for secure authentication, specialized

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networks for IoT devices (medev and MaineEDU-Open), and a filtered guest network (MaineEDU-Guest).

### **Boomi Implementation**

Having established both test and production environments, the Enterprise Services team has successfully completed a comprehensive 40-hour hands-on training program with several team members having earned a Boomi Associate Developer Certification.

The team is actively working on replacement integrations for Oracle Cloud Recruiting and Jaggaer (MaineStreet Marketplace). In addition to these replacement integrations, the Boomi team is working with our developers on detailed implementation approaches for additional priority integrations. Initial core system integrations are targeted for completion in Spring 2025.

### **HighPoint Course Auditor (Simulation Mode)**

Campus reports were completed November 2024. Data analysis is ongoing, with internal and external campus engagement meetings beginning January 13, 2025 and ending February 2025. Next phase: developing campus-specific data cleanup training with additional assistance offered by HighPoint. The system-wide data cleanup associated with this effort is projected to be completed by spring, with UMF's 4-3 credit DRPs continuing into the summer. Back-office Course Auditor implementation is not included in current project scope and requires future planning.

### **Unified Course Search**

UMS:IT reconvened with HighPoint on January 16, 2025, this time including campus registrars for their first review of the project's design and engineering specifications. During this meeting, the registrars provided feedback on functionality improvements and student usability features, which HighPoint will incorporate into their engineering development process. The design review and engineering feedback phase will conclude in February, followed by further development and prototyping in March and April. The project is targeted for completion in Spring 2025.

### **Maine Law: Separate Business Unit**

Maine Law's separation into a distinct MaineStreet business unit continues to progress. A planning meeting between Maine Law leadership and the Associate CIO for Enterprise Services is scheduled for January 22, 2025. This session will review critical business processes, both current and future, required to advance the technical implementation plan.

### **Raptor Enhancements**

The Raptor Enhancements project is on track for February 2025 delivery. Progress on three key enhancements is as follows: ACE/Credly document type implementation is complete and validated; export script for campus-specific transcript association is near completion, with testing planned for late January 2025; dashboard display and data integration updates will follow the export script testing.

### **eRez Life**

The eRezLife Implementation project is on track. Campus vendor training is complete, and the phased rollout continues as planned. IT is coordinating with residence teams on training, data migration, and systems integration. Next milestone: Go-live at UMA and UMFK on January 15, 2025, with no current risks identified. Final phases will focus on student financials integration and testing. Legacy Mercury system retirement is planned for 2025.

### **Parchment Transcripts & Diploma**

The University of Maine System has received confirmation from the National Student Clearinghouse (NSC) regarding their March 7, 2025 service deactivation. This planned deactivation is the final step needed to implement Parchment Transcript and Diploma services across UMS campuses in early March. The technical implementation work for Parchment was completed in December 2024. NSC will provide detailed transition instructions on February 21, 2025, two weeks before the deactivation date, ensuring a coordinated switchover to the new Parchment service.

### **UMS IT Communications Project**

The "UMS IT Communications" project is focused on assessing existing technologies and communication strategies to enhance IT communication and better engage end users. Current efforts include evaluating the effectiveness of existing communication methods, benchmarking against higher education best practices, and developing refreshed messaging approaches. A key milestone in this phase is the introduction of the newly styled communication featuring the Zoom AI Companion, which exemplifies the project's commitment to delivering clear and engaging IT updates. This work directly supports the University of Maine System's 2023–2028 strategic goals of enhancing employee effectiveness and fostering effective organizational communication. By prioritizing these foundational improvements, the project will position IT to better meet user needs.