SnapLogic Enterprise

The UCF IT Enterprise Application Development team is currently implementing the SnapLogic Enterprise Integration Platform. SnapLogic is a tool that will provide a modern, reliable, secure, cost-effective, and manageable solution for integrating applications and exchanging data hosted both on-premise and in the cloud.

SnapLogic provides tools that support much faster development of integrations between systems. SnapLogic pre-built connectors (also known as “Snaps”) provide a non-programming approach to connecting applications. For more information about SnapLogic, please visit: https://www.snaplogic.com/

Quiet Study Zone Update

The new quiet study zone on the fifth floor of the John C. Hitt Library is now in full use.

The modern, 170-seat space was created in response to requests by UCF students for a “pin-drop silent” environment, with a focus on individual research and study.

More than 400 students guided the design and furniture selections.

This new facility is the first of many new library resources coming into use as the 21st Century Library project continues to be developed.

PCI Compliance

PCI in a Nutshell

The Payment Card Industry (PCI) has a set of standards that cover the ecosystem of payment devices, applications, infrastructure, and users. At UCF, we are primarily concerned with the PCI Data Security Standard (PCI-DSS), which applies to all entities that store, process, and/or transmit cardholder data.

Over the past year, our (50+) campus merchants have worked to meet their PCI obligations by employing Point-to-Point Encryption (P2PE) solutions for their in-person and over-the-phone transactions. These and other changes have made UCF’s cardholder data environment more secure.

SAQ Workshop

This year, UCF Finance and Accounting and the Information Security Office are holding several Self-Assessment Questionnaire (SAQ) workshops in mid-November. The workshops will cover the latest PCI-DSS standard changes, policy and procedure templates for merchants, and more. Please plan to attend.
UCF IT Support Center

The “Single Point of Contact” for all your IT support needs

As part of the transition to UCF IT, a primary goal is to create a consistent support structure for all clients. This involves transitioning and scaling all support options that were being used across the various colleges and divisions on campus.

The campus community now has a variety of ways to obtain IT Support.

- **Self-Service Portal:** Know what you need? Browse our service catalog or submit a ticket yourself, 24/7. Visit https://it.ucf.edu and click “Technical Support.”
- **Phone Support:** Call us at (407) 823-5117. We are staffed Monday through Friday, from 7 a.m. to 10 p.m., and support everything from password resets and classroom technology to network access and cable TV. We strive to take care of your issues on the first call, but if not, we will follow up with the appropriate team within UCF IT and with other support units.
- **Email Support:** Email us at itsupport@ucf.edu. We have smart routing enabled that will get your email to the right team.
- **Knowledge Base:** Visit https://it.ucf.edu to search and find answers from a Knowledge Base containing more than 500 self-help articles.
- **Walk-up Support:** Primarily for students, but serving the entire UCF community, IT support is available in Technology Commons II and Classroom Building I, as well as the LibTech desk on the third floor of the Library.
- **Live Chat:** Visit https://it.ucf.edu and click on “Student Help” to find the live chat feature. For limited hours during weekdays, an agent is available to provide support through an online live chat session. At the end of the conversation, a transcript of the support session is converted into a ServiceNow ticket for future reference.

Open Access Week

Open Access is a publishing model that provides access to scholarly research for anyone, anywhere, with no subscription or fee. This burgeoning model is an important element in today’s scholarly research environment, aiding faculty in making their research more broadly accessible, increasing the potential impact of their work, and helping to comply with funding agency requirements to make research data openly accessible.

UCF Libraries’ Office of Scholarly Communication provides information and assistance to faculty and students interested in pursuing publishing research and scholarship in Open Access venues. The Scholarly Communication Librarian also meets one-on-one with faculty and students to assist with specific questions related to Open Access publishing.

In addition, both the Office of Scholarly Communication and the Digital Initiatives Department help with the use of UCF’s institutional repository, STARS, as a venue to share copyright-compliant versions of their scholarship in an openly accessible way regardless of the type of publication in which their work was originally published.

For more information about Open Access publishing and the UCF Libraries’ Office of Scholarly Communication, visit: https://library.ucf.edu/about/departments/scholarly-communication/

Microsoft Teams

Teams is a new application that provides a single interface to collaboration tools, Microsoft Office applications, OneDrive cloud data storage, SharePoint, OneNote, Power BI, and much more. UCF IT is rolling out Teams to user groups campus wide, with more than 260 UCF team sites established to date.

Microsoft Teams will continue to evolve as features are developed and governance and support processes are established. More UCF-specific information about Microsoft Teams can be found at: https://it.ucf.edu/teams/
Automated Retrieval Center

Following two years of construction, the UCF Libraries’ Automated Retrieval Center (ARC) is operational, and patrons can now request an item from the ARC by searching the online catalog. As of October 12, library staff had ingested more than 219,000 books into the ARC with a goal of 350,000 by the end of November.

The ARC will eventually hold up to 80 percent of the library’s circulating print collection—more than 1.25 million volumes. Robots, called Storage and Retrieval Machines (SRMs), pull the bins containing the requested book and deliver them to a dock, where staff remove the item and deliver it to the circulation desk for check out.

The next phase of 21st Century Library construction—now underway, and scheduled to open by summer 2020—will join the two buildings and offer a second library entrance, a multi-purpose function space, additional group study and instruction rooms, and more than 700 new seats for individual study and research.

IT Security Standards

The Information Security Office (ISO) continues to develop policies and standards to keep up with the latest security frameworks, compliance requirements, and industry best practices. Published standards can be found on the Infosec website at: https://infosec.ucf.edu/policiesandstandards/

These new standards are in development and will be posted soon:

- **102 Desktop Standards and 104 Server Standards** will outline baseline security standards for the secure configuration and maintenance of desktops and servers.
- **702 TLS/SSL Security Standard** will define how TLS/SSL certificates, protocols, and cipher suites are to be configured to ensure encryption of UCF data in transit. It will be particularly important for web servers and applications.

The ISO is appreciative of your efforts to align IT across campus to these standards. Feedback on any standard is welcome and encouraged! Please reach out to infosec@ucf.edu with any suggestions.

UCF Lake Nona Cancer Center

The former Sanford Burnham Prebys Medical Discovery Institute at Lake Nona is being converted into the UCF Lake Nona Cancer Center. On December 1, UCF will take occupancy of the 175,000-square-foot structure, which was built in 2009. Although designed and constructed several years ago, the facility has excellent research spaces, offices, vivarium, and infrastructure. UCF cancer researchers will occupy the third floor, and other portions of the building will be leased to external parties who will conduct cancer clinical trials and treatment in the facility.

New UCF Space Policy

The Allocation and Use of Space Policy (3-126) has been finalized and was approved by the UCF Policy Committee at its July 26 meeting. The policy may be viewed on the UCF Policies Website at: http://policies.ucf.edu/documents/3-126SpaceAllocationandUse.pdf

University Space Committee Formed

In response to a university audit recommendation, an official University Space Committee (USC) has been created to develop and manage the university's real estate strategy.

Currently made up of members from Space Planning, Analysis, and Administration (SPAA); Facilities and Safety; Information Technologies and Resources (IT&R); the Registrar’s Office; the Office of Instructional Resources (OIR); UCF Downtown; and the Office of Research, the USC has been reviewing and providing recommendations on space matters for the past few years.

Additional key members will be added to the committee to represent the interests of each university area involved in real property and space matters, including the UCF Foundation, UCF Athletics, UCF Direct Service Organizations, UCF Finance and Accounting, and the UCF College of Medicine. The USC will ensure that appropriate due diligence is performed prior to any real estate transaction, making recommendations for action to the president and/or board of trustees, as necessary.
Graduate Research Essentials Workshops

UCF librarians now offer Graduate Research Essentials workshops. As students prepare to conduct literature searches for research assignments and thesis or dissertation proposals, they often benefit from meeting with a librarian. The new 90-minute Graduate Research Essentials workshops provide an opportunity for students to meet with a subject librarian assigned to their program or college to discuss discipline-related resources, effective library research strategies, and get help with their questions.

Workshops are offered at the John C. Hitt Library and via online videoconferencing. For additional information, or to request a workshop for a class or group, faculty and students may contact Corinne Bishop, social sciences and graduate outreach librarian, at: Corinne.Bishop@ucf.edu

New Textbook Reserve Collection

Instructors often hear students complain about the price of textbooks. Over the past 20 years, textbook costs have doubled, with publishers effectively pricing the books out of reach for many students.

Locally, 53 percent of the 1,975 UCF students who responded to a state-wide survey indicated that they haven’t purchased a textbook because of cost.

Other research suggests that students’ lack of access to course materials from day one can place them at an academic disadvantage.

To provide some financial relief for students, UCF Libraries started a print textbook reserve collection in fall 2018.

The library’s initial funding of $10,000 was used to purchase 57 books assigned by 432 sections of the 25 High DFW GEP courses, potentially supporting more than 13,000 students this semester. The average cost of new textbooks across sections of the 25 High DFW GEP courses is $177, with the most expensive coming in at $379. Since then, additional donations have supplemented the collection, and librarians hope to continue adding to the reserve.

To help, please refer students to the library and consider donating a copy of your textbook to the collection.

For more information, contact Penny Beile at: pbeile@ucf.edu

Campus Cyber Security

The Information Security Office, UCF IT Linux Infrastructure team, and faculty members from the Digital Forensics program are collaborating to develop a virtual environment that brings together UCF course content and UCF Infosec’s security incident response plans and awareness efforts. This virtual environment will provide the hardware and software required to create, mimic, and teach about real-world cyberattack scenarios in a safe and isolated virtual environment. This environment will be made available to Digital Forensics students and IT employees who may wish to sharpen their cybersecurity skills.

Over the past year, the ISO has been in the process of building an Offensive Security Team by leveraging talent from the Hack@UCF club. This Offensive Security Team aims to reduce cybersecurity risks by continually testing for security vulnerabilities in university information systems.