In fall 2018, UCF IT conducted its third information technology support satisfaction and expectations survey to collect university-wide perceptions of IT-related services and support and examine opportunities for UCF IT to enhance its IT relationships and services for the university.

Survey responses on satisfaction and expectations were gathered on major areas of IT-related support and services. New to 2018-19, the survey asked how respondents viewed the quality of service and how easy it was to carry out IT-related activities. Also new to 2018-19, the survey asked the likelihood of recommending the university’s IT support to a colleague to measure confidence and a sense of loyalty, calculated by using a net promoter score (NPS). Carrying over from last year, the survey asked respondents to rate the relationship they felt they have with IT, using five predefined scenarios outlined by the Business Relationship Management Institute (see Figure 1).

As with previous years, many respondents offered valuable details of their perceptions and experiences, as well as recommendations, through open response questions. Highlighting some of the findings, the following figures offer some year-to-year comparisons. Instead of showing scores calculated by NPS, Figure 1 shows the mean satisfaction ratings for the three major areas that received the highest number of responses by year based on a ranking from 0 to 10.

Figure 2 shows that the university-wide responses ranked IT between a service provider and a trusted advisor, with a mean ranking of 3.36, a slight decrease from 2017 with 3.57.

UCF IT will continually examine the results for additional approaches to understanding expectations, improving satisfaction, reducing the effort it takes to receive IT-related services and support, and enhance and improve service quality. Additionally, the team is collaborating with an academic unit to enhance our methodology for future surveys.

As part of the UCF IT Business Relationship Management service, the team looks forward to continued partnerships with the university community to identify where UCF IT can be not only a quality service provider, but a trusted advisor and strategic partner across the university.

Special thanks to the faculty and staff who contributed feedback.

Contributed by Bryce Jackson, UCF IT
IT and library staff from both UCF & Valencia are strongly engaged in collaborative partnerships for UCF Downtown.

Update on Downtown

With its highly anticipated opening later this year, the UCF Downtown Campus continues as a top priority for IT & R. UCF IT and Valencia IT counterparts are coordinating efforts to ensure Valencia and UCF students, staff and faculty have the appropriate services for the start of classes in August. Library colleagues from the two schools will also collaborate to ensure check out and lending procedures for materials run smoothly.

Fundamental decisions were made recently regarding how Valencia users will access key UCF applications. First, Valencia user IDs will be imported into UCF systems for authentication. Valencia faculty and designated staff will be issued UCF accounts for UCF/Valencia shared resources. At least twelve Downtown applications require data exchanges from Valencia to UCF. UCF and Valencia staff are working through the requirements of the specific data to be shared. The UCF and Valencia Project Management Offices are working together to coordinate timing and resources.

For additional information, contact Kerri Haren, the UCF IT product manager assigned to UCF Downtown.

Contributed by Cherie Herrin, UCF IT

Avid book reader? Try the New Book Display at the John C. Hitt Library now in its new, larger location on the 3rd floor facing the stained-glass windows.

The new books expansion is almost 6 times larger, growing from 60 books to 350 titles on display.

New books enter the UCF Libraries system on an almost daily basis. The John C. Hitt Library staff select new titles that may pique your interest. The books have timely topics featuring an array of subjects such as photography, science, history, poetry, novels, biographies and much more.

Stop by and discover the display. As always, the libraries are open to the whole UCF community.

To keep up with all of the additions to the New Book Display, follow our New Book guide:

guides.ucf.edu/newbooks

Contributed by Megan Haught, UCF Libraries

Closing the Book

Library staff member retiring

Raynette Kibbee, senior administrative assistant in library administration at the John C. Hitt Library, has been a part of UCF for most of the university's existence. As a student, Raynette was on campus between 1971—75, and in June 1985 she started working at the library. There, Raynette’s position gave her chances to interact with many people on campus: “One of our student assistants was a communications major and ended up in the movies (Isaac C. Singleton ’90)”

Speaking of films, her favorites include classics such as Casablanca, Now Voyager, The Yellow Submarine and The Uninvited (1944). She enjoys quilting, needlepoint and gardening.

Raynette will be missed, but many wish her a happy retirement and hope that she visits UCF frequently. Once a Knight, always a Knight. Charge on, Raynette!

Contributed by Meg Scharf, UCF Libraries

Best wishes to Raynette Kibbee: after 34 years at the UCF Library, she is retiring.
In keeping with their mission of delivering effective and efficient IT-related services, UCF IT implemented the ITIL (Information Technology Infrastructure Library) process called Service Request Fulfillment. This marks the fifth ITIL process (Incident Management, Change Management, Problem Management and Knowledge Management) implemented since kicking off the ITIL maturity initiative in 2016.

ITIL is a set of best practice publications for IT service management, which gives guidance on the provision of quality IT services and the processes, functions and other capabilities needed to support them.

**By telling customers how long their service request will take on average to fulfill is a giant leap in improving IT service delivery to UCF.**

A major objective of UCF IT is publishing average times to fulfillment on UCF IT service offerings to our customers. With the Service Request Fulfillment process implemented, UCF IT service owners will now have the necessary data to be able to determine and publish service level targets (SLTs) to their customers. Now customers will have a general idea of how long their service request will take to fulfill versus having to wait for updates. This is a giant leap to improve IT service delivery to the UCF community.

In addition to ITIL, there are many other service management initiatives underway or in the pipeline that will continue to contribute to UCF IT’s mission.

Contributed by Scott Baron, UCF IT

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**Space Lift**

*Space planning updates*

Positive news from Space Planning, Analysis, and Administration (SPAA) as deliverables from the contract between DLT Solutions with Facilities Planning and Construction (FPC) nears completion. The vendor, Coast2Coast, is following up on revisions requested by FPC. Once finished, the drawings are available to SPAA for review.

The benefits of this project include expediting the process of updating 44 E&G facilities on main campus and providing more accurate data for the university’s space database, Archibus (a facilities management software application integrating the university’s space database with updated building plans).

Contributed by Christy Miranda, SPAA

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**And the Awards Go To...**

**Tech fee update**

The prime objective of the Technology Fee is to fund projects at UCF that “enhance instructional technology resources for students and faculty.”

Each year, a committee of 16 (where students represent the majority) thoroughly evaluates each proposal and selects projects that best benefit students and faculty across all disciplines. Special thanks to the following committee members for their service this year:

- Kimberly Aldana-Ortiz
- Landon Berry
- Zhongzhou Chen
- Sarah First
- Glenda Gunter
- Debbie Hahs-Vaughn
- Timothy Hill
- Chandra Kethi-Reddy
- Tim Larson
- Bob Mello
- Madeline Mills
- Swaran Nandini
- Rick Schoppe
- Sierra Scott
- Bruce Wilson

Learn more about the technology fee process or view this year’s recipients: [itr.ucf.edu/techfee.asp](http://itr.ucf.edu/techfee.asp)

Contributed by Karen Cobbs, IT&R

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For the 2018-19 academic year 94 technology fee proposals totaling $18.7 million in requests were submitted. The committee was able to fund 45 proposals totaling $7.2 million.
A healthy turnout of attendees made it to the annual Cybersecurity Conference at the Teaching Academy on October 29, 2018.

UCF’s chief information officer, Dr. Joel Hartman, provided opening remarks to start the conference, followed by UCF’s chief information security officer, Chris Vakhordjian, who spoke about programs being implemented by the Information Security Office.

Roger Grimes, a 30-year computer security professional who has authored over ten books and more than one thousand national magazine articles, presented the keynote session, “Data-Driven Defense.” This eye-opening presentation addressed what is believed to be the biggest flaw in current computer defenses, and offered strategies for companies to address the issue.

A session on “Wi-Fi Dangers,” led by Taylor Campbell, manager of the Offensive Security Team within the UCF Information Security Office, demonstrated the ease by which attackers can exploit weaknesses in wireless protocols.

Bill Rodriguez, an information security professional with Rollins College, discussed “Building a Security Culture in Higher Education,” and shared some of the methods that Rollins has used to encourage information security among its staff. Special agents from the FBI discussed “Confronting Cyber Threats,” while an analyst with the Department of Homeland Security provided tips for “Building a Resilient Cyber Landscape.”

The conference concluded with a presentation entitled, “Phishing, SMShing and Vishing – Oh My! – How You Are Being Hacked Daily” by Christopher Hadnagy, CEO, founder and chief human hacker of Social-Engineer, LLC and author of four books on social engineering. Examples of phishing, SMShing (text-message phishing), and vishing (voice phishing) were presented and reviewed.

Plans are already being made for this year’s Cybersecurity Conference, which promises to be even bigger. Look for more information in the upcoming months.

Contributed by Mike Constantino, UCF Information Security

ABC: Always Be Cybersecure
Annual Cybersecurity Conference, Oct. 29, 2018

TRIVIA ANSWER:
The pterippus is the species to which our own Pegasus belongs (singular form is pterripi). Its Greek origins means winged (pteros) horse (hippos).