

Digital Digest

Newsletter

July - August 2023

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Welcome to the Digital Digest Summer Issue!

Digital Digest is the monthly newsletter from Information Technology Solutions (ITS). Here you'll learn about UCR's Digital Transformation, an effort that strives to simplify, improve, and leverage technology for the betterment of the student, faculty, and staff experience.

In this issue, discover what's new with ITS Digital Transformation initiatives and learn important updates on [Impact23](#), UC Riverside's financial system replacement program which launched on July 5, 2023.

[Subscribe to the Digital Digest mailing list](#) to follow the progress of exciting technology initiatives and discover new services and tools that ignite possibilities for the Highlander Community.

What You Need to Know

[Impact23](#) is now live! UCR's financial systems have been replaced with new, cloud-based applications that include Concur Travel & Expense, Kuali Sponsored Programs, Oracle Budget (EPM), and Oracle Financials.

Learn how to manage the new financial applications and find out how they can enhance your daily operations through the on-demand training available on the [Impact23 website](#) and in the [UC Learning Center](#).

Zoom Phone Migration Completed for Select Campus Groups; Remaining Campus Units Soon to Follow



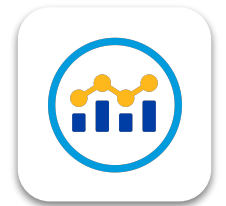
The next Zoom Phone migration is slated for August 2023

On July 13, 2023, seven more campus groups successfully migrated to [Zoom Phone Services](#). The organizations that were part of the most recent migration are the Palm Desert Graduate Center, College of Humanities, Arts, and Social Sciences, School of Public Policy, Enrollment Services, Division of Undergraduate Education, Graduate Division, and UCR Intercollegiate Athletics. To date, over 1,700 phone users in UCR are using Zoom Phone Services.

Moving to Zoom Phone brings significant improvements to UCR's telephony services. For instance, outages would be a less common challenge with Zoom Phone compared to legacy phone systems.

Sheri Morgan, Associate Director of Network Engineering and Operations, shared the advantages of the cloud-based service... [continue reading](#)

ITS Launches Looker Data Analytics and Self-Service Reporting Tool for Impact23



The launch will take place on August 15, 2023

As part of the Digital Transformation initiative, ITS developed an [Enterprise Data Strategy](#) that seeks to overcome the challenges brought about by duplicated, out-of-date, siloed, and sometimes conflicting data. In support of this strategy, ITS has invested in [Looker](#), a data analytics platform and self-service reporting tool that helps users explore and share real-time analytics.

Previously, accessing data required ITS to create a custom report. Manually creating a single dashboard takes great effort as stakeholders need to consult each other and consider all data formats. However, with Looker, UCR now has a means to centralize and more effectively validate data. The platform also drastically reduces the time needed to set up and analyze data. Thanks to Looker's data visualization... [continue reading](#)

IAMRiverside Improves UCR's Identity and Access Management Service



The IAM service now features improved stability and increased flexibility and scalability

Earlier this year, UCR began the process of replacing its legacy identity and access management (IAM) architecture by implementing [IAMRiverside](#), a solution that effectively lays the new structural foundation for the campus' identity lifecycle management.

As reported by the ITS Information Security Office, this change has significantly improved the overall stability of the IAM service.

Chief Information Security Officer Dewight Kramer shared:

"In the past, when there was a power outage in our data center, it could take days to get [the] IAM [service] back up and running. However, since [migrating] to the new stack, we have been able to restore [the] IAM service in just a matter of hours. This is a significant improvement, and it is a testament to the..." [continue reading](#)

Access ITS Support and Resources

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Need IT help? [Get support](#).