Covid-19 Response

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Chief Applications Officer
Deputy CIO of Applications

Overview

1. About me
2. About KU & KU Information Technology (KU IT)
3. Timeline: coronavirus response
4. Current initiatives:
    1. Queuing solution
    2. Student attendance
    3. “Hot spots” dashboard
    4. Microsoft Teams

About Me

Rob Caffey
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- 20+ years in IT
- Information Systems Administrator
- Interim CIO & Special Assistant to the CIO, Kansas State University
- Currently, Chief Applications Officer, Deputy CIO of Applications at the University of Kansas

About KU

About the University of Kansas

1. Major public research and teaching university in Kansas

2. 19,500 undergraduate students
   7,885 graduate students
   1,432 faculty
   3,454 staff

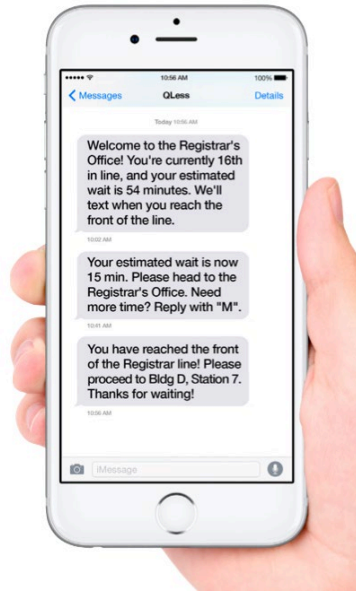
3. Multiple campuses, including Lawrence and Overland Park, KS

4.

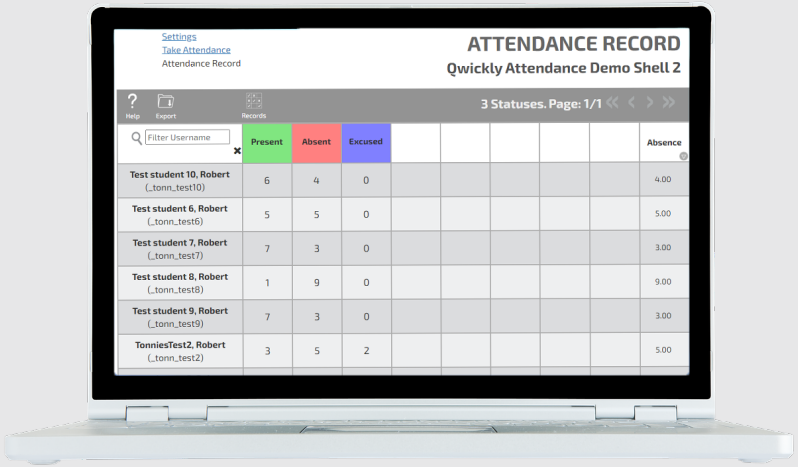
Applications Work

Queuing solution: Qless

- Students join queue via campus website, mobile phone or on-site kiosk.
- Instead of waiting in lobby, students wait where they want
- Students receive timely updates about their appointment time or place in line
- Web-based supported by all browsers
- Bi-directional communication connect staff with students in line
- Real-time dashboard displays each queue and data on each location
- Cloud based SaaS solution means no backend to manage, patch or upgrade

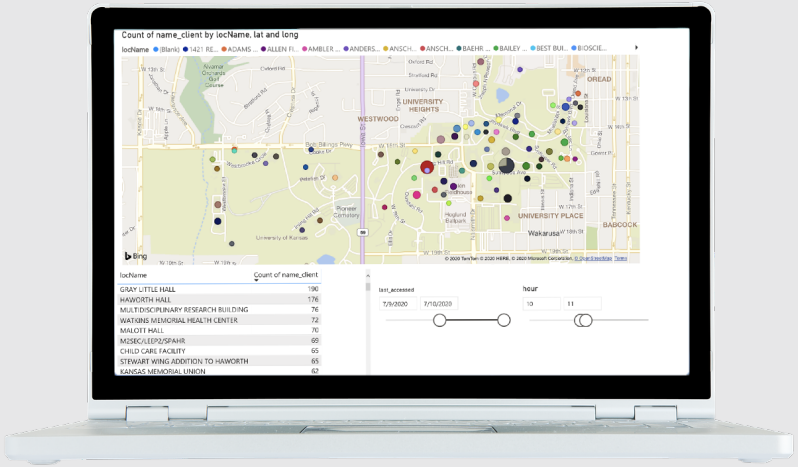


Attendance solution: Qwickly



- Qwickly used on campus prior to Covid-19
- Doing more to promote its use for academic courses
- Two methods for attendance: Instructor noted or check-in feature
- Integrates with Blackboard
- Additionally, uses mobile app
- Optional for instructors
- Limitations include:
    - No way to segment attendance via online vs. in-person, instructor has to manually note

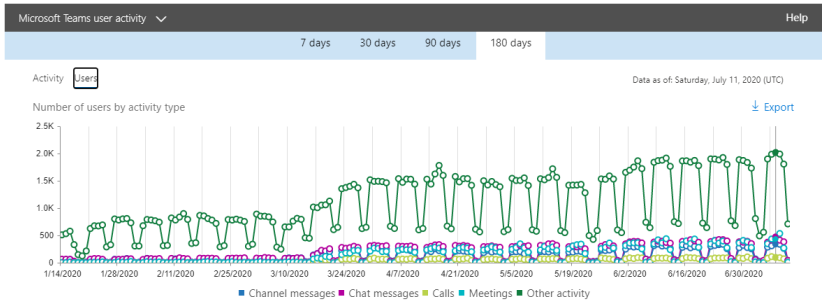
“Hot spots” Dashboard

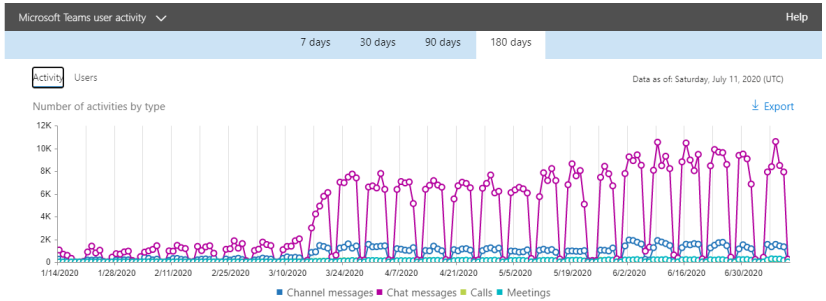


- Custom-built dashboard using PowerBI
- Created in house
- Leverages data from Wireless Access Points
- KU currently uses Aruba for Wi-Fi
- Not use for contract tracing, more general visibility into populations on campus

Microsoft Teams as the “Jayhawk Cloud”

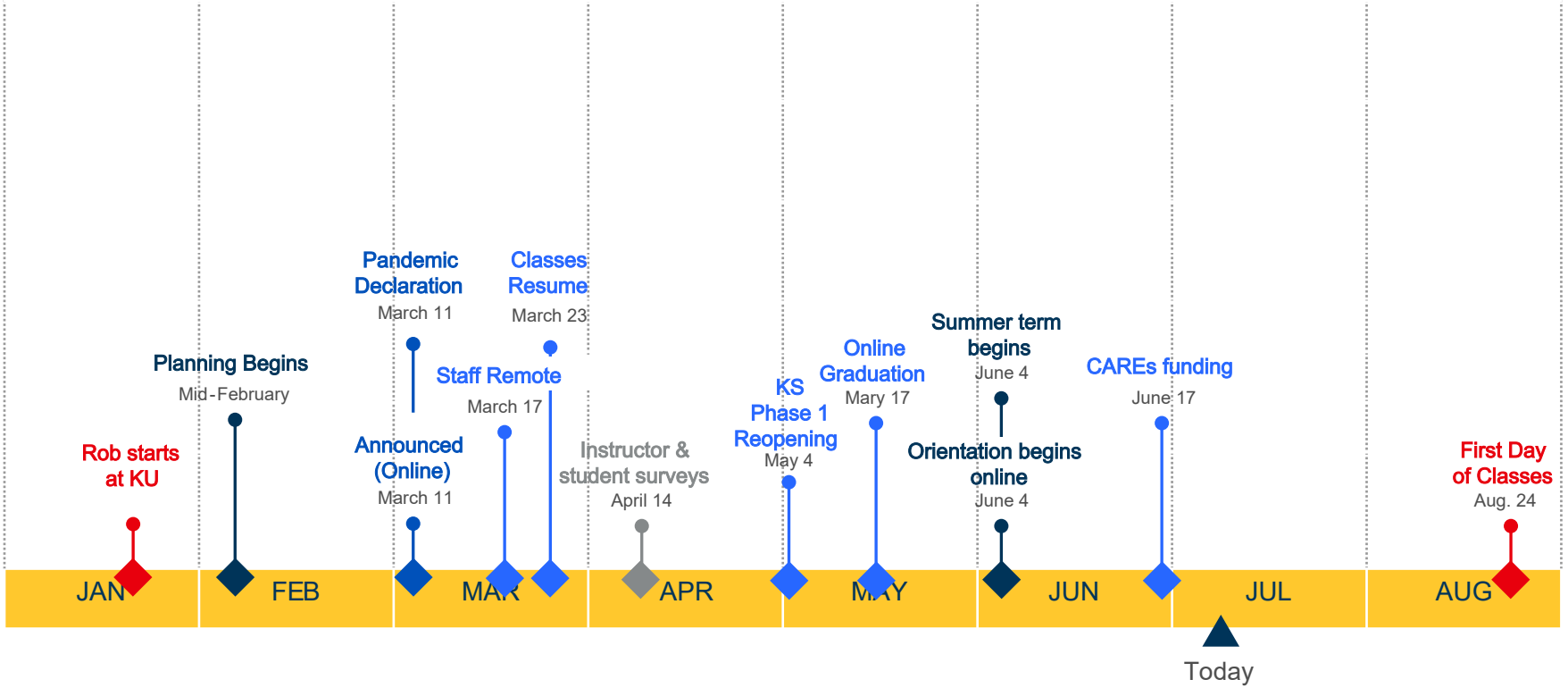
- Microsoft Teams available prior to pandemic
- Now, able to self-create Teams
- Plans for promoting adoption in courses and student groups to increase connection and engagement





Covid - 19
Response

COVID-RESPONSE TIMELINE



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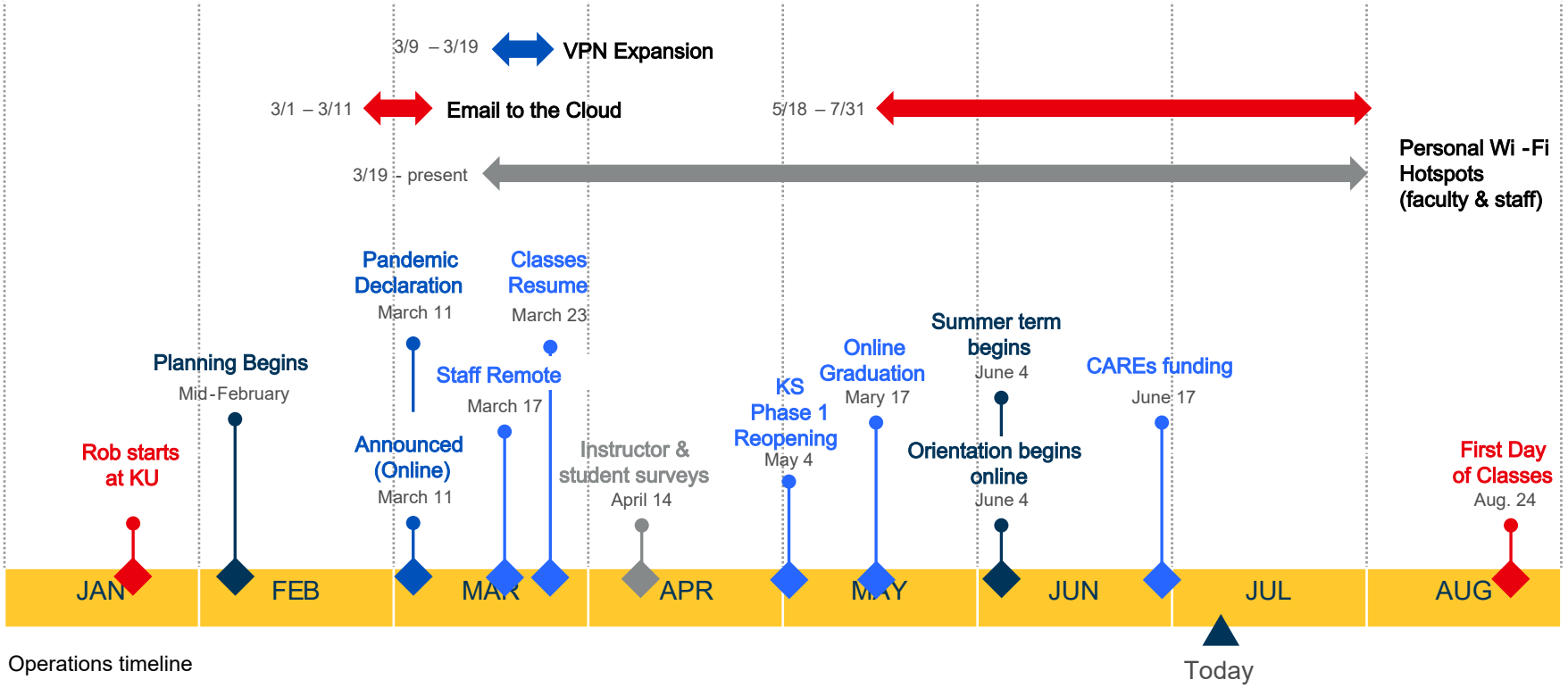
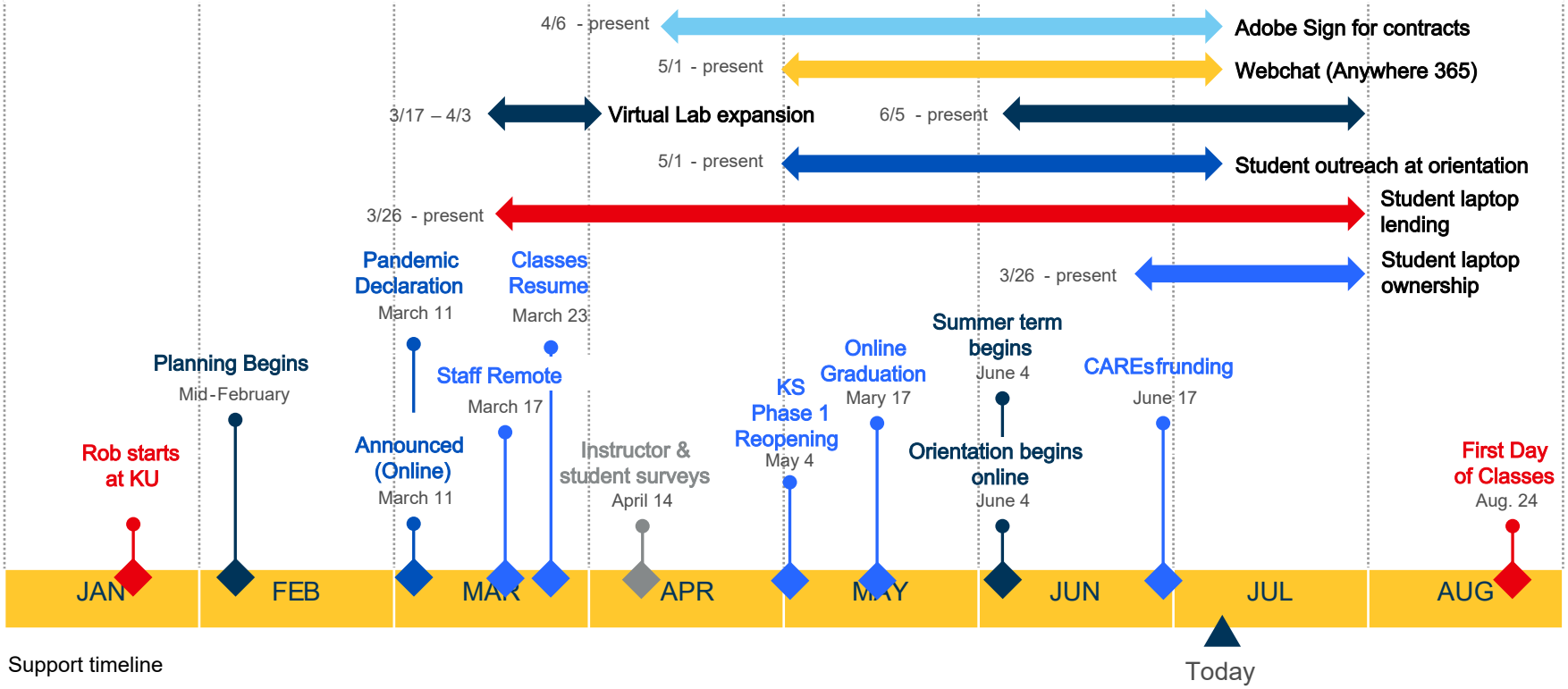


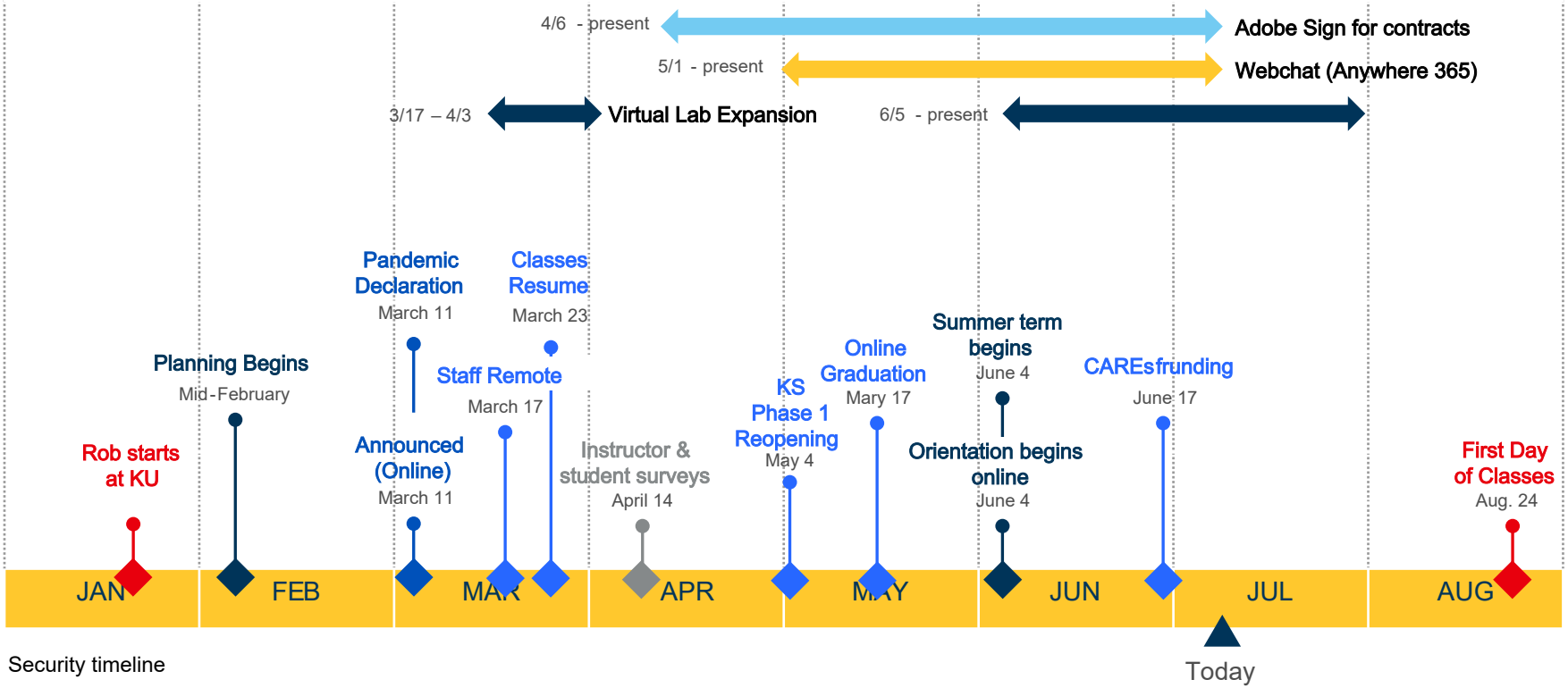
Operations timeline

COVID-RESPONSE TIMELINE



Support timeline

COVID-RESPONSE TIMELINE



Security timeline

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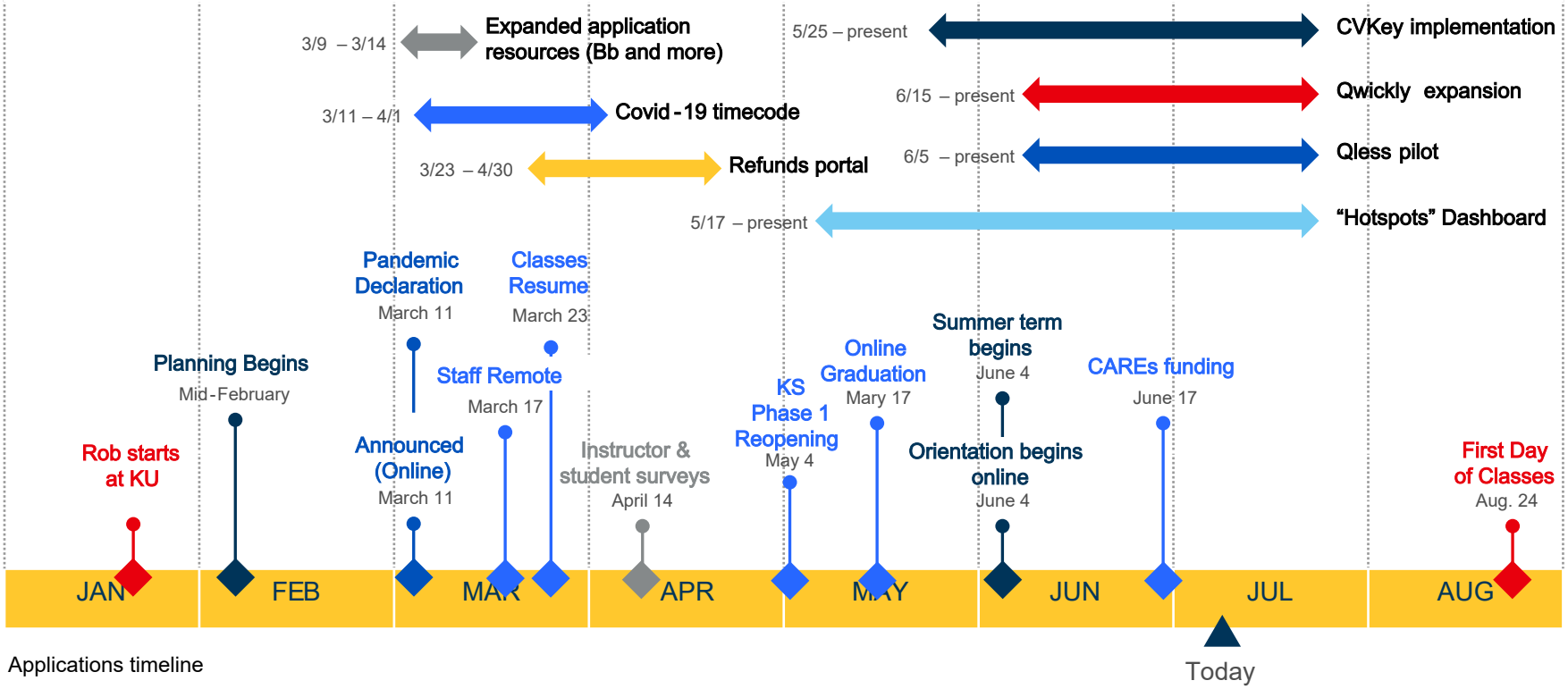

Applications timeline

Conclusion

Thank you.