DeNaples Center OIT Upgrade

by Jason Wimmer  
Asst. Director, OIT Services

Shortly after the close of the fall semester, OIT worked with Network Infrastructure, Facilities Operations, several vendors and contractors to complete a large upgrade to the mediation in the DeNaples Center. The upgrade included TDC 213, 401, 405, 406, 407ABC along with some specific attention being paid to digital signage and the relocation and updating of the Alumni Tower. All mediated spaces were upgraded with digital infrastructure, new projectors, PCs and audio systems.

A major addition to The Rev. Bernard R. McIlhenny Ballroom, is an additional screen and projector installed in 407B, along with upgraded audio throughout all three ballrooms. The addition of this screen and projector provide more options and functionality for how the rooms can be used. Each of the rooms (A, B and C) have a designated podiums specified for each space. Overflow functionality was also added between fourth floor rooms and to the Alumni Tower to accommodate larger events.

Another room that saw a major transformation was the Ann and Leo Moskovitz Theater, TDC 401. A secondary screen was added to allow room for presentations to be delivered from the stage. If you have been on the fourth floor during testing of the sound system or to watch a movie since the start of the spring semester, you’ve heard the difference. The sound system in the room has been upgraded to allow for true 7.1 surround sound with proper amplification. This audio upgrade brings the theater on par with sound systems found in movie theaters everywhere.

The other glaring and possibly most notable change was to the Alumni Tower which saw a relocation and dramatic upgrade in presence and functionality. Five 70 inch displays highlight the design and relocation to the seating area by the book store to improve visibility. The new Alumni Tower shows digital signage on two of the five displays and cable TV on the remaining three. The channel on the bottom display can be changed to any one of 20 different pre-set stations from.
New and Improved Classroom Database System
by Cindy Hricko
Asst. Director of IT Development & Applications

Information Resources has released a new and improved Classroom Database System. The application, formerly written in Classic ASP, has been converted by IT Development and Applications to newer technology, Ruby/Rails. The result is a better user interface (UI), providing the Tech Support Center and University Community with an easier way to get detailed information regarding equipment and scheduling of University meeting rooms and classrooms.

The UI integrates with Banner/ERP to serve up classroom schedules, audio-visual and computing equipment available in each room, the attributes of each of the mediated rooms, and even manuals for using the equipment. A clean-up effort was done prior to going live with the new system, to improve the room descriptions and equipment details, as well as photos containing different views of the room.

Additionally, the system's administrative tool provides the Office of Instructional Technology the ability to maintain a current list of equipment available in the rooms as well as upload photos and PDFs of room specifications.

The System can be accessed on campus by going directly to https://itsweb.scranton.edu. Anyone needing information on Multi-media rooms are directed to the new system.

UNIPRINT Support for Mobile Users
by Vince Merkel
IT Client Services Analyst, IT Services

During the week of January 12, 2015, the Uniprint printing management solution in the Library was upgraded to add support for mobile patrons. Mobile patrons who are members of the University community can submit a print job to the Uniprint system from anywhere by sending their file to the E-mail address uniprint@scranton.edu and releasing it from any Pharos Release Station in the Library. All Uniprint jobs are now protected by Royal ID credentials and charging continues to be through the Royal Card. There are still public printing services using visitor cards available on the second floor but there are no protections on their jobs and they must use a separate Release Station. The distribution of installers and/or instructions for wireless patrons has been discontinued in favor of the mobile solution.

DeNaples Center OIT Upgrade
by Jason Wimmer
Asst. Director, OIT Services

news, sports, weather and cooking shows. Audio was added to the seating area to accompany the bottom display and is also distributed to the second floor balcony area.

This project could not have happened in the short time frame that was established if it had not been for the great coordination between many areas of campus community. Thanks goes out to Madonna Savage and Frani Man-cuso who helped us by moving events, meetings and clear-
On August 5, 2009 Information Resources launched Numara Footprints as the software that would help manage the intake of customer service issues and streamline support for what was then the IR Help Desk. In the past five and a half years, much has changed. The help desk has transformed into the Technology Support Center that encompasses many technical services. We have also extended the initial use of Service Desk to include Service Requests, Change Management, RoyalCard Requests, Infrastructure Requests, Technology Acquisitions and Employee Status Change.

Along the way we have tried to customize footprints to make it more understandable and usable for our customers. The product has served us well, but hasn’t been without its challenges. Last year, we held focus group sessions with various customers to gather input on how we could improve Footprints.

At the same time, BMC announced a new version that promised many features we had been waiting for. The upgrade provides a new user interface, is easier to deploy changes through visualization, enhanced reporting and a mobile interface.

It was obvious to Information Resources that we should follow the upgrade path to the new and improved version; however, that was not without a challenge. Because the architecture changed from version 11 to version 12 it will require us to rebuild all of our workspaces. This presented a welcomed opportunity to take a hard look at how the product has been developed and redesign it the way it should be used.

Over the last several months, Information Resources has been laboring over the existing setup of Footprints and discerning how best to setup the new implementation. At the heart of our implementation, we have focused on Service Problems. In this workspace we will look at triaging, resolving, and if necessary, assigning problem tickets to our engineering support level. The Information Resources Assistant Directors and Directors met in February to outline the many components. We have redesigned response times, categorizations, email, and customer response methods. Later this month, we will engage Flycast Partners to help train our applications administrators and Technology Support Center staff on the new product. As part of that engagement, they will help us recode the Service Problems workspace.

Our new implementation will roll out to customers later in the spring term. Shortly after that, we will work on consolidating and converting the remaining workspaces into new Service Requests and Service Customization workspaces. Information Resources will also update a Service Catalog that will make using this system even more customer-friendly.

Since our last report, IT Training has added several new offerings to our training programs list. Some of those include FootPrints, Argos – General Student Report, the new CMS features, and OneDrive.

Already available are classes in the Microsoft Office 365 suite, which includes WORD, EXCEL, PowerPoint and other popular programs.

Outlook 2013 and Office 365 (our mail agents), are a common subject among staff. Calendar classes, integrated with Outlook, both on-line and full client versions have been offered for a while yet still are some of the most popular choices.

CMS, our webpage editing program is the most asked for class. Although very easy to work, CMS has a lot of options and variables which keeps this training class well-attended.

Classes are open to all full-time University of Scranton personnel, at no charge. The ITS training lab is located in Hyland Hall, 4th floor, room #402.

Sessions are usually 1 hour in length, except CMS, which is 1 ½ hours (initially) and 1 hour follow up for advanced classes.

Registration for all classes is done through email. If you are interested in any of the classes mentioned, or some that are not, contact Jack Williams, IT Training Specialist: jack.williams@scranton.edu.

Visit the IT Training website, www.scranton.edu/it_training, for news on classes, IT Forums, the training calendar, and much more information.
Project Successes Make Way for New Initiatives
by Lorraine Mancuso, PMP
Dir., Project Management Office

As we successfully complete projects, resources become available for new initiatives.

A variety of new projects have entered the pipeline since last year. A pilot of several tetherless teaching devices is underway. A pilot recently began to explore the potential of a Classroom Blog Service. The Mobile device management research group completed its report and is now assessing software, within the division, to better understand the implications for data management and privacy. A search is underway for a replacement to our Emergency Notification system. A new system is expected to be functional by Fall 2015. Footprints Phase 3 will focus on the upgrade to version 12 which introduces a new architecture and an opportunity to re-engineer our service portfolio in an effort to expedite customer service.

Several projects from the Fall 2014 project pipeline have been completed and closed. The upgrade to Windows 7 is complete. CISCO Identity Services Engine (ISE) was deployed for the wired network. Relocation of the Test Scanning Service to the TSC is complete. A Word Press Web Page Service was made available to faculty interested in creating sites and blogs. With the completion of the Infrastructure Workspace the Footprints Phase 2 project came to a close. The legacy project tracking system remains available for reference to historical requests. The IT Disaster Recovery project met its milestones with the installation of database encryption which in turn allowed for completion of a cost effective disaster recovery solution in the cloud.

Several projects in the current portfolio will be completed by the end of the Spring semester. The release of the new Mobile Application is scheduled for later this month. Research will be completed on possible replacements to the RoyalDrive system. A report assessing today’s ERP landscape could impact the future of various Banner modules. On the other hand, the assessment of effective and efficient use of the Banner system as communicated in the Ellucian Action Plan report could solidify our commitment to Banner for the next ten years!

Other projects are in their final stages however, completion dates are unclear. The difficulty with this set of projects lies with resource contention or multiple initiatives competing for top billing. Many applications running on the LYNX server have been re-engineered or migrated allowing for the retirement of this server most likely this Summer. The same resources allocated to the Lynx migration project will need to complete one last task before the Retirement of Royal Directory is achieved. The Employee New Hire Workflow for Staff new hires is in a test phase as work progresses at a slow pace. Two remaining offices are slowly transitioning to Argos in the effort to Retire BIQuery. The Follett Discover system can be released once training is scheduled.

A few updates on our external projects…. The Admissions CRM Implementation has a few remaining automation features which need to be completed. Many IT resources are engaged in delivering the technology infrastructure required by the PCPS Rehabilitation Center scheduled to open in the Fall. The same IT resources will be needed to establish the technology infrastructure for the recently announced partnership project to renovate the former Madison Junior High School in the historic hill section, referred to as the Greenspace at Madison. The HR Office is testing the upgrade of the People Admin software product which offers a modernized user interface and many product enhancements. The expectation is that this project will line up well with the release of the New Hire Workflow system.

Have questions about our projects? Contact the PMO.
Dispose of IT Equipment Securely
by Danielle Morse
IT Asset & Vendor Relations Manager

The weather has started getting warmer (finally!) so why not do some spring cleaning in your offices and get rid of unwanted bulky computer equipment and peripherals taking up space? NEVER put University owned IT equipment in the garbage. Contact the TSC to have equipment no longer in use picked up. Departments are responsible for copying off data before computers are picked up by ITS. All equipment received by ITS will be placed in a secured location until the equipment is either recycled or re-deployed.

Please note that IT Services can only pickup UNIVERSITY OWNED equipment. We cannot accept or recycle personal owned equipment. Employees and area residents can drop off personal owned items to recycle including computers and various household items during the campus Earth Week event free of charge.

May 9, 2015 Saturday 10:00am – 2:00pm Campus Electronic Recycling and Document Shredding Event

This event is organized and staffed by members of Student Sustainability Club and IT Department. A list of accepted items will be available on the University's website.

Contacts: Danielle Morse and Mark Cruciani
Phone Calls by the Millions

By Lisa Notarianni
Manager of Business and Telecommunications Services

Our Voice over IP phone system and campus network have served us well and helped us manage millions of phone calls over the past 7 years since implementation.

In our personal lives, cell phones have become our primary means of communication. However, in a business setting, desk phones are our lifeline that establish our connections beyond our own departments. The importance of exchanging verbal conversations with students and their families as well as colleagues engages a more human feel. Voice communication helps us create that first impression and provide personalized service.

In a single year, between March, 2014 and February, 2015 over 2.7 Million phone calls took place on our campus

The table below spotlights the top 10 departments along with their total number of calls and busiest month:

<table>
<thead>
<tr>
<th>Department</th>
<th>Total Calls 03/14 - 04/15</th>
<th>Busiest Month</th>
<th>Number of calls in busiest month</th>
</tr>
</thead>
<tbody>
<tr>
<td>Admissions</td>
<td>165,700</td>
<td>February</td>
<td>20,342</td>
</tr>
<tr>
<td>University Adv’m’t</td>
<td>106,624</td>
<td>October</td>
<td>18,248</td>
</tr>
<tr>
<td>External Affairs</td>
<td>62,023</td>
<td>August</td>
<td>6,267</td>
</tr>
<tr>
<td>Treasurer</td>
<td>53,162</td>
<td>August</td>
<td>6,246</td>
</tr>
<tr>
<td>Facilities</td>
<td>53,026</td>
<td>February</td>
<td>5,344</td>
</tr>
<tr>
<td>TechSupport Center</td>
<td>50,071</td>
<td>August</td>
<td>7,261</td>
</tr>
<tr>
<td>Financial Aid</td>
<td>47,692</td>
<td>July</td>
<td>7,506</td>
</tr>
<tr>
<td>Registrar</td>
<td>40,006</td>
<td>August</td>
<td>4,635</td>
</tr>
<tr>
<td>Public Safety</td>
<td>35,289</td>
<td>August</td>
<td>4,654</td>
</tr>
<tr>
<td>Library</td>
<td>33,276</td>
<td>September</td>
<td>4,753</td>
</tr>
</tbody>
</table>

Our new billing/reporting software has the capability to automatically email monthly reports detailing departmental telephone usage and charges. Department heads or others they request may receive the report. If your department head would like this report sent on a monthly basis, please have them place a request through the Technology Support Center by emailing techsupport@scranton.edu. Be sure to include the departmental budget number and contact phone.

Are You Often Away From Your Office?

By Lisa Notarianni
Manager of Business and Telecommunications Services

Did you know you can have your voice mail messages forwarded to your email as a .wav file so you could listen to the calls from your smartphone?

If you travel or are away from your office, it may be convenient to request that the voice mail messages left on your office phone be sent to your email so you don’t have to call the voice mail system and check for possible messages being left.

You can request this service by emailing techsupport@scranton.edu. Be sure to include your mailbox number (your personal office phone number).

For your Personal Reference: Receiving Unwanted Marketing Phone Calls At Home?

Visit the FCC’s website for information on how to stop unwanted calls:
http://www.fcc.gov/guides/unwanted-telephone-marketing-calls

Under the Telephone Consumer Protection Act, the FCC has rules in effect that address unsolicited telephone marketing calls – including those using automated and prerecorded messages.

The national Do-Not-Call list protects home voice or personal wireless phone numbers only. Once you have placed your home phone number or numbers, including any personal wireless phone numbers, on the national Do-Not-Call list, callers are prohibited from making telephone solicitations to those number(s). Your number(s) will remain on the list until you remove them or discontinue service – there is no need to re-register numbers.

You can register your home phone number or wireless numbers on the national Do-Not-Call list by phone or by Internet at no cost. To add a phone number to the national Do-Not-Call list via the Internet, go to www.donotcall.gov. To register by phone, call 1-888-382-1222 (voice) or 1-866-290-4236 (TTY). You must call from the phone number you wish to register.

Telemarketers have up to 31 days from the date that you register your telephone number to remove it from their call lists and stop calling you.
Audio/Video on track at Rehabilitation Education building
By Jason Oakey
Instructional Technologist

The Center for Rehabilitation Education building project is on track from an A/V perspective. We have had continued meetings over the past several months and have been in close coordination with the General Contractor, the A/V integrator and various University personnel.

Milestones include A/V sheetrock sign offs have been completed for all eight floors at this point. Classroom podiums have been discussed, reviewed and have now been ordered. The A/V integrator, JP Lilley will begin the equipment ordering process over the next several days. It is anticipated that they will be onsite in the coming weeks to begin some preliminary installation tasks.

We are closely working with Network Infrastructure to ensure all of the network needs for the A/V equipment are in place. It is anticipated that JP Lilley will be onsite in April to begin full scale AV installation. We are looking forward to a smooth integration of network and A/V equipment as we move towards completion of the building.

Technology Purchasing & Replacement Process
by Danielle Morse
IT Asset & Vendor Relations Manager

A new website has been created for the IT Asset & Vendor Relations Office at http://www.scranton.edu/pir/acquisitions/. Departments can find details on the technology purchasing and replacement process that has been in place for many years on our campus. Our goal is to ensure each employee has a suitable computer to perform their assigned responsibilities while also providing prudent stewardship of University resources. IT equipment includes desktops, laptops, servers, tablets, software, and peripherals. Lists of current standard windows and apple hardware, standard software for PC’s and Macs, as well as campus site licensed software can be found on the website.

Recommended Anti-Malware Tools for Personally Owned Devices
By David Rothrock
TSC Customer Support Analyst

Malware, short for malicious software, is any software used to disrupt computer operation, gather sensitive information, or gain access to private computer systems. Malware may be stealthy, intended to steal information or spy on computer users for an extended period without their knowledge, or it may be designed to cause harm, often as sabotage (e.g. Stuxnet), or to extort payment (CryptoLocker).

The anti-malware tools that the Technology Support Center recommend excel at detecting and removing malware and are intended to supplement your current anti-virus program already installed on your computer, tablet or smartphone. All of the anti-malware tools we endorse are suited for personally owned, non-university devices only. You can find links to these tools on the TSC web page at http://www.scranton.edu/tech support.

Technology Support Center Hours:
(through the end of the semester)

<table>
<thead>
<tr>
<th>Spring - Regular Hours</th>
<th>8:00 a.m. – 10:00 p.m.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday – Thursday</td>
<td>8:00 a.m. – 9:00 p.m.</td>
</tr>
<tr>
<td>Friday</td>
<td>Noon – 8:00 p.m.</td>
</tr>
<tr>
<td>Easter Break</td>
<td></td>
</tr>
<tr>
<td>Thursday, Apr 2</td>
<td>8:00 a.m. – 4:30 p.m.</td>
</tr>
<tr>
<td>Friday – Sunday, Apr 3</td>
<td>Closed</td>
</tr>
<tr>
<td>Monday, Apr 6 (students only)</td>
<td>Noon – 8:00 p.m.</td>
</tr>
<tr>
<td>Semester Break</td>
<td></td>
</tr>
<tr>
<td>Friday, May 22</td>
<td>8:00 a.m. – 8:00 p.m.</td>
</tr>
<tr>
<td>Saturday - Monday, May 23</td>
<td>Closed</td>
</tr>
<tr>
<td>Tuesday - Friday, May 26 - 29</td>
<td>8:00 a.m. – 4:30 p.m.</td>
</tr>
<tr>
<td>Commencement Weekend</td>
<td></td>
</tr>
<tr>
<td>Saturday, May 30</td>
<td>10:00 a.m. – 4:00 p.m.</td>
</tr>
<tr>
<td>Sunday, May 31</td>
<td>Closed</td>
</tr>
</tbody>
</table>
The University's mobile app has been totally redesigned and will be going live SOON! IT Development and Applications (ITDA) has been working for several months with the IR Systems group, Marketing/Communications department and an outside developer to build the new, improved app.

Visit the app stores in April and this is what you’ll see:
The Scranton app has been completely redesigned to improve usability and presentation of features, including a new approach to the campus map, campus tour and Royal News, a new Athletics events snapshot for a quick look at what’s happening today and tomorrow, and better in app navigation.

You can check out news and events to find out what’s happening, keep tabs on sports news and scores, watch Scranton videos, or grab an image from the photo gallery for your wallpaper.

Everything you need to know about The University of Scranton is in the palm of your hand:
• Admissions - Find your counselor, request information or look for admissions events in your area.
• Athletics - Find out the latest Royals sports news and scores.
• Courses - Access information about the University’s graduate and undergraduate courses.
• Department Directory – Get contact info for key University departments.
• Events - Check out upcoming events on Campus, and for alumni, athletics and admissions.
• Library - Search the Weinberg Memorial Library catalog, view hours and contact a librarian.
• Maps & Tours – Take a tour of campus (even if you’re not in Scranton!), downtown restaurants and area attractions.
• Media - Watch Scranton YouTube videos and look through the University’s photos on Flickr.
• Royal News – Get the latest Scranton news, announcements, events, athletics and alumni updates (including class notes!)
• Social Media - Connect with Scranton on Facebook, Twitter, Instagram and YouTube
• And much more!

The work that went into the mobile app included the design and development of an architecture for serving up content to the app from the Web Content Management System, Banner/ERP system, Presto Sports (Athletics Department web site), Library Catalog Search system, Royal Drive, and the University Calendar system (Helios). This architecture allows for content to be updated automatically so that the app is always fresh and current, using systems we’re already maintaining, with minimal human intervention.

A ton of work went into the campus map and tour section, as well as the Royal News, events, and athletics sections. The app highlights features of our campus and community that appeal to all audiences – current students, faculty, staff, alumni, prospective students and parents.

Of course, the app contains a feedback section so you can provide input on how we can improve it. With it being maintained in house by ITDA, we now have the flexibility to modify the app, ensuring that the features fit the needs of the University community at large. We hope you enjoy the new, improved Scranton app!
2015 Sursum Corda Award
by Maureen P. Castaldi
Asst Dir Data Systems & Data Process, Infrastructure

Carol Cornell, a member of the IT staff was among the recipients of the 2015 Sursum Corda (“Lift Up Your Hearts”) Award which was presented to deserving staff at the Spring Convocation held February 19th. This annual award recognizes members of the University’s staff who have made outstanding contributions to the life and mission of the University.

Carol joined the University at the end of 1988 in the area of Data Processing. Throughout her career she has experienced many advancements in technology and has effectively evolved with these changes. In her position, she has interacted with students as well as many employees at the University at all different levels; clerical, maintenance, professional, administrative and faculty. Her demeanor is consistently pleasant, helpful and professional. The services that she provides to the different offices across campus have also transformed over her career, but one thing that hasn’t changed is her attention to detail, her awareness of the priorities of the tasks across the community and her eagerness to help. She is very focused on the impact that her role plays in the success of the student life process at the University.

A number of staff and faculty across campus willingly contributed to Carol’s nomination for the Award; citing many occasions where she went above and beyond for the overall good of the University. Congratulations again to Carol! She is truly an asset to the IT division and to the University.

Why Pay More?
by Danielle Morse
IT Asset & Vendor Relations Manager

Before purchasing software packages, tablets, or printers for your department, contact the IT Asset & Vendor Relations Office. We have partnerships and accounts in place for products from Adobe, Microsoft, HP, Dell, Apple, and other vendors to take advantage of education pricing, academic software versions, and other discounts. Amazon and BestBuy may be ok for some types of purchases but you may not be getting the best cost savings for your department on IT software and hardware. Email Danielle.Morse@scranton.edu to stretch your budget dollars further.

Software Purchases for Personal Use
by Danielle Morse
IT Asset & Vendor Relations Manager

Through JourneyEd, Students, Faculty, and Staff have the opportunity to purchase software including Adobe, SPSS, AutoCad, SPSS, and more for personal use at discounted prices. For example, Creative Cloud Student and Teacher Edition 1yr subscription is $239.88 or $19.99 per month and Acrobat XI Pro Student and Teacher Edition is $118.99. Go to http://www.journeyed.com/select/go/CAUSCRANTON to order and then simply fax or email a copy of your Royal ID to JourneyEd. It typically takes less than a business day to process, and you will not be charged until after you have been approved.
The Future of Royal Drive – What’s Next for File Storage?
by Robyn Dickinson
Assoc. VP, Information Resources & CIO

Royal Drive serves as the University’s enterprise file storage system for faculty and staff. The application that we currently use to securely manage, store, and share 6 million files is a product called Xythos from Blackboard Inc. Xythos was implemented in 2007 and, although it gave us many new features and functionality at the time, much has changed in the past eight years. We’ve found that in recent years it meets our campus’ needs less and less, particularly in our increasingly mobile world. In discussions with Blackboard Inc. about future enhancements to Xythos we’ve been told that the product is in maintenance mode.

In the fall, I convened a research team within the Information Resources’ division to begin exploring what our options would be for our next file storage solution. The team is led by Connie Wisdo, Director of IT Development & Applications (ITDA), and includes members from ITDA, Client Services, Information Security, and Infrastructure since each of these departments contributes to making the Royal Drive service work today. The team followed our software search methodology, defining functional and administration requirements, information security recommendations, and identifying possible products and vendors. Utilizing the Gartner information technology research service, the team found that Microsoft’s OneDrive for Business is rated as a “challenger” among the Enterprise File Synchronization and Sharing systems today. The University has access to the OneDrive system already through our free Microsoft Office365 service for educational institutions.

The team has developed a proposal to make use of OneDrive in conjunction with our existing Data Center storage capabilities as our next generation file storage solution to replace the Xythos tool. As you can imagine, moving 4.2 terabytes of University data in not a project that we will be undertaking lightly. Our goal is to provide a simple, secure file management solution designed to improve the user experience managing and sharing University information. In the coming weeks we will be discussing this proposal with our advisory committees and looking for individuals and offices who are willing to pilot test the different parts of this solution with us.

If you are not familiar with the full suite of products available to us through our Office365 service, I invite you to visit our IT Training webpages at www.scranton.edu/IT_Training to learn more. In addition to our email, calendar, and OneDrive file storage, it also includes Word, Excel, and PowerPoint web applications and is available to students, faculty, and staff.

Stay tuned for updates on our progress in migrating from Royal Drive (Xythos) to our new file storage solution.

Bank of America Merrill Lynch ePayables and Paymode-X
by Ken Hensel
Business Applications Analyst

In late February, the University began transitioning from paper to electronic invoice payments. The move to electronic payments grew from our existing Purchase Card program with Bank of America Merrill Lynch (BofAML), and is part of BofAML’s Comprehensive Payment Services. The University Treasurer’s office is currently working with BofAML to enroll vendors into the electronic program.

BofAML’s ePayables allows for invoice payments by credit card while Paymode-X are ACH (direct debit) payments. An important feature of ePayables and Paymode-X is their integration with Banner. ITDA developed processes to keep our ERP (Enterprise Resource Planning) system in sync with the electronic payments. When invoices are approved, a payment file is created and sent to BofAML for processing. Infrastructure was instrumental in setting up the secure file transfer. Once processed, BofAML returns a reconciliation file. The reconciliation file is then imported into Banner.

Some of the benefits of ePayables/Paymode-X are:
1. Maintains existing AP process
2. Replaces costly paper payment with low-cost electronic payments
3. Integrates with ERP
4. BofAML vendor enrollment support
5. Robust and configurable reporting
6. Improved control and predictability of cash flow