In Transition…
Adding Value…
Making a Difference:

Division of Information Resources

ANNUAL REPORT
2013-2014
A message from the CIO

I am pleased to present the following report of our division’s progress during the first year of the Information Resources Tactical Plan for 2013–2016. I hope you have felt a positive impact from the changes and improvements we made in each of our four priority areas — Providing Professional Services, Leveraging IT as an Institutional Asset, Embracing Consumerization, and Supporting Innovation in Teaching and Learning — throughout the year. Our cloud-based disaster recovery project, virtual desktop infrastructure expansion, and network enhancements for wireless student services are among the innovative projects that we accomplished.

Although it is not a direct area of focus for this plan, providing technical support and meeting the ongoing needs of our student customers and faculty and staff partners remains a priority for us always. We monitor our service levels closely, the Technology Support Center received an average of 140 requests for support each day in 2013-14; of these 9,930 technology problems were logged into our Service Desk system and 98% were resolved. Post-service surveys show a majority of respondents rated the service they received highly and we follow up individually with anyone who indicates they are not satisfied.

I encourage you to take a few minutes, look through our report, and send any feedback that you have on our work in 2013-14 or our future plans to me at robyn.dickinson@scranton.edu

Our Mission

Information Resources provides technology-based services and solutions that support the work of the University and guides the management of its information assets.

Our Vision

To partner in the University’s transformative work using our professional expertise to create a dynamic, seamless technology environment to deliver services that promote sound business practices and enhance the learning experience.

Our Values

A passion for our work
An atmosphere of mutual respect, collaboration, and professional responsibility
A distinct customer focus
A spirit of innovation
An emphasis on agility

Robyn Dickinson
Associate Vice President
Information Technology & CIO

Division of Information Resources
Providing Professional Services

The areas below reflect a focus on the management disciplines that are changing the roles that information technology professionals now play—service management, vendor management, project management, and risk management represent some of the new areas of expertise that we are developing to better serve the University.

Customer quotes:
“Tech support is always very knowledgeable and efficient. They support my needs in a very personable and timely manner.”

Adjusting the Service Mix ... to optimize the use of University resources and the customer experience
Implemented 7 cloud-based software systems to support the work of administrative and academic units, including:
- Desire2Learn
- RoyalSync
- Office 365
- Slate

Enterprise software applications: currently 17 running on premise and 15 Software-as-a-Service applications, including:

Vendor Management
Management of 92 contracts from across the division was centralized, along with a corresponding budget of over $1.5 million to support the ongoing maintenance of hardware contracts and software licenses more efficiently.

RISK MANAGEMENT Initiatives
- Innovative IT Disaster Recovery site established with Amazon Web Services
- Implemented Oracle Advance Security for the Banner ERP database
- Acceptable Use Policy replaced Code of Responsible Computing, Student Computing Policy
- Information Security Awareness included in new hire training with Human Resources
- Data Loss Prevention Program expanded using the Identity Finder tool, 70 desktops were found containing over 1,000 “hits” of restricted data to be removed or secured.

Division of Information Resources
Leveraging IT as an Institutional Asset

This pillar of our plan focuses on recognizing both information and technology as assets that can be used to enhance the effectiveness and efficiency of the University’s operations. Planned investments in our technology infrastructure are also reflected here.

Business Process Improvements

- Office Moves Process Automated using the FootPrints system
- Launch of Imaging for Student Records began with the Registrar’s Office
- Eliminated 20 local modifications to the Banner ERP System or custom applications, replacing them with functionality that exists within the ERP or other software systems

Virtualization

- 157 Virtual Desktops Added in Computer Labs
- 95% of our server environment is now virtual.

Expanded Virtual Infrastructure allows us to manage more effectively, efficiently, and securely.

Conversion of the campus Voice Over IP telecommunications system to the new 10-digit dialing for the 570 area code was completed.

Campus Networks

- Wireless Network Upgrades to outdoor spaces were completed with the deployment of 36 wireless access points.
- Upgraded Internet connection to 500 Mbps
- Established a redundant connection with the PennREN statewide research network

We now have 100% Wireless Network Coverage in campus green spaces
Embracing Consumerization

Consumerization is a major shift happening in the information technology industry as consumer-based technologies move into the work environment. It also reflects a re-orientation to the design of products and services around the individual user of the technology. Our goals in this plan reflect how this trend is emerging on our campus.

Improvements to Royal Card Services

The new system includes more mobile benefits with an app for Android devices and the ability to utilize near field communications card technologies in the future. Two new card types were added to distinguish University Police and Non-Affiliated service providers. Four new merchants who will accept payments via Royal Cards were added, including

Royal Card System and 61 Door Readers Upgraded

Royal Card Redesigned and 1,181 cards re-issued

Bring Your Own Device (Mobility Services)
Strategy developed and reviewed with IT governance groups

Improving experience with our tools and services

- Updated University web site to innovative responsive design format for improved mobile experience
- Adding Wordpress Web and Blog Services for fall 2014

Migrated from Microsoft’s Live@edu to Office 365 productivity suite, providing students, faculty and staff with increased mailbox space from 10 to 25 gigabytes, an improved interface for web and mobile devices, and added Lync (instant message), OneDrive (individual storage) and Sharepoint capabilities

Upgraded My.Scranton Portal to Ellucian’s Luminis version 5 which allows more customization and personalization of the portal experience

Enhancements to the wireless network were made to improve the student experience, including the ability to support additional consumer technologies such as wireless printing and Apple Airplay services.

Division of Information Resources
Supporting Innovation in Teaching and Learning

The goals associated with this aspect of our plan recognize the many and varied ways that information technology can be used to develop innovations in teaching and learning today.

Educause Center for Analysis & Research
Student Technology Survey Results - Scranton Students Reported:

- 60% learn best in a blended learning environment
- 61% prefer courses with online components
- 65% report technology helps them feel more connected to the University

Rehabilitation Education Center technology planning underway
Audiovisual Program for new learning spaces developed
Network utilities rerouted

Selection and pilot of Desire2Learn as our new learning environment completed

Funding to maintain classroom technologies was increased to $164,000 for 2013-14; which allowed us to update the media-tion in 22 classrooms and conference rooms in the Loyola Science Center, St Thomas Hall, McGurrin Hall, and Hyland Hall.

Work on the new Library Learning Commons space is underway which will include high end Macintosh and Windows desktop systems, the Adobe Application Suites, and a lecture capture facility.

Customer quotes:
“Simple process using Footprints on the my.scranton portal and lightning fast resolu-tion of the problem. I didn’t even need to interact with the front-line staff on this. Awesome service. Thanks”

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