In Transition...
Adding Value...
Making a Difference...

Division of Information Resources
2014-2015
ANNUAL REPORT
In Transition...

...Virtualization and the Cloud

With innovations in virtual and cloud technology, we have seen a definite shift of many on-premise functions transition to the cloud. We have also taken advantage of the opportunities afforded to us to go virtual. Additional 200+ virtual desktops were moved to our Disaster Recovery Services Cloud and reports.

...Improved Applications

Application upgrades and the replacement or upgrade of services are driven by end of life products, cost prohibitive changes in total cost of ownership, or the need to modernize antiquated applications, infrastructure, or services.

Said good-bye to...... Windows XP, Angel, and iModules
Said hello to...... Windows 7, Desire2Learn, and RegOnline

New software to replace our Emergency Notification System has been selected. New file storage options in Office 365 were identified by the RoyalDrive Replacement research team. Look for information on the new systems in our next IT Matters newsletter!

...Location, Location, Location

New construction sets the stage for a myriad of office and classroom transitions. Mainly driven by the construction of the new Center for Rehabilitation Education and recent changes for the College of Graduate and Continuing Education, offices, classrooms and labs have been either temporarily or permanently relocated as we await completion of the new building in August of this year.

♦ PCPS moves of 40 offices, 5 classrooms and 5 labs to Loyola Hall as the new Rehab Center is constructed
♦ Staff in McGurrin Hall relocated as additional renovations are planned for those spaces.

...Services on the Move

Changes in personnel and service needs prompted the relocation of the test scanning service from Data Processing to the Technology Support Center (TSC) which allowed the extension of hours to support this service utilized by faculty.

Similarly, RoyalCard operations moved to IT Development and Applications and the TSC from our Infrastructure department.

Tech Support Stats

More than 1,000 exams scanned
4,208 RoyalCards printed
More than 10,000 problem or request tickets resolved

By the Numbers...
Today, information technology must be more than a utility. The future sustainability of the University lies within our capability to leverage new technologies and automate manual processes.

...Business Process Improvements (BPI)

Automated many tasks associated with Employee Hiring and Separations
Automated a manual interface with the bookstore through the Follett Discover upgrade
Engaged with Ellucian to develop an Action Plan designed to maximize our utilization of the Banner ERP system in the coming years
Continued Imaging projects with the digitization of Admissions documents and academic deficiency reports

...Retiring Services, Reducing Risk

Lab PCs Reduced - Nursing, Physical and Occupational Therapy labs were closed, and the Career Services lab reduced allowing us to decrease support costs for 52 PCs.

RoyalDirectory Retired - reduced risk and complexity of supporting system directories from 3 to 2.

Lynx Server Retired - eliminated an antiquated server reducing security risks.

Bank of America project - introduced new electronic payables technologies for Finance which increased efficiencies and decreased data security risk.

Testing of campus-wide telecommunications emergency equipment - reduced technical risk as defective equipment was repaired or replaced.

Enterprise System Vulnerability Scans - identified and eliminated 187 security risks.

...Improved Technology in Facilities

DeNaples Center Mediation - implemented a new digital infrastructure with overflow capabilities for building-wide presentations, as well as relocating the Alumni iTower for improved information accessibility.

Library Learning Commons – added value as students enjoy untethered collaboration in spaces conducive for learning.

Center for Rehabilitation Education and the Greenspace at Madison – IT Infrastructure completed design reviews and oversaw installation of network, phone, CableTV and RoyalCard services to each of these buildings, while IT Services completed design reviews for new instructional and meeting spaces and are overseeing installation of equipment in these areas.

Vine Street - Expanded campus video surveillance to Vine Street corridor to increase the safety of our students and community.
Making a Difference...

Our students and faculty bring a thirst for the latest and greatest technology. Determining which technologies will make a difference is no small feat. To best maximize our investments, only those projects which make a difference make it to the IT project portfolio.

...for our Students

Mobile App development – made a difference in how our students access data on the go

Electronic CAPP Reports - gave students access to up-to-the-minute advising information

Classroom Blog Service – gives students the latest technology to collaborate

Cable TV – students are enjoying an expanded lineup of high definition channels while we achieved a savings of close to $1,000/month with our recent update to the system and contract

Mobile Printing - was established throughout the Library

Devices

800 consumer devices (TVs, game consoles, printers, etc.) were registered on the campus network

45,000 devices connected to the campus wireless network

By the Numbers....

Internet Caching server - installed to increase performance of the top Internet services consumed by our students such as Netflix and IOS updates.

Cisco Identity Services Engine – protects our precious assets with an added bonus... Eliminated the need for repeated wireless authentication as we move across campus!

...for our Faculty

Wordpress Web Page service - gives faculty the latest technology to share their work

Tetherless Teaching pilot - to eliminate the wired nightmare!

Lecture Capture - made a difference in the way we prepare students in PCPS and added 6 spaces across campus.

By the Numbers....

8 million spam messages were blocked this year
Making a Difference...

...for Project Success

The PMO upgraded its project framework software to Project Server 2013 and integrated user management with Active Directory.

The PMO continued partnerships with HR, PCPS and guided the transition of Telecommunications functions for data entry, billing and procurement.

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By the Numbers:

- **14** new divisional projects
- **9** of the new divisional projects completed
- **18** total divisional projects completed

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The Project Portfolio

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...for Increased Knowledge

University staff capitalized on the benefits of hands on training which provides the knowledge required to be immediately productive and effective in meeting the needs of our students. Training was expanded with new offerings for:

- Banner
- Argos Reports
- Footprints
- OneDrive
- Lync

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By the Numbers:

- **450** attended a training session
- **42** participated in a new employee orientation session
- **5** new training programs were offered

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...for Future Planning

Our 2014 Bring Your Own Device Strategy continues to guide our project work. This year we initiated a pilot of Airwatch, a Mobile Device Management solution within the IR Division, and we continued expansion of Virtual Desktops and related software in labs.

Ensuring we have the right software to house our most critical assets: our data and processes, we dedicated time this year to assessing the ERP Landscape in order to refine our ERP Strategy for the future.

The Superstructure Assurance Program (SAP) was proposed this year after an assessment of our existing IT infrastructure and innovations available in storage and networking. The SAP was developed to ensure the continued strength of our IT Infrastructure necessary for the demands of future digitization and mobility. The SAP will guide several key infrastructure projects in the coming years.

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By the Numbers:

- partnership with Vintage Tech yielded 30,000 lbs of e-waste diverted from landfills