IT Showcase

June 18, 2013
Agenda

• Strategic Plan
• Academic Technology
• Network and Communications Services
• Systems Engineering
• User Services
• Applications
• Finance Team
Information Technology Team

Jacqueline Clemente-Papadopoulos, Director, Applications
AnnMarie Kiely-Cohen, Finance Director
Kenneth Mahlmeister, Executive Director, User Services
Anne Rocco, Director, Enterprise Networks
Gunjan Sharma – Associate Director, Systems Engineering
Roger So, Director
Joseph Tufano, Vice President and CIO
Maura Woods, Associate Vice President
Information Technology Strategic Plan

- The Information Technology Strategic Plan was developed in conjunction with the University's Strategic Plan Repositioning activities.

- A broad cross-functional multi-disciplinary team assisted in this extensive process.
The Plan's framework will help to shape our journey forward.

- **Student Success**
- **Reliable and Robust Infrastructure**
- **Communication, Collaboration & Engagement**
- **Operational Effectiveness**

A common thread throughout the plan is the use of technology to establish an innovative learning environment.
What We Do

- Blackboard LMS
- Faculty support in eStudio
  - One on one consultations
  - Portable Professor Workshops

Trends

- Growth of online learning and pedagogy
- Expansion of mobile devices
  - Blackboard Mobile
IT Strategic Initiatives

- Academic Technology Director
- Student Success
- Media Center
- Student Laptop Program
- Faculty Technology Seed Grant Program
Academic Technology

Projects Completed

- Video Conferencing Classes
- Web Conferencing Classes (WebEx)

Emerging

- Lecture Capture (Tegrity)
- Blackboard Enhancements
- Lenovo Helix Pilot
- St. John’s Central Upgrade
Future:
• Media Center
• Virtual Computer Labs
Network and Communications Services

What We Do

- Everything “behind the walls”
- Network & Telephone
  - Network and Internet Connectivity
  - Telephone (Voice) Services
  - Wireless Services

Trends

- Growth of technology and increased demand and reliance on Internet
  - Especially for the resident students
  - Academic Freedom versus Security (malware, viruses, etc.)
- Expansion of mobile devices
  - Support of a growing platform that is becoming the primary mode of connecting to the Internet
IT Strategic Initiatives

Robust
Reliable
Secure

Telephone System Upgrade
Data Center Infrastructure
Network Security
Data Network Upgrade
Network and Communications Services

Upgrades Completed

- Telephone (1st Phase), including voicemail
- Core Network Equipment
- Increased Internet Capacity, along with improved redundancy
- Wireless in Residence Village, including foundation to complete the rest of the campus

Future Initiatives (multi-year projects)

- Completing the phone system upgrade
  - Adding voicemail and fax to email capabilities
  - Move towards IP Phone solution
- Continuing to upgrade older network infrastructure
  - New network design being put in place
- Upgrade wireless on all campuses
  - Improving both capacity and coverage
  - Improvements to redundancy and security
System Engineering and Operations

What We Do - Systems

- Build and support backend systems
  - Network and Email accounts
  - File Shares
  - Windows Servers for non-Banner applications
  - Desktop and Laptop images

What We Do - Operations

- Working 3 shifts 5 days a week support the daily production
- Run backups for all systems
System Engineering and Operations

Projects Completed

- DNS Infrastructure Upgrade
- DHCP upgrade in Dorm
- Windows Servers for non-Banner applications
- Desktop and Laptop images
- Class Climate Upgrade
- Creation of new Virtual environment and migrating 30+ VMs
- Easy proxy upgrade for library and SSO functionality upgrade for student email.

Current Projects

- AD upgrade for Password changes etc
- SCCM – to automate system updates
- SCOM – for monitoring systems
- Azure – pilot cloud storage
User Services

What We Do

• Desktop/Laptop Services
  • PC Helpdesk
  • PC Support
  • PC Deployment
  • Technology Relocation
• Audio Visual Support
  • Classrooms
  • Special Events
• Faculty Technology Support
  • Faculty Consultation
  • Technology Training
• Student Services
  • Microcomputer Labs
  • Laptop Distribution & Support
• Academic Software
  • Lab / Classroom Software
IT Strategic Initiatives

- Service Desk
- IT Skills Review
- Operational Effectiveness
- Governance
- Special Events
New Service Desk Initiative

- Single Point of Contact for all Customers
- Extended Hours
- Create Self-Service Options for Most Common Issues
- Increase First Call Resolution using Remote Assistance Tool

SERVICE DESK x5000
User Services – Projects

Major Projects

- Administrative Desktop Upgrades – over 800 machines
- Support of Conference Services and Events
- Student Laptop Program – 4 choices and Helix pilot
- Video Conferencing – classes and events

New State of the Art A/V Installations

- University Center Video Conferencing Room
- Admissions Welcome Center
- Career Services Conference Room
- Little Theatre Digital Signage
Department Moves

**Work with Design and Construction**
- Planning and Design of systems:
  - Telephone, Network, A/V and infrastructure, Cameras, Access control, PA

**Move Department to Swing Space**
- Setup Telephone, Network and Computers

**Move Department to New Space**
- Build out infrastructure in new space
- Move equipment and setup in new location – typically done nights and weekends
- Ensure all is working
Major Moves and Projects

Department Moves

- Human Resources
- Business Affairs
- Career Services
- Manhattan employees
- Registrar

New Installations

- Sedona Café DAC
- Welcome Center
- Career Services Conference Room
- Little Theatre Digital Signage
- UC Video Conferencing Room
Applications – What We Do

**Student**
- Recruiting, Admissions,
- Registrar, Residence Life,
- Academic History

**Financial Aid**
- Accounts Receivable

**Home Grown Systems**
- Parking Permit, Judicial System,
- Residence Visitation System,
- Academic Service Learning

**Alumni** – gift processing, alumni and donor relations

**Finance** – Purchasing, Accounts Payable, General Ledger

**Human Resources** – Employee Records, Payroll, Benefits

**Home Grown Systems**
- Laptop Management
- Faculty PAF
- Web Budget
- Printing & Distribution

BANNER
Applications – What We Do

Enrollment - Nolij, CCA, Royal
Academic – Blackboard LMS, St. John’s Central

Conference Services – Kinetic KX
Student Housing - StarRez

Third Party Software

Finance
GERS T&E, Touchnet
Bank of America Pcard, Direct Deposits

StormCard System
Lenel Access Control
T2Flex parking tickets
MIR3 Emergency Notification
Odyssey Micros Pharos
## Applications – New Projects

| Constituent Relationship Management | • Enrollment  
| • Alumni |
| Constituent Engagement               | • Central  
| • Blackboard  
| • Mobile |
| Banner XE                            | • New Interface  
| • New UIS |
Banner XE – New Look for UIS

![Banner XE screenshot](image)

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### What We Do - Budgets

- Manage the budgets for Information Technology Department, Print & Distribution Department and the Databank Outsourcing

**Consisting of:**
- Payroll, Operating and Annual Capital
- Finances for Strategic Initiatives

### What We Do – Business

- Contract Management
- Monthly Reconciliation
- Process Purchase Orders, Invoices and T&Es
- Process Telephone Bills for University
- Reports, Surveys, Research & Analysis
- Quarterly Budget Reviews with Business Affairs
- Special Projects:
  - Annual President’s Dinner
  - Training Classes and Conferences for IT
  - Benchmarking