



Strategic Accomplishments in Information Technology

Strategic Goals and Objectives	Goal I: Talent Management	Goal II: Technology Enhanced Academic and Support Facilities	Goal III: Service Management	Goal IV: Information Technology Infrastructure	Goal V: Information Technology Governance
	<i>Work with Human Resources to develop processes and procedures designed to attract, develop, motivate, and retain well-trained, productive, and engaged information technology staff.</i>	<i>Provide the University teaching, learning and research community with the facilities, technologies, resources, and administrative solutions necessary for recognition as an eminent major research university.</i>	<i>Create, develop, deploy and manage meaningful enterprise services that produce business value that matters.</i>	<i>Establish a sustainable, scalable, secure, robust, and reliable Information Technology infrastructure that enables a positive and consistent technology experience for all users.</i>	<i>Develop information technology policies, procedures, and practices that efficiently and effectively manage Information Technology assets and meet the technology needs, goals, and objectives of the university.</i>
Completed	<ul style="list-style-type: none"> Completed transition of position description enhancements to incorporate expanded credentialing in multiple key support positions across the IT enterprise Reorganized key components of IT Organization to align with mission-critical services (Enterprise Application Services, University Computing Support Services, Network Services, IT Security, and Project Management Services) Rebranded the IT Helpdesk as the IT Service Desk 	<ul style="list-style-type: none"> Partnering with Academic Affairs, the Student Technology Enhancement Program has completed procurement, construction, and provisioned a total of 165 Smart Classrooms/Technology Enhanced Classrooms on campus (approximately 66 new rooms over the last three years) Since 2016, Network Facilities has completed 68 cable plant/fiber improvement projects in 53 separate buildings/venues on campus totaling \$778K (does not include new construction) Completed Phase I of the Science DMZ connectivity in Abdalla, Oliver, Madison, and Burke Hall 	<ul style="list-style-type: none"> Aligned our current desktop/laptop standards with required ERP system functionality and developed mechanisms, services, and products for users to upgrade easily and cost-effectively Completed Phase I of the implementation of the new IT Service Management System and now track all technology incidents/requests using the system Deployed and developed processes for real-time network traffic and Wifi performance monitoring and initiated the automation in service repair requests Service Desk responds to an average 2,180 incidents/requests per month (73/day) and resolves 58% "first call" 	<ul style="list-style-type: none"> Completed Initial ERP Implementation on budget and on time Successfully integrated over 75 applications, data exchange protocols, and end-user services with ERP Expanded ISP connectivity to three ISP's in two separate locations supporting a total of 31 Gbps for fully redundant internet drains Upgraded Baker, Huger, Bonin, Coronna, Legacy Park Wifi Access Points to increase throughput and move to rooms Completed "Second site" data center work at Abdalla Hall to include servers, disk storage, network ISP connections, and firewall/UTM services Incorporated Physical Security (video surveillance and card access) into IT Security services 	<ul style="list-style-type: none"> Designed, established charters, and began operations of key IT governance structures on campus including (but, not limited to) the Instructional Technology Advisory Council, an organized Change Control Board, Change Control Board Technical Review Team, Data Standards Committee, Subject Matter Expert Teams, and Integrations Review Team BI team has guided the development of over 3900 reports, of which, 599 are automated and scheduled. Approximately 1,100 reports are run each week by University teams
Planned or In Progress	<ul style="list-style-type: none"> IT Executive teams encouraging continuing involvement of staff in professional development opportunities, presentations at conferences, conventions and professional organizations 	<ul style="list-style-type: none"> Ongoing expansion and growth of Smart Classrooms/Technology Enhanced Classrooms on campus Future cable plant (both copper and fiber) projects include Softball, New Housing Project, New Maintenance Building, Griffin Hall, Agnes Edwards Lab Updates, and the Creamery Building Wireless Access Point upgrades are planned in Griffin, Maxim Doucet, and Dupre' Library 	<ul style="list-style-type: none"> Active Directory (directory services) fold-in of remaining hold outs of key areas on campus including (CACS, Picard Center, University Police, and NIRC) Development of Application Integrations Framework to assist University constituents in planning application integration with University ERP and other mission-critical systems Began Phase II of the IT Service Management System Project that includes enhancement of Service Catalog, configuration management database, self-service portal to improve customer interaction with Service Desk, and enhanced performance metrics 	<ul style="list-style-type: none"> Began the ERP Maturity project which consists of 189 key milestones/tasks designed to continue University business process transformation, provide additional support/training, and enhance technical knowledge transfer for all major functional areas Began the Chrome River Travel and Expense Project Began the Advise (current student CRM) and Elevate (continuing education) implementations Begin Phase I of Identity and Access Management System Project to facilitate core account provisioning, password management services, and role-based access control 	<ul style="list-style-type: none"> Identity Management Governance Structure IT Security is expanding its Security Platform to enable Researchers, Centers, and Business Units to achieve greater visibility into their security posture and compliance standings. The platform assists internal groups with risk, vulnerability, and compliance management using assurance report cards that meet industry standards and regulatory mandates