UNIT REPORT

Division of IT FY 15

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Annual Summary Narrative (Optional)

Division of Information Technology Annual Report

Start: 07/01/2014

End: 06/30/2015

Progress: Completed

Providing Unit: Division of Information Technology

Responsible Roles:

Summary:

Our Division of Information Technology spent the year completing objectives of the Technology Strategic Plan developed in 2011. The plan was to serve for three to five years and the Division is pleased to have fundamentally completed all aspects of the plan over three years.

Six goals formed the basic of the Technology Strategic Plan.

- Provide for innovative technologies that measurably enable, enhance, and transform teaching, learning, and research.
- Employ technology as a tool to enable continuous improvement in communications, in collaborations, in efficiencies, and in services that enhance the quality of campus life.

- Facilitate the development and analysis of high quality data repositories and other digital resources that are secure, accessible, reliable, and recoverable.
- Select, implement, and manage technology resources and services maximizing efficiency and effectiveness while managing costs and lowering environmental impact.
- Provide for high quality constituent-centric support and services that are continuously improved based on measures of output and performance.
- Enable transparent, collaborative, and data-informed planning and decision-making that address current needs and are positioned to meet the challenges of the future.

All objectives under each goal have been completed or, are in the finishing stages of finalization and implementation. For example, D2L or GaView transition is complete, support for remote centers has been reviewed and strengthened, communication strategies are in place, and DoIT completed reorganization efforts with service areas defined and with new Directors now leading the various areas of DoIT. Websites and portals have been consolidated and improved with challenged and response web-based password change systems now in place. Disaster recovery and business continuity infrastructure has been funded and plans are in place with ongoing testing to ensure effectiveness. Information Security has undergone transformative changes and the USG is promoting Georgia College efforts as best practices for sister campuses. Training opportunities are in place and expanded efforts are close on the horizon. ECAR faculty and student technology surveys are conducted annually providing consistent assessment as well as various advisory groups are meeting at least once each fall and spring semesters to provide feedback and guidance. Finally technology strategic planning efforts will be folded into institutional efforts so there is a seamless integration of technology to support institutional efforts.

New technologies have been put into practice supporting both administrative and instructional efforts. Classroom technology is designed to match teaching needs and has been refreshed within the past two years including the availability of wireless connectivity to support the density of users within the classroom. The VoIP system continues to expand and partnering with vendors is being used to develop new cost efficiency for system campuses. Information technology is fully engaged in supporting student success as well as institutional reporting and data analysis. The rewrite of the USG IT Handbook brings more aggressive and intrusive security standards for Georgia

College users. Numerous activities are occurring within DoIT and the campus to reflect compliance with handbook standards changes as well as to implement audit recommendations. The BYOD infrastructure, email, encryption, network monitoring and data-at-rest protections have all seen tactical changes to address strategic security and compliance efforts. Technology security training, as well as the development, distribution, and signature compliance of departmental security plans for all employees are all now required activities. From technology funding, policy review, procedure development to technology planning and implementation, Georgia College has committed considerable efforts to remain in full compliance with best practices and system guidelines.

A summary of activities for each area within DoIT follows. Areas include Enterprise Applications, Planning and Budget, Systems Administration, Network Services, Technology Support Services, Academic Technologies and our Serve helpdesk.

Enterprise Applications

Enterprise Applications' (EA) primary role within DoIT is to plan, develop, implement, and maintain enterprise applications for the University. Data systems supported by EA include, but are not limited to, Ellucian BANNER (Self-service PAWS, Financial Aid, Admissions, Accounts Receivables), DegreeWorks, R25 Facilities Reservation, PeopleSoft, Maximo Work Order system, Xtender Document Archive, Rave Emergency Notification System, Campus Loan Manager and many in-house developed applications.

One of EA's challenges this year was to find additional qualified temporary staff for knowledge transfer from a retiring staff member. Efforts were to fill two vacant positions and to mentor six student interns. The EA staff currently consists of a Director, an Enterprise Application Architect, an Enterprise Database Architect, one Database Administrator, and two Senior Application system analysts, one Intermediate Applications Systems Analyst, and a Temporary Applications Systems Analyst. Ongoing challenges are to retain qualified staff and find qualified staff to fill vacant positions.

The EA department had a number of major accomplishments for this fiscal year including successfully completing

over 240 work orders in addition to 42 development projects logged in the EA Project Management priority listing. There are 31 active ongoing maintenance and support responsibilities were identified, 10 major upgrades of various systems were successfully implemented.

The following is a list of some of the primary projects that have been completed or are nearing completion by the EA staff and the strategic goal(s) or objectives they support:

Oracle

Nightly database full backups using new processes are now being achieved eliminating the required downtime of previous processes. This allows for 24/7 database access. Additionally, a stand-by database was created on a separate server with instant updates mirroring the production database. In event of failure of the production system, migration to this new database instance can be accomplished with minimal downtime.

Additional Oracle databases were set up and configured for Enrollment Management for testing, Institutional Research for SAS installation and another one for census reporting. Internal to DoIT database examples include a development, Banner integration testing, and single sign on testing database. EA has made major strides in implementing the latest Oracle versions and in maturing both the performance and sophisticated architecture of our database infrastructure.

Banner

E.A. employees participated in meetings with the Banner Advisory Committee. Three reports were added to job submissions in Banner that the Registrar's Office usually ran manually. Additionally, the MSWIPE data was transferred into a table in Banner for IR.

Additional Banner load testing is underway and will continue to optimize results. Preliminary test results show at

least a doubling of performance. This is to ensure students a responsive registration system in support of our existing registration processes.

PAWS

Different processes were added and changed in PAWS. These were introduced to increase efficiency in different departments. For instance, DoIT will now benefit from the implementation of a PAWS reports access request process to add to current reports or create new menus on the GCSU Reports Menu. The Registrar's Office will now be able to automatically check enrollment of previous years online. Public safety now has the authentication option with pictures.

The application supporting PAWS was moved to a multiple instance, high performance/availability infrastructure for testing. Authentication is integrated with Unify to further the elimination of usernames/passwords and complete the mypassword-one username/password effort.

Load testing before registration was successfully performed. We have made accomplishments testing a high availability setup for Banner with concurrently running systems. Speed results for registration during production and load testing were in the range of 12 seconds per student in the first minute, with 503 students registering the first minute on the first day of registration, second day stats were 9 seconds per student with 661students registering in the first minute, third day stats were 8 seconds per student with 748 students registering. Student Government shared their appreciation for these efforts as the spring registration performance was particularly successful from the student perspective.

Banner Mobile App

Working in conjunction with DoIT's Enterprise Project Manager, Systems Administration and the Ellucian consultant,

EA successfully implemented a new institutional mobile application adding registration and other PAWS functionality to mobile devices. EA staff are providing continued support updating the app integrations for various systems on campus. Feedback on the new mobile app was exceptionally positive.

Hobson's Radius

In keeping with institutional strategic efforts to support graduate enrollment, data was moved into Hobson's Radius for Graduate Admissions and E.A. is currently waiting on Hobson to finish the import. Additionally, Axiom is now working on the Radius to Banner import process.

AIMS –Automated Issuance Management System

Parking Services changed their software application requiring new integrations with Banner. All integrations are complete and the new system is fully implemented.

SRIS

Implemented SRIS, in support of institution student success efforts. The student evaluation of instruction application was integrated into PAWS using an application interface creating an automated method to electronically distribute results based upon the campus hierarchy.

DegreeWorks

EA setup and configured a test instance of DegreeWorks so the Registrar's Office could remain current on patches and upgrades.

Workflow

Workflow is in a multi-server, clustered environment, making the services highly available and balanced for high performance. Grails applications have been deployed to a TEST server and workflow is being moved to web-based services allowing requests from standard web forms to be moved into Workflow. Additionally workflow training provided by Ellucian consultants was offered locally and was well attended.

Enterprise Applications is working with the Registrar's office on their first workflow for Grade Change Notification.

Xtender/BDMS

Banner Application Xtender and Banner BDMS have been upgraded to the latest releases and placed on new server infrastructure. Roll-out efforts are planned beginning early fall semester.

R25

EA successfully upgraded from version 2 to version 3.4 to continue to receive yearly maintenance and support. The upgraded resolved listed issues or added listed features as well as increased speed, functionality, and reliability.

IRB – Institutional Review Board

The IRB Application was successfully developed, tested and launched on schedule despite the lead developer leaving the team for another assignment. The team began planning successive upgrades which are now in development.

HR Training application

EA made modifications to the GC Training site to assist the new training coordinator efforts.

Student Research Submission

The Student Research Submission application received modifications to continue to meet growing needs.

University Senate

Staff participated in meetings to discuss project vision and changing conditions to successfully create and launch the University Senate project, combining five different sites and additional features into one. A “University Senate Development” document was created to describe the features and process, as well as providing a timeline for completion. The project is nearing completion.

Audit preparation

Unit staff changed all menus on GCSU Reports from password-based access to role-based access thus closing an audit recommendation.

Conferences and professional development

The staff personally attended conferences and trainings that include Ellucian Live, Rock Eagle, Summit, DrupalCampATL, Java, Groovy/Grails, Oracle Developer, Workflow and more. All staff members participated in development activities.

Internships

The department accepted 6 interns, who worked on IT Work Order bug fixes, adding functionality system and testing, general process documentation, as well as helping develop core functionality for the next Grails web form in support of Workflow. They were guided on coding practices and were able to experience the process of Enterprise Application projects.

Network Services

The main goals of Network Services are securing and enhancing the wired and wireless networks to support the academic and business needs of the entire university community. The VoIP initiative is a multiphase project now spanning two years, and will continue to impact the university with additional phases in future years. The area completed the wireless upgrade bringing greater user capacity, coverage and speed to the residential network. Work has begun on the wireless academic network to better support classroom use and ensuring adequate wireless coverage across campus. Finally, Network Services staff participated in numerous training and personal development activities including individual training events, group training, and attending conferences and USG system and vendor offered network development events.

VoIP

Network Services completed phase 2 of the VoIP project as well as the project plan for phase 3, but implementation work on the 3rd phase is underway. Completion of phase 2 for the VoIP project had a positive impact business continuity in that we can now suffer a failure of a portion of our VoIP infrastructure without it having a catastrophic impact on the operations of the university. Given redundant SIP telephony connections, we can maintain both internal and external phone connectivity despite system failures. The development of the 3rd phase of the VoIP project will, when complete, allow us to offer additional services and even greater rapid responses to telecommunications users.

Network Security

Network Services undertook this goal in order to enhance the wireless network for staff, faculty, and students and to bring the institution into full compliance with the USG IT Handbook, policies and technology security best practices. The adoption of the secure network is underway but has experienced an unforeseen delay in addressing student accounts. Plus, implementation efforts seek to ensure these changes to the secure wireless are accomplished with the least impact on university constituents. The secure wireless network is fully deployed, however, the open wireless network will remain until fall semester is firmly underway. The anticipated completion date is mid-September. Once the open wireless network is removed positive expectations include an enhanced ability to locate machines with malicious software. The secure network will also provide better metrics on network usages supporting tailoring of services. Networking will concurrently utilize the secure sign-on for wired ports in housing. A future goal will secure the wired campus network connections.

Wireless network

Expansion of the wireless network seems to be an ongoing and never ending goal. The implemented changes produced a positive impact for students as well as staff and faculty. A student's ability to easily connect and maintain a connection, resulted in a high level of user satisfaction in Housing. Campus enhancements allowed for pedagogical changes in the class rooms as faculty began to use the enhanced capabilities. The Athletics department, our student athletes and fans saw a positive change in having wireless access at venues including the softball, baseball and soccer fields on West Campus. Network Services will continue to enhance and maintain the wireless networks to facilitate educational, research, and business needs.

Institutional Fiber

Georgia College's fiber infrastructure was expanded to encompass three locations that had been being under-served by wireless point-to-point technologies. Locations covered in this expansion are the baseball field, the softball field, and the soccer fields located on West Campus. The expansion of this fiber infrastructure provides these new locations with the same level of connectivity as any buildings on the main campus. Athletics can now enjoy better

quality and ease of use for web-based video streaming of games. Streaming of athletic events is mandated by the NCAA and assist students and parents in watching games they cannot attend in person. Network Services has developed plans for extending fiber to the remaining two locations on campus not currently connected and have gotten preliminary pricing for the work to provide accurate budgeting information when the opportunity arrives.

Planning and Budget

The Planning & Budget (P&B) area completed its second year. The area continues work in developing procedures and services to assist the CIO, Associate CIO, other areas in DoIT and the campus. One primary effort was in supporting recruiting and hiring efforts as DoIT continued the restructuring plan by completing its management team with the hiring of the Director of Technology Support Services. There remains one vacant staff position in Enterprise Applications. Planning and budget efforts include a maturing of inventory and technology refresh using data-driven decisions.

Technology Inventory and Refresh

The Operations Manager oversaw the development and completion of a campus-wide comprehensive technology inventory audit. Information gathered was used to begin compiling an official technology refresh plan for the institution. Numerous challenges were encountered in the development of the inventory. Problems retrieving data from the existing inventory system, data entry errors/inconsistencies, failure to disclose items, incompatible data submissions from departments, all resulted in a collection of data in a non-useable format. The help desk database concerns were shared and EA began a review and re-programming to enhance data compiling, retrieval and editing of entries. The Director of Systems Administration assisted in developing a new inventory database, a snapshot of HESK data was migrated to the new database.

A new approach was developed by P&B to provide meaningful data to campus leadership. In reviewing the data collected, all the inventory numbers issued by DoIT since 2007 serve as the framework for the database. The initial focus in compiling information was to develop the replacement plan for equipment purchased during FY10 & FY11.

This data informs necessary technology refresh across the FY15-16 budget years.

In April, the first documented cyclic replacement plan for faculty and staff was produced. This plan was endorsed and funded within the existing FY15 DoIT allocation. The plan will be shared with the campus on the DoIT intranet site and the data will serve to provide better transparency to subsequent refresh efforts.

Workflow

The Operations Manager continues to assist Enterprise Applications in the development of documentation for Workflow. She participated in the on-site training and further developed her training skills in preparation for the deployment and implementation of Workflow to users. She completed an external training course “How to Teach Adults Learners” and received internal training from IT staff on classroom technology and WebEx.

The Administrative Assistant, hired in late 2013, has quickly become indispensable. After a period of adjustment moving from the medical industry to higher education, Latonya is successfully fulfilling all required duties. Her commitment to maintaining the scanned archives has allowed us to purge paper documents in favor of electronic document management. These electronic archives proved invaluable during the inventory project. Purging of paper documents also allowed the work room to be divided providing work space for part-time employees while securing an exposed network rack behind locked access. Funding for the renovation was from existing allocations.

VoIP

The P&B manager assumed the responsibility for the Voice over Internet Protocol (VoIP) billing process. Working with the director of Network Services, the project implementation database was modified to create a temporary billing system until a permanent billing database could be built by Enterprise Applications. Due to delays in the full implementation of the VoIP deployment, the initial billing was delayed until November. Annual and monthly billing

processes were implemented. As with all implementations and new processes, there were some initial concerns and questions. While there have been challenges with corporate billing, the campus billing of departments is successful and well received.

Enterprise Applications was engaged on February 9th to develop the billing system. Members of Network Service and the P&B manager provided the flowchart, sample reporting needs and the current database. The system has not been released for testing. The FY16 billing is being created by the P&B manger to comply with published procedures. The new billing database is scheduled to be released by the end of June for testing. Dual entry will be done during testing.

Planning

A goal was to develop for DoIT, planning tools to provide a consistent format for data collection and documentation. Procedure manuals for each area of P&B are in development and/or under review. These manuals will include items required for audit compliance as well as “how to” information which will allow other employees to perform duties during an absence. Each area has begun review and/or development of a procedure manual for their duties. P&B also provided guidance and support to the leadership team on Compliance Assist requirements for departmental goals in FY15.

Communication

Communication on the campus has improved with the use of FrontPage. It works for the majority of DoIT messages. However communicating unexpected outages after the digest deadline proved problematic. New leadership in University Communications (UC) recognized the gap and provided a solution by allowing the CIO and the P&B manager the ability to post emergency messages to the campus list serves. The progression of the single username/password for faculty, staff and students will allow us to promote Unify as the gateway to systems. The IT Resources tab allows the P&B manager to post messages without requiring UC approval. DoIT will begin a

campaign in September promoting this as the location to find the latest updates, news and outage reports. While this approach will not work for all users, it will provide information to users willing to “pull” updates. The current Revise system is time consuming and limited. The new website management should be in place soon. UC has informed the content managers that training will begin soon. The communications goal will continue as an ongoing goal.

Staff Development

In addition to attending on-campus training, all employees in P & B participated in external staff development. The administrative assistant took two continuing education courses to hone her business writing and administrative assistant skills; the operations manager attended the Rock Eagle conference and completed courses in project management and training users; the manager attended the Executive Leadership for Women and EDUCAUSE.

P& B also assembled a funding plan for staff development within DoIT. The CIO approved the plan and recommended the funding be allocated to the departments. This allowed them to take ownership and manage their staff development funds. Two departments took full advantage of the allocation. The approach was very successful. Pending budget allocations, DoIT will continue to use this model.

Working in collaboration with the Director of Network Services, we combined departmental staff development funds with some additional funds to provide on-site, hands on wireless training for the entire department. This on-site training allowed the use of the GC network infrastructure. Not only did the training cost less per person than a normal training course, it provided the department the chance to begin developing operational guidelines and objectives.

Student Technology Fee

The Student Technology Fee Advisory Committee (STFAC) is comprised of at least 50% student membership as mandated by the University System of Georgia. The committee is advisory to the CIO. The Planning and Budget Manager serves as coordinator, archivist and secretary for this committee. The committee reviews and makes recommendations on innovative grant requests each academic semester, special requests for funding and provides student feedback and testing of technology initiatives on campus.

Highlights for the Student Technology Fee funding include: total upgrade of 15 multimedia classrooms, additional lab units to Ennis Hall after renovation, 169 new computers based on established replacement plan, 34 units to support Physics lab, 12 Kwik Boost stations, 150 Solid State Drives for teacher stations and 100 projectors for multimedia classrooms.

Project Management

The Enterprise IT Project Management office seeks to provide tangible value through managerial oversight of projects by the application of knowledge, skills, tools and techniques to meet project requirements. This includes; identifying requirements, establishing clear and achievable objectives, balancing the competing demands (quality, scope, time, resources and cost), and adapting the plans and approaches to achieve project deliverables while meeting stakeholder expectations. Unfortunately, health issues were a major concern for Project Management during the past year. Fortunately, these health related issues have been resolved and successful efforts are underway for a return to full health.

INGRESS

INGRESS integration project was successfully implemented with a project close out of April 3, 2015. The Intra-Georgia Registration Sharing System (INGRESS) is a multi- institutional registration tool developed by the USG to multiple allow institutions to offer collaborative online courses leveraging the Banner system for registration. This application supports the e-Core strategic initiative of the University System. This project's outcome was the successful coordination with USG of the configuration, testing, movement to production, and project close out of the

INGRESS capabilities, again by April 3, 2015.

Traffic and Parking

Automated Issuance/Management (AIMS) is the new software implemented by GCSU Parking Services. Successful implementation required project management oversight in the development of interfaces between AIMS and Banner, testing, and production roll out by June 1, 2015. (The contract with the current parking management software was not renewed and was disabled May 30, 2015).

The following deliverables were successfully completed and the AIMS software put in to production June 1, 2015: Interfaces between AIMS and Banner were developed and tested; current parking management data was converted from Banner and populated in AIMS; and the integration software moved to production and fully tested.

College Scheduler

College Scheduler is a web-based schedule planner tool for use by students creating schedules each semester. Potential schedules can be sent back to Banner and Registrars can view real-time course demand reports to collect student demand analytics before registration begins as well as during registration. Successful implementation and deployment of College Scheduler required project management and oversight. The project, which is in the final deployment stages fully supports Georgia College's strategic imperative related to student success.

Project Tracking

Research has been completed and efforts are underway providing better project management tools and supports. All projects with the EA group were defined and assistance was provided at prioritizes efforts. Project Management research multiple technologies has recommended web-based tools for the easy creation of project documentation, task lists, workflow, and time frames plus, capturing additional project related information. Tools have also been found to quickly produce simple and effective web-based forms for information gathering. Project management has already reached out and research state contract related technology consulting and temporary staffing services.

Security and Compliance

Georgia College continually develops, maintains and improves its information technology (IT) infrastructure and applications to support the creation, storage, modification and sharing of data. In addition, the University must comply with regulatory requirements that are also designed to keep certain types of data secure and confidential. DoIT is committed to supporting the principles of academic freedom and the free exchange of ideas with security policies and programs that support these principles while maintaining appropriate levels of security. Unfortunately, during this past year, the institution reported two minor and one major security incidents that compromised information security.

The goals of Georgia College security program as developed and guided by the Chief Information Security and Compliance Officer is to:

- Protect GC's IT systems and information assets from unauthorized access, alteration, disclosure or destruction.
- Ensure the reliability and availability of the University's IT systems and information assets.
- Ensure the privacy of faculty, staff and student information and that of other University customers or associates.
- Protect the reputation of the University and ensure compliance with federal and state laws and regulations.
- Establish resources and guidelines that allow all individuals within the University community to practice good data stewardship.

Georgia College made huge strides in improving the overall security posture for information while facilitating access and use of data. Assessment data indicate a high level of achievement. Information Security personnel worked closely with department heads and their departmental information security representative to develop 90 unique Department Information Security Plans. Every department developed a specific plan and achieved 100% compliance as all employees signed the plan indicating awareness and adherence to information confidentiality.

The University System of Georgia requires that everyone attend Information Security Awareness training each year. Georgia College had 90% of employees completing the training, an improvement over the previous year.

Achieving 100% compliance is extremely difficult due to the length of administering such a large plan and the transient nature of employment.

The required information security awareness training, ad-hoc departmental security training and departmental security plans produced significant improvement in the overall effectiveness of information security efforts. Four Sections of the 2015 ECARS faculty survey targeted information security and the results serve as a success measure of local efforts. The results are quite remarkable.

- When asked "My institution has mandatory information security training regarding institutional data," 37.6% agreement was the average for all US institutions.Given local security efforts, the Georgia College response reflected 92.3% agreement.
- When asked "I understand relevant university policies and state and federal laws about data protection", the average for all US institutions was 73.5% agree; for Georgia College there was 100% agreement.
- When asked "I have access to all the resources I need to keep my personal data information secure", Georgia Colleges' agreement was 29% higher than the average response with 76.9% offering agreement.
- When asked "I have confidence in my institution's information security practices", the average for all US institutions was 63.7% agree; Georgia College's confidence level was much higher at 77%.

One individual accomplishment within information security was achieved by Hance Patrick, the CISO. Patrick was awarded the Certified Information Security Manager award from ISACA. On the Certified Information Security Manager certification, Patrick scored in the top 10% of all who took the test.

System Administration

The System Administration (SA) group continues it productivity by making great progress on its internal process and procedure efficiency review. Work continues on the integration of resources into Unify to further create a one username-one password access environment along with consolidating resources into a common web location. SA took to heart the mission of conserving energy by reducing the electrical consumption of the campus computer rooms with its server consolidation efforts. Finally, all SA staff were able to participate in development activities including training, conferences and informative events.

Following is the top list of System Administration Accomplishments for FY15.

Infrastructure Improvement

New High Speed, High Availability Hybrid Storage Area Network (SAN) has been deployed. The new Nimble SAN delivers over two times the speed and performance of the two existing SANs, one from Pillar Data Systems and the other from IBM. The old Pillar SAN migration was completed and the system is off line. Migration from the old IBM SAN is 85% complete. In addition, the Banner High Availability Infrastructure is being deployed and tested. The transition of the current Banner production environment to the new infrastructure is expected in FY16. The new infrastructure will provide more system capacity, reliability and information replication and enhanced security.

Server Consolidation

During FY15 the SA group consolidated 60 physical servers into 15 physical servers. The consolidation will help realize a long term cost savings by reducing the electrical demands for operation and cooling in the campus computer rooms.

ADP virtual applications

Using Microsoft's App-V, which is included in the campus's Microsoft licensing, the group has released the first of many virtual applications to the campus. This technology enables a client to use software that is not installed on their local computer or at a remote location while away from their office. Formerly a different approach was used however, the new approach greatly reduces licensing cost to provide this functionality thus fostering a greater expansion of this functionality.

Student OneDrive

Student OneDrive access was improved to allow students to use their email address to access OneDrive and to download Microsoft Office products. The program allows current students to download and use Microsoft Office products on up to 5 devices, free of charge.

Video Security

The group deployed the server systems in support of the Avigilon Camera system that collect and record campus security camera feeds. An external backup system for the servers will be deployed in FY16. This project was in support of Housing and Campus Police departments.

MyPassword

The challenge and response password reset system was deployed for faculty and staff. The new MyPassword 2.0 system is in development. This will include students and is scheduled for release in early FY16. The new version will provide more self-service tools. This need was identified in the EDUCAUSE ECAR student survey.

Unify

Unify 5.5 is being prepared for release to campus. The new Unify includes PAWS integration, a new look and feel, more role based functionality and many other enhancements. The release of this new version of Unify is scheduled for early FY16.

EREQ Campus Personnel Actions Notification

The new EREQ 2.0 is nearing completion. This new version will provide enhanced tracking and communications options along with a new streamlined interface. The system is scheduled to deploy in early FY16.

Business Continuity

A Disaster Recovery/Business Continuity site is being co-located at the University of West Georgia. The initial preparation and testing is underway at our Milledgeville location. Upon completion of this phase the equipment will

be moved to West Georgia and brought into service. The in service date for the site is expected in FY16.

Help Desk Tickets

System Administration successfully completed over 627 service tickets and assisted with over 2,725 service tickets during FY15. This exceptional performance is supported by the results of the EDUCAUSE ECAR student survey scores around Help Desk services.

Staff Development

All System Administration employees participated in on-campus training as-well-as external staff development. Some of the development activities include: Rock Eagle, Georgia Summit, EDUCAUSE, SuSECon – Professional Linux conference, Secure World, and Information Security Office Convention.

Academic Technology / Technology Support Services

With the hiring of the new Director of Technology Support Services, responsibilities for Serve and Technology Support Services (TSS) are under transition from the Associate CIO to the Director of TSS. As the transition progresses and the Associate CIO prepares for upcoming retirement, responsibility for Instructional Support Services will also transition to the Director of TSS as well. Each of these groups saw challenges as well as accomplishments over the past academic year. The past year has been a very busy year for Technology Support Services. Based on current trends for the use of technology in education, TSS will only continue to get busier. New technologies and the demand for new technologies to be used in higher education pose challenges for TSS to evolve as these evolve.

Serve

Following the restructuring Serve experienced during the previous, Serve has flourished. Under the new leadership of Patricia Hightower, Serve's satisfaction rating as reported in the ECAR survey has risen significantly above the averages for other public institutions. The 5 most noticeable categories are listed below.

- 2.12. Help desk services: Walk-in - 76.9% rated our service good/excellent compared to an average of 48.13% for other public institutions
- 2.12. Help desk services: Phone - 92.3% rated our service good/excellent compared to an average of 66.9% for other public institutions
- 2.12 Help desk services: Email - 100% rated our service good/excellent compared to an average of 63.5% for other public institutions
- 2.12. Help desk services: Remote assistance/desktop - 92.3% rated our service good/excellent compared to an average of 41.9% for other public institutions
- 2.12. Help desk services: Overall - 83.5% rated our service good/excellent compared to an average of 74.6% for other public institutions

A second measurement tool used for Serve during the year was a 6 question customer survey completed on a 5% sample of actual tickets worked by Serve. The results of the surveys showed a 4.8 rating of service excellence from customers out of a possible 5.0. Based on this sample, customers strongly agree with the level of service being provided by Serve.

Cross-training efforts have been increased during the later months of the fiscal year. With Serve staff becoming more proficient in their duties, focus has been placed on cross-training between TSS technicians and Serve technicians. This is being done with 2 purposes in mind. By giving Serve technicians more training, we increase their ability to provide first call resolution for our customers. This is believed to have a direct, positive effect on many categories surveyed by ECAR. Secondly, cross training Serve technicians will provide for a more stable support staff as it will give DoIT an upward promotion path for entry level talent starting at Serve.

Technology Support Services

TSS had a very busy year fielding 2615 tickets for the year via the technology work order system. Aside from this exceptionally high number of new computer installations and computer moves, TSS completed the full implementation of LANDESK. The previous LANDESK version lack many of the management features available in the current version. The move from version 9.5 to 9.6 add a great number of features to allow TSS to more centrally manage the 2500+ computers campus computers. Installation of LANDESK was also necessary to remain in compliance with Section 8 of the USG IT Handbook related to faculty and staff access to campus resources using

personally-owned devices.

A large responsibility of TSS is to assist campus faculty and staff with moving their computer equipment in the event of an office move or transfer. For the year, TSS completed 272 computer moves. These moves spanned a variety of areas for both academic and operational areas. In addition, new faculty/staff computer installations totaled 140.

Computer lab support involved deploying 161 new computers to four different labs around campus. Old machines were sent to surplus and new machines were deployed with a fresh, new configuration.

Pay-for-print support saw a total of 135,721 print jobs for the year consisting of 607,129 pages for black print and 9,157 pages for color.

Numerous training sessions on using the OneDrive for Business was also developed and delivered. Session topics included using the OneDrive to facilitate collaboration as well as to share collaborative information. One college has asked for further support in adopting Office 365 technologies to support internal information flow.

Instructional Support Services

Kaltura, a digital media repository was implemented during FY15 in support of hybrid teaching and learning activities. The repository integrates with GaView (D2L) for seamless support for stream video or other electronic content delivery across the web.

Interactive video facilities was completed in the College of Business as well as at the Macon and Warner Robins campuses. Fully interactive classes were offered over these interactive video capabilities during spring semester. New interactive video capabilities were also completed in the Innovation Station Sandbox supporting numerous activities during fall and spring semester.

Two staff members comprise our Instructional Support Services area. They provide support for 189 instructional areas containing instructional technology. During the year the group completed the following upgrades:

- Upgraded monitors 150 monitors on classroom teacher stations
- Upgraded 150 classroom teacher stations to solid state hard drives
- Upgraded 60 classroom projectors
- Upgraded complete AV set up in 16 classrooms across the campus

WebEx web-based video collaboration software was implemented to include student licensing. Students may schedule and delivery their own video conference session limited to five people attending. This is an incredible opportunity for students to learn and use productivity software they will find in the business world. Faculty virtual office hours as well as group and class meeting were also facilitated. Instructional Support Services began tracking WebEx usage in January of 2015 with a total of 762 web-based meetings during spring semester. Producing a combined 62,875 meeting minutes impacting a total of 4,129 attendee headcount. Given these participation numbers one could assume that the implementation of WebEx web conferencing was an extremely popular addition.

Conclusion

Following this summary of activities for each area within DoIT including Enterprise Applications, Planning and Budget, Systems Administration, Network Services, Technology Support Services, Instruction Technology Support and our Serve helpdesk, FY15 was a busy and productive year for campus technology. DoIT continues to enjoy and greatly appreciates the support of senior administration and is particularly proud and appreciative of its collaborative working relationship with the Colleges and functional offices.

Looking forward, DoIT will ask University Administration to re-examine centralized IT staff levels given several data sets that indicated a much higher support staff ratio per FTE served. For example, a sister campus with similar student and faculty/staff FTE has 56 FTE staff in the central IT department with a total headcount of 77. Currently, DoIT staff FTE is in the low 40's with a headcount that includes students in the mid-fifties. Secondly, EDUCAUSE's Core Data suggests the average centralized staff FTE for similar Masters institutions is one for every 7.5 FTE served. This equals approximately the same number of staff as our sister institution, a much larger staff number

that currently exists at Georgia College.

Supporting documents: