

Information Technology Services - Annual Report Fiscal Year 2020
St. Cloud State University



INFORMATION TECHNOLOGY SERVICES

ST. CLOUD STATE UNIVERSITY



ITS Annual Report FY20

July 1, 2019 – June 30, 2020

Table of Contents

DEPARTMENT OVERVIEW.....	2
TEAM DESCRIPTIONS & HIGHLIGHTS.....	3
ANNUAL WORK PLAN.....	11
KEY DEPARTMENT ACCOMPLISHMENTS.....	17
ITS RESPONSE TO COVID-19.....	19
SUPPORTING “IT’S TIME”.....	20
FY21 INITIATIVES.....	21

Information Technology Services (ITS) Department Overview

MISSION

ITS is a cohesive, proactive and disciplined team that delivers innovative technology solutions while demonstrating a strong customer-oriented mindset.

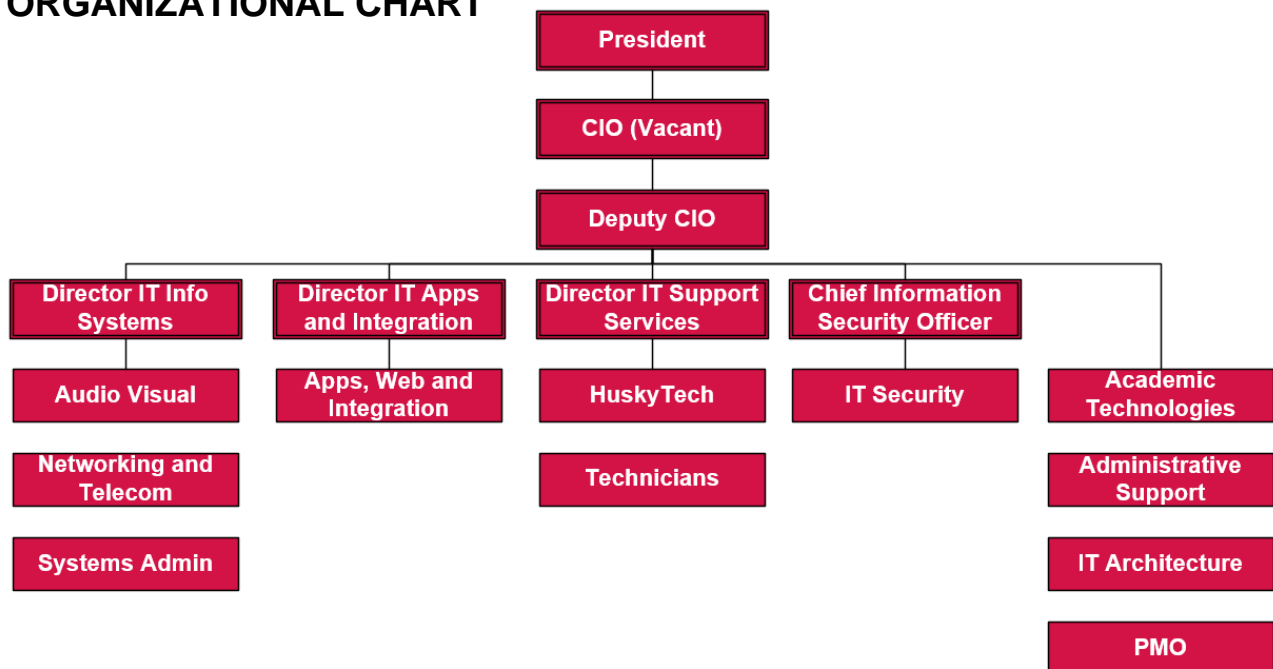
VISION

Lead and empower the global campus community in lifelong learning.

OUR WORK

ITS provides information technology resources and services for St. Cloud State University students, faculty, staff and the global campus community. Alongside the Minnesota State System Office, our team creates and maintains vital information technology systems; provides enterprise-wide network, wireless, and telephone connectivity; houses academic support resources including online course management assistance; maintains and supports student computing labs and provides direct technical assistance to customers. We strive to be a “Trusted Business Partner” and are looked to provide technological guidance as it relates to improving business processes and becoming a more progressive institution.

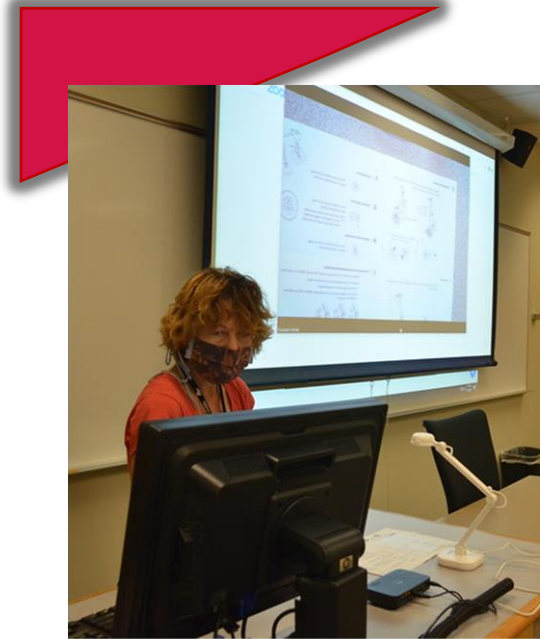
ORGANIZATIONAL CHART



ITS TEAM DESCRIPTIONS AND KEY HIGHLIGHTS

ACADEMIC TECHNOLOGIES

The Academic Technologies team (ATT) is a collaboration between SCSU Online, Information Technology Services and the Center for Excellence in Teaching and Learning; providing academic technology support and coordination to the campus community. ATT services range from individualized consultations to planning and development of whole courses and programs, regardless of delivery method (e.g. online, hybrid/blended and face-to-face).



FY20 Team Highlights

- Collaborated with others in ITS, CETL and faculty to provide numerous workshops on various topics pertaining to faculty development and student success.
- Transitioned from an SCSU-hosted MediaSpace service to the Minnesota State service in a continued effort to align services within Minnesota State and for MediaSpace integration with our Learning Management System, D2L Brightspace.
- Transitioned from a manual D2L Brightspace course shell request, population and maintenance process to Minnesota State's automated process to reduce manual effort as well as enhance timeliness, consistency and accuracy within the process.
- Decommissioned SCSU's Adobe Connect web conferencing service and transitioned to Zoom as the primary web conferencing service.
- Utilized Microsoft's Bookings tool for enhanced appointment management and assisted with campus-wide promotion and training.

APPLICATIONS, WEB DEVELOPMENT & INTEGRATION

The Applications and Web Development team are responsible for 25 data integrations, 83 applications and over 475 websites across campus. The team “unleashes” the capabilities of our customers through innovation by creating, modifying and integrating third-party web sites and applications, as well as providing training, creatives and presentation support.

FY20 Team Highlights

- Increased use of Microsoft Azure and moving more systems to the cloud to provide SCSU with advantages such as on-demand self-service, broad network access, resource pool and rapid elasticity.
- Assisting with the system-wide NextGen project through information gathering and contributing to the NextGen RFP.
- Assisted with the informational campaign for Adobe Creative Cloud at SCSU, including a web page and graphics, digital signage and pop-ups on SCSU computer lab computers.
- Improved Huskies Connect through development and migration to a cloud-based solution.
- In cooperation with Facilities Management staff, completed website changes and updates to improve user comprehension and navigation.

ARCHITECTURE

The IT Architecture team provides technical leadership for mission-critical design and administration of campus information and cloud-based systems. Enterprise architecture integrates business, information, data, technology and security domains, and the IT Architecture team develops and recommends architectural designs that can be implemented and maintained securely, effectively and efficiently. These recommendations include comprehensive enterprise architecture as well as policy and project recommendations to effectively achieve target business value-based outcomes.

FY20 Team Highlights

- Completed Architecture and Security Review (ASR) for critical University projects in partnership with IT Security.
- Built backend infrastructure provisioning automation in order to deliver future services faster.
- Completed migration of the campus Data Warehouse to the Microsoft Azure cloud platform.

AUDIO VISUAL

The Audio Visual (AV) team collaboratively designs, implements and maintains AV systems in classrooms, meeting rooms, large venues and on digital signage; manages and supports classes that use the Central MN Distance Learning Network (CMDLN), video conferencing and Lecture Capture; and manages the fiber and data physical infrastructure.

FY20 Team Highlights

- Provided audio visual design and oversight for the Administrative Services lobby and Herb Brooks National Hockey Center Weight Room.
- Designed and built Eastman Health Services' Nurse Call system.
- Installed wireless video presentation solution, Airtame in over one hundred electronic classrooms.
- Performed classroom upgrade at St. Cloud State University's Plymouth location.
- Designed and built solution to reduce system size and costs for multiple e-classrooms.
- Rebuilt door management touch panels in residential halls.



HUSKYTECH

HuskyTech serves as the “one-stop” IT service center on campus, providing technology services, support and sales for the SCSU campus community. HuskyTech employs many student workers, who work closely with others in ITS to provide seamless support to customers. The HuskyTech team offers technical support and sales services online, over the phone, in person, and virtually via live chat.

FY20 Team Highlights

- Completed a redesign of the HuskyTech store layout and customer support area to improve service and traffic flow.
- Integrated Campus Card into HuskyTech services for enhanced “one-stop” experience and improved student worker oversight.
- Provided IT support and maintenance for SCSU public workstations in computer labs, classrooms and the University Library.
- Transitioned student worker scheduling system to an existing solution used at SCSU, Microsoft Teams.
- Launched and integrated a live chat system for IT and Admissions.
- Provided key support for the Office 365 migration for account troubleshooting, assistance new login credentials, and shared mailbox support.

NETWORKING & TELECOMMUNICATIONS

The Networking and Telecommunications team provides technical coordination and support for campus data, video and voice network infrastructures. The team provides technical leadership in the design and administration of the campus network systems, including all remote locations and facilities. The team ensures that the various microcomputer, video and voice networks under management by Information Technology Services are planned, implemented, updated, maintained and operated effectively and efficiently.

FY20 Team Highlights

- Continued to improve the wireless network by upgrading multiple buildings to the new wireless standard, 802.11ac, including the American Indian Center, Richard Green House, Mitchell Hall and the Lewis House.
- Worked with Minnesota State to improve their network presence on our campus.
- Worked with the Systems Team to expand networking presence within Microsoft Azure.
- Upgraded the Internet connection for St. Cloud State University’s Plymouth campus, including increased bandwidth, reduced cost, creation of a new VPN tunnel to allow direct communication to main campus.
- Assisted St. Cloud Technical and Community College in their conversion to their new IP phone system.
- Made the necessary network changes to enable Residential Life to move to their new space in Hill Hall.
- Started conversations with MetroBus about providing SCSU WiFi on buses.

PROJECT MANAGEMENT OFFICE

The Project Management Office (PMO) strives to continuously improve St. Cloud State University's ability to identify, prioritize and successfully deliver a portfolio of technology projects that are aligned with the strategic goals of the University and the ITS department, as well as improving efficiency within the Minnesota State System. In addition to delivering projects, PMO looks for opportunities to improve the way we work through empowerment and transparency.

FY20 Team Highlights

- Improved transparency and inclusiveness with a Call-for-Proposal process for submission and prioritization of IT projects. Scoring and prioritization was completed with help of a Campus Prioritization Group, President's Cabinet and President.
- Executed a smooth Minnesota State Office 365 Shared Tenant migration through campus-wide collaboration including partnership with UCOMM, IFO and all departments affected by migration.
- Selected and began implementation of a long-term solution for Digital Form Automation with the support of several departments.
- Enable event attendance tracking capabilities through completion of Huskies Connect event attendance integration with imported student and faculty/staff data.
- Completed successful sunset of Microsoft SQL Server 2005 cluster with emphasis on reducing our on-premises footprint.
- Led the planning and implementation of Agile methodologies across the department.

SECURITY

The IT Security team is responsible for leading, coordinating and assisting with Information Security initiatives for the University. The IT Security team works with various stakeholders to ensure the confidentiality, integrity and availability of information resources, providing guidance and direction to the University community to assure compliance with security standards and appropriate policies. The team manages and maintains information security infrastructure, provides incident response, and promotes a safe and secure information technology operational environment.

FY20 Team Highlights

- Deployed email security controls, Advanced Phish Protection for email and HIPAA-compliant ZOOM for CSD department tele-practice sessions.
- Conducted Office 365 Multi-Factor Authentication testing and began large scale deployment.

- Conducted security awareness campaigns including monthly newsletter tips and National Cyber Security Awareness Month.
- Assisted with build of risk assessment framework for Minnesota State.
- Completed payment card terminal Inventory and data flow diagrams.
- Conducted architecture and security reviews for vendor services.
- Completed cleanup/removal of outdated systems.

SYSTEMS ADMINISTRATION

The Systems Administration team designs, implements and maintains data infrastructure such as servers, storage and virtualization both on-premises and in the Cloud. The team configures, secures and maintains user authentication and authorization processes, as well as develops and maintains automated processes to synchronize user accounts between SCSU and Minnesota State systems. The team delivers applications to end users by means of automated deployment and virtual presentation, as well as provides tools to install, maintain and update workstation and server operating systems and software. The team works with all campus departments to design and implement technology to enhance and improve their processes, and partner with various departments to implement and support their initiatives.

FY20 Team Highlights

- Migrated SCSU to the Minnesota State Shared Tenant for Office 365 email.
- Moved offsite data backup from courier/tape service to cloud storage.
- Continued to decrease on-premises hardware footprint in data center.
- Decommissioned on-premises Microsoft Exchange Mail servers.
- Presented on data centers to a class of medical students and gave them a tour of our data center.
- Performed emergency security-related updates on VMWare vSphere Server, Citrix Netscaler, Windows Servers and others.
- Began working using the Agile Framework and Kanban/SCRUM to make work more organized, collaborative and visible.
- Collaborated with St. Cloud Technical and Community College to begin the process of sharing space for offsite backup and resilient connections between campuses.
- Began Pharos Mobile Print system upgrade.
- Partnered with Crossfuzze, Envision, Microsoft and Citrix to plan and implement several initiatives, both on-premises and cloud-based.
- Participated in Minnesota State's O365 device management Tiger Team.
- Implemented Veeam Virtual Sandbox for testing recoverability and virtualizing infrastructure for test labs.

TECHNICIANS

The ITS Campus and College Technicians assist faculty and staff with their day-to-day technology needs in a variety of ways. Our technicians work closely with HuskyTech to support and maintain public workstations including the computers in the electronic classrooms and labs. Campus Technicians provide support for area's specialty equipment and software, as well as Minnesota State software. College Technicians collaborate with individuals, departments and schools/colleges to identify issues and build solutions, as well as act as liaisons between their school/college and ITS to ensure all technology needs are met.

FY20 Team Highlights

- Partnered with College of Science and Engineering for planning and support of program and school accreditation processes.
- Assisted several offices, faculty and staff in moving workstations and technology.
- Provided Office 365 migration support for account troubleshooting, supplemental account remediation and shared mailbox support.
- Migrated all eligible computers from Windows 7 and 8 to Windows 10.
- Implemented automation of future Windows version updates/upgrades.
- Began using Azure DevOps and agile methodologies to ensure that technician work aligns with ITS and University support needs, improve efficiency of inter-team support collaboration, and manage individual and team capacity.
- Implemented LabStats for computer labs as a tool to evaluate and analyze E-classroom and General Access Lab computer utilization.
- Collaborated with HuskyTech on knowledge base articles to assist with self-help information.



ADMINISTRATIVE SUPPORT

The administrative support teams provide a variety of critical services to support departmental and campus operations and efficiency.

IT Procurement

- Conducts annual renewal of software and maintenance packages
- Facilitates IT purchasing operations.
- Conducts ITS budget review, forecasting, process improvement and development for IT and campus.
- Coordinates processes including purchasing, accounts payable and accounts receiving.
- Performs relationship management with campus and vendors.

IT Office

- Provides executive and administrative assistance to the ITS Leadership Team, predominantly the (Deputy) CIO.
- Conducts administrative analysis, and process improvement and development.
- Coordinates processes such as departmental searches, on-boarding and off-boarding.
- Provides leadership and support for communications-related initiatives, and develops and distributes departmental written communications.
- Performs relationship management with campus, vendors and Minnesota State CIO community.
- Provides project management for small to midsized IT initiatives.

Annual Work Plan

At any given moment in time, the ITS department at St. Cloud State University is involved in numerous projects and activities that support endeavors across the institution. As the number of technology-related projects grows, prioritizing that workload becomes a crucial component for success. Our department's priorities are determined through several means including planned strategic initiatives and prioritized projects, as well as responsiveness to urgent needs in the best interest of the University.

The IT Strategic Plan serves as a guide in determining project priorities as it was drafted in multiple iterations with regular feedback from administrators, faculty, staff, students, bargaining units, the technology planning team and IT governance groups, and provides a thorough and comprehensive look at the strategic IT needs of the University:

1. Enhanced Student Success through IT

- Objective 1.A: Student Learning
- Objective 1.B: Learning Support
- Objective 1.C: Student Success
- Objective 1.D: Student Belonging
- Objective 1.E: Student Access

2. Secure, Effective, Responsive and Reliable IT

- Objective 2.A: Forward-looking and Consultative IT Governance
- Objective 2.B: Appropriate Pedagogical Practices and Tools
- Objective 2.C: Mature Analytical Organization
- Objective 2.D: Holistic Approach to Information Security
- Objective 2.E: Enhanced Processes through Digital Automation
- Objective 2.F: Modern Staffing and Comprehensive Training
- Objective 2.G: Modern Technology Funding

3. IT Enhanced and Enabled Partnerships

- Objective 3.A: Integrated Campuses
- Objective 3.B: Partner Relationship Management
- Objective 3.C: Regional Technology Consortia
- Objective 3.D: Technology Employees Become Knowledge Partners

The full IT Strategic Plan is available on the [St. Cloud State University website](#).

Activities that are determined to best meet the strategic IT needs of the University are added to the Annual Work Plan. By identifying top projects, appropriate resources can be used in a proactive and thoughtful manner, while exercising sound fiscal stewardship.

While only representing a fraction of the work aimed to be accomplished by ITS during FY20, the Annual Work Plan identified key strategic projects that were determined to be the highest priority as we kicked off the fiscal year.

Goal 1: Enhanced Student Success through IT

Objective 1.A: Student Learning

Activity	Responsible Team	Time (yrs.)

Objective 1.B: Learning Support

Activity	Responsible Team	Time (yrs.)
1.B.1 Student Technology initiatives <ul style="list-style-type: none"> a. Implement wireless video presentation more broadly and modernize audio video classrooms b. Mobile printing Assessment: <ul style="list-style-type: none"> a. Implement 25+ Airtame units across campus in identified locations. 5 Classrooms are identified and upgraded b. Plan is created, module is purchased, solution is deployed 	Audio Visual Systems Admin Network and Telecom	1

Objective 1.C: Student Success

Activity	Responsible Team	Time (yrs.)
1.C.1 Digital Automation Project partnership with SEM to streamline processes, automate workflows, digitalize forms, introduce e-signatures and reduce environmental footprint (Virtual One Stop) Assessment: <ul style="list-style-type: none"> a. Implement new digital form solution b. Implement top 5 forms for SEM 	Apps, Web and Integration	1

Objective 1.D: Student Belonging

Activity	Responsible Team	Time (yrs.)
1.D.1 Partnership with Student Life and Development to implement interactive digital information delivery system (Amazon Echo Dot) Assessment: <ul style="list-style-type: none"> 1. Plan is created. Initial pilot is deployed 	IT Architecture	1

Objective 1.E: Student Access

Activity	Responsible Team	Time (yrs.)
1.E.1 Student Technology initiatives <ul style="list-style-type: none"> a. Wireless Phase 4 to include green spaces Assessment: <ul style="list-style-type: none"> a. Outside spaces are assessed for coverage b. 2 sites are selected for improved wireless coverage c. Phase 4 Plan is created and implemented 	ITS	1

Goal 2: Secure, Effective and Reliable IT

Objective 2.A: Forward-looking and Consultative IT Governance

Activity	Responsible Team	Time (yrs.)
2.A.1 Partnership with campus community on IT Strategic Plan implementation <ul style="list-style-type: none"> a. Enhanced IT governance b. Enhanced IT project prioritization Assessment: <ul style="list-style-type: none"> 1. Enhanced IT governance <ul style="list-style-type: none"> a. Governance Steering Committee Charter – completed b. Form Governance Committee – completed c. Schedule Meetings - completed 2. Enhanced IT project prioritization <ul style="list-style-type: none"> a. Develop Scoring matrix – completed b. Communicate Project Prioritization process – completed c. Communicate and understood by Cabinet and Campus community – completed d. Initiate Call for proposals – completed e. Schedule set for proposals, review, prioritization and begin capacity planning and implementation 	ITS	1

Objective 2.B: Appropriate Pedagogical Practices and Tools

Activity	Responsible Team	Time (yrs.)

Objective 2.C: Mature Analytical Organization

Activity	Responsible Team	Time (yrs.)
<p>2.C.1 Partnership with campus community on IT Strategic Plan implementation</p> <p>a. Effective IT support for strategic SCSU goals</p> <p>Assessment:</p> <p>a. Semester checkins with Key Stakeholders</p> <p>b. Quarterly updates to Cabinet</p>	ITS Leadership	1
<p>2.C.2 Analyze and implement project portfolio management and IT service management solution</p> <p>Assessment:</p> <p>a. Increase ability to project commitment and service delivery</p> <p>b. Increase productivity by utilization</p> <p>c. Gather requirements for ITSM solution</p> <p>d. Implement ITSM solution</p> <p>e. Decrease number of tools/systems used</p>	ITS	1

Objective 2.D: Holistic Approach to Information Security

Activity	Responsible Team	Time (yrs.)
<p>2.D.1 Implement Architecture & Security review process</p> <p>Assessment:</p> <p>a. Define, communicate and implement process – completed</p> <p>b. Consult with IT Advisory Council – completed</p> <p>c. Pilot within ITS</p> <p>d. Communication with Cabinet/VP's</p>	IT Security	1
<p>2.D.2 Information security advancement – Advance information security to protect assets and maintain a level of risk at an acceptable level to the organization.</p> <p>Assessment:</p> <p>a. Decommission all Windows 2008 servers (SQL2005 Only)</p> <p>b. Identify and upgrade Windows 7 production computers to Windows 10</p> <p>c. Refreshed IT COOP plan</p> <p>d. Establish a risk register to identify top 20 risks and recommended mitigation strategies (adopt a risk-based approach)</p> <p>e. Implement top priorities from risk register including prioritized Top 5 security controls</p> <p>f. Campus-wide data classification – complete data inventory</p> <p>g. Implement MFA for O365 (implement to high level staff)</p> <p>h. Review MN State Security initiative – Vulnerability Management</p>	IT Security	1

i. HIPAA/PCI compliance gap analysis		
2.D.3 Software Defined Networks Assessment: a. Investigate and document different SDN designs determining the best way and how to integrate into SCSU network, including Eduroam. b. Provide recommended appliance(s) for moving the network design forward c. Implement identified solution(s) (i.e. Eduroam)	Network and Telecom	1

Objective 2.E: Enhanced Processes through Digital Automation

Activity	Responsible Team	Time (yrs.)

Objective 2.F: Modern Staffing and Comprehensive Training

Activity	Responsible Team	Time (yrs.)
2.F.1 Security Awareness Training Development and Implementation (Securing the Human) Assessment: a. Identify security training/information needed for Staff and Faculty b. Develop plan and costing for long term training	ITS Security	1

Objective 2.G: Modern Technology Funding

Activity	Responsible Team	Time (yrs.)
2.G.1 Partnership with Finance and Administration on modernized technology funding for computer lifecycle management and cloud services Assessment: c. Engage Campus via semester checkins and/or other meetings d. Develop long term funding structure plan e. Team focus on iterative deliverables	ITS Leadership	1
2.G.2 Cloud First/Mobile First Assessment: a. Finalize strategy and phase 1 of implementation (locally developed applications, infrastructure, and mobile) b. "Cloud Simple" migration (migration of VM's, specifically Windows 2008 Servers to Azure	ITS	1

<ul style="list-style-type: none"> c. Strategic partnership and initiation of computer purchases through 3rd party Vendor d. Continued migration of Data Warehouse to Azure 		
--	--	--

Goal 3: IT Enhanced and Enabled Partnerships

Objective 3.A: Integrated Campuses

Activity	Responsible Team	Time (yrs.)
3.A.1 Partnership with Minnesota State System Office and other institutions on system-wide opportunities and projects: <ul style="list-style-type: none"> a. Adobe Connect Discontinuation/Zoom transition b. NextGen ERP Assesment: <ul style="list-style-type: none"> 1. Adobe Connect Discontinuation/Zoom transition <ul style="list-style-type: none"> a. Implement and communicate Zoom transition 2. NextGen ERP <ul style="list-style-type: none"> a. Communicate to campus b. Provide continued upates on progress 	ITS	1

Objective 3.B: Partner Relationship Management

Activity	Responsible Team	Time (yrs.)

Objective 3.C: Regional Technology Consortiums

Activity	Responsible Team	Time (yrs.)

Objective 3.D: Technology Employees Become Knowledge Partners

Activity	Responsible Team	Time (yrs.)
3.D.1 Provide update professional development for BRM/CRM Assesment: <ul style="list-style-type: none"> a. ½ of techs attend BRM/CRM training FY 20 b. ½ of techs attend BRM/CRM training FY 21 	Technicians	2
3.D.2 Create technician capacity through empowered, trained, trusted student work force Assesment:	ITS/Technicians	2

a. HT students have ability to administer fac/staff, public workstations computers.		
b. HT students administer Marco Print		

KEY DEPARTMENT ACCOMPLISHMENTS

Fiscal year 2020 brought unforeseen challenges and opportunities. Below is a summary of key department accomplishments during FY20. ITS's COVID-19 activities and our support for the University's "It's Time" initiative are described further below in more detail.

Innovative & Strategic Initiatives:

- Shared "It's Time" themes with ITS personnel, conducted several departmental "It's Time" engagements through open sessions and team meetings, and began strategic integration planning.
- Reviewed feedback on IT governance and worked to build a consultative IT governance environment with a focus on growth and transformation.
- Implemented a level of agile processes, practices and tools department-wide and for University projects.
- Finalized Architecture and Security Review (ASR) Charter and implemented ASR processes.
- Developed security awareness training, including completion of a National Cybersecurity Awareness Month campaign.

Strategic Projects:

- Implemented an updated collaborative IT project intake and prioritization process for campus.
- Began implementation of TeamDynamix Project Portfolio Management (PPM) tool.
- Completed Office 365 Shared/Single Tenant migration project in partnership with the Minnesota State System Office and campus community.
- Completed PowerBI and SharePoint migration into Single Tenant.
- Began Office 365 Multi-factor Authentication project.
- Completed the conversion of Windows 7 to Windows 10.
- Decommissioned all Windows 2008 servers (SQL2005 only).
- Implemented wireless video presentation more broadly across campus.
- Worked on the implementation for mobile printing.
- Implemented top priorities from risk register (Top 5 security controls).
- Began implementation of digital automation tool, BP Logix.

Partnerships & Service:

- Completed Eastman Hall renovation project.
- Completed Herb Brooks National Hockey Center weight room renovation.
- Completed Herberger Business School Financial Markets Lab project.
- Partnered with the Alumni Foundation to assist with the Talisma upgrade.
- Implemented single sign-on (SSO) and integration for the AEFIS assessment tool and for third-party (EverFi) online training.
- Implemented semester start-up support plan for Twin Cities Graduate Center classes.
- Provided support for Health Services and COSE accreditation.
- Partnered with Minnesota State to transition video storage and captioning services from a locally-hosted Kaltura Mediaspace service to the Minnesota State-hosted Mediaspace service.
- Partnered with Minnesota State to transition web conferencing services from Adobe Connect to Zoom.
- Partnered with Minnesota State System Office to transition from a manual D2L Brightspace course shell request, population and maintenance process to Minnesota State's automated process.

Strategic IT Hiring and Procurement:

- Hired Senior IT Security Specialist.
- Hired two Senior Agile Project Manager/Business Analysts.
- Identified TeamDynamix as Project Portfolio Management and IT Service Management tool.
- Wrote and published an RFP for a digital automation tool.

ITS RESPONSE TO COVID-19

COVID-19 Response

The global pandemic necessitated a quick and unexpected shift to remote learning and work for the SCSU campus community. With unwavering drive to support our University during these challenging times, IT worked tirelessly to produce critical and innovative solutions to meet new campus needs and help our students, faculty and staff wherever they were. Some examples include:

- Procured technology and implemented new processes to offer temporary device checkout to students, faculty and staff in need of equipment. This included checkout of laptops, access points, Wi-Fi hot spots, webcams and more.
- Implemented safe device distribution and collection methods such as curbside pick-up and drop-off.
- Implemented new technologies that helped benefit remote learners and workers such as an online chat service, remote phone services,
- Improved remote software access by implementing an additional SSH server, building additional capabilities for Remote Desktop access, significantly expanding Microsoft Direct Access and increasing capacity on the AppsAnywhere service to handle greater workload of remote users.
- Improved network access by configuring the wireless network to allow the broadcasting of [“eduroam”](#), and configuring several “office extend access points” to allow remote employees to connect directly to the SCSU network. Additionally, ITS partnered with Public Safety to create “Wi-Fi parking spaces” in which additional access points were added to improve wireless access around the Miller Center pay lot, and someone parked in those spaces to use the Wi-Fi could do so free of charge.
- Provided a significant amount of personalized service to our campus community members, including training, consultations, technology assistance and faculty development.
- Boosted cleaning practices and hired additional student employees to help sufficiently clean computer labs.
- Provided campus-wide communications to keep the campus community aware of IT activities and resources available to them during the crisis. Partnered with and assisted other areas on campus to facilitate communications through various methods including the SCSU website, social media, and more.
- Developed and made available resources [Faculty Guide to Online](#), [Student Guide for Online Learning](#), and multiple knowledge base articles related to IT resources for remote learning, teaching and work.
- Assisted with virtual meeting, conference and event arrangements and promotion.

Supporting “It’s Time”

ITS is very committed to supporting and growing the “It’s Time” work along with key integration of university-wide and IT strategic plans, and university-prioritized projects. In FY20, the department began actively shifting the IT strategy to align with the institution-wide It’s Time strategy and framework through these overarching themes:

- Creating innovative, on-demand services.
- Establishing capacity to support critical business needs and programs.
- Becoming integrated leaders with the campus and community.
- Providing proactive and predictable service delivery.
- Building partnerships to support data-informed decision-making.
- Enhancing current campus services through technology integration.

ITS leadership identified specific opportunities to enable our team to be more strategic yet responsive and changed the way we do our work to meet the needs of our evolving regional comprehensive university. Our approaches included positioning IT to assist other departments with their strategic initiatives in alignment with the “It’s Time” work.

- Implemented a structure to regularly plan and review strategy, projects, operations, resources and progress.
- Developed a quarterly calendar for IT planning that groups the summer and winter months together. We expect this to help align our maintenance and project work within those key periods of time.
 - Q1 – June, July, August
 - Q2 – September, October, November
 - Q3 – December, January, February
 - Q4 – March, April, May
- Implemented [agile methodology](#) for IT projects and team to:
 - Increase communication and transparency,
 - Increase predictability,
 - Limit work in progress,
 - Deliver results faster,
 - Empower teams and individuals,
 - Improve team and customer satisfaction, and
 - Support It’s Time through practice of planning while experimenting, and acting quickly and pivoting.

FY21 INITIATIVES

FY21 Annual Work Plan

The annual plan below is the original IT Annual Work Plan for FY21, however, with the priority of supporting the University's "It's Time" strategy, and with the current COVID-19 circumstances, this plan is anticipated to change throughout the year to ensure we meet the needs of our campus community.

IT Strategic Plan Goal #1 (**Enhanced Student Success through IT**) initiatives:

- Curriculum Modernization
- Print Environment Modernization
- Implement wireless video presentation more broadly and modernize audio video classrooms
- Zoom-able eClassrooms
- Enrollment Management Focus
- Marketing and CRM Platform for Recruitment
- Deploy Digital Form Automation Platform
- Alexa for Edu
- Integrate Huskies Connect with SCSU website
- Drive Web Modernization
- Wireless Phase 4 to include green spaces

IT Strategic Plan Goal #2 (**Secure, Effective and Reliable IT**) initiatives:

- Partnership with campus community on IT Strategic Plan implementation
 - Enhanced IT governance
 - Enhanced IT project prioritization
- Finalize TeamDynamix PPM Implementation
- Finalize TeamDynamix ITSM Implementation - Go-Live Scope
- Application packaging
- Conduct proof of concept on collecting data to look for indicators of compromise and assess attack surfaces
- Deploy O365 MFA to All Staff, 75% Students and 25% Faculty
- Software Defined Networks
- Vulnerability Management
- Reduce technical debt by upgrading/replacing systems/services
- Cloud First/Mobile First Finalize strategy and phase 1 of implementation
- Mature security awareness program and conduct frequent, routine training campaigns throughout the year
- Align all legitimate email senders on DMARCian report
- Implement risk assessment program that includes a self-assessment 2 times per year
- Implement asset inventory system by consolidating current information and gathering new information into a single database that is automatically updated

- Reduce Vulnerabilities (IP360 Report) by 20%
- Finalize Data Inventory and Classification which can be used to determine NFRs
- Assist with HIPAA Compliance findings mitigations from 2015 Risk Assessment
- Implement anti-malware solution/s that meets needs of all types of machines on campus (Windows/Mac, Workstations/servers)
- Security Awareness Training Development and Implementation (Securing the Human)
- Tech Tools: giving techs the training and access to tools/resources needed to decrease time to resolution on common issues
- Professional Development for ITS
- Modernize Service Delivery Structure
- Zone Coverage
- Data Integration Vision
- DI (Data Integration)
- Researches trends for new tools, resources, and processes
- Azure Data Platform Orchestration 1.0
- AI and ML Academic Support

IT Strategic Plan Goal #3 (**IT Enhanced and Enabled Partnerships**) initiatives:

- Advancement Next Gen - RFP process and vendor selection
- Facilitate local activities for NextGen ERP project, in partnership with System Office between June 2020 and May 2021
- Partnerships with SEM/AIR for student-focused data gathering and dissemination/Promotion of data availability, the requirements, and where to go for data (AIR/SEM)
- Add technician capacity through empowered, trained, trusted student work force
- Transact (Blackboard) Contract Renewal (3-Year)
- Complete Health Services EHR Upgrade
- Add findings from self-assessment to future operational plans
- Post-COVID Activities to Restore New Normal Operations
- Implement Updated Azure Network Plan
- Architecture Strategy and Engagement Advancement
- Implement Microsoft Office Click-to-Run
- Update Financial Aid and Registrar applications to Responsive design templates
- Rewrite Program Changes application to incorporate needs from Registrar and Graduate Studies
- Decommission QIP
- University PCI Review Process & Procedure
- Migrate Data Warehouse to Azure
- HBNHC Clear Comm Technology
- Halenbeck Hall Strength and Conditioning Center
- Electronic Accommodations Request