

2016

OFFICE OF INFORMATION TECHNOLOGY

David Allen | Associate Director

SERVING THE SGU COMMUNITY

Under the leadership of Executive Director Dominick Albertelli, the Office of Information Technology provides technology services and support for the University community's academic, administrative, operations, and research activities. Services include:

- Support Services: Providing assistance to our community of students, faculty, and staff
- Enterprise Technology Solutions: Developing internal applications and integrating vendor solutions
- Network Systems: Implementing and supporting the University's technology infrastructure
- Educational Computing: Developing and delivering software and hardware training and support
- Research and Advanced Technologies: Evaluating new technologies and recommending solutions to the University
- Business Intelligence: Providing information and analytics to support operational and strategic decision making
- Project Management: Initializing and leading technology programs and projects across portfolios
- Rich Media: Supporting audio and video technology on campus and managing University lecture capture solutions
- Multimedia: Maintaining A/V equipment in classrooms, lecture halls, teaching labs, and meeting spaces on campus

IMPROVING TEACHING AND LEARNING METHODS THROUGH TECHNOLOGY

The Educational Computing Team (ECT) supports deployment of technology and training to our faculty, staff, and students. In 2016, the team provided enhanced teaching and learning development methods to the University community.

Teaching with Technology Tuesdays (TwTT)

The Spring 2016 series began with a showcase and panel discussion titled *Energizing the Teaching and Learning Environment*. The panel was comprised of innovative and award winning faculty members and the Director of Faculty Development. The event provided a collegial environment where the audience discussed technology and scholarly activities. The showcase portion of the event included presenters on: *Social Media in Education*, *Using the Learning Glass (Online Teaching Technology)*, *Be Boundless (Wireless Lecture Hall Technology)*, and *Graphic and Animation Technologies*. Ongoing monthly workshops focused on best practices in effective presentations and interactive online classrooms.

Conference Presentations

Members of the Educational Computing Team and Examinations Services were invited to present at the ExamSoft User Conference in June 2016. Having presented "A Recipe for Successful ExamSoft Implementation" at the 2015 conference, the team returned in 2016 to present *How SGU gets its groove on – Planning for exam success*. Attendees developed an action plan to administer exams in a secure and efficient manner while staying compliant with international testing standards.

Team members also presented *Tales of the Jedi! How a small team extends support to over 600+ employees at Open Apereo 2016*, the Sakai learning management system conference. The presentation covered processes for identifying learning needs and applying methodologies to train and support a large, diverse population. The audience was shown how a small team can effectively reach many users in creative ways.

Orientation and Training

The Education Computing Team continues to provide group and individual training sessions that cover a wide variety of administrative and academic applications. Services include:

- Student orientation on the use of campus technologies
- New faculty orientation on University teaching technologies
- Academic advisor education on University resources and technologies available to students

ADVANCING NETWORK INFRASTRUCTURE

The Office of Information Technology continues to advance the University's network infrastructure and position the University to meet the growing demands placed on the network through increased enrollment, campus expansions, emerging technologies, and aging infrastructure. Advancements include:

- 2014 – Delivered redundant and diverse routing and significantly increased the network capacity
- 2015 – Upgraded existing network components and improved logical routing; expanded the WiFi coverage
- 2016 – Replaced core switching and edge routing layer of the network; improved redundancy and failover
- 2017 – Improving routing to ensure shortest path; replacing distribution switches; tuning WiFi
- 2018 – Upgrading distribution frames while replacing fiber optic and copper cabling on campus

DELIVERING UNIFIED COMMUNICATION

As part of its Unified Communications implementation, the Office of Information Technology is working to build a communications platform that will enable improvements in both employee and team-based productivity while providing a solution that will support the growing need for organizational agility. New unified communication tools will be offered to enable convergence and to help tie communications to business processes. These solutions are leaders in the Gartner Magic Quadrant for Unified Communication and will support the integration and consolidation of voice mail, secure email, instant messaging, calendaring, SMS messages, screen sharing, and audio/video/web conferencing.

2016 saw the completion of a key project to deploy an integrated Avaya VoIP system across the organization. Plans are in place to build on this foundation by deploying a call center solution which will support integration of call center functionality world-wide using the latest unified technologies.

In 2017, the Office of Information Technology will be completing another key project in the Unified Communication implementation: the migration from IBM Lotus Notes to Microsoft

Office 365 (O365). The new Microsoft platform is a major step in migrating to a “cloud” approach to infrastructure support.

OPTIMIZING BUSINESS PROCESSES – CUSTOM SOLUTIONS

The University continues to gain significant benefits from the work done over the last few years to develop standard processes, environments, and code libraries focused on enhancing the University’s software development capabilities. This has enabled our development partners to work seamlessly with our internal teams to deliver custom applications geared toward streamlining processes, improving student satisfaction, and providing competitive advantages to the University.

Working with business sponsors and the technology governance oversight committee, applications are selected and prioritized for development. The Office of Information Technology works in partnership with all departments to ensure holistic, integrated approaches, and not stand-alone solutions, are being considered in the deployment of University-wide applications.

Highlighted solutions delivered in 2016 and planned for deliver 2017:

- **Photo Capture** provides students the ability to use their phone to take a selfie and submit it to the Registrar’s office prior to arriving on campus. This significantly reduces the time required for check-in as student id cards can be pre-printed and programmed in advance.
- **Change of Enrollment Status** provides a simple, effective solution to capture and track students’ requests to change their enrollment status while notifying all appropriate administrative departments. In 2017, this solution will be enhanced to fully integrate to the student, financial aid, and billing components of Banner, our Enterprise Resource Planning system.
- **Electronic Clerkship Preferences** provides an easy way for students leaving basic sciences to select and submit any region or program preferences they have for their core clerkship rotations. In 2017, these requests will be further integrated with the clerkship management solution which is under development.
- **Clerkship Information for Electives** provides students who are selecting electives with easy access to the inventory of electives previously taken by our students, along with student housing and other useful information about the elective, as reported by former students. The elective selection and scheduling processes will also be further integrated with the clerkship management solution in 2017.
- **Clerkship Management** is being developed with the goal of replacing the current custom Banner module that was built to support clinical processes. This must be done to retain vendor support as we move to Banner XE. Uncoupling the existing custom clinical module from the core Banner application will enable us to transition Banner to a cloud-based solution in the future. This also offers an excellent opportunity to improve the way the University’s administrative systems handle clinical clerkship processes. One of the added features of the new application is best fit modeling to maximize efficiencies in filling available clerkship opportunities with students who have met all the prerequisites of the specific teaching institution.

ADDITIONAL INITIATIVES: A LOOK AT 2016 AND 2017

In addition to the initiatives highlighted above, during 2016 the Office of Information Technology supported the successful deployment of numerous technologies, including:

- Implementation of a new financial reporting platform

- Expanded reporting and analysis capabilities to support regulatory reporting and institutional research
- Improved security through implementation of a DMZ and encryption of enterprise databases
- Mobile device application support enabling students to access the enterprise portal and student information system
- Implementation of new tools and processes to support our technology governance committees

In 2017, the Office of Information Technology will focus on supporting technology initiatives as prioritized over the year, some of which are:

- Implementation of new call center functionality
- Migration to a new learning management platform
- Expanded Human Resources Information System solutions
- Implementation of software to support the new security command center
- Selection of a new imaging and document management system
- Implementation of a new on-line travel and expense solution
- Continued integration of the Constituent Relationship Management solution
- Completing the migration of Lotus Notes applications to our new technology platform for custom applications

LOOKING FORWARD

The Office of Information Technology continues to identify, evaluate, and implement tools that enhance student satisfaction and provide improvements to business processes. We strive to provide the best available connections to the information, training, and technical resources needed for all associated with the University to achieve their objectives.

Editors

Dominick Albertelli

Lisa King