FY 2014 ITS Strategic Plan Follow-up

ITS Support for University's Strategic Plan

Indicated below are each of the University’s strategic goals. ITS initiatives which supported the strategic goals are indicated in bold with specific actions listed as bullet points within each initiative.

University Goal #1 - Student Success

Classroom Technologies

- ITS continued to expand support for audio/visual technologies during FY14 by implementing digital high-definition components as part of smart classroom standards.
- Bring-your-own-device (BYOD) capabilities continued to expand as the following classrooms were fitted with appropriate supporting infrastructure: JO 214, DH 124, DH 129, DH 233, SM 316, ET 230, PAN 105.
- Software Anywhere, Anytime continued to expand as the Citrix-based UMWARE implementation moved from pilot to production.
- Implement Papercut Print Management System in TigerLAN labs to replace current Pcounter system.
- Leverage features in the new printing system to give students and faculty the ability to print from their mobile devices (cellphones and tablets) in labs.
- Utilize the TopUp cards in PaperCut to allow students to purchase pages using tigerfunds in the bookstore.
- Enhanced the current method of purchasing additional lab paper by reducing dependency on manual implementations by HD staff and reducing the time before print funds become available top the end user. Streamline the process for the end user by integrating into new Papercut site.
- Upgrade to existing nursing simulation lab. This provides on and off-campus administration of environment.
- Evaluated multifunction printers in labs to enhance student scanning experience and reduce equipment costs and duplication incurred by current scan stations located in the McWherter and University Center labs.

Multimedia Services

- During FY14, ITS standardized on the Mediasite product for lecture capture, special events capturing, and storage/delivery of licensed content. Additional resources have been devoted toward expanding the Mediasite infrastructure to provide a more robust enterprise experience.
- Ensemble Video was selected by the Center for Teaching and Learning to support capture/delivery of non-licensed content associated with individual faculty, students, or staff. Integration with D2L facilitates association of multimedia with online courses.
- During FY14, ITS supported Seevogh and Adobe Connect, as well as consumer-oriented products like Skype, for video conferencing.

Course Redesign Fellowships (CRF)

- ITS supported CRF through the end of calendar year 2013, at which time the responsibility was transferred to another unit. ITS continues to provide on-demand support and training for online learning tools and activities.

DegreeWorks

- ITS implemented DegreeWorks 4.1 Student Planner in FY14

AcademicWorks

- ITS implemented AcademicWorks to centralize all of the scholarship office activities on campus and to make it easier for students to find the scholarships for which they’re eligible

Desire2Learn/eCourseware

- ITS upgraded the Desire2Learn/eCourseware service to version 10 with new product features, such as Course Selector, Alert Icons, and tighter Turnitin Integration

University Goal #2 - Research and Creativity

High Performance Computing (HPC)

- HPC environment is evaluated and upgraded every three years to ensure technology currency meets the needs of customers.
- During FY14 there were 122 users of the HPC and over 316,000 jobs run.

FedEx Institute of Technology (FIT)

- ITS continues to provide support for FIT and units therein. Technologies in facilities remain current and major upgrades to The Zone were completed in FY14.

Research Storage
• ITS continues to designate a significant amount of NAS storage space at the request of researchers. In addition, HPC storage space is continually evaluated to ensure capacity is appropriate for supporting researchers. ITS continues to evaluate various technologies to meet the storage demands for future research.

Memphis Research Consortium (MRC)
• ITS has actively participated in support of MRC and in FY14 ITS became the MCAN Administrator
• ITS provides collaborative HPC opportunities for MCAN members and other researchers who are actively collaborating with UoM researchers

Research Administration
• ITS collaborated with Research Support Services throughout FY14 to identify requirements for software to improve efficiency of the IRB and grant management process for the research community.

Enterprise Survey Instrument
• ITS continues to provide support for Qualtrics, an enterprise-wide survey instrument that can be used by any member of the University community. At the end of FY14, 856 customers had created 2,841 surveys.

Faculty Department Chair Evaluation
• ITS created a brand new Faculty Department Chair Evaluation tool in FY14

University Goal #3 - Access and Diversity

UoM Mobile App
• ITS rolled out a brand new UoM Mobile App based on new Straxis mobile framework in FY14
• This new mobile app included access to a student's schedule, class grades, class rosters for the faculty, Campus Card, and eCourseware/Desire2Learn

MOOCs
• ITS actively engaged in support discussions regarding use of MOOC technologies

University Goal #4 - Partnerships

MCAN
• ITS maintained the MCAN network and achieved a 98.7 percent up-time.
• ITS redesigned MCAN network to not require a direct fiber link to Oak Ridge National Labs.
• ITS worked with XO to extend fiber lease for MCAN.
• ITS review cost to upgrade MCAN network to 100G.

Internet 2 and NET+ Services
• ITS maintained the I2 network connection for the State (UoM is the I2 connector for the State).
• ITS maintained the I2 SEGP agreement for the State.

University Goal #5 - Service Excellence

Core business Services
• SSO enabled the Employment Verification service for faculty and staff
• Implemented Payment Status Update in TigerBuy for vendors
• Implemented OnBase document scanning for the Financial Aid Office
• Developed automated interface from Royall & Company admissions application into Banner to recruit more students and improve Admissions Office productivity
• Upgraded UMWiki and UMDrive to provide latest vendor product features and improve security posture
• Upgraded RightNow software to provide AskTom service with latest product features
• Provide Adobe Creative Cloud products to faculty/staff and students on university owned machines. Acrobat Pro will be available to all users while CS is available to half of the FTE.
• Move of software distribution to faculty from App-V to SCCM.
• Self Service options for software installation made available with MS "Software Center" for PCs and Casper "Self Service" for Macs.
• Evaluate the JAMF Casper suite as a way of managing macs across campus. This includes inventory, software deployment and imaging. This was moved from evaluation to production.
• Implement an AppV 5.0 infrastructure. The implementation of an environment started with the migration of App-V 4.6 to App-V 5.0 in test which proceeded to production implementation.
• Integrating existing ITS services into the other colleges/departments under Desktop and Smart Technologies Support. Services include the use of the NAS for file share services and the use of the itd-print print server for managing print queues. This also involved the use of
Casper Self Service for LSPs that support Mac users to simplify application deployment for those clients.

Security Initiatives

- Eliminated the use of Windows XP across campus by either upgrading hardware that meets the requirements to run Windows 7 or decommission hardware that will not run Windows 7. University NAC appliance utilized for enforcement.

University Goal #6 - Sense of Place

Lambuth Campus

- Install new smart classroom equipment in Hyde 114, 118, and 217
- Upgrade smart classroom equipment in Varnell Jones 305, 314, and 317.
- Open new Carney Johnston Dorm Building
- Upgrade network in Student Union Building

Crews Ventures Lab

- Complete voice, data and CATV equipment installs
- Install video surveillance equipment
- Install Code Blue emergency phones

Replacement of the A/V in the UC

- The University Center has received significant updates in its audio/video infrastructure. During FY14 85% of these upgrades were completed.

Community Health Services Building

- Develop cabling and communications infrastructure design
- Work with general contractor on underground cabling infrastructure issues
- Review all cabling submittals for voice and data communications

FCBE

- The FCOB will create a finance lab/classroom that will become a showcase space for the college. Construction and outfitting the room with high-end A/V and trading simulation software, (aka Bloomberg Terminals).

Art and Communication Building

- A high resolution projection system and audio system will be installed in the Art Gallery on the west side of the second floor hallway in the Art and Communication Building.

### ITS Projects Summary for FY 14*

<table>
<thead>
<tr>
<th>University Strategic Goal</th>
<th>Completed</th>
<th>Cancelled</th>
<th>Active</th>
<th>Hold</th>
<th>New</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>0. No Strategic Goals Assigned</td>
<td>32</td>
<td>11</td>
<td>1</td>
<td>3</td>
<td>14</td>
<td>61</td>
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<tr>
<td>1. Student Success - Provide distinctive learning experiences that foster lifelong success</td>
<td>34</td>
<td>2</td>
<td>2</td>
<td>5</td>
<td>1</td>
<td>44</td>
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<tr>
<td>2. Research and Creativity - Cultivate the scholarship of discovery, integration, application, and teaching to advance knowledge and enhance society</td>
<td>4</td>
<td>4</td>
<td></td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>3. Access and Diversity - Promote and sustain an accessible, vibrant community that values diversity</td>
<td>4</td>
<td>2</td>
<td>1</td>
<td>7</td>
<td></td>
<td></td>
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<tr>
<td>4. Partnerships - Cultivate relationships which link the mission of the University to external communities</td>
<td>4</td>
<td>4</td>
<td></td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>5. Campus Culture and Service Excellence - Create a campus culture that advances shared governance and sustains and supports operational and service excellence</td>
<td>63</td>
<td>6</td>
<td>8</td>
<td>1</td>
<td>78</td>
<td></td>
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<tr>
<td>6. Sense of Place - Develop an inviting, sustainable campus setting</td>
<td>8</td>
<td>1</td>
<td>9</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Total</td>
<td>149</td>
<td>19</td>
<td>4</td>
<td>18</td>
<td>17</td>
<td>207</td>
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Percents

<table>
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<tr>
<th>Percentages</th>
<th>72%</th>
<th>9%</th>
<th>2%</th>
<th>9%</th>
<th>8%</th>
<th>100%</th>
</tr>
</thead>
</table>

*Data obtained July, 2014 for FY2014 projects. Data collection occurred before open projects were rolled to FY2015.*

## ITS Metrics - Measures of Success

<table>
<thead>
<tr>
<th>ITD Metric</th>
<th>Goal</th>
<th>Result</th>
</tr>
</thead>
<tbody>
<tr>
<td>Maintain the high availability of core services within the ITS infrastructure.</td>
<td>All Core services should have an operational up-time of no less than 98.5%.</td>
<td>Goal met. 99.9 % up-time achieved for the campus network 98.9 % up-time achieved for the 24 hour Service Desk 99.8 % up-time achieved for the campus email system. 99.5 % up-time achieved for database services 99.5 % up-time achieved for web services</td>
</tr>
<tr>
<td>ITS projects should be completed within a timely manner.</td>
<td>ITS should strive to close at least 60% of all open projects that were begun in the previous FY, excluding all IT projects that are designated as multi-year projects at the time of their creation.</td>
<td>Goal met: 72% of FY2014 projects were completed 9% of FY2014 projects were cancelled 19% of FY2014 projects were rolled to FY2015</td>
</tr>
<tr>
<td>ITS should ensure that 100% of the active IT governance committees meet regularly.</td>
<td>Each ITS governance committee should produce an annual report each calendar year detailing each committee’s work during that year.</td>
<td>Agendas and minutes from governance committees are available at <a href="http://www.memphis.edu/its/governance/governance.php">http://www.memphis.edu/its/governance/governance.php</a>. Regular meetings are encouraged. However, due to the nature of the committees’ work and membership, meeting schedules are determined by each committee.</td>
</tr>
<tr>
<td>ITS should participate in at least one national survey each year that measures the quality of IT services to the campus community.</td>
<td>A summary report with action plans should be shared with campus community each year.</td>
<td>The University participates annually in the Techqual+ survey and develops action plans in response to survey feedback. The Techqual+ survey results and action plans are available online: <a href="http://www.memphis.edu/its/governance/governance.php">http://www.memphis.edu/its/governance/governance.php</a></td>
</tr>
<tr>
<td>ITS should publish the results of all major activities it encountered in any given year.</td>
<td>ITS will produce an annual report of all major activities at least once a year.</td>
<td>A report of completed projects for FY2014 is available online at <a href="http://www.memphis.edu/its/governance/governance.php">http://www.memphis.edu/its/governance/governance.php</a>.</td>
</tr>
</tbody>
</table>