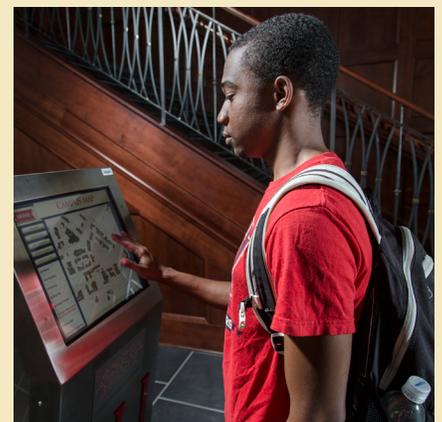




RADFORD UNIVERSITY

Division of Information
Technology

ANNUAL REPORT 2014-2015



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ANNUAL REPORT | 2014-2015

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Division Overview

Overview

The 2014-2015 Division of Information Technology Annual Report provides an overview of the major accomplishments of the division from July 1, 2014 through June 30, 2015, as well as goals for fiscal year 2016.

Mission Statement

The Division of Information Technology is committed to delivering a strategic advantage to Radford University by fostering creative and innovative use of technology to achieve the university's objectives. The division promotes effective stewardship of information assets and provides a secure, highly reliable technology infrastructure along with high-quality, customer oriented services and support, so as to meet the ever changing needs of students, faculty and staff.

Special Awards and Recognition

- The Virtual Walking Tour received a Bronze Award in the Admissions Website category of the 2014 Education Digital Marketing Awards.
- Assistant Manager of Printing Services Jonathan Mayer received one of the 2015 Presidential Employee Service Awards.

Special Events

On October 31, 2014 Radford University participated in a New Virginia Economy Strategic Plan Virtual Roundtable event conducted by the Secretary of Commerce and Trade. This roundtable video conference made use of the three-screen telepresence system in the College of Business and Economics building and included seven other sites around the state.

Identity Management Restructure

The Division of Information Technology began the implementation of a new Identity Management System in the summer of 2013. This complex project streamlines the provisioning and de-provisioning of access to university systems. To provide the necessary staffing resources for this project, three staff members were transitioned to new roles that allow them to focus on identity management. Two staff members now report to the Director of IT Planning, Policy and Compliance who is overseeing the implementation of the new system.

Division Highlights

- Blackbaud Raiser's Edge was implemented as a new Constituent Relationship Management (CRM) system for fundraising and alumni relations.

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- Hobsons' Radius and AgileAdvisor were implemented as a new CRM system for student enrollment management and student success.
- ServiceNow was implemented as an IT service automation platform for IT support requests.
- The Trident identity management system was implemented to automate the provisioning and de-provisioning of faculty, staff and student accounts.
- Banner Data Defense was implemented to provide additional protection on the Oracle database servers used by the Banner ERP system.
- A new all-digital cable television system was implemented.
- Hootsuite Enterprise was implemented as an enterprise social media monitoring and posting tool.
- A new student conduct system was implemented for Student Affairs.
- Significant progress was made on development of a new responsive website based on the university's new branding.
- Technology Assistance Center closed 78% of all ServiceNow incidents within 24 hours exceeding HDI industry Benchmark of 75%.
- Technology Assistance Center achieved a 70% First Call resolution on all incidents, exceeding HDI Industry Benchmark of 66%.
- Installed and implemented IT infrastructure, AV equipment, door access and digital signage throughout the Student Recreation & Wellness Center.
- LiveSafe was implemented as a mobile security app that empowers students, faculty and staff to take charge of their own security and look out for those around them.
- A new strategy was developed for managing campus computer labs.
- Implemented Identity Services engine for network access control.
- Upgraded printing capabilities with a Xerox J75 digital color press.
- Successfully completed an audit with the Auditor of Public Accounts with no findings reported.

Major Initiatives for 2015-2016

- Roll out a redesigned, responsive university website in support of the university's branding initiative.
- Implement change management, project management and demand management within the ServiceNow IT automation platform.
- Provide design, installation and training to meet the technology needs of the Center for the Sciences and College of Humanities and Behavioral Sciences buildings.
- Enhance Blackbaud and Hobsons' CRMs with additional functionality.
- Integrate additional systems and workflows with the Identity Management system to further automate management of access to systems.
- Actively collaborate with departments and colleges to optimize the number of on-campus labs and lab computers while investigating opportunities for moving lab software to the cloud.
- Work with Human Resources to implement the second phase of electronic workflows.
- Implement a system allowing users to opt in to receive non-emergency text messages about important events and information.
- Enhance single-sign-on integration and security by transitioning additional applications to use Shibboleth and Central Authentication Service (CAS).

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- Continue to roll out the Banner Travel and Expense module for campus travelers to streamline the travel request and reimbursement process.
- Configure, test and deploy Microsoft Windows 10 in computer labs and classrooms.
- Begin installation, testing and implementation of Banner XE.
- Complete changes to Banner to support the Commonwealth of Virginia's transition from the CARS accounting system to the new PeopleSoft Cardinal system.
- Develop a methodology for prioritizing project requests to ensure they are in alignment with University strategic goals.

Electronic Engineering and Communication Services

Mission Statement

The mission of Electronic Engineering and Communication Services (EECS) is to provide up-to-date engineering and technical support for all campus electronic learning spaces, campus radio station WVRU, RU campus cable television system, satellite downlink facilities, internet up-linking systems for professional television broadcasts, digital signage, AV engineering support, video streaming services, and repair and disposition of various electronic equipment.

Major Accomplishments

Electronic Learning Space Upgrades

Electronic Engineering and Communications Services upgraded a total of 38 electronic classrooms in McGuffey, Peters, Heth, Porterfield, Reed-Curie and Young halls. Twenty-four classrooms received Crestron touchscreen control systems, new projectors and HDMI/VGA/network laptop connections.

Electronic Learning Space Enhancement

A new version of Crestron Fusion Server was added to provide additional reporting that addresses classroom failures often before the failure would be recognized by users.

Other AV Upgrades

Made additional upgrades including: installing a new audio-visual system featuring Crestron AV switching and audio enhancement; installing digital signage in Buchanan House; installing telepresence systems at the Roanoke Higher Education Center (RHEC) and Waldron Hall; installing new speakers at the RHEC; installing new microphones in Waldron Hall; and installing a new projector in Porterfield Hall. Additionally, changes were made to the AV equipment layout for the Doctor of Physical Therapy program in Roanoke to improve usage.

Classroom and Laptop Adapter Rings

To support the wide array of video ports on mobile devices, a new adapter ring was installed in 150 rooms on campus. The ring provides adapters to allow most mobile devices to easily connect to the projector in these classrooms.

Wireless Presentation Upgrades

To enhance the ability of faculty to present from iPads, laptops and other mobile devices wirelessly and mirror their device to the projector, Apple TVs were added to 50 classrooms. The TEQ Wireless presenter that provides this functionality to Windows computers was updated in 90 classrooms.

Student Recreation and Wellness Center AV Installation

Coordinated the installation of AV equipment throughout the new Student Recreation and Wellness Center. This included the installation of presentation systems and controls systems in five

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instructional/fitness rooms and two seminar rooms. Microphones and sound reinforcement systems were installed in the Multipurpose Activity Court (MAC) and the three basketball courts, providing the ability to host a variety of events. A portable presentation system was also configured for use in these large spaces when needed. A three-zone sound system providing background music in the weight and strength areas was installed. In addition, 16 monitors were installed in the building, providing access to either Cable TV or the campus digital signage system.

Campus Cable TV Updated to an All-Digital System

A new all-digital Cable TV “head end” was installed providing 150 channels, including 60 high-definition channels and 90 standard-definition channels. The system reduces the space and electrical requirements providing a more energy efficient solution. Hardware for the two TV over IP channels (CNN and CNBC) were also upgraded as part of this process. The entire cable system can now be interrupted by emergency action notifications and campus alerts through an integration with the campus Alertus system.

A new methodology for addressing individual building signage needs has been identified using the updated campus digital television system. This new methodology will allow direct target messaging to individual buildings at a substantial cost savings compared to previous methods. All new buildings will use the new system while older buildings will be gradually transferred to the cost saving technology as resources permit.

By the Numbers:

- 38 electronic learning spaces upgraded
- Provided AV support for 205 campus events
- Provided AV support for 15 basketball games
- Streamed 3 graduation ceremonies
- 16 new digital signage locations on campus added
- 836 computers processed for surplus
- 108 Apple computers, 38 Lenovo computers and 46 printers repaired

Goals for 2015-2016:

- Continue to provide technologically advanced learning spaces for instruction.
- Provide design, installation and configuration of AV equipment for the Center for the Sciences building.
- Provide design, installation and configuration of AV equipment for the College of Humanities and Behavioral Sciences building.
- Expand venues for electronic digital signage on campus.
- Explore additional funding avenues for the WVRU radio station.

Enterprise Systems

Mission Statement

The mission of Enterprise Systems is to provide systems analysis, design, programming, and implementation services supporting university administrative systems and business processes. This includes:

- Actively partnering with our customers to evaluate and recommend business services where additional automation increases efficiencies for system users.
- Planning and implementing fully integrated administrative systems.
- Providing university employees access to transactional and historical data for operational and strategic planning purposes.
- Engaging the university community to develop and enhance the portal, web and mobile technologies.

Major Accomplishments

New Constituent Relationship Management Systems Launched

In collaboration with several campus departments, two new Constituent Relationship Management (CRM) systems were implemented. Blackbaud Raiser's Edge provides University Advancement with an enhanced platform for fundraising and alumni relations. Meanwhile, Hobsons' Radius and AgileAdvisor were implemented as tools to enhance enrollment management and student success.

Implementation of Banner Data Defense

Banner Data Defense was implemented to provide additional protection on the Oracle database servers used by the Banner ERP system. In-place encryption, in-transit encryption, Oracle Audit Vault and the Database Firewall were implemented as part of this project. This suite of security enhancements provides a first line of defense by monitoring database transactions and blocking unauthorized database activity while providing alerts and detailed audit logs to streamline reporting.

New Student Conduct System Implemented

The Symplicity Advocate system was implemented for use in the Office of Student Standards and Conduct. This system will streamline case management and reporting for the office and will allow the staff to be more proactive in detecting and addressing students of concern before an incident occurs.

Electronic System for Faculty Annual Reports

Assisted the Provost's Office with the implementation of Digital Measures Activity Insight, which allows faculty members to submit their annual reports electronically. Integration of data between Banner and Activity Insight will help minimize the amount of data faculty need to enter manually. This system will streamline the process for annual faculty activity reports as well as promotion and tenure decisions. Once all faculty are using this system, it will be much easier to generate reports of faculty accomplishments and activities.

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Position Budgeting and Salary Planning Project

Worked closely with Human Resources and the Budget Office to review and plan for the implementation of “Position Budgeting and Salary Planning” in Banner. By integrating position and salary budget data into one system, efficiencies in tracking and reporting capabilities along with improved response time will be achieved by both offices.

Planning and Preparation for Cardinal Integration

Representatives from DoIT and the Division of Finance and Administration attended several meetings and training sessions to determine what interfaces needed to be developed to integrate Banner general ledger data with the Commonwealth’s new accounting and reporting system (Cardinal). Development of these interfaces was initiated with final implementation planned for FY16.

Fusion Implemented for Student Recreation and Wellness Center

The Innosoft Fusion system was put in place for the opening of the new Student Recreation and Wellness center on campus. Fusion makes it easy to manage recreation facilities and membership. It also provides point-of-sale functionality, as well as equipment rentals and facility access.

Business Process Analysis Sessions Completed for Financial Aid

Review and analysis sessions with Ellucian consultants were held to review the FAFSA loan process and the impacts on verification, as well as the packaging and disbursement process. Several administrative offices, including Financial Aid, Student Accounts and the Registrar’s Office were involved in discussions on how processes could be streamlined and how to best utilize technology in these areas.

Banner Travel and Expense Module in Pilot Phase

The Banner Travel and Expense Module (TEM) was rolled out to some departments for additional testing prior to a full campus rollout in FY16.

Student Activities Replaces System Behind RUIInvolved

The Applications Development team was involved with Student Activities as they took action to modernize membership management and drive engagement for campus organizations through the implementation of the OrgSync product along with data integrations from the Banner ERP Suite. This new system will also organize calendars, programs and events and help to quantify student involvement and success.

Bookstore Change Initiates Processing Revisions

The change in bookstore vendors required quick revisions to business processes, including the Student Bookstore Voucher program, book display and links for the course listings used for registration.

LiveSafe Mobile Safety App Implemented

LiveSafe, a mobile-safety technology for the Radford University community, was made available to download to mobile devices. It empowers students, faculty, and staff to take charge of their own safety and to look out for those around them. The smartphone app, which is sponsored and managed by Radford University Police, the Office of Emergency Preparedness (OEP) and in partnership with the Division of Information Technology, serves as a compliment to other campus safety/security initiatives.

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Additional Enhancements and Improvements

- Prepared and planned for the AdAstra Scheduler upgrade and transition to cloud solution.
- Upgraded the Nolij application to the web product and supported offices with training and upgrades.
- Provided support for the implementation of additional functionality for the HireAHighlander application for the Career Center.
- Developed new processes to format and clean constituent addresses based on USPS standards.
- Provided implementation support to the Payroll Office for roll-out of web time entry to part-time employees.
- Began training, preparation and planning for the DegreeWorks Transfer Articulation and Student Education Planner implementations.
- Designed, trained and planned for the GIT source code change management implementation.
- Prepared, planned, installed and tested the upgrade of the Oracle WebLogic middleware server.
- Converted legacy teaching license images to Banner Document Management for the College of Education and Human Development.
- Developed automated financial aid loan authorizations for Financial Aid and Student Accounts offices.
- Prepared and planned for the upcoming Evisions Intellectcheck upgrade to support both the Accounts Payable and the Foundation offices.
- Provided support and statistics for the monitoring of Title IX training.
- Completed Banner XE, Java and Groovy training for the upcoming Banner XE implementation.
- Implemented Banner Self Service pages for the Disability Resource Office tracking system.
- Completed multiple file updates for LTD, stipend and retirement plan changes for the CIPPS interface file for the Payroll Office.
- Developed processes for the Missing Person Contact information required by the Clery Act.
- Provided support for the expanded needs of the Noel-Levitz data extracts for undergraduate Admissions.
- Upgraded the Quick Address Pro real-time application for several offices on campus.
- Implemented eVA receiving loads into Banner Finance to support three-way matching of orders.
- Developed processes to load current USPS zip codes into Banner General.
- Provided reporting support for the HR EPAF implementation.
- Developed reporting and processes to load the eVA requisition data to the ODS.
- Developed reporting and processes to support the HR FLAC implementation.
- Developed reporting and processes to support the Fixed Asset depreciation and disposals process.
- Developed various ODS views for Lyris Listservs integration.
- Developed ODS views to include Language Culture Institute participants and employees.
- Created process to include the eVA PO Title information in the ODS for reporting.
- Developed a process to remove Banner dependencies from portal menu to allow for continuous operations during a Banner outage.

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- Revised and integrated an Open Computer Labs application for use in RUMobile, MyRU and Radford.edu.
- Developed and revised Banner and Identity Management roles to facilitate licensing compliance for MS Office.
- Planned, prepared and tested new batch server.
- Participated in RFP processes for Research Compliance software and the Alcohol and Title IX training system.
- Integrated new RU branding images for new and existing applications.
- Developed processes to integrate eVA receiving data into Banner for display and reporting.
- Prepared and supported Student Government Association and AP Faculty Senate elections.
- Developed new Adobe Experience Manager components for the content management system.
- Configured sites in the CMS for construction cameras on campus.

Goals for 2015-2016

- Continue implementation of features and functionality in the integrated, enterprise-wide CRM systems for the university.
- Continue to roll out the Banner Travel and Expense module for campus travelers to streamline the travel request and reimbursement process.
- Review and begin implementing recommendations from business process analysis sessions for financial aid and student accounts.
- Begin the installation, testing and implementation of Banner XE.
- Work with Human Resources to implement the second phase of electronic workflows.
- Make revisions to the collection, integration and display of directory information.
- Complete implementation of the FSA Atlas application for processing and tracking of international students.
- Complete changes to Banner to support the Commonwealth of Virginia's transition from the CARS accounting system to the new PeopleSoft Cardinal system.
- Develop a methodology for prioritizing project requests to ensure they are in alignment with University Strategic Goals.

By the Numbers

- 167 user-requested enhancements completed for the Banner ERP environment
- 21 upgrades and 29 patches implemented for administrative systems
- 107 custom reports developed or revised for the campus community
- 36 hours of Cognos training delivered to campus users of the Operational Data Store

Information Security

Mission Statement

The mission of the Information Security Office at Radford University is to protect the confidentiality, integrity, and availability of the university's computer systems, electronic data and networks from unauthorized access, disclosure, disruption, modification, or destruction. To accomplish this, the Information Security Office carries out the following tasks:

- Collaborates with and advises individual system owners, data owners, system administrators, data custodians and applications administrators as to their IT role and responsibilities with regard to information security.
- Maintains the central network Intrusion Prevention System
- Conducts formal and ad hoc vulnerability assessments of systems and applications.
- Writes IT security-based policies, procedures and standards
- Offers annual role-based information security training
- Maintains the Managed Ongoing Awareness Tools (MOAT) employee information security awareness training system.
- Acts as the official Digital Millennium Copyright Act (DMCA) agent for the university.
- Conducts disaster recovery plan testing
- Leads the Computer Emergency Response Team (CERT)

Major Accomplishments

Firewall/Intrusion Prevention System Upgraded to Latest Software

The McAfee Next Generation Firewall and Intrusion Prevention System was upgraded through several iterations to the latest version of software. This upgrade has helped enhance the stability of the system along with providing the latest level of threat protection. Work continues on an updated rule set to enhance the level of network protection provided by the firewall.

Identity Finder Implementation and Planning

The Identity Finder tool was configured and tested with several campus users. Presentations were made to several areas, with the initial rollout of this system planned for the fall of 2015 within Human Resources.

Increase in Vulnerability Scans for Systems

IT Security continued to work closely with the system administration, network services and enterprise systems teams to enhance vulnerability scanning. Many more scans were conducted this year to help staff ensure that that new systems were updated and secure before being placed into production.

Goals for 2015-2016

- Upgrade the policy and rule set on the external firewall.
- Implement Identity Finder in areas that process sensitive data on a regular basis.
- Enhance firewall and intrusion prevention systems.
- Assist with PCI compliance.
- Create a Splunk dashboard and automated notifications to alert staff of potential cyber threats based on system log data.
- Review and update security policies as needed.
- Update the business impact analysis, risk assessment and disaster recovery plans.
- Continue to review and evaluate the expanded use of two-factor authentication.

IT Infrastructure

Mission Statement

The mission of IT Infrastructure is to provide a secure and highly reliable technology infrastructure for the campus community with a focus on meeting the ever-changing needs and expectations of the university while minimizing costs.

Major Accomplishments

Identity Services Engine Implemented for Network Access Control

Network Services completed the design, testing and implementation of a new Network Access Control product called Identity Services Engine (ISE), to replace Clean Access. This system simplifies the process of connecting to the campus network while providing wireless support for student devices including game machines, streaming media devices and wireless printers. This system also provides the ability for faculty, staff and students to register visitors and provide them with temporary access to the campus wireless network.

Exchange Integration with Office 365

The University on premise Exchange 2010 environment was integrated with Office 365. This new configuration provides better integration between both systems allowing a user's mailbox to easily be transitioned between the on-premise Exchange 2010 environment and Office 365 environment. Once this integration was completed, 4,521 active alumni email accounts were migrated to Office 365.

Research and Planning for IPv6

Network Services continued to plan for the implementation of IPv6 . Staff training, planning and design work have been completed to determine the IPv6 address scheme for campus and an initial rollout plan. This project will begin on the core and distribution routers during Fall 2015 with an expanded roll out during the Summer of 2016. A plan is being developed for all remaining campus devices to use IPv6.

Upgrade of Video Surveillance Hardware

Auxiliary Service Support successfully completed video surveillance hardware and software upgrades. This provided additional capabilities for the installation of 30 new camera installations for the new Student Recreation and Wellness Center, as well as future growth.

Bandwidth Adjustments to Meet Campus Needs

Computer Operations and Network Services monitored the campus Internet connections each day. Adjustments were made throughout the year to ensure faculty, students and staff had adequate bandwidth.

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Upgrade Micros Server Hardware and Software

Auxiliary Service Support, with the help of the entire IT Infrastructure team, upgraded the server hardware and software used to support the Micros Point of Sale system and the CBord campus card system. These upgrades provided additional benefits to the dining locations where they are used and positions the university for future Payment Card Industry (PCI) updates.

Research and Planning for Security Group Tagging

In collaboration with the Information Security Office, security group tagging was researched. The team is working on implementing Change of Authorization as a replacement for security group tagging due to limitation of some campus owned hardware. This implementation will reduce the number of areas required to use the VPN to access sensitive systems.

Implement Cisco Virtual Switching System (VSS)

Network Services designed and completed the necessary change plan for implementation of VSS. VSS has a roll out date planned in early FY16

Implement NetApp's Disk Storage Snapvault

The Systems Administration team performed a storage software update and redesign on all new and existing NetApp storage infrastructure. These new enhancements will provide the university with room for future growth of data storage. Snapvault will be fully implemented in FY16 with goals of off-site storage of critical data.

Expand the Wireless Infrastructure throughout Campus

As the use of Internet resources by the University community continues to grow, the need for wireless access increases on an annual basis. Working with a contractor, Network Services personnel replaced over half of the 750 wireless access points in residential halls and academic spaces with the latest in wireless technologies.

Fiber Installation

By coordinating with the City of Radford, fiber was installed to several new locations including 903 Tyler Avenue, 905 Tyler Avenue and 915 Tyler Avenue.

Install Hardware to Improve Recovery Time for Campus Microsoft SQL Server

In conjunction with the Database Administration team, Systems Administration planned the necessary changes for hardware and configuration to implement a redundant Microsoft SQL server in early FY16.

Implement Infrastructure for Student Recreation and Wellness Center

- Completed all planned network connections and cable TV connections for the Student Recreation and Wellness Center.
- Completed a server upgrade to the video surveillance system and implemented 30 new cameras.
- Completed installation of 32 door access locations.

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Goals for 2015-2016

- Continue the design, testing and implementation of IPv6.
- Install a disk-based backup system and replicated storage using SnapVault in the Virginia Tech data center to provide additional redundancy.
- Monitor and adjust bandwidth to meet campus needs while working with vendors to enhance performance and response times.
- Implement new logging server hardware and architecture.
- Upgrade campus VoIP and telepresence systems.
- Move cloud-hosted applications to Shibboleth or CAS single sign-on where applicable.
- Roll out Virtual Switching System to the entire campus.
- Complete the installation of redundant Microsoft SQL server.
- Upgrade internet connection from Virginia Tech leveraging their buying power to reduce the cost for RU.
- Implement Change of Authorization in Martin and Heth halls to reduce the need for VPN access.
- Complete infrastructure installation in Pocahontas and Bolling halls and the Center for the Sciences.
- Plan and coordinate the installation of infrastructure for the College of Humanities and Behavioral Sciences building and Draper Hall.
- Complete decommission or upgrade of Windows 2000/2003 servers.
- Work with Facilities Management to find ways to reduce electrical usage.
- Implement new hardware for storage of university photos.
- Provide infrastructure support for the roll out of a redesigned, responsive university website.
- Continue the implementation of Shibboleth and CAS for single-sign-on access to university systems.

By the Numbers

- 2,600 residence hall ports tested
- 321 million spam messages blocked
- 150 reports for vending sales generated
- 100 reports for dining sales generated
- 65 reports for events using ID card swipe devices generated
- 1,564 events that had the potential for an outage avoided
- 482 hard drives destroyed and recycled where appropriate
- 837 old backup tapes destroyed
- 33 WiFi access points installed in the Student Recreation and Wellness Center
- 541 data ports installed in the Student Recreation and Wellness Center
- 32 door access locations added in the Student Recreation and Wellness Center
- 132 CATV ports installed in the Student Recreation and Wellness Center

Planning, Policy and Compliance

Mission Statement

Planning, Policy and Compliance supports the division's strategic planning, project portfolio management, IT audit, and policy and compliance initiatives. In September 2014, the office was restructured and assumed oversight and responsibility for the Identity Management system implementation and support.

Major Accomplishments

Implemented a New Identity Management System

The TridentHE identity management system went into production to automate provisioning and de-provisioning of user accounts, provide self-service functionality to users, to activate and manage accounts, and change and reset passwords. Also implemented were the Central Authentication Service (CAS) and Shibboleth authentication to provide single sign-on functionality.

Completed Annual User Account Recertification for Sensitive Systems

The required annual recertification of user access to sensitive systems was completed. Worked with Enterprise Systems and Data Owners to review and adjust access as appropriate for job responsibilities.

Successful APA Audit

Successfully completed audit with the Auditor of Public Accounts (APA) with no findings reported.

Reports and Surveys

Coordinated updates for the Information Technology Strategic Plan and other Level II operating authority compliance reports. Prepared submissions for the following reports and surveys: Educause Core Data Survey, Barron's Survey, College Board Survey, Princeton Review, Peterson's Undergraduate Survey, RU Fact Book 2013, US News and World Report, Wintergreen Orchard House Survey.

Goals for 2015-2016

- Integrate additional systems and workflows with the Identity Management System to further automate management of access to systems.
- Implement Shibboleth or CAS authentication and federation for existing and new systems that support Shibboleth or CAS.
- Implement a new online account request process.
- Review policies and standards and update templates

By the Numbers

- 200 requests for access to administrative systems processed
- 420 support tickets for identity-related requests processed

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- Managed account claiming activities via TridentHE for:

Employee: 701 accounts

Faculty: 1,085 accounts

Students: 9,153 accounts

Printing Services

Mission Statement

The mission of Printing Services is to produce high-quality printed materials while minimizing costs and ensuring timely delivery.

Major Accomplishments

Equipment Enhancements

Replaced nine-year-old black and white production printer with a Xerox J75 digital color press. This uses an upgraded version of the same platform used by the two Xerox 700 digital color presses already in use, which allows for sharing of many consumables. The combination of a faster print engine and additional paper feeding options has greatly increased capacity and reduced turnaround for large print runs, such as postcards and saddle-stitch booklets.

High Profile Printing Projects

Thanks to the increased capacity provided by the new color printer, printing services was able to produce the 32-page, full-color Quest New Student Orientation Guide. Printing Services was able to exceed New Student Programs' turnaround deadlines, make revisions during the print run and produce an additional 1,500 copies with quick turnaround. Bringing this in-house also resulted in financial savings for the university.

Printing Services continued to produce high-profile materials, such as rollup banner stands and photographic displays, fundraising mailings, event programs, and large runs of postcards, brochures, recruiting materials and annual reports, many of which were produced within short deadlines. Other notable pieces include *The Beehive* (student-run magazine) and the Governor's School Monthbooks.

Branding and Graphic Identity

Printing Services worked closely with University Relations' Creative Services group on key parts of the new graphic identity such as color, font usage, paper choices, file formats, and anticipating campus-wide needs. Printing Services is a key partner in ensuring that the university is consistently applying its graphic identity.

Goals for 2015-2016

- Pursue increased folding capabilities.
- Consider additional wide-format printing and finishing options.
- Enhance job tracking / pricing workflows and pricing structure.
- Improve student worker training and documentation.
- Evaluate and improve copy center and production area configurations.
- Enhance job file workflows and automation.
- Continue to work closely with University Relations to implement the new branding.

By the Numbers

- Largest print run was a three-piece mailing with 241,680 total items
- 784,000 color impressions (60% increase from FY14)
- 97% of color impressions were on 11x17 or larger paper, reducing overall costs (up from 89% in FY14)
- 568 deliveries of toner and staples were made to service the VBS campus copier program
- More than 500,000 postcards printed

Project Management

Mission Statement

The mission of Project Management is to manage key Division of Information Technology projects from initiation through a successful conclusion while creating a foundation for consistent IT project success throughout the organization.

Major Accomplishments

Project Management Support

Managed the successful implementation of the following new systems:

- Hobsons' Radius and AgileAdvisor for enrollment management and student success.
- Blackbaud Raiser's Edge for fundraising and alumni relations
- ServiceNow Project and Portfolio Management

Provided additional project management support with:

- Updated project management templates, worksheets and forms.
- Provided coaching and mentoring in Project Management framework and methodology.

Goals for 2015-2016

- Lead high-profile projects to achieve university and departmental objectives.
- Enhance the project prioritization and selection process.
- Update content on the Project Management website.
- Provide assistance and training with Project Management tools and methodology.
- Lead the implementation of change management, project management and demand management within the ServiceNow IT automation platform.

Technology Support Services

Mission Statement

The mission of Technology Support Services is to provide a high-quality, customer-oriented technology environment that supports the instructional, research and business needs of the university community. Technology Support Services serves as the single point of contact for coordination and resolution of all university technology support requests.

Major Accomplishments

ServiceNow Implemented

ServiceNow, an IT service automation platform, was implemented for the University community. The system provides an improved interface for managing support requests and streamlines the workflow, routing and reporting processes. In addition, a mobile-friendly self-service portal allows faculty, staff and students to search for solutions to common problems, submit support requests and review the status of support requests online.

Computer Lab Strategy

Reviewed computer lab usage information and began developing a strategy for computer labs over the next two years. The strategy will include coordination with academic departments to maximize the use of existing labs while also exploring opportunities where cloud hosting is appropriate.

Pilot of Office 365

A pilot group of about 70 faculty and staff tested the collaboration features of Office 365, including OneDrive, TeamSites and Lync on Mac, Windows and tablet devices. The Center for Innovative Teaching and Learning, the Technology Assistance Center (TAC), Academic Technologies and University Relations are among the departments that have their entire staff actively testing and using the cloud solution. Academic Technologies is using this pilot group to develop a recommended adoption strategy for using Office 365 campus-wide.

Planning for Lab and Classroom Upgrades to Windows 10

With Windows 10 set to be released during the summer of 2015, DoIT consulted with the Information Technology Advisory Committee and decided not to upgrade campus labs and classroom computers to Windows 8 and focus efforts on moving all classroom and lab computers to Windows 10 by August 2016. This will provide an easier transition for faculty because Windows 10 maintains more of the familiar Windows 7 interface features. Windows 8 was installed on lifecycle computer replacements for faculty and staff and training was provided as needed.

Printer Kiosks

Printing kiosks were installed in Young Hall and the Hurlburt Student Center. These devices allow users to print from any mobile device by sending a document or image via email. In addition, users can walk up to the kiosk and print directly from a USB drive or cloud system, such as Dropbox or Google Drive.

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More Efficient Method to Image Mac Computers

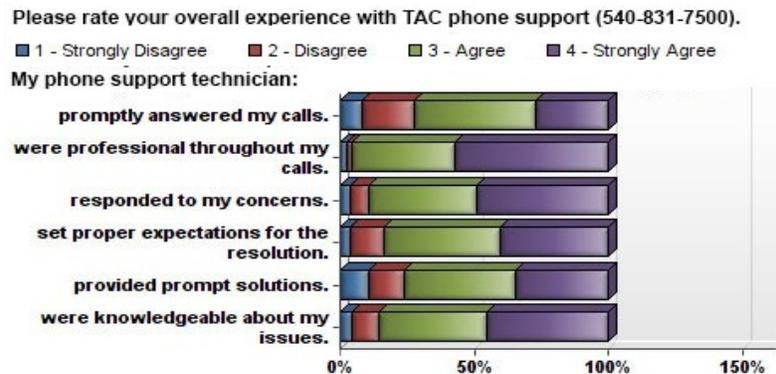
DeployStudio was implemented as a centralized networked solution to deploy images and software packages remotely to Macintosh computers. It is estimated that DeployStudio will reduce the time spent on Macintosh deployments by 50%.

Windows Update System Upgraded and Enhanced

A new Windows Server Update Services (WSUS) server was implemented to manage Windows operating system updates and also to begin automating Microsoft Office updates. As part of this implementation, a more strategic procedure was created to test updates before being released to university-owned computers.

Customer Satisfaction Survey

The Technology Assistance Center conducted a customer satisfaction survey during fall 2014. The results were overwhelmingly positive, but have provided some areas to focus on for improvement.



Areas of Specialization for Technology Assistance Center Staff

The TAC developed three distinct areas of specialization, which include a tiered approach to support. This approach provides an escalation point for issues that go beyond a technician's scope or skill level. The teams that make up the TAC are Help Desk Support, Desktop Support and Classroom Support. Help Desk Support handles all telephone calls and visits to the Walk-in Center. The Desktop Support team provides on-site support for faculty and staff. The Classroom Support team provides support for multi-media learning spaces on campus.

Video Conferencing Usage

The use of video conferencing technologies as a mechanism for holding meetings and conducting interviews continued to grow at a rapid pace. Voice and Video Technologies provided support and assistance with 238 meetings this year, a 333% increase over last year. These meetings included candidate interviews, state government meetings, curriculum council meetings, business meetings, doctoral applicant interviews and pre-production meetings for theatre engagements.

Computer Lab Upgrades

Upgraded computers in 6 labs used for instruction. The upgrades included the Music and Theater Mac labs, the Doctorate of Physical Therapy lab at the Carilion Community Hospital in Roanoke, and two public labs used in the Division of Information Technology.

Benchmarking:

- Technology Assistance Center closed 78% of all ServiceNow incidents within 24 hours exceeding HDI Industry Benchmark of 75%

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- Technology Assistance Center achieved a 70% First Call resolution on all incidents, exceeding HDI Industry Benchmark of 66%

Other

- Test scanning was added as a new service at the Roanoke Higher Education Center.
- A new telepresence unit was installed at the DPT in Roanoke.
- Developed major Key Performance Indicators (KPI) to track success factors.
- Voice and Video Communications continued to work on the testing and implementation of an Auto Attendant for the university switchboard.

Goals for 2015-2016

- Implement change management, project management and demand management within the ServiceNow IT automation platform.
- Actively collaborate with departments and colleges to optimize the number of on-campus labs and lab computers while investigating opportunities for moving appropriate lab software to the cloud.
- 25% increase in the number of technology training workshops and one-on-one consulting provided to faculty and staff.
- Work to configure, test and deploy Microsoft Windows 10 in computer labs and classrooms by August 2016.
- Develop a strategy for the adoption and use of Office 365 for all faculty and staff.
- Implement procedures for patching third-party applications on campus Windows computers.
- Implement Microsoft BitLocker to encrypt university-owned machines for users with access to sensitive data.
- Transition to Windows Defender as an antivirus tool on Windows computers.
- Provide enhanced ability for faculty/staff to install additional software on their computer using Windows Software Center.
- Continue to improve technology support by providing training and documentation for support staff with resolution targets of:
 - a. 85% of support requests resolved within 24 hours.
 - b. 75% of support requests resolved on first contact.
- Provide support and training on new technologies installed in the Center for the Sciences and College of Humanities and Behavioral Sciences buildings.
- Continue development of the Kaltura integration as a video solution for the classroom as well as a showcase of university offerings.

By the Numbers

- 64 technology workshops provided
- 160 one-on-one consultations provided
- 234 new computer/iPad deployments
- 6 computer labs upgraded

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- 15 multimedia classroom computers upgraded
- 69 phone conferences were supported
- Directly supported 238 non-classroom-based video conferences
- Directly supported 18 synchronous distance education classes via video from both Radford University and the Roanoke campus
- Processed over 15, 000 incidents with a 15% increase from the prior year
- 70% of support requests resolved on the first contact

Web Strategy and Interactive Media

Mission Statement

The Office of Web Strategy and Interactive Media (WSIM) is dedicated to the strategic development of Radford University's web presence. In addition to supporting the development of Radford University's online brand, the team works closely with the campus community to develop effective, appealing websites in support of the university's strategic plan; develops and executes strategies designed to increase engagement with stakeholders on social media; and works with the campus community on multichannel marketing endeavors.

Major Accomplishments

Awards

The Virtual Walking Tour received a Bronze Award in the Admissions Website category of the 2014 Education Digital Marketing Awards.

Enterprise Social Media Software

Implemented Hootsuite – an enterprise social media monitoring and posting software. This software allows for greater efficiencies in posting to social media, improved monitoring and enhanced reporting. In addition to WSIM, Undergraduate Admissions, Alumni Relations and the Career Center are using the new system, which fosters greater collaboration across campus.

Enhancement of Social Media Channels

Continued deployment of a social media strategy designed to improve engagement with its audiences on Facebook, Twitter and Instagram resulting in:

Facebook:

- 12% increase in Facebook followers
- 85% increase in engagement on Facebook
- 35% increase in reach on Facebook

Twitter:

- 22% increase in Twitter followers
- 60% increase in engagement on Twitter
- 19% increase in retweets on Twitter
- 21% increase in link clicks on Twitter

Instagram:

- 107% increase in Instagram followers
- 126% increase in engagement on Instagram

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- 406% increase in likes per photo on Instagram
- 113% increase in likes per video on Instagram

Multimedia Projects

Produced 51 multimedia projects. In addition, the Multimedia Producer joined two professors and 10 Radford University students on a study abroad trip to Peru and produced a 15-minute documentary and photography for the Radford.edu website and Radford University advertising.

100 Faces Project

During the fall semester WSIM staff stopped 100 students on campus and asked to take their portraits. Each student was asked a question. A website featuring their answer, as well as their names, hometowns and majors was produced and promoted through social media.

Website Overhauls

Overhauled and upgraded 13 websites with enhanced graphics and improved navigation architecture based on analytics. Major units upgraded include the College of Education and Human Development, Undergraduate Admissions and Financial Aid.

New Websites

In collaboration with offices across campus, launched 19 new websites for various programs and units.

Walking Tour Enhancements

Launched foreign language versions of the online walking tour in Spanish, Arabic and Chinese. Developed a 3D campus map for use in the virtual walking tour and replaced outdated logo with new university wordmark.

Website Redesign

Kicked off a redesign and responsive implementation of the Radford.edu website to improve navigation, add functionality and align with University branding while creating a more mobile-friendly experience. The project is expected to be complete in September 2015.

Branding and Graphic Identity

WSIM worked closely with University Relations on several key initiatives of the university's new branding initiatives. Landing pages that support the university's advertising campaign were created. Additionally, WSIM provided key analytics data to facilitate reporting of ROI and participated in weekly meetings with the branding firm.

Goals for 2015-2016

- Launch a complete redesign of a responsive Radford.edu website.
- Produce at least 50 multimedia projects.
- Provide support during the continued rollout of a new brand platform and visual identity guide for Radford University.
- Increase engagement by 30% on Facebook, Twitter and Instagram.
- Overhaul the wayfinding kiosks.

By the Numbers

- 13 website overhauls were completed
- 19 new websites were launched
- 5.2 million visits to Radford.edu
- 5.7 million visits to MyRU
- 12,800 Twitter followers (22% increase)
- 20,800 Facebook fans (12% increase)
- 2,900 Instagram followers (107% increase)
- 13 social media platforms actively used and monitored
- 33,000 visits to the virtual walking tour

Appendix A | Supported Systems

Primary Campus Systems

- Exchange 2010 (Faculty and Staff Email)
- Office 365 (Student Email)
- Windows Active Directory
- Desire 2 Learn (Learning Management System)
- Luminis Portal (MyRU)
- Adobe Experience Manager (RU Website)
- Ellucian Banner ERP
- CBord CS Gold (Campus Card/RU Express)
- Hobsons Radius
- Blackbaud Raisers Edge
- TridentHE Identity Management System

Banner INB and SSB Modules

- Human Resources
- Finance
- Student Records and Admissions
- Financial Aid
- General Person
- Accounts Receivable
- Endowment Management
- Fixed Assets
- Research Accounting
- Faculty Load and Compensation Module
- Budget Development
- Travel and Expense

Database Management Systems

- Oracle
- Microsoft SQL

Operating Systems

- Windows
- Linux
- Mac OS X
- IOS
- Andriod

Ancillary Systems

- Degree Works
- Ad Astra
- Banner Document Management System (BDMS aka Xtender)
- Banner Relationship Management
- Banner Workflow
- FsaAtlas
- Operational Data Store (ODS)
- Cognos Reporting
- Nelnet
- Intellicheck
- UC4 Job Scheduling
- ClassClimate (Faculty Evaluations)
- Hobson's Agile Advisor
- Simplicity (Judicial Management)

Additional Systems

- Campus Call
- Odyssey (Housing)
- Redrocks Tutor Trac
- Nolij Transfer
- Quick Address Systems
- AIM (Facilities)
- Microsoft System Center Configuration Manager (SCCM)

- Harvest/SCM Change Management
- Kaltura
- Media Site
- Crestron Fusion
- Video Furnace

Supported Integrations or Single Sign-Ons

- Desire 2 Learn
- Library System
- PeopleAdmin
- CIPPS
- CARS
- Fusion (Recreation Management)
- eVA
- Visual Zen (Orientation)
- Smart Thinking
- National Student Clearinghouse
- ServiceNow
- RU Involved
- T2 Parking
- CollegeNet
- Bookstore (Book vouchers)
- iTunesU
- Adobe Connect
- AlcoholEdu
- PTAdmit
- Hire-A-Highlander
- RuffaloCody
- iGrad
- TK20
- Hobsons
- Activity Insights
- Academic Works

Appendix B | Alignment of Division Highlights with University Strategic Goals

2014-2015 Division Highlights	DoIT Strategic Plan	7-17 Strategic Plan
Blackbaud Raiser’s Edge was implemented as a new Constituent Relationship Management (CRM) system for fundraising and alumni relations.	Goal 3	Goal 4
Hobsons’ Radius and AgileAdvisor were implemented as a new CRM system for student enrollment management and student success.	Goal 3	Goal 4
ServiceNow was implemented as an IT service automation platform for IT support requests.	Goal 2, 6	Goal 1, 2
The Trident identity management system was implemented to automate the provisioning and de-provisioning of faculty, staff and student accounts.	Goal 7	Goal 4
Banner Data Defense was implemented to provide additional protection on the Oracle database servers used by the Banner ERP system.	Goal 7	Goal 4
A new all-digital cable television system was implemented.	Goal 4, 9	Goal 4
Hootsuite Enterprise was implemented as an enterprise social media monitoring and posting tool.	Goal 5	Goal 4
A new student conduct system was implemented for Student Affairs.	Goal 3	Goal 4
Significant progress was made on development of a new responsive website based on the university’s new branding.	Goal 5	Goal 4
Installed and implemented IT infrastructure, AV equipment, door access and digital signage throughout the Student Recreation & Wellness Center.	Goal 4	Goal 4
LiveSafe was implemented as a mobile security app that empowers students, faculty and staff to take charge of their own security and look out for those around them.	Goal 4	Goal 2, 4
A new strategy was developed for managing campus computer labs.	Goal 2,6	Goal 1, 2
Implemented Identity Services engine for network access control.	Goal 4, 7	Goal 4
Upgraded printing capabilities with a Xerox J75 digital color press.	Goal 8	Goal 2
Successfully completed an audit with the auditor of Public Accounts with no findings reported.	Goal 7	Goal 4