



INFORMATION
TECHNOLOGY SERVICES
ST. CLOUD STATE UNIVERSITY



ITS Annual Report FY19

Information Technology Services (ITS) Department

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.

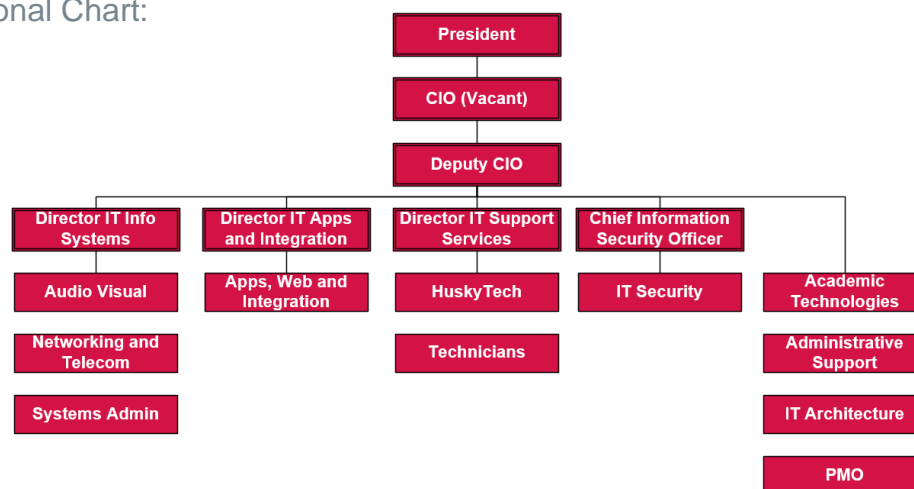
Our Work:

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.

Strategic Priorities:

1. Enhanced Student Success through IT
2. Secure, Effective, Responsive and Reliable IT
3. IT Enhanced and Enabled Partnerships

Organizational Chart:



ITS Team Descriptions and Key Accomplishments

The Information Technology Services 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 continues to grow, strategic prioritization becomes a critical component for success. While only representing a fraction of the work that was accomplished by ITS in fiscal year 2019, this document identifies key projects and achievements.

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).



FY19 Accomplishments:

- Awarded \$24,312 in captioning seed funding from Minnesota State
- Captioned approximately 790 video/audio files, totaling over 190 hours
- Collaborated with ITS, CETL and faculty to provide 14 workshops on various topics pertaining to faculty development
- Worked with subgroups of faculty to modify the learning management system, D2L Brightspace's, "My Homepage" and course navigation
- Raised awareness of and began implementation of the Awards and ePortfolio tools in D2L Brightspace
- Assisted faculty with hardware and software choices for classroom delivery of lectures and review of student work using technologies such as electronic pens and tablets
- Transitioned from using CaptureSpace Lite to Kaltura Personal Capture (video recording software used in MediaSpace)
- Collaborated on Miller Scholar grant to build an escape room activity for Chemistry

Applications, Web Development and 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.

FY19 Accomplishments:

- Increased involvement and partnerships with Strategic Enrollment Management departments to improve and deliver the right solutions, such as issuing Digital Automation RFP to find a tool to help IT deliver on campus’s goal of a digital one-stop
- Enhanced several applications including Financial Awards, Policy Hub, Change Major, Prerequisite Checking and Graduation Assistant applications
- Redesigned the SCSU home page, developed the Health and Wellness Innovation website and assisted with the development around the celebration of SCSU’s 150th
- Completed several upgrades including AIMS parking management software, web content management system (WCMS), digital signage and University Library search changes
- Finished the faculty and staff integration to Academic Works, Windows 10 communication and training, Campus Management data additions, integration of EAB data and the transition of Google Analytics reports to Google Data Studio
- Implemented new cloud solutions, such as Cludo, to replace the Google search appliance and Recreation Management software

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.

FY19 Accomplishments:

- Designed and managed AV installations in the remodeled Eastman Hall and new Herberger Business School Financial Markets Lab
- Completed classroom upgrades for ECC-126 and ED-A122
- Completed audio-mix rebuild to increase flexibility for live events in the Hockey Center
- Began deployment and testing of wireless video in classrooms
- Started working with Facilities Management on closing of low-usage rooms
- Removed VCR/DVD players from 98% of classrooms
- Coordinated CMDLN tech meetings and recordings



HuskyTech

HuskyTech serves as the “one-stop” IT service center on campus, providing technology services, support and sales for faculty, staff and students. HuskyTech employs many student employees, who work closely with others in ITS to provide seamless support to our campus community. The HuskyTech team offers technical support and sales services online, over the phone and in person.

FY19 Accomplishments:

- Launched online sales site: <https://techstore.stcloudstate.edu/>
- Provided support for University-owned and personal computers, tablets and phones
- Completed Point-of-Sale (POS) system conversion to a web-based system called Lightspeed
- Implemented Apple Device Enrollment Program (DEP) via Lightspeed (POS) to add management capability and device security for iOS and MacOS
- Employed and trained 64 student workers
- Provided support and maintenance for SCSU public workstations such as open labs, electronic classrooms and many conference rooms, including upgrading from Windows 7 to Windows 10
- Provided AV support for electronic classrooms and other areas on campus



IT 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.

FY19 Accomplishments:

- In collaboration with Residential Life, created and began executing a plan to implement Alexa devices in specific halls to enhance student engagement
- Migrated the Data Warehouse to Azure with 95% of all business logic validated
- Developed Architecture and Security Review (ASR) process in partnership with IT Architecture

IT 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.

FY19 Accomplishments:

- Assisted in the Minnesota State IT Security Review
- Began shifting to a more strategic approach to identify gaps, utilizing risk assessments so that work efforts address risk more effectively
- Assisted in Data Classification project through inventory and non-functional requirements review of systems located in the on-campus data centers
- Developed Architecture and Security Review (ASR) process in partnership with IT Architecture
- Completed cleanup and removal of outdated systems
- Completed validation and removal of external access rules

Networking and 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.

FY19 Accomplishments:

- Assisted in the Eastman Hall project by preparing the network, wired and wireless, connections and flow to be ready upon completion
- Improved and consolidated network infrastructure in Wick Science Building and prepared for upgraded Wi-Fi coverage
- Upgraded the campus-wide voicemail system
- Upgraded the network switches in Hill Hall and Case Hall
- In collaboration with the Minnesota State system office, increased the campus internet bandwidth to our maximum allowed allotment
- Worked with Public Safety on the planning and implementation of the HEAPR project
- Implemented new voice gateways to accommodate the deployment of new telephones in Eastman Hall
- Continued collaboration with Mn.IT on utilizing the Miller Center datacenter as a secondary datacenter

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.

FY19 Accomplishments:

- Improved efficiency and predictability around campus project work through the project prioritization process
- Prepared campus for a smooth Minnesota State Office 365 Shared Tenant migration by utilizing Agile Methodologies (Scrum) for project planning and execution with iterative delivery and transparency, as well as collaborating with UCOMM, IFO and various departments in a campus-wide communication campaign
- Obtained formal approval for the Data Classification project, assigned the formal project team, and conducted the first ever data center inventory identification and documentation (an estimated 30-40 services were decommissioned as a result)
- Obtained formal approval for the Curriculum Modernization project, assigned the formal project team assigned and initiated work to identify the process and procedures around curriculum changes
- Obtained formal approval for the Digital Form Automation project, assigned the formal project team, issued an RFP for obtaining long-term solution and began building a team to support campus-wide digital transformation

Systems Administration

The Systems Administration team designs, implements and maintains data infrastructure such as servers, storage and virtualization. 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.

FY19 Accomplishments:

- Prepared for the Office 365 transition through efforts such as collaborating with business units to ensure a smooth transition, cleaning up supplemental accounts and migrating active accounts to shared mailboxes, decommissioning 20,000 alumni accounts and migrating printers to a new secure VLAN
- Completed data classification inventory and ESG assessment of all highly restricted data
- Assisted in the Minnesota State IT Security Review
- Reduced the footprint of end-of-life servers (Windows 2008, SQL 2005)
- Completed Blackboard system upgrade
- Completed SQL Server licensing review
- Upgraded the virtualization platform with no down time

- Implemented Direct Access
- Upgraded and migrated print servers and print networking
- Implemented Microsoft's Advanced Threat Protection Safe Links and Safe Attachments features
- Replaced NetBackup with VEEAM Backup
- Virtualized Citrix netscalers

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 areas 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.

FY19 Accomplishments:

- Assisted faculty and staff with the Office 365 migration, including identification of unused supplemental accounts and transition of active supplemental accounts
- Partnered with Nursing and Herberger Business School to plan for and support program and school accreditation processes
- Assisted faculty and staff in moving workstations and technology to the new Eastman Hall Medical Center

Administrative Support for ITS

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

ITS 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