



INFORMATION
TECHNOLOGY SERVICES
ST. CLOUD STATE UNIVERSITY



ITS Annual Report FY21

July 1, 2020 – June 30, 2021

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Information Technology Services (ITS) Department Overview

MISSION

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

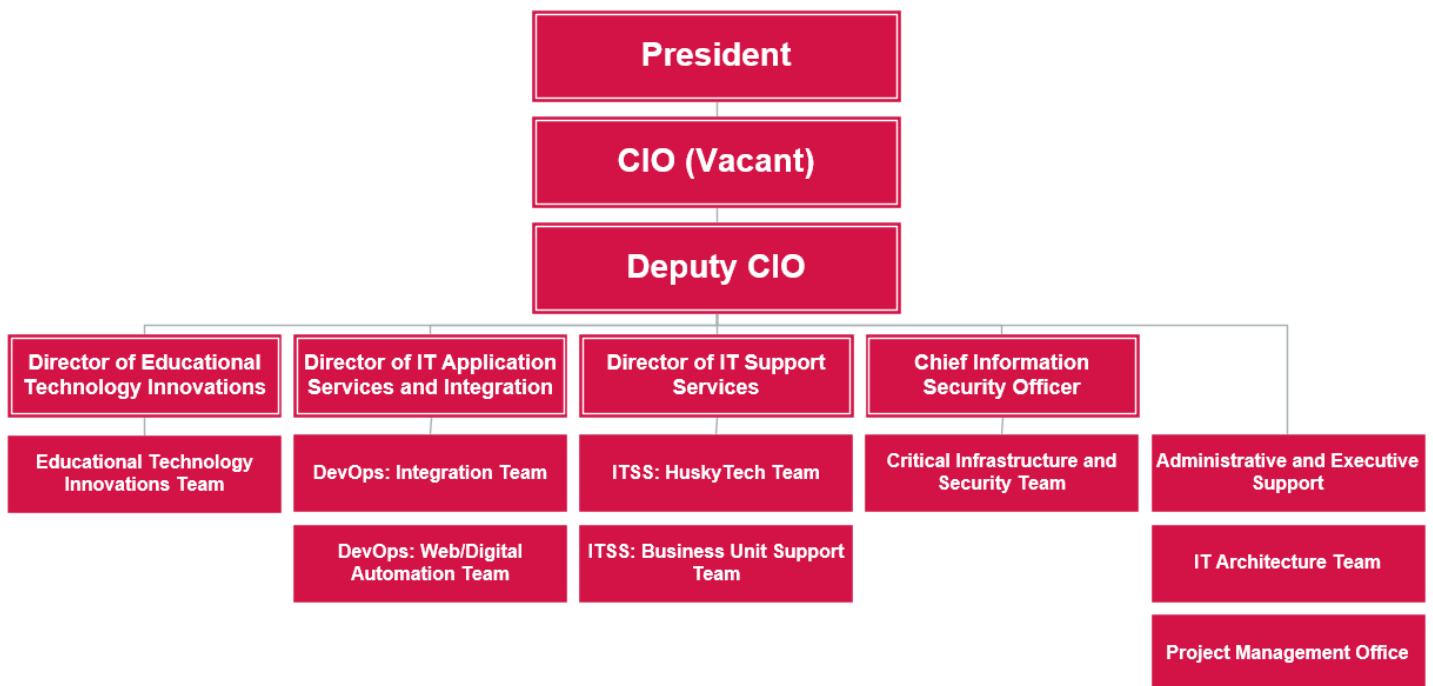
VISION

Lead and empower the global campus community in lifelong learning.

OUR WORK

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

ORGANIZATIONAL CHART



ITS TEAM DESCRIPTIONS AND KEY HIGHLIGHTS

CRITICAL INFRASTRUCTURE AND SECURITY

The Critical Infrastructure and Security (CI&S) team provides secure and reliable resources and services required for the operation and management of St. Cloud State's technology environment. CI&S monitors and protects critical IT infrastructures and assets to support data retention, IT security, business continuity, disaster recovery planning/testing and information risk management. CI&S provides timely support, patch management, software and systems deployment, vendor management, network and telecom services by utilizing standards and procedures.

FY21 Team Highlights

- Moved resources to cloud services to continue the execution of a cloud-first strategy.
- Received approval on and executed a Security Awareness Program Plan.
- Improved data security through the implementation of Microsoft Office 365 Multi-Factor Authentication for all employees and many faculty and students; and through implementation of Multi-Factor Authentication Administrative Access.
- Implemented an advanced backup system to further protect the university.
- Upgraded wireless access points and switches to leverage the latest Wi-Fi standards.
- Replaced aged storage equipment that was deemed obsolete by the manufacturer to ensure resources are available to end users.

DEVOPS

The DevOps team is a merger of a few former teams, bringing together experts in application and systems administration, digital automation, integration, relationship management, and software and website development. The DevOps team maintains 25 data integration solutions, 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 websites and applications, as well as providing training, presentation support and creatives.



FY21 Team Highlights

- Developed the Alumni Group Photo Archive online photo gallery to highlight the 40-year history of the Alnwick program.
- Improved the Minnesota Highway Safety and Research Center’s online registration system with vendor collaboration.
- Improved user experience and readability on many locally-developed applications through implementation of responsive design.
- Implemented a Near Real-Time database solution to facilitate live data within third-party integrations.
- Assisted Southwest Minnesota State University with financial data transaction process.
- Imported photos into the StarRez housing system to assist Residential Life staff in easily identifying residential students.
- Implemented HuskiesConnect API (application programming interfaces) to retrieve and post event data on websites.
- Completed several data integrations for campus services including Liaison Admissions application, TeamDynamix ticketing and knowledge base solution, BP Logix electronic forms and workflow solution, Pharos mobile print, CeDiploma and the new Health Services electronic health records upgrade.
- Assisted campus with branding, marketing and website updates including but not limited to:
 - Bring Huskies Home website
 - Branding of Topyx Learning Management system for Continuing Studies
 - Continuing Studies Ability Conference
 - Program Marketing
 - Our Husky Compact website
 - Embedding Flywire payment portal on website
 - American Indian Center website
 - DocuSign integration and setup
 - Tennessean Warning addition to bring awareness to the collection of private or confidential data
- Decommissioned the on-premises data warehouse as a part of an effort to reduce on-premises servers, hardware and maintenance.
- Advanced digital automation through the implementation of a form solution, hiring student workers to build digital automation capacity, setting up a prioritization process for digital automation requests, collaborating with other institutions using the same digital automation solutions and completing data integrations.

EDUCATIONAL TECHNOLOGY INNOVATIONS

The Educational Technology Innovations (ETI) team is dedicated to collaborating with the campus community to advance educational technology innovation. The team is a merger of a few former ITS teams, bringing together experts in audio visual, video conferencing, electronic classrooms and academic technologies, as well as purchasing and procurement. ETI collaborates with SCSU Online, Information Technology Services and the Center for Excellence in Teaching and Learning to provide educational and audio-visual technology design, support and coordination to the campus community.



FY21 Team Highlights

- Assisted in the planning for the new campus wide Esports initiative to help ensure project success.
- Hosted student Create-a-thon which harnesses creative talent from students, giving them the opportunity to practice team building and leadership skills, gain real-world marketing and presentation experience, and get exposed to modern technologies and tools while deepening their understanding of our community and creating a sense of student belonging.
- Expanded wireless casting by deploying additional Airtames allowing for users to share their screen wirelessly in classrooms and conference rooms.
- Collaborated on TEDx St. Cloud. TED is a nonprofit devoted to spreading ideas, usually in the form of short, powerful talks. TEDx is a program of local, self-organized events that bring people together to share a TED-like experience. At the TEDx St. Cloud event, guest speakers from the St. Cloud area presented on various topics to share their insights and spark deep discussion within the local community.
- Assisted in the renovations of the Administrative Services building and the Halenbeck Hall weight room designing and integrating audio, video and digital signage components into these spaces.
- Implemented a lightboard (glass chalkboard) in Centennial Hall.

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.



FY21 Team Highlights

- Conducted Architecture & Security Reviews for new campus software and services.
- Developed revised Architecture & Security Review process and framework for IT applications and services.
- Provided a DataOps and Analytic Maturity plan to align data initiatives with the campus's *It's Time* work.
- Curriculum Modernization support and Data Integration architecture.
- Completed full migration of on-premises data warehouse to Azure.
- Decommissioned On-prem data warehouse and powered off all BI on prem physical servers.
- Launched Data Services team.

IT SUPPORT SERVICES

IT Support Services (ITSS) includes the HuskyTech and Business User Support (technical support) teams. HuskyTech serves as the “one-stop” IT service center on campus providing technology services, support and sales online, over the phone, in person and virtually via live chat. These teams work together to provide technical support for St. Cloud State University.

The Business User Support team assists faculty and staff with technology needs in a variety of ways. Our technicians work closely with HuskyTech to support and maintain public workstations including the computers in the electronic classrooms and labs. Campus Technicians provide support for area 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.



FY21 Team Highlights

- Improved customer service ticketing and knowledge base self-service presence by transitioning IT service and enterprise services to a new solution, TeamDynamix, for multiple areas including ITS, Human Resources and Student Services.
- Improved and promoted the use of self-help articles in the Knowledge Base to their customers.
- Worked with faculty and staff to update all eligible computers to the latest Windows version, thus ensuring a high degree of stability and security.
- Provided a significant amount of technical support for faculty, staff and students during the Office 365 Multi-Factor Authentication implementation including individual support to customers and participating in Advising and Registration Days to help new students through the Multi-Factor Authentication enrollment process.
- Increased business partnership and relationship management with areas across campus to ensure proactive communications about projects, new or improved technology, service, technology replacement plans and more.
- Continued to provide assistance related to pandemic circumstances including providing technical support to those working on campus and those working remotely, coordinating technology moves as employees moved back to campus following extended periods of remote work, and offering a device checkout program to support students in need of technology during the COVID-19 pandemic.
- Enhanced the student employee experience through improved onboarding and training processes and documentation, increased experiential learning support and by providing internship opportunities.
- Improved the IT portion of campus-wide personnel onboarding and off-boarding through the automation of specific portions of the process.
- HuskyTech completed 380 personal computer repair incidents, engaged in nearly 2,500 online live chats, closed over 8,700 tickets and handled over 5,000 phone calls.

PROJECT MANAGEMENT OFFICE

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

FY21 Team Highlights

- Facilitated the campus-wide adoption of Multi-Factor Authentication (MFA) for all Microsoft Office 365 accounts.
- Managed the transition from Curriculum Navigator to CourseDog, the new vendor for the Curriculum Management System and University Catalog.
- Coordinated the effort to improve the tracking of operational and unplanned IT work to help facilitate better planning within ITS.
- Explored potential enhancements to existing relationships with hardware vendors to streamline the procurement and configuration of new devices.
- Facilitated the RFP process to update University's primary technology system.
- Led the evaluation, selection and implementation of a software solution to replace the current product for the marketing and recruitment of our undergraduate, graduate and international students.
- Led the electronic health records system upgrade for the current software to hosted solution and latest upgrades while adding counseling module service.
- Led the transition for the IT service management knowledge base and ticketing services to a new solution, TeamDynamix. Through this project, the team also implemented a new electronic service catalog.
- Partnered with several areas on campus to transition the "Ask St. Cloud State" knowledge base and ticketing services to TeamDynamix.
- Partnered with HR to move HR ticketing services to TeamDynamix.
- Kicked-off and made progress on the project to transition University Communication requests to the TeamDynamix ticketing solution.
- Hired a new Senior Agile Project Manager and Business Analyst.
- Increased Agile methodology usage throughout the ITS team through Agile/Scrum training and introduction of Agile standards across teams.

ADMINISTRATIVE AND EXECUTIVE SUPPORT

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

- 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 (Chief Information Officers) community.
- Provides project management for small to mid-sized IT initiatives.



Annual Work Plan

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

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

1. Enhanced Student Success through IT

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

2. Secure, Effective, Responsive and Reliable IT

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

3. IT Enhanced and Enabled Partnerships

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

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

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

While only representing a fraction of the work aimed to be accomplished by ITS during FY21, the Annual Work Plan identified key strategic projects that were determined to be the highest priority as we kicked off the fiscal year.

FY21 Annual Work Plan

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

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

- Curriculum modernization
- Print environment modernization
- Implement wireless video presentation more broadly and modernize audio video classrooms
- Zoom-able eClassrooms
- Enrollment management focus
 - Marketing and CRM (Customer Relationship Management) platform for recruitment
 - Deploy digital form automation platform
 - Alexa for Edu
 - Integrate Huskies Connect with SCSU website
 - Drive web modernization
- Complete Wireless Phase 4 project (to include green spaces)

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

- Partnership with campus community on IT Strategic Plan implementation
 - Enhanced IT governance
 - Enhanced IT project prioritization
- Finalize TeamDynamix PPM Implementation
- Finalize TeamDynamix ITSM (Information Technology Service Management) Implementation
- Application packaging
- Conduct proof of concept on collecting data to look for indicators of compromise and assess attack surfaces
- Deploy O365 MFA (Multi-Factor Authentication) to all staff, 75% of students and 25% of faculty
- Implement software-defined networks
- Vulnerability management
- Reduce technical debt by upgrading/replacing systems/services
- Finalize Cloud First/Mobile First strategy and phase 1 of implementation
- Mature security awareness program and conduct frequent, routine training campaigns throughout the year
- Align all legitimate email senders on DMARCian report
- Implement risk assessment program that includes a self-assessment 2 times per year
- Implement asset inventory system by consolidating current information and gathering new information into a single database that is automatically updated
- Reduce Vulnerabilities (IP360 Report) by 20%
- Finalize data inventory and classification which can be used to determine NFRs
- Assist with HIPAA (Health Insurance Portability & Accountability Act) Compliance findings mitigations from 2015 Risk Assessment
- Implement anti-malware solution/s that meets needs of all types of machines on campus (Windows/Mac, Workstations/servers)
- Security awareness training development and implementation (Securing the Human)
- Implement “Tech Tools” to give technicians the training and access to tools/resources needed to decrease time to resolution on common issues
- Professional development for ITS
- Modernize service delivery structure
- Implement zone coverage technical support model
- Research trends for new tools, resources and processes
- Azure data platform orchestration 1.0
- Artificial intelligence and machine learning academic support

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

- University Advancement's Next Gen project including RFP (Request for Proposal) process and vendor selection
- Facilitate local activities for the Minnesota State NextGen ERP (Enterprise Resource Planning) project in partnership with Minnesota State Office between June 2020 and May 2021
- Partner with SEM/AIR for student-focused data gathering and dissemination/Promotion of data availability, the requirements, and where to go for data (AIR/SEM)
- Add technician capacity through empowered, trained and trusted student work force
- Transact (Blackboard) Contract Renewal (3-Year)
- Complete Health Services EHR Upgrade
- Add findings from self-assessment to future operational plans
- Post-COVID activities to restore new normal operations
- Implement updated Azure Network Plan
- Architecture strategy and engagement advancement
- Implement Microsoft Office Click-to-Run
- Update Financial Aid and Registrar applications to responsive design templates
- Rewrite Program Changes application to incorporate needs from Registrar and Graduate Studies
- Decommission Quality Improvement Process
- Review University's Payment Card Industry process and procedure
- Migrate Data Warehouse to Azure
- Implement Herb Brooks National Hockey intercom technology
- Implement technology for the Halenbeck Hall Strength and Conditioning Center

KEY DEPARTMENT ACCOMPLISHMENTS

Throughout FY21, the global pandemic necessitated continued remote learning and work for the SCSU campus community. With an unwavering drive to support our university during these challenging times, IT worked tirelessly to produce critical and innovative solutions to meet new campus needs and help our students, faculty and staff wherever they were. Furthermore, ITS is very committed to supporting and growing the “*It’s Time*” work along with key integration of university-wide and IT strategic plans, and university-prioritized projects. In FY21, the department implemented four overarching themes to guide our work in support of *It’s Time*, student success and critical operations:

- Build the foundation to establish “the integrative Information Technologies department of the future.”
 - This is critical to support the *It’s Time* strategy and to move from technology providers to integrated business partners. This was called out in the 2016/2017 external IT review and integrated into the IT strategic plan accordingly.
- Innovative approaches to embrace a future-ready institution.
 - The changing landscape of higher education and the impact of COVID requires necessary critical changes to the student experience along with the establishment of a foundation of data to support decision-making. Integrated into these efforts are leveraging artificial intelligence, machine-based learning and other differentiating technologies to enhance student experience and decision making.
- Implement very selective operational improvements to ensure our campus community has reliable and secure systems.
- Meet our commitments to prioritized campus work, especially those in direct support of *It’s Time* and critical work plan items.

It’s Time and Student Success

- Curriculum Modernization project progress – executed contract and completed initial implementation phase
- Upgraded the Electronic Health Records (EHR) system to support telehealth
- Published Alexa public skill specific for SCSU welcome and events
- Procured and implemented solution for the Parent Portal, Campus ESP
- Completed registration hold analysis and solution implementation
- Completed initial phase of TeamDynamix Enterprise Service Management implementation including moving other units on campus using RightNow for ticketing and/or Knowledge Base services to TeamDynamix
- Completed data export for and implementation of Strategic Enrollment Management’s Customer Relationship Management solution, Liaison
- Electronic lightboard implementation for Math Department
- Completed electronic forms:
 - Huskies Coaches’ Student Success Coaching
 - TRIO Student Support Services application
 - Campus Cash refund
- Implemented mobile printing, a Student Technology Fee initiative
- Moved departmental planning/reporting from quarters to quadrimesters to better align with campus *It’s Time* planning

COVID-19

- Identified new solutions quickly to meet needs of campus community members working, teaching and learning remotely (e.g., Ring Central for remote phone access, Parking Lot Wi-Fi solution); and continuous efforts to improve telework and distance learning (e.g., classroom upgrades, virtual lab capabilities)
- Procured technology hardware/accessories and distributed to students, faculty and staff
- Worked with Strategic Enrollment Management to support our students as many transitioned to online learning
- Monitored and created awareness for COVID-related scams
- Supported international student inclusion including a focus on employment, online resources and increased online engagement to promote a sense of belonging
- Supported campus community initiatives such as assisting SCSU's Pipeline Summer Campus Programs in their move to online delivery
- Prepared campus technology for flexible course offerings, including updating all electronic learning spaces to be Zoom-capable
- Socially distanced and enhanced cleaning of the labs
- Providing additional technical support for the start of the semester
- Created and promoted hyflex Zoom-enabled study rooms
- Completed Coronavirus Response and Relief Supplemental Appropriations Act Emergency Grant application electronic form for students

Key FY21 Accomplishments from Information Technology Services

Quarter 1 accomplishments – high level description of key work efforts that were accomplished between July 1, 2020, and August 31, 2020

- Campus priorities:
 - Transitioned to Minnesota State's automated process for D2L Brightspace course shell population and maintenance
 - Completed AEFIS assessment management platform implementation
 - Implemented Minnesota Highway Safety and Research Center's online registration system
 - Upgraded the Genetec security system with Higher Education Asset Preservation and Replacement funding
 - Implemented Huskies Connect event attendance integration including cloud service connection and analytics
- IT priorities:
 - Hired qualified project management staff
 - Implemented the digital automation tool, BP Logix
 - Implemented mitigation safeguards for the top priorities from the IT Risk Register
 - Deployed infrastructure to support Eduroam, which allows wireless login from any .edu institution
 - Partnered with System Office to develop a plan for deployment of Multi-Factor Authentication
 - Integrated Campus Card into HuskyTech services to clarify services available within the HuskyTech location and consolidate student worker resources
 - Continued department-wide implementation of Agile processes to ensure ongoing responsiveness for university priorities; enhanced cross-team planning, cohesiveness and accountability; and increased team member capacity
 - Improved the formalization and training of the Product Owner and Scrum Master roles within the department
 - Deployed Advanced Phishing Protection within Office 365
 - Completed Windows 7 to Windows 10 upgrades across campus

Quarter 2 accomplishments – high level description of key work efforts that were accomplished between September 1, 2020, and November 30, 2020

- Campus priorities:
 - Assisted with the development of the new Halenbeck Hall Strength and Conditioning Center
 - Established request for information (RFI) for Web Modernization project
 - Finalized TeamDynamix Project Portfolio Management (PPM) tool
 - Conducted Architecture and Security Review of a new electronic health record system
 - HLC (Higher Learning Commission) Accreditation visit support with electronic systems support
 - Positioned remote computer labs for summer and fall semesters
 - Implemented replacement to Athletics' FrontRush software, ARI network services
 - Improved (electronic) forms through digital automation
 - Operationalize Service
 - Integration with ImageNow
 - Began creation of electronic forms
- IT priorities:
 - Advanced HuskyTech's marketing/educational opportunities
 - Ensured all major third-party senders of SCSU email were compliant
 - Migrated EqualLogic file server data
 - Developed cross-unit Data Services team
 - Built out a new IT service catalog electronically through TeamDynamix
 - Resolved development database connectivity issues
 - Deleted and powered off unused servers
 - Completed Blackboard renewals
 - Prepared laptops for Technology, Engineering and Careers network
 - Updated software packages via Software Center
 - Enrolled staff into Office 365 Multi-Factor Authentication for enhanced security
 - Ensured students had necessary technology resources for fall 2020
 - Conducted technology fee planning for 2020-2021
 - Completed the Educause 2020 Core Data Survey

Quarter 3 accomplishments – high level description of key work efforts that were accomplished between December 1, 2020, and February 28, 2021

- Campus priorities:
 - Migrated multiple data imports to Azure, including CeDiploma, EVERfi and Liaison
 - Implemented CeDiploma
 - Print environment modernization with new devices and capabilities
 - Transitioned IT's ticketing and knowledge base services to a new solution, TeamDynamix
 - Transitioned online chat services for IT and Admissions
 - Selected vendor for Web Modernization project (BVK)
 - Transitioned from Skype for Business to Microsoft Teams as a part of a Minnesota State system-wide change
 - Finalized general campus approach and rollout plan for Office 365 Multi-Factor Authentication
 - Upgraded technology in Ritsche Auditorium
 - Completed architecture and security review and enterprise security guidance (ESG) for Athletics' new ticketing system
 - Completed electronic form for "Special Student – Non-degree seeking"

- IT priorities:
 - Completed Microsoft Identity Manager (IAM (Identity and Access Management)) implementation, a Minnesota State initiative
 - Framed and prioritized methods to empower level 2 technicians to resolve issues
 - Developed and maintained a risk register that we worked from
 - Conducted printer migration from a public IP (Internet Protocol) space to a private IP space
 - Upgraded public labs, electronic classrooms and conference rooms 2020/2021
 - Migrated data within the storage environment for Linux servers
 - Reconfigured Active Directory Domain Name System forwarding structure
 - Prepared device management with NowMicro for future desktop modernization via leasing
 - Replaced EPM11 reports in PowerBI due to Minnesota State System Office discontinuation

Quarter 4/Quadrimester 1 accomplishments – high level description of key work efforts that were accomplished between March 1, 2021, and June 30, 2021

- IT Campus priorities:
 - Procured and implemented solution for the Parent Portal, Campus ESP
 - Procured and began implementation of Athletics’ new ticketing system including a payment system, single sign-on and the data needed for Hockey season tickets
 - Completed University Advancement – NextGen vendor RFP and procurement
 - Completed ISELF (Integrated Science and Engineering Laboratory Facility) 110 rebuild plan and design
 - Completed initial phase of TeamDynamix Enterprise Service Management implementation including moving other units on campus using RightNow for ticketing and/or Knowledge Base services to TeamDynamix
 - Completed Bring Huskies Home website updates
 - Transitioned pharmacy to new vendor
 - Implemented Synario for budget and resource management
 - Completed email Integration with ARI
 - Completed D2L integration with AEFIS
 - Upgraded the Electronic Health Records (EHR) system
 - Negotiated contract savings for Qualtrics and Athletics’ new ticketing system
- IT priorities:
 - Decommissioned the data warehouse on premises
 - Implemented student worker badging for experiential learning
 - Completed the ISRS (Integrated Statewide Records System) near real-time replication to Azure
 - Hired Digital Automation and Web Design Technology and student workers
 - Completed Tennessen warning website updates
 - Completed DocuSign pilot
 - Conducted relationship management engagements across campus
 - Assisted with the updated Emeriti Email Account Policy
 - Implemented remote access to IT Resources and applications
 - Decommissioned former ticketing and knowledge base solution, RightNow
 - Enhanced Performing Arts Center streaming system
 - Developed and implemented new agile teams
 - Developed digital strategy between Process Director and TeamDynamix
 - Remediated top highly vulnerable systems
 - Completed Windows 10 version upgrades

FY22 INITIATIVES

FY22 Annual Work Plan

The list below includes high-level tentative priorities for FY22 for St. Cloud State University's ITS department.

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

- HyFlex and room technology updates
- Replace Apps Anywhere 6.5 infrastructure using Windows 2019
- Remote Access Planning

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

- Microsoft Office 365 Multi-Factor Authentication roll-out
- Desktop modernization/leasing
- Migration of legacy systems to cloud and modern platforms
- Implement "Tech Tools" to give technicians the training and access to tools/resources needed to decrease time to resolution on common issues
- Secure Domain Admin accounts using Multi-Factor Authentication
- Professional development for the ITS team
- Data Security
 - Vulnerability management
 - System logging (Minnesota State project)
 - Reducing legacy authentication usage (Minnesota State project)
 - Cisco Identity Services Engine (ISE) implementation
- Telephony
 - Voicemail redundancy implementation
 - Unified messaging (Minnesota State project)
- Password management system implementation
- Transition today.stcloudstate.edu to a modern cloud platform
- Ongoing planning for datacenter refresh
- Implement Domain Controllers baseline
- Upgrade REPLCAP servers from Windows 2008 to modern operating system
- Cayosoft replacement/redeployment
- Upgrade CAP servers to modern operating system
- Complete IT security self-assessment
- Migrate reporting services to a modern platform
- Bring Linux/Unix operating systems into compliance

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

- Reduce and/or optimize applications and integrations leveraging cloud systems: Near Real-Time (NRT)
- Data Governance
 - Classification and Services Matrix
 - Formalize Data Governance group
 - Implement Data Dictionary
- Strategic Planning
 - *It's Time* addendum to our IT Strategy
 - Kick off Digital Strategy
- Update ITS website to reflect changes from TeamDynamix implementation

- Integrate Lightspeed software with Blackboard/Campus Cash
- Create Data Warehouse development/production pipeline