Information Technology Services

Report to the Board of Trustees
May 8, 2013
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<tr>
<th>STUDENT SUCCESS</th>
<th>Commitment to Excellence</th>
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<td>• Data Warehouse/Business Intelligence</td>
<td>Phase III of the data warehouse project (providing a roadmap for continued expansion of the functionality) is under evaluation. Efforts are in progress to identify targeted strategic reports that can be produced from the warehouse to support university goals (e.g., Vision 2020). Part of the roadmap will be to identify cost-savings and develop a timeline for possible report distribution. The goal of this project continues to be the ability to provide a holistic view across all the cross-functional data sources to create a “single source of truth” data platform. This will enable a unified platform to enable the University leadership to support current and future analytical requirements in a cost-effective, scalable, and flexible manner.</td>
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<td>• iPads for Athletics</td>
<td>Initial funding for the iPads for Athletics mobile equipment has been provided through a donation. A formal project plan is being developed to ensure milestones are met and the assessment of the initiative is thorough. Student athletes have a need for all study materials to be mobile and learning resources available online while traveling. Therefore, the Athletic department was selected as the pilot department to study mobile technology.</td>
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The Successful U application officially launched on March 19 at a successful launch party in the Student Union attended by many students representing:

- Undergraduate Student Government
- Greek Life
- Student Organizations
- Resident Assistants
- Student Ambassadors

The application was also presented the following morning at the regular Board of Trustees meeting and featured the promotional video produced by Z-TV. The video is being featured prominently in all of the promotions for the application going forward.

Marketing efforts are continuing through stories on the University’s homepage and the story of Successful U has been picked up by local and national media.

The life skills represented in the application include:

- Personal Growth and Wellness
- Leadership and Volunteerism
- Personal Relationships
- Academics and Career
- Health and Fitness
- Financial Awareness

The application is being introduced to all new prospective students during their New Student Orientation experience. There is also a plan for a Fall re-launch to coincide with New Roo weekend in September.

Adoption rates, feedback from users and in-application statistics are being collected. Following the Fall re-launch and analysis of these factors, consideration will be given to adjustments of the application and possible direction for Phase II efforts.
• Akron Experience

Work continues on implementation of single sign capabilities for RooLink, a service that provides for all students and alumni:

- Review of employer profiles
- Search and apply for jobs
- Connect with over 4,000 employers
- Access Career Center event information

New planning tools for Career Development are being used in this year’s New Student Orientation sessions. These tools are intended to:

- Introduce incoming freshmen to Career Planning Concepts
- Provide forms for standardized New Student Orientation advising
- Provide checklists in MyAkron to provide students an ongoing roadmap

Institutional Marketing continues to use the Read About Me, rebranded to Merit, pages to push students’ individual accomplishments to customized student webpages. Posted accomplishments include:

- Community service dates
- Dean’s list
- Completion of Culture Quest
- Conferral degrees
- Miscellaneous group and individual awards.

Culture Quest is continuing for the second semester for the 2012-2013 academic year and will conclude with the end of the Spring Semester.
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<th>GLOBAL RELEVANCE</th>
<th>Develop Dynamic and Globally Relevant Programs</th>
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| • Online Learning (eLearning) | We have issued an RFP to identify a vendor who can help improve the student services portal for online students. IntraSee has been selected. We have completed our first on-campus meeting with IntraSee to determine the next steps. Other vendors who can assist with instructional design have also been identified. 

A one-hour session covering the Critical Success Factors in the Design and Delivery of online courses was offered to faculty. The response was 122 instructors enrolling from six colleges. There are currently 50 instructors participating in a more in-depth four-week workshop (Quality Matters in Online Course Design). The upcoming session is full. 

Information Technology Services is positioned well to deliver the courses and programs selected by the Colleges and the Offices of Academic Affairs and Student Success. |
| • eProcurement Shared Services | ESM Solutions, a procurement portal, is used as a way to significantly increase the discounting UA receives for purchases through an online catalog and ordering solution. It will be implemented in such a way as to allow others in the local geographic region, such as governmental units, to participate and benefit from this shared aggregated purchasing service. 

The eProcurement catalog can be interfaced to PeopleSoft. Data can be retrieved from PeopleSoft for use with the ESM application and transactions for goods purchased can be automatically pushed to the general ledger. However, to minimize cost and time to implement, it was determined that the system will be interfaced manually to prove the application meets expectations. In subsequent phases, the application will then be interfaced with UA general ledger further streamlining the purchasing process. |
• Shared Service: Supporting PeopleSoft at LCCC

UA continues to work with LCCC (Lorain County Community College) to create shared service initiatives for the benefit of both institutions and provide support for their PeopleSoft administrative enterprise application environments of Campus Solutions, Financials, Human Capital Management, and associated application development tools.

QueueTracker: QueueTracker is an application developed by UA and used at both institutions to direct students to their desired service reducing/eliminating paper forms, wait time, and lines. UA will update the application to increase ease of use, accommodate new policies for mandatory orientation and CSI completion, utilize the ID card reader for students to swipe ID cards, identify special needs students and direct them to the appropriate service, and enhance reporting to better schedule personnel. Changes require LCCC to purchase a SQL/Server license to replace MySQL.

ATC Summary Transcript Modification: UA is splitting the cost to incorporate the ATC Summary Transcript required by the State into the existing ATC client implementation used by LCCC and UA. This initiative will further streamline the electronic transfer of transcripts to and from schools.

Disaster Recovery: UA presented their plan for disaster recovery of administrative enterprise applications infrastructure to LCCC. LCCC indicated a desire to participate in the development of the business case. If it proves to be cost effective for their institution, they will participate in providing disaster recovery for their infrastructure environment as well.

Workforce: Workforce is a Software-as-a-Service application for time and labor and absence management being implemented at UA. The licensing agreement of UA extends the discounting to LCCC. LCCC has asked for pricing to determine if it can be budgeted in their next fiscal year budget. Implementation of this application is a prerequisite for combining HCM business units between the two schools. A project would not be undertaken until this fall when UA is projected to complete their implementation.
The University of Akron has begun working with NEOnet, a northeast Ohio shared service center for computer services supporting regional K-12 school districts, to develop similar services for higher education and government. Two primary areas being considered are a networking operations center (NOC) and an information technology service desk. A NOC provides network monitoring and control over UA computers and servers and represents one of the highest areas of risk for the UA computing and telecommunications environment. The IT Service Desk provides a single point of contact for communications regarding incidents and services request between UA stakeholders using computing services and Information Technology Services.

**Network Operating Center.** IT staff visited MCPc to seek advice for creating a NOC. MCPc is a technology products and solutions provider specializing in data center, networking, and visual communications. MCPc has experience with private sector accounts and is a partner of NEOnet for hardware services. The intention is to gain experience from their lessons learned. It was determined that the next step will be to visit UA, LCCC, and NEOnet to review installations and requirements. Higher education has much more complexity and scale than K-12. The initial proposal is expected several weeks after the visits take place.

**IT Service Desk.** In an effort to get Cleveland State to participate in an initiative to create a combined service desk, a presentation was made to their senior IT leaders of the model developed between LCCC and UA. Another presentation was made showing the technology and how it is deployed at UA. If CSU were able to join the shared service, the benefit to UA would be expanded hours of coverage, a slightly broader use of functionality, and the creation of a service that can be leveraged to decrease costs to other schools and services. Further meetings will be held over the next two weeks to see if CSU is willing to join the initiative.

Work is being done to refine the business case for combining the LCCC and UA IT Service Desks. Metrics are being collected and the transition plan is being detailed for presentation to the Steering Committee in two weeks. If approved, the plan will be put forth to the LCCC/UA Governance Committee for final approval.
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<th>DISTINCTION</th>
<th>Facilitate Faculty Development and Success by Expanding Clusters of Interdisciplinary Teaching and Research</th>
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<td>● Desktop Synchronous Learning/Video Conferencing</td>
<td>The Faculty Senate Executive Committee has charged the CCTC committee to research system requirements and prepare an RFP for a Desktop Video Conferencing solution. Invitations to serve on the committee have been sent by FSEC to members of the UA community with an interest in this topic.</td>
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<th>ENGAGEMENT</th>
<th>Build and Sustain Vital Relationships and Partnerships</th>
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<td>● Disaster Recovery</td>
<td>IT has been working with a Dell disaster recovery specialist and others to validate our disaster recovery strategy. An agreement has been reached with Sirius to refresh the IBM processors that will provide one of the platforms moving forward to increase the resiliency and availability of our main administrative ERP, PeopleSoft.</td>
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<td>● IT Status &amp; Projects</td>
<td>Information Technology Services’ new status page is designed to keep the University informed about technology system status. The page uses a green-yellow-red indicator. If systems, for example Telecommunications, Servers, Web Access, PeopleSoft, etc., are out or scheduled to be out for service, the page will indicate the planned maintenance or outage. A redirect will be used when the outage involves the web sites or internet access. More details regarding an outage is provided on linked pages. A similar effort is to create web pages for all IT projects. Any person on campus will be able to go to a web page and see the following for any IT project underway (i.e., project objectives, timeline, team members, budget, status, FAQs, etc.). Links to both the Status Page and Project Websites will be inside the University's MyAkron portal.</td>
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<tr>
<td>COMMUNITY</td>
<td>Promote Vibrant and Engaging Environments and Facilities</td>
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<td>• Voice Update/Strategy – AT&amp;T contract</td>
<td>After competitive bidding, AT&amp;T has been awarded a contract to implement a new technology, SIP, to help reduce costs and improve efficiency to our voice communications network. UA has contracted with Tequity to manage the SIP design. The target date for implementation is this summer.</td>
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<th>INTEGRATED PLANNING</th>
<th>Achieve Measurable Success</th>
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<td>• Time &amp; Labor Absence Management</td>
<td>The University is automating the process of time collection for hours by both exempt and non-exempt employees as well as managing the requests for planned absences. The project is in the final steps of defining the specific requirements for the implementation. Configuration for the new system will begin after the requirements are approved. Work is expected to continue through the summer with campus-wide use scheduled in the fall semester of this year.</td>
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<td>• Grants Management Post-Award</td>
<td>The Grants Post-award application will track research award expenditures, calculate and process facilities and administration costs, and automate billing to sponsors, all of which assist the University in achieving the Vision 2020 goal of $200 million in research. The reporting milestones functionality has moved to production which will improve internal control over reporting deadlines. Work continues on updating the accounting chartfields to include the project chartfield required by the new grants management system. This part of the project entails alterations to our budgetary control system which will significantly decrease budget maintenance time. It also includes a realignment of restricted funds between sponsored programs and other externally funded activities which will ease the identification of all research dollars and allow for automated billing in all areas of sponsored programs.</td>
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<td>• Governance &amp; Project Management</td>
<td>The Project Management Office (PMO) is currently redesigning the Project, Portfolio and Governance processes for IT projects. As part of the redesign Project and Portfolio Management (PPM) Tools &amp; Services are being evaluated. Recommendations for improvement will be provided in May 2013.</td>
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| Enterprise Architecture | ITS is reviewing the University’s technology architecture strategy to ensure it can support and adapt rapidly to technology changes needed. This project is split into phases with the first focusing on the technology to support administrative enterprise applications.

Information to determine what is necessary to assess architectural requirements for creating an administrative enterprise application strategy was gathered through a workshop of IT senior leaders and managers. The next step will be to conduct interviews across campus with leaders of the business units and divisions affected by the enterprise architecture to determine their needs and vision. This project was put on hold until after July 1 due to budget constraints. |