Information Technology Services

Report to the Board of Trustees
March 20, 2013
**Information Technology Services**  
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*(Prepared February 28, 2013)*

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<thead>
<tr>
<th>STUDENT SUCCESS</th>
<th>Commitment to Excellence</th>
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<tr>
<td>• Data Warehouse/Business Intelligence</td>
<td>Phase II was completed in January. The second phase provides for automated reporting required annually for the National Science Foundation and other strategic research-related reports. The benefit to the University includes the ability to quickly determine the total expenditures committed to research, both sponsored and non-sponsored. The results of this have been presented to the steering committee.</td>
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<td>The goal of this project has been to prove the viability of providing a holistic view across all the cross-functional data sources to create a “single source of truth” data platform. This will enable a unified analytical 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>A roadmap for continued expansion of the warehouse is currently being worked on by the University staff.</td>
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<td>• iPads for Athletics</td>
<td>Work on the detailed needs assessment of mobile technology is proceeding in parallel with the design of the research study to evaluate the impact of technology on student academic success.</td>
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<td>Athletics has been selected as a pilot department since student athletes have the need for all study materials to be mobile and learning resources available online while traveling.</td>
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The Successful.U application was developed to help students develop the life skills below. The application was delivered to the mobile application stores for Android and Apple devices on February 12.

You can download and use the Successful.U application if you have an Apple or Droid smartphone. UANet ID – board Password - 12345

Life skills to assist students plan their path to success are:

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

A media campaign is being implemented to culminate in a grand kick-off party and Successful.U launch on March 19.

Events leading up to the formal launch will include:

- Soft launch roll out to
  - Undergraduate Student Government
  - Greek Life
  - Student Organizations
  - Resident Assistants (RA)
  - Student Ambassadors
- Presentations to Faculty, Council of Deans and Vice Presidents
- A promotional video produced by Z-TV for use across campus
- Stories in the Buchtelite promoting the application and the launch party
- Tables in the Union to promote the application and the launch party

Further promotion will continue through Spring Break and in the Spring New Student Orientation sessions. There will also be planning for a fall re-launch to coincide with move-in weekend in September.
Akron Experience

The primary thrust of Phase II development this semester is in the areas of career development. The changes include:

- The addition of single sign on capabilities to RooLink, a subscription service providing
  - Review of employer profiles
  - Search and apply for jobs
  - Connect with over 4,000 employers
  - Access Career Center event information

- The development of planning tools for incoming freshmen to introduce them to Career Planning Concepts
  - Forms for New Student Orientation advising
  - Checklists in MyAkron to provide students an ongoing roadmap

The first semester run of Culture Quest, the module to track attendance at university-sponsored events, was completed and participation was tracked via ZipCard swipes.

- We had five official events with 1849 unique participants.
- Session two of Culture Quest is officially underway and promotion of and participation in the events is on the rise.

GLOBAL RELEVANCE

Develop Dynamic and Globally Relevant Programs

- Online Learning (eLearning)

Our original strategy was to engage one firm (i.e., Pearson) to provide all the wrap-around services required to support online students. When we concluded Pearson would not be affordable, we decided to bring some of the services in house (i.e., help desk, technology) and unbundle the other services so they can be acquired from multiple suppliers. RFPs have or will be developed for online student services, marketing, student recruiting and instructional design.

We have completed a gap analysis to identify the General Education courses that would be needed in order for students to obtain a complete undergraduate degree online. This analysis takes into account the Dean's report, the Curriculum Proposals in progress and the courses that have been approved for online delivery. For an associate degree, five Gen Ed courses are needed. To complete a Bachelor of Arts, seven additional courses are needed. Efforts are underway to develop a sharable repository of sample online courses and a four-hour technology tools workshop.
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<th>Shared Service: Supporting PeopleSoft at LCCC</th>
<th>UA continues its support of PeopleSoft for LCCC (Lorain County Community College) application environments of Campus Solutions, Financials, Human Capital Management, and application development tools.  <strong>Technical Support:</strong> UA provided planning assistance and created test instances of the PeopleSoft applications for LCCC to test Campus Solutions and HCM update bundles.  <strong>Budget Planning:</strong> UA is working with LCCC to provide a budget plan to support administrative systems technology over the next two years. The plan projects a replacement for aging PeopleSoft servers and storage, a time and labor application, possible shared service initiatives for IT Service Desk and a network operating center, and adjustment for existing software maintenance contracts.</th>
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<td>Northeast Ohio Collaboration &amp; Innovation Study Committee</td>
<td>The higher education CFOs from Northeast Ohio meet regularly to discuss Centers of Excellence (COE) that might be used to collaborate between schools.  <strong>The Service Desk Subcommittee</strong> initially limited the scope of their investigation to finding a common technology platform. Since some of the schools were Banner and others were PeopleSoft, limiting the scope to platform did not provide a business case for supporting schools operating on the different ERPs. The scope has been increased to form a single business unit that would service all ERPs that would exist in an independent agency. This will eliminate the undue influence from operating out of any single campus. The service would be owned and controlled by each of the participating organizations having a single seat on a governance committee that oversees the service. As a result of the expanded model, Cleveland State and Kent State have reengaged in talks.  <strong>The Networking Subcommittee</strong> concluded that all public sector entities should be monitoring and managing their respective IT infrastructures on a proactive basis. Individually this service can be outsourced but the committee is trying to determine if it is more economical to share the ownership and control through shared services. The model attempts to create an independent service owned by participants that will implement in three phases: network monitoring and change control, problem resolution and intelligence, and proactive capacity management. The target for having a draft plan together for the committee is March 31.</td>
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### eProcurement Shared Services

The Director of Purchasing proposed ESM Solutions as a way to significantly increase the discounting UA receives for purchases through an online catalog and ordering solution. This solution 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 service.

### DISTINCTION

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<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>
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IT is working with faculty to select and standardize a synchronous distance learning platform for the University. This platform will enable faculty members to deliver instruction from any PC to any other PCs in a real-time, synchronous mode. All that is required is that all PCs participating be equipped with microphones and cameras.

### Integrator Assessor

As a follow up to the November Urban Serving University (USU) meeting, UA has developed and distributed a survey to university presidents through the USU association to gather information about innovation in delivery and business models. Results are in the process of being collected and analyzed. From this information, collaboration teams across USU will be formed to move forward components that will support IAM.

In a novel arrangement, The University of Akron is venturing into the world of Massive Open Online Courses (MOOC) and offering a “flipped” or “blended learning” course in partnership with a renowned Princeton University scholar in sociology.

Beginning next month, students in an Honor’s Colloquium entitled The Sociological Imagination, will have access to video lectures by Dr. Mitchell Duneier of Princeton through a contractual arrangement with Coursera, a pioneer in on-line learning. The Integrator team had a retreat to map out a schematic of the Integrator approach from the student's perspective. The team discussed and evaluated assessment-focused projects. In a follow up meeting, a mockup of the Integrator Assessor website will be developed.
ENGAGEMENT

• Disaster Recovery

We have engaged several departments on disaster recovery requirements and will continue this effort with other areas. In addition, IT will be working with Dell disaster recovery specialists and other vendors to validate our disaster recovery strategy.

• IT Status and Projects

Information Technology Services is developing a status page that will keep the university informed about technology system status. The page will use a green-yellow-red indicator for different systems like Telecommunications, Servers, Web Access, PeopleSoft, etc. If systems 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 will be 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.).

COMMUNITY

• Electronic Medical Records (EMR)

We are installing an EMR system that will enable the University to bill insurance companies and Medicaid/Medicare for services provided. Student Health Services, Speech Language Pathology and Audiology (SLP&A), The Center for Nursing Services, and Nutrition and Dietetics are providing these billable services today; SLP&A is the only unit that is billing.

The EMR system will also be used in the Health Professions’ Curriculum as well as in Sports Science and Wellness Education.

• Police Dispatch – 911 Merger

The University of Akron Police Department and the City of Akron Police Department are partnering to share the City’s Computer-Aided Dispatch and Records Management System to track and document public safety incidents.

Testing within the dispatcher’s office at the University continues and is being expanded to include police officers. Additionally, a new shared services arrangement is being pursued for the University to provide PC support for the city. The go-live date for use of the system is still scheduled for June 2013.
• Constituent Relationship Management (CRM)

We are working with a cross-functional team to select and implement a CRM system that will automate the student lifecycle (i.e. recruiting, admissions, advising, registration, Akron Experience, graduation, alumni and donor management). This CRM system will track all student contact and activities so service providers along the lifecycle will be informed of all prior contacts with the student, which will improve service quality.

In late December, a draft of the Request for Proposal was sent to Gartner (a technology research and advising company; www.gartner.com) for review and advice.

A conference call with Gartner in January 2013 provided a series of revisions and rewrites. A revised version was produced. As of mid-February, a final review of the RFP was being done by IT senior leadership and the interdisciplinary committee that includes representatives from the main campus and Wayne.

At present, the plan is to post the RFP by late February or early March. Once the RFP is released, it will be posted for comment for approximately one month. Responses to the RFP will be reviewed by our interdisciplinary CRM Committee.

As part of the RFP review, some respondents may be invited to campus to present their offering.

The CRM Committee will make a recommendation to the oversight committee (i.e., Sherman, Tressel, Cummins and Sage) based on the responses.

• Voice Update/Strategy – AT&T contract

IT is continually looking for ways to take cost out of the services we provide. By leveraging new technology called SIP that interconnects AT&T and the University, we are going to be able to reduce our long distance costs from approximately $300K annually to under $100K. Telecom will be working with AT&T to implement this change over the next few months.
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<th>INTEGRATED PLANNING</th>
<th>Achieve Measurable Success</th>
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<td>• Campus-wide Scheduling: Series 25</td>
<td>The Office of University Scheduling completed processing the Summer 2013 Schedule of Classes in February with Fall 2013 Schedule of Classes to be processed in late March. Plans continue for training all space schedulers on campus to utilize 25Live to support the institution’s goal of reaching 70% space utilization.</td>
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<td>• Time &amp; Labor Absence Management</td>
<td>The University is working with Workforce Software to automate the processing of time collection for hours worked as well as managing the requests for planned absences. The implementation of this will eliminate the current manual, paper processes that are in place now for both non-exempt and exempt employees. The project formally kicked off in February with the definition of the requirements for the new system and is expected to continue through the summer with campus-wide use scheduled by the fall semester of this year.</td>
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<td>• Grants Management Post-Award</td>
<td>The Grants Post-award project tracks awards, facilities, and administration processing. It also automates billing to sponsors enabling the University to achieve the Vision 2020 goal of $200 million in research. Development on reporting milestones is complete and ready to move to production. 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 and 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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| Enterprise Architecture | Information Technology Services (ITS) is reexamining the University’s technology architecture strategy to ensure it can support and adapt rapidly to technology changes needed by the institution in order to enable Vision 2020.

A workshop was facilitated by Deloitte Consulting with technology leaders from ITS to determine requirements for creating an ITS architecture strategy. The information gathered will create the foundation for conducting interviews of ITS customers across campus that will help formulate a plan for the next three years. The outcome is expected to take advantage of the latest opportunities while balancing competing expectations for ITS services. |