Information Technology Services

2019 Annual Report

Highlights of the 2018-2019 Academic Year

Information Technology Services

2019 Annual Report

Introduction

During the 2018-2019 Academic Year, the Information Technology Services (ITS) Division successfully completed over 70 projects and initiatives. To achieve these projects and initiatives, ITS collaborated with the NCCU campus community as well as many vendor partners. In addition to completing projects, ITS consistently updated and maintained existing technologies to ensure their stability, security and effectiveness for the campus.

In this Annual Report we will highlight projects, statistics and describe ITS's impact on our community of scholars and service providers. Below you will find a list of the ITS departments that make up the Division of Information Technology Services:

- **Infrastructure Services:** Consists of the following areas: Network Services, Telecommunication Services and Server Support Services. The Infrastructure Services team is responsible for providing and supporting core technology services such as local network and Internet access, Wi-Fi connectivity, voice/video communication services, email services, user accounts and network file storage. The mission of the team is to provide a highly available, flexible and advanced technology infrastructure in an efficient, cost effective and timely manner to the University.
- **Web Services:** Charged with the management of the University's public web presence, mobile application, portal, and content management system (CMS). In addition, Web Services develops applications, manages integrations, offers on-going training, communications and resources for campus Web Liaisons, as well as assists campus clients with effectiveness of their area websites.
- **Client Services:** Provides a single point of contact for NCCU's faculty, staff and students to assist with the solving of technical issues and directing technical issues to the appropriate area in ITS, if the issue cannot be resolved by one of the Client Services areas. Those areas include: Eagle Technical Assistance Center (phone/email support), Eagle Technical Center (walkup, personal computer assistance) and Student Printing support and Training.
- **Classroom, Computer and Event Support (CCES):** Enhances and reinforces the learning experience for our students, the teaching experience for our faculty, and the administrative experience of our staff through their use of technology. This includes offering the very best and most responsive customer service possible, in addition to education and empowerment with campus technology.

  CCES continues to intentionally position ourselves on campus as consultants for our customers. We have been strategically involved in several large projects from the beginning; i.e. the new Student Union, the new School of Business, and the new Television Studio. We will continue to expand our role in future endeavors, as we strive to build partnerships with our campus constituents.

- **Enterprise Information Services (EIS):** Consists of the following areas: EAS – Enterprise Administration Services, EDS – Enterprise Development Services, and ERS – Enterprise Reporting Services, and EOS, Enterprise Other Services. The EIS team is responsible for the overall support of Ellucian Banner, the university Enterprise Resource Planning (ERP) system and ancillaries, as well as university and governmental reporting and other systems that interface with the Banner ERP. The overall objective of the EIS team is to provide latest technology trends in administrative systems to administrators, faculty, staff and students and to ensure that the university's ERP system are online and available allowing university constituents the ability to conduct day-to-day business with minimum interruption in service.
- **IT Security:** Charged with safeguarding and coordinating the protection of the confidentiality, integrity and availability of all information processed, stored or transmitted using university electronic resources.
- **Project Management:** Creates project management methodologies and processes for project management engagements to foster cross functional collaboration across departments with increase communication and awareness.
- **Resource Management:** The mission of the Resource Management Department is to manage, in accordance with State, Federal and University guidelines, the physical and fiscal assets assigned to ITS along with human resource actions relative to personnel administrative requirements.
- **Office of the CIO:** Represents the cross-functional departments in the Information Technology Services division. The office enables and supports the operations, resource planning, strategic planning, governance as well as campus and partner collaborations.

Highlighted Activities and Projects

Campus Network Refresh

Completing a comprehensive network refresh is often a multi-year project. However, with the support and funding from the Chancellor, ITS was able to provide NCCU with an upgraded, improved and more resilient network. After a year of planning the project began in earnest in Fall 2018 with over 11 miles of new fiber being pulled across campus. This replaced 20+ year old fiber, created resilient/redundant network paths, and provided increased bandwidth to campus buildings.

| Description	Old Network	New Network June 2019
11 miles of Fiber-optic cabling installed	Mixture of SingleMode and MultiMode	SingleMode
Created redundancy and Increased bandwidth capacity between cores		40 Gbps
Increased bandwidth capacity between buildings	1Gbps	10Gbps
Increased number of Wireless Access Points (APs) across campus (inclusive of Residential Halls)	1,330	3,281
Increased number of Wireless AP in ResHalls	1100	2300
Increased Wireless speed	54Mbps – 600Mbps	1.3Gbps - 6.93Gbps

Campus Security Project

In Spring of 2019 a two-year comprehensive campus security project was completed. The project included bringing over 470 doors under a single access system that would integrate with the camera system managing over 900 cameras across campus. The security system in use by NCCU Police has provided valuable information for investigations. As a result, police have been successful in arresting perpetrators and working with Durham Police and others to resolve or solve incidents on campus.
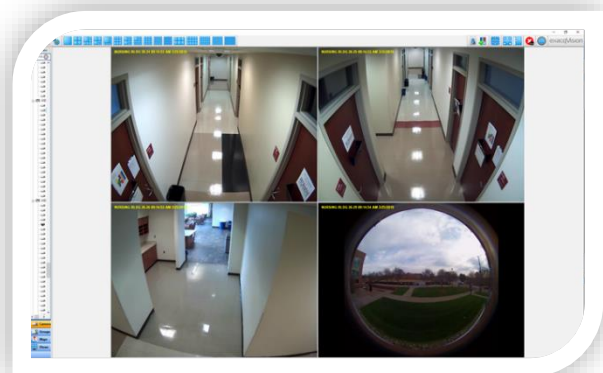
myEOL Redesign

On July 13, 2019, Web Services successfully soft launched the myEOL Redesign, a one-stop shop portal that provides access to university resources. The new myEOL integrates data from multiple external systems (e.g., TeamDynamix, Get Connected, EAB/Navigate, and Handshake) via API integrations and RSS feeds, decreasing data siloes through a unified user interface.

In addition, myEOL offers a new solution for posting events and announcements, eliminating the need for cumbersome email messages and increasing the reach of departments and groups across campus. Finally, the new myEOL offers a document library as well as a user forum.
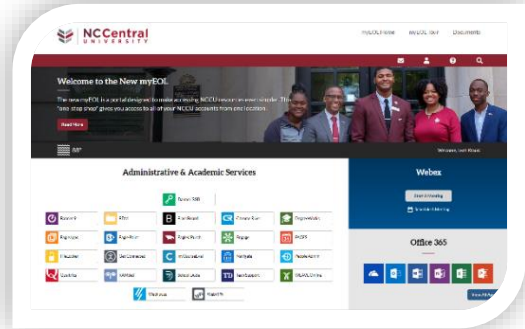
myEOL accessed via single-sign-on and automatically offers separate views for employees and students, ensuring that users see only targeted resources. Users who are both employees and students have the option of toggling between the separate views.

Finally, myEOL was designed to be highly accessible and mobile friendly, ensuring its availability to the entire university community.

Students Develop Improved NCCU Map

ITS launched an online campus map built entirely by students. The new online campus map provides students, faculty, visitors, and alumni with easy to use tools and services to make navigation of the NCCU campus easier. The map includes a full list of locations on campus. People who are new to the campus can search for the administrative buildings, visitors can find the parking lots they need for events, and long-time students can find the hidden gems of NCCU.

Each location has its own page filled with relevant information. When applicable, a location page will feature an image, website, contact information, and a list of offices inside. Each printer and inclusive bathroom come with their location, and each parking lot includes the type of spots available (i.e. residential, reserved, commuter, etc.) and the number of handicap spots in the lot.

When on the page for a location, the user can get directions to this location. You can choose between directions from your location or a specific building on campus. You can also opt to use only handicap-accessible routes.

Student Employees Make a Difference

ITS hired 65 total student employees for the 2018/19 academic year. These students assist in a variety of capacities. A few of those activities include: helping with Library Commons computer management, promoting ITS activities including student orientation, helping with the student printers across campus, building web pages, building and giving feedback on myEOL, answering help desk calls and supporting ITS Resource Management office.

TechnoPalooza

NCCU ITS hosted the annual Technopalooza (Technology Day) which was held in the Alfonso Elder Student Union, March 28, 2019 from 10:00 am – 1:00 pm. This event showcased innovative new and existing technology that is available to the faculty, staff and students of NCCU. Although it was not a career day event, Technopalooza allows students, faculty and staff the opportunity to build relationships and exchange knowledge with vendors as well as learn about career paths at their company. The event vendors were Dell, NWN, Cisco, Apogee, Sprint, Dynamic Quest, KweliTV, Panasonic, Riddle & Bloom, Sharp, NCCU's own Fab Lab, NCCU ITS, IT Eagles and the ITS Student Employee Staff. There were door prizes and giveaways awarded from each vendor. There were approximately 100 student attendees.

UNC Cause Classroom Summit

Over 60 classroom technology specialists from 15 colleges and universities across North Carolina attended the two-day event hosted by the ITS Department: Classroom Computer Event Support (CCES) at NCCU. This event, hosted for the first time at NCCU, included discussions of campus technology standards, strategies to engage stakeholders and how peer collaboration has enabled CCES to move strategic initiatives forward.

Classroom Computer Upgrades

Working with Provost Nave, ITS was able to upgrade 18 classrooms and learning spaces with improved teaching technology. In addition over 400 new computers were deployed to faculty and learning spaces. .

NCCU Community Leaders Program (CLP)

The 2018-2019 Community Leaders Program had over 100 applicants culminating in 22 students actively participating in leadership development and digital literacy work throughout the year. Over the course of the year, the students committed over 400 hours to the program consisting of workshops and volunteer hours.

Seven NCCU students were leaders for the most successful of the 2018-2019 programs. These students conducted weekly training sessions for the parents of Head Start students. They met throughout the spring 2019 semester each Friday for eight weeks. The students provided basic computer skills training as well as more advanced exercises such as writing resumes. There were a total of 29 attendees, and the CLP students also planned a certificate celebration upon completion of the eight weeks.

Banner 9 Admin Pages

In collaboration with the campus constituents and our hosting providers, NCCU ITS completed the implementation of Banner 9 Admin Pages. Banner is the campus-wide enterprise resource program, providing the campus community with a student information system, finance system, financial aid system and other administrative functions. This upgrade moves the campus away from a technology that is no longer supported to a more user-friendly web-based application.

Chrome River Travel and Expense

In collaboration with Administration & Finance, this two-year project to provide an enterprise level travel system was completed Spring 2019. The system replaces a spreadsheet process that operated outside the typical budget review and encumbrance process for travel. In addition to backend improvements, the new system provides ease of use for the traveler with the ability to scan and upload receipts and other user-friendly features.

Information Security Activities

Information Security continued to be a focus for operations and outreach during the 2018-2019 academic year. During the year the Chief Information Officer and IT Security Analyst partnered across campus to move critical initiatives forward. Examples of those include working with technical staff outside ITS to ensure any external systems were scanned and updated, completing a cross walk with NCCU policies and regulations with international standards, developing documentation and training to promote encryption for sensitive data and the ongoing IT Security Awareness training. In addition to all of these activities, IT Security also engaged an external vendor to review the IT Security Program as the first step in an overall IT Security external review. Finally, IT Security continued to partner with the Office of Legal Affairs to provide campus wide training, support for eDiscovery and review of policies and procedures. As a result of these efforts NCCU was able to meet its IT Security obligations as outlined by the UNC Board of Governor's IT Security Policies.

Coming in 2019-2020

NCCU.edu redesign

Having started in Fall 2018, the new nccu.edu website will go live in Fall 2019. This new modern website will be focused on student recruitment and promote NCCU's points of pride and place in the Triangle. One key feature is the degree finder that will allow current and prospective students the ability to see sample curriculum for degrees and programs. This cross campus effort lead by Communications and Marketing will better position NCCU from a recruitment and marketing lens.

New Reporting System

One of the most critical activities ITS will undergo is working with Institutional Research Assessment and Planning to provide data that will support the implementation of NCCU's Strategic Plan, "Charting a New Landscape for Student-Centered Success". One initiative in support of this will be the implementation of Argos a new reporting system for the campus. Argos will provide reports as well as dashboards that can put data and queried data in the hands of campus leadership.

Banner 9 Self Serve

Having successfully completed the Banner 9 Admin Pages implementation during the 2018-2019 academic year, it is time to begin the implementation of the customer facing Banner Self Service pages. This yearlong project is scheduled to begin Spring 2020 with a proposed completion date of early Spring 2021.

What else is ITS doing?

There are many other projects underway including projects such as, classroom upgrades, maker space roll out, multifactor authentication and the multitude of support and enhancements to campus services. ITS' Motto for 2019-2020 is ITS KEEPS GETTING BETTER! We know that we will continue to thrive and soar and through that provide continual improvement in our already quality services.