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Annual Report

Entity: Information Technology Services

Talking Points

1A: ITS Efficiency & Cost-effectiveness Initiatives - Transfer of Responsibilities

Providing Department: Information Technology Services

Talking Point

In FY 13-14, ITS completed a series of initiatives to increase overall efficiency and cost-effectiveness of University technology services. Several of these initiatives involved the transfer of responsibilities from client departments to ITS. These changes helped the University more effectively respond to significant budget cuts. Major transitions in responsibilities were:

- Transition of Enterprise Administrative Application administration and related administrative system governance responsibilities from Business Affairs to ITS. This transition allowed for the elimination of an administrator position (1 FTE).
- Transition of Learning Management System (LMS) administration from Academic Affairs to ITS. This transition allowed for creation of a team-based approach to Blackboard Learn administration, with multiple trained backups for the primary LMS administrator, creating a more stable LMS environment. The LMS team also addressed data security issues. This included reducing the # of Blackboard Learn "local" accounts (i.e., accounts not managed by UNCG's central computer account system) from 5,000 to less than 200.
- North Carolina Identification (NCID) university-wide administration transition from the Office of Sponsored Programs to ITS. An ITS staff member now serves and the primary NCID administrator for UNCG, allowing the client department to focus on its core mission of sponsored research support with UNCG's division of Research & Economic Development.
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Audience: Internal:

Audience: External:

Start Date: 7/1/2013

End Date: 6/30/2014

Related Items

 **U-V02: Collaboration**

 **U-R03: Technology or Technological Support**

 **U-AR01: Teaching**

 **U-AR02: Research/Creative Activity**

1B : ITS Efficiency & Cost-effectiveness Initiatives – New Opportunities

Providing Department: Information Technology Services

Talking Point

In addition to initiatives that involved the transfer of responsibilities to ITS in FY 13-14, ITS completed other work to provide new opportunities for efficiency and cost-effectiveness in University-wide technology services. Highlights include:

- Completion, with Business Affairs, of a feasibility study of “Managed Print Services” (MPS) for the University. The study concluded that such a service could result in significant savings in printing costs for the University, while improving service, features, & environmental sustainability of printing practices. The decision to move forward with a campus-wide MPS program, with Systel as the vendor, was announced in March 2014.
- Decision to proceed with Box as a university-wide service to provide cost-effective, cloud-based storage that is remotely accessible and compatible with multiple computing devices, including Windows & Macintosh computers and mobile devices. Box will address multiple file storage improvement needs, including providing greater overall storage space for clients, and providing researchers & others with a more simplified means of sharing data with collaborators at other institutions.
- Move of ITS software sales for individual student, faculty and staff purchases online to a UNCG e-Store hosted by Kivuto. Launch of this store in June 2014, has provided a way for clients to purchase software without coming to campus during business hours or paying extra shipping costs, saving both time & money for clients, while allowing ITS staff to provide faster turnaround on other services.
- Addition of the “mobile offline app” to UNCG’s Qualtrics web-survey license, to enable data collection in locations without internet access. Adding this feature has allowed researchers to eliminate separate

procedures & costs previously required for standalone offline data collection solutions.

Audience: Internal:

Audience: External:

Start Date: 7/1/2013

End Date: 6/30/2014

Related Items

  **U-V02: Collaboration**

  **U-V03: Sustainability**

  **U-R03: Technology or Technological Support**

  **U-AR01: Teaching**

  **U-AR02: Research/Creative Activity**

  **U-SG02.05: Sustainability Practices**

  **U-SA02.0: Health and Wellness across the Life Span**

1C: ITS Efficiency & Cost-effectiveness Initiatives – Continuing Opportunities

Providing Department: Information Technology Services

Talking Point

In FY 13-14, ITS also continued existing efficiency initiatives that resulted in campus-wide resource savings. These included:

- Continued work to implement virtual services for client computing through UNCG's "MyCloud" program, including expansion of ITS lab virtualization from the Superlab to several ITS open access/instructional labs. This work lays the foundation for more streamlined "desktop" computing services, including the goal of adding support for cost-effective

"thin client" computing devices.

- Continued Banner development work to enable business process improvements that include savings of staff time in client departments. In 13-14, ITS Banner developers logged a total of 6,639 hours on project work. Just one example of resulting efficiencies is the NC4 process enhancement that allows employees to submit withholding information directly via the UNCGenie web self-service tool. This new process eliminated use of paper forms, and in just 8 months, saved Payroll Office staff time that would have been required to process 500 transactions.
- UNCG also continues to serve as a pilot campus for major UNC System initiatives, such as the Student Data Mart. Serving as a pilot campus allows UNCG to better ensure that resulting solutions & processes are compatible with UNCG needs & practices.
- ITS continues to manage UNCG's participation in the UNC System Combined Pricing Initiative (CPI) for computer purchases, including coordination of quarterly "bulk buys" for additional savings on Apple products. UNCG has saved more than \$55k beyond standard academic discounts since the bulk buys were started in FY 11-12.

Information regarding these and other efficiency and cost effectiveness initiatives are available on the ITS website.

Audience: Internal:

Audience: External:

Start Date: 7/1/2013

End Date: 6/30/2014

Related Items

  **U-V02: Collaboration**

  **U-R03: Technology or Technological Support**

  **U-AR01: Teaching**

1D: Learning Management System Study Completion

Providing Department: Information Technology Services

Talking Point

In FY 13-14, ITS worked with the Academic Technology Coordinating Committee (ATCC) to complete the study of Learning Management System (LMS) products, resulting in the ATCC recommendation that UNCG move to Canvas by Instructure as its campus-wide LMS. Information regarding the study process, including Spring 2014 pilots of 3 LMS systems, is available at <http://lms.uncg.edu>.

Provost David Perrin endorsed this recommendation, and UNCG's decision to move to Canvas was announced in June, 2014. Benefits of moving to Canvas include:

- reduced planned downtime for software upgrades due to the Canvas "incremental update" model
- greater mobility and consistency across multiple devices, due to Canvas not requiring a separate mobile application
- a more "modern" interface, requiring fewer "clicks" to access resources (compared to Blackboard Learn)
- slightly lower expected overall cost of ownership, as compared to Blackboard Learn
- server maintenance and software updates performed by Instructure, while UNCG staff focus on client assistance, training, & third-party tool integration
- remote hosting of Canvas saves UNCG data center space and reduces our local energy consumption
- direct integration with UNCG file storage (Box and Google Drive)

Additional information regarding UNCG's transition to Canvas is available at <http://courses.uncg.edu>.

Audience: Internal:

Audience: External:

Start Date: 7/1/2013

End Date: 6/30/2014

Related Items

  **U-V02: Collaboration**

  **U-R03: Technology or Technological Support**

  **U-AR01: Teaching**

1E: Graham 313 ITS Computing Lab Opened for Math Emporium

Providing Department: Information Technology Services

Talking Point

The 60-seat Graham 313 ITS Computing Lab opened in Fall 2013 as ITS's second largest computing lab (after the Superlab in Jackson Library). Construction of this lab was funded to support UNCG's Math Emporium, a student success initiative for mathematics courses. The facility is available for reservations for other purposes when not in use by the Emporium. Graham 313 includes special collaborative technology including SMARTboards, a Prometheum ActivBoard, and a Monopad giant touch tablet. The first year of operation of

Graham 313 was a success, with the primary instructor stating, "...the lab is awesome and the technology is a fabulous resource for the students. We enjoyed using the SMART boards during our class to facilitate group work on various problems. Also, the students seemed very pleased with the comfort of the lab and the benefits of having the space reserved especially for them."

Audience: Internal:

Audience: External:

Start Date: 7/1/2013

End Date: 6/30/2014

Related Items

  **U-V02: Collaboration**

  **U-R03: Technology or Technological Support**

  **U-I01.3.2: Math Emporium**

  **U-SG01.03: GA Retention Rates**

1F: Business Intelligence & Data Quality Initiative

Providing Department: Information Technology Services

Talking Point

UNCG decided to undertake a University-wide business intelligence (BI) initiative in July 2013, with ITS serving in critical leadership & technical roles for this initiative. The key activities identified for the BI initiative included identifying the University's greatest information needs, improving the trustworthiness of University data, and investigating and recommending solutions for presenting information in the most useful manner. FY 13-14 accomplishments of this initiative included the following:

- Created and obtained executive approval of a set of data principles
- Established a governance structure to recommend and oversee initiatives -- Business Intelligence Steering Committee, & Data Stewards Council
- Identified highest priority datasets for data standardization –Enrollment, University Advancement (preparing for next capital campaign), Employee
- Revised Data Classification Policy to reflect categories of data based on sensitivity and security needs (for July 2014 Executive Staff decision) [note: ITS file storage options to be aligned with the new classifications]
- Established two-tiered process for the creation and approval of University-wide data terms
- Began to build an institutional Business Glossary of consistent data definitions, based on relevant external entity definition if applicable
- Identified a tool to enable Business Glossary construction (have obtained funding and expect to secure the Data Cookbook software in fall of 2014)

Audience: Internal:

Audience: External:

Start Date: 7/1/2013

End Date: 6/30/2014

Related Items

  **U-V02: Collaboration**

  **U-V05: Transparency**

  **U-R03: Technology or Technological Support**

  **U-I04.3.9: UNCG Campaign**

  **U-SG04.03 : Engaged Scholarship**

Administrative Institutional Effectiveness Highlight



3A: Campus Network Upgrades

Providing Department: Information Technology Services

Administrative Institutional Effectiveness Highlight

Beginning in FY 13-14, ITS initiated a two-year plan for comprehensive upgrades to the University network. This decision was based on tremendous growth in campus network utilization rates, especially for wireless which had experienced sustained utilization growth since its initial implementation. November 2013 wireless utilization data indicated 35% growth over November 2012, based the average # of users recorded during a specified reporting week (5,625 average users for 2013 as compared to 4,166 for 2012). ITS had also received client feedback that network performance was not meeting overall expectations (e.g., Spring 2012 TechQual Survey responses, & direct client input). Phase 1 work, completed in 13-14, included the following:

- increasing the University's bandwidth tier commitment to NCREN (UNCG's external internet service provider) from 700 Mb to 1000 Mb service (Tier 2)
- phase 1 upgrades to existing network gear to enable a future move to 10 Gb throughput
- increasing bandwidth limit thresholds for wireless networking from 400 Mb daytime/400 Mb evening to 700 Mb daytime/850 Mb evening

Phase 2 work will occur in FY 14-15.

Start Date: 7/1/2013

End Date: 6/30/2014

Related Items



SPO04: Support and Maintenance of Required Technology Infrastructure



U-V02: Collaboration



U-V03: Sustainability



U-V05: Transparency



U-R03: Technology or Technological Support



U-AR01: Teaching

  **SPO13: Reliable and Effective Core Technology Services - Network**

  **U-R03: Technology or Technological Support**

 **3B: Managed Print Services Program Study & Implementation Decision**

Providing Department: Information Technology Services
Administrative Institutional Effectiveness Highlight

In FY 13-14, ITS completed a study in conjunction with Business Affairs to determine whether the University could benefit from campus-wide implementation of a Managed Print Services (MPS) program. Based on data collection regarding existing print utilization, equipment, & service agreements within ITS & Business Affairs, the project team determined that savings could exceed a total of \$25k/yr for just those areas studied (not inclusive of energy & time savings). Based on those potential cost savings, as well as expected service improvements, expanded features, & sustainability benefits, a decision was announced in March 2014 to proceed with a campus-wide MPS program.

Start Date: 7/1/2013

End Date: 6/30/2014

Related Items

  **SPO05: Support of University Sustainability Initiative (Environmental Sustainability)**

  **U-V03: Sustainability**

  **U-R03: Technology or Technological Support**

  **U-SG02.05: Sustainability Practices**

 **3C: Box "Cloud" File Storage Pilots & Implementation Decision**

Providing Department: Information Technology Services

Administrative Institutional Effectiveness Highlight

In FY 13-14, ITS completed two pilots of Box, a “cloud”-based file storage solution available to UNCG at a significantly discounted rate through participation in the Internet 2 high-speed networking consortium. Positive results of an initial ITS pilot led to the decision to pilot the solution with client volunteers. Client feedback indicated that 68% of participants were in favor of ITS offering Box as a University file storage service, another 20% were neutral, and another 12% not in favor. Overall assessment of individual features in Box was positive as well. Based on this feedback, ITS announced plans to implement Box as a university-wide file storage service beginning in Fall 2014.

Start Date: 7/1/2013

End Date: 6/30/2014

Related Items

  **SPO04: Support and Maintenance of Required Technology Infrastructure**

  **U-V02: Collaboration**

  **U-V03: Sustainability**

  **U-V05: Transparency**

  **U-R03: Technology or Technological Support**

  **U-AR01: Teaching**

  **SPO08: ITS Support of Access to Education and Student Success**

  **U-V01: Inclusiveness**

  **U-R03: Technology or Technological Support**

  **U-AR01: Teaching**

  **U-I01.3.2: Math Emporium**

  **U-I01.3.3: Student Success Initiative**

  **U-I01.5.4: UNCG Guarantee**

  **U-SA01.0: Access to Education and Student Success**

  **U-SG01.01: At Risk Students**

  **U-SG01.07: Online Degree Programs**

  **SPO16: ITS Support of Research and Creative Scholarly Activity**

  **U-AR02: Research/Creative Activity**

  **U-SG02.01: Health Sciences and Translational Research**

  **U-SG04.04 : Basic and Applied Research**

 **3D: Information Systems Pre-Purchase Review Policy**
Providing Department: Information Technology Services
Administrative Institutional Effectiveness Highlight

In FY 13-14, ITS worked with stakeholders in other University divisions, including Academic Affairs & Student Affairs, to create the Enterprise Applications Pre-Purchase Review Policy. This policy was reviewed by Executive Staff and approved by the Chancellor in June 2014. The impetus for this policy was student and parent feedback (e.g., at SOAR) that UNCG's disparate student-facing administrative systems, with differing login credentials, were confusing & difficult to navigate as a new student. One requirement of the new policy is an ITS review of all new student-facing administrative systems for compatibility with UNCG's centrally-supported authentication system, allowing the University to move toward consolidation of access under a single username & password.

Start Date: 7/1/2013

End Date: 6/30/2014

Related Items

  **SPO08: ITS Support of Access to Education and Student Success**

  **U-V01: Inclusiveness**

  **U-R03: Technology or Technological Support**

  **U-AR01: Teaching**

  **U-I01.3.2: Math Emporium**

  **U-I01.3.3: Student Success Initiative**

  **U-I01.5.4: UNCG Guarantee**

  **U-SA01.0: Access to Education and Student Success**

  **U-SG01.01: At Risk Students**

  **U-SG01.07: Online Degree Programs**

  **SPO15: Reliable and Effective Core Technology Services - Identity Management/Authentication Services**

  **U-R03: Technology or Technological Support**