Olin Business School FY16 IT Report

Operational School Metrics
- 29 incidents managed by End User Services
- 113 Financial Information Systems service requests managed
- 28 Business Intelligence/Data Warehouse service requests managed
- 2,443 Blackboard users
- 2,732 Student Information System (SIS) users
- 144 Finance/AIS users

Representation
- 15 IT Governance representatives
- 16 Shared IT Services Unit Representatives Group members
- 1 Shared IT Services Project Advisory Group member

Year in Review

Shared IT Services
- Created Shared IT Services model to be deployed across the university
- Received executive approval for new costing model of shared IT services
- Completed service level definitions and expectations
- Stabilizing implementation pilots. Started Wave 1 (Clinical) implementation

Teaching / Learning
- Supported Canvas and Schoology learning management system pilots
- Deployed course evaluation system
- Updated Blackboard; migrated to the cloud

Research
- Launched Washington University Research Network (WURN), providing a high-speed research and big data network for increased bandwidth and access to research data centers
- Initiated research storage project

Information Security
- Launched web scanning service to expose web server and website vulnerabilities
- Deployed cloud-based security service to protect against malware, spyware, adware, botnets and phishing attacks

Infrastructure
- Consolidated WUSM and Danforth Campus network operations to North Campus (Rosedale) Managed technology infrastructure and information security for 2016 presidential debate
- Completed Campus Fiber Infrastructure Replacements & Improvements Project to install fiber between WUSM and Danforth Campuses
- Consolidated data centers, making research data center the primary data center and West Campus data center a backup
- Enhanced end-user dialing experience by removing requirement of entering authorization code for long distance calling, eliminating cost of domestic long distance
- Approved proposal for research storage

**Administrative Systems / Business Intelligence**
- Completed assessment for replacement of end-of-life human resources, finance, student, and physical resources administration systems; planning for project in progress
- BIDW deployed first student data packages into university data warehouse (includes student, award, need, and eligibility data)
- BIDW delivered numerous key improvements in research administration data reporting abilities under Research Reporting Initiative
- Developed Conflict of Interest (COI) solution to standardize and coordinate processes of the 4 WUSTL COI offices to go live early 2017; grants management (proposals) scheduled for fall 2017
- Launched PMWeb web-based construction project management application for Danforth and Medical School facilities departments

**How We Spent Our Time**

**Planning for the Future: Key Initiatives**
- Deploy shared IT services across the University
- Develop strategic plan for replacement of end-of-life human resources, finance, and student administration systems
- Replace end-of-life voice system (Danforth Campus)
- Replace end-of-life voice system (WUSM Campus)
- Architect network for improved security
- Implement research storage project
- Add more researchers to the WURN (research network)