School of Law FY16 IT Report

School Usage & Incident Metrics

- 402 incidents managed by End User Services
- 26 Financial Information Systems service requests managed
- 12 Business Intelligence/Data Warehouse service requests managed
- 530 Blackboard users
- 1,616 Student Information System (SIS) users
- 136 Finance/AIS users

Representation

- 5 IT Governance representatives
- 2 Shared IT Services Unit Representatives Group member
- 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

WashU IT Guiding Principles

The IT governance structure operates under a strategic vision and a set of principles that guide decisions of IT investments, resources and scope.

- Mission First
- Intention Service Design
- Appropriate Solutions Approach
- Data Is an Asset
- Secure, Sustainable, Maintainable, Reliable, Available
- Keep IT Skills, Knowledge & Collaboration Current

Communication & Engagement

The Office of the CIO provides many opportunities for engagement. Your feedback is critical to our success.

- the Connected newsletter - a bi-monthly source for IT services, projects and events news distributed to the entire university community
- the OCIO website - news, announcements, project updates at http://cio.wustl.edu/
- the WashU IT website - service information, news, announcements, project updates at http://it.wustl.edu/
- IT community town hall meetings - bi-annual town hall meetings to engage the university IT community
- campus IT town hall meetings - bi-annual town hall meetings to engage the university community
- IT governance committees - meeting frequency determined by committee members
- Shared IT Services Unit Representatives Group - meets monthly to engage with Shared IT Services projects
- Shared IT Services Project Advisory group - meets monthly to provide guidance and support to project teams and act as liaison to schools and departments
• 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

User Perceptions: 2016 IT TechQual+Survey
Positive Perceptions
• Having an Internet service that provides adequate capacity or speed

Negative Perceptions
• Having online services that enhance the teaching and learning experience
• Getting timely resolution of technology problems that I am experiencing
• Technology support staff who have the knowledge to answer my questions
• I know how to get the technology support I need

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)