Washington University in St. Louis
INFORMATION TECHNOLOGY

We deliver an integrated, responsive and secure technology environment that advances and supports exceptional learning, research, innovation and patient care.

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

FY16 Total Time Recorded by Service Portfolio

FY16 Total Actuals
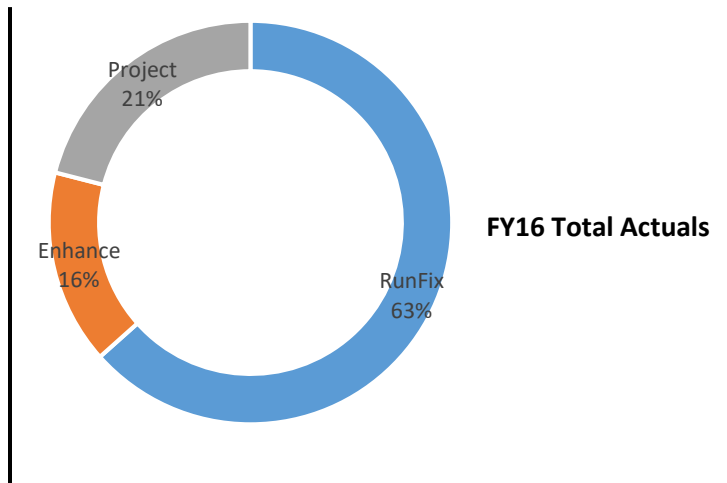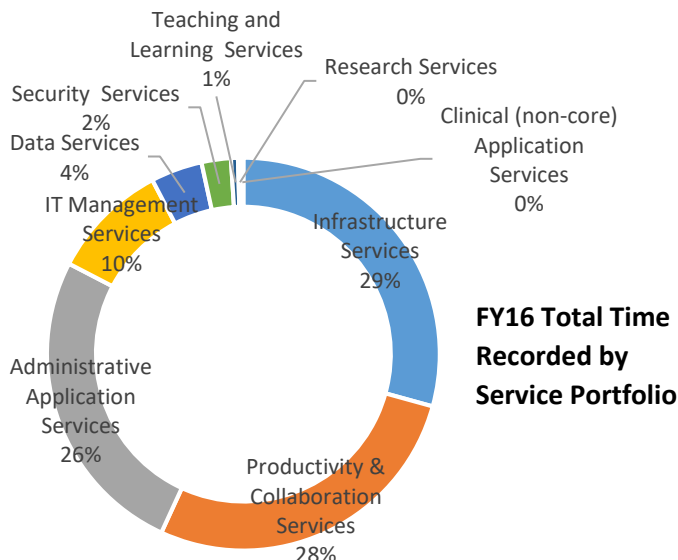
Planning for the Future: Key Initiatives
- Deploy shared IT services across the University
- Develop strategic plan for replacement of end-of-life human resources, finance, and student administration systems
- Replace end-of-life voice system (Danforth Campus)
- Replace end-of-life voice system (WUSM Campus)
- Architect network for improved security
- Implement research storage project
- Add more researchers to the WURN (research network)