

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

Intentional 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.

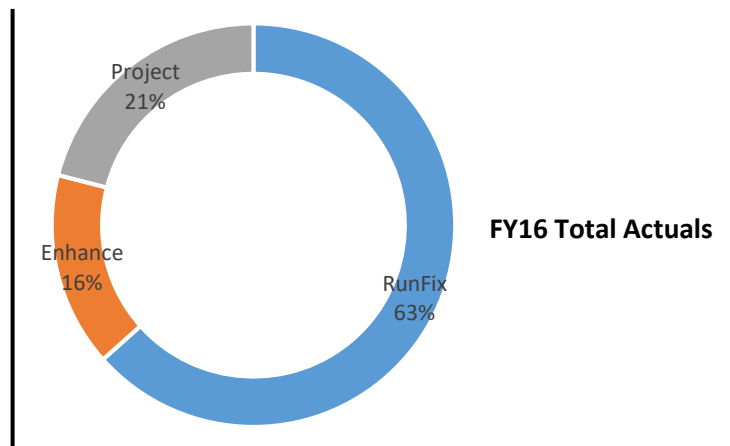
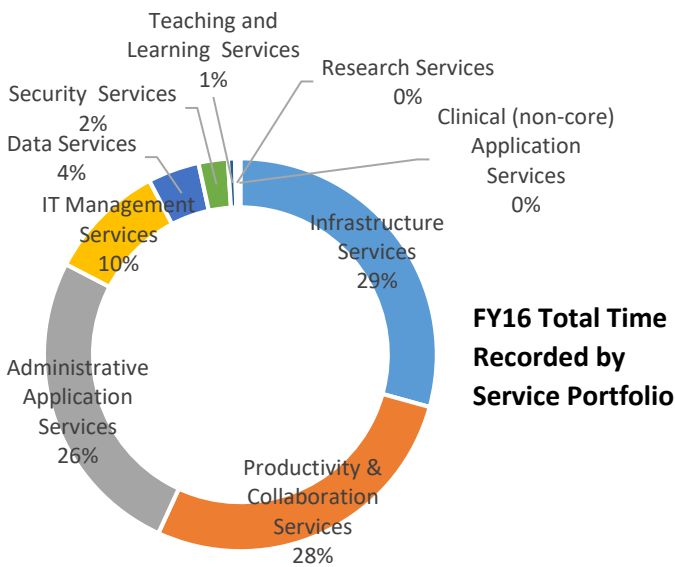
- **the Connected newsletter** - a bi-monthly source for IT services, projects and events news distributed to the entire university community
- **the OCIO website** - news, announcements, project updates at <http://cio.wustl.edu/>
- **the WashU IT website** - service information, news, announcements, 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)