

## 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.

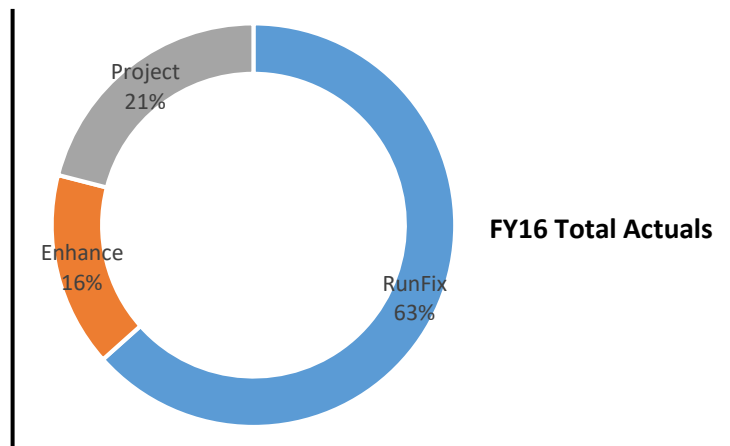
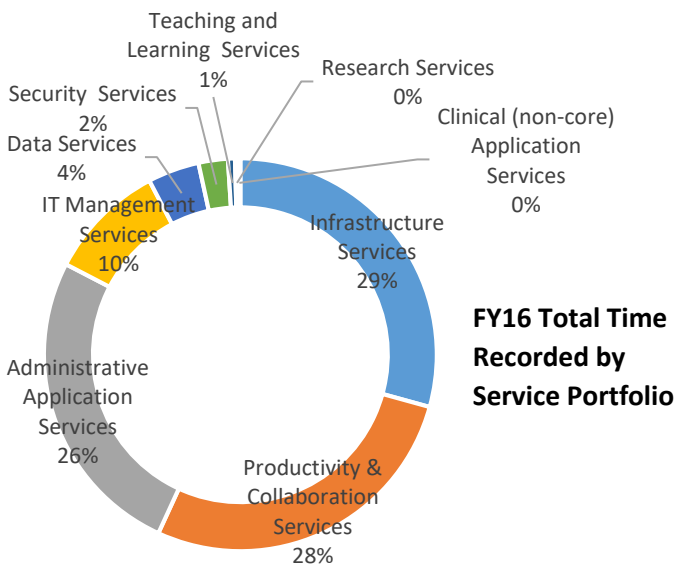
- **the Connected newsletter** - a bi-monthly source for IT services, projects and events news distributed to the entire university community
- **the OCIO website** - news, announcements, project updates at <http://cio.wustl.edu/>
- **the WashU IT website** - service information, news, announcements,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