

School of Medicine FY15 IT Report

School Metrics

- 14,523 CITS service requests managed
- 4,113 Financial Information Systems service requests managed
- 628 Research Administrative Systems service requests managed
- 1,069 Business Intelligence/Data Warehouse service requests managed
- 5,810 IS&T service requests managed
- 1,538 Blackboard users
- 3,251 WUSTL Box users

Representation

- 35 [IT Governance representatives](#)
- 29 Shared IT Services [Unit Representatives Group](#) member
- 13 Shared IT Services [Project Advisory Group](#) member

Year in Review

- Provisioned [WUSTL Box](#) for cloud based content storage and collaboration
- Launched the [Eduroam](#) wireless network providing secure, WUSTL KEY-enabled wireless network access to students, faculty, staff and sponsored affiliates at participating institutions around the world. Also provides access for Eduroam users visiting the University
- Deployed Canvas/Oasis to students and faculty
- Partnered with the Resource Management Office to implement the [Technology Procurement Policy](#) to help leverage the IT investment, ensure alignment with the IT strategy and improve the quality of vendor contracts

Planning for the Future: Key Initiatives

- Develop high capacity [research network](#)
- Create and deploy [shared IT services](#) across the University
- Deploy [Office 365](#) email consolidation
- Support installation and deployment of Epic
- Acquire conflict of interest and [grant management system](#)
- Develop roadmap for replacement of end-of-life human resources, finance, student, and physical resources administration systems
- Install [Voice over IP \(VoIP\) system](#)
- Develop IT infrastructure for new buildings
- Develop data warehouse for business intelligence
- Develop clinical software deployment solution
- Create [faculty data repository](#)
- Replace [course evaluation system](#)

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 Shared IT Services Digest** - a monthly digest of Shared IT Services Program news distributed to all identified staff in the university IT community
- **the OCIO website** - news, announcements, project updates at <http://cio.wustl.edu/>
- **the Shared IT Services Program website** - program news, timelines, recorded unit representative meetings at <http://itservicesprogram.wustl.edu/>
- **IT community town hall meetings** - bi-annual town hall meetings to engage the university IT community
- **IT campus 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

Shared IT Services Program

IT at Washington University in St. Louis (WashU) historically has been decentralized in comparison to our peers, varied in service levels, and had immense duplication in IT service offerings and IT staff roles. The [Shared IT Services Program](#) is a project to rebalance the IT delivery model at WashU (and BJC where appropriate) by creating an infrastructure and service platform that facilitates the seamless sharing of information and positions the University for strategic advancement. Rebalancing IT also entails deploying staff to its best use. We have the right number of staff across the University but we do not have the right mix in terms of location and skills.

User Services Integration Project

The [User Services Integration Project](#) will create a comprehensive and common university-wide end user computing service that reduces the complexity for users trying to navigate the WashU and BJC IT landscape. There will be multi-tiered user support that includes a help desk to serve as a single point of contact with users, self-service tools for independent users and face-to-face interaction when necessary. Universal, meaningful and **transparent customer-driven** service quality and cost level agreements are key to implementation and management in this service model, along with the ability to measure against them. There will also be fully managed Windows and Mac support, as well as some Linux support with further detail to emerge. Other features include:

- Access to University provided resources and tools regardless of unit affiliation
- Software and BYOD Support
- End-User Technology Consulting
- Network Printing
- Client access to network (wired/wireless)
- Remote Access Tools
- Individual and Departmental Storage
- Loaner Equipment
- Optional Device Backup

Integrated Infrastructure Project

The [Integrated Infrastructure Project](#) will create a foundation for single sign-on to common applications like email, HRMS, computer login, EPIC and other clinical applications. The project will create shared infrastructure for the University (and BJC where appropriate) that will be implemented—first with the School of Medicine—then to other University populations. It will include access to core features like disaster recovery, managed OS, hosted equipment, co-location, virtual hosting, and virtual server storage. It will also create a common, easy way to use public cloud hosting services like Amazon Web Services and Microsoft Azure with a system to onboard, pay, and ensure compliance with University accepted terms and conditions.

Roadmap

