TECHNOLOGY INITIATIVES AT A GLANCE

John Haverty
Chief Information Officer

Technology Initiatives at a Glance

Academic Webpage Redesign

Expected Completion Date: Ongoing
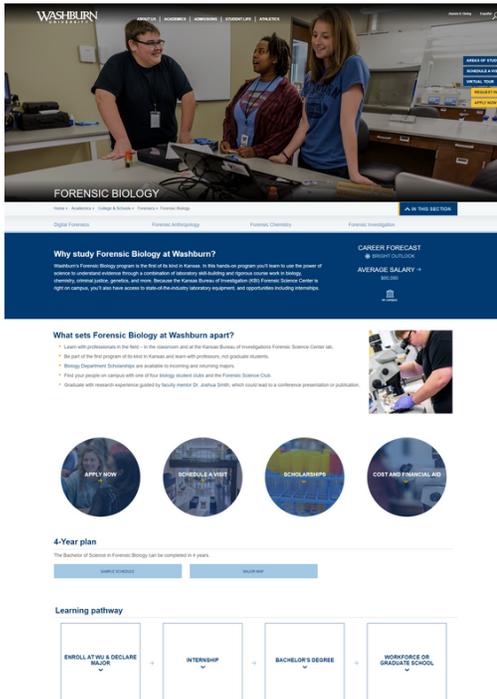
Academic area web pages need to provide information to potential students on what is offered at Washburn. A redesign of the academic program pages started in December 2020 providing new web design opportunities to display important content for prospective students including:

- new module for course
- optimizing and standardize use of PDFs
- module for listing programs stats/outlook
- module for degree pathways

This project addresses 160 program areas providing new content and designs to help attract prospective students to Washburn. The project also implemented ResourceSpace- a tool to store and organize many photos used for marketing on the Web and other initiatives.

ITS Web Page Redesign

Expected Completion Date: **Completed**

The web staff and ITS leadership have been hard at work Fall of 2021 giving the ITS webpage a revamp.

On the ITS homepage, a new system for dynamically displaying content based on audience-type has been created to help users navigate. More personalized menus labeled, "students, faculty/staff, and visitors" are available to choose from. In addition, a general restructuring of content has been completed that will help users navigate the site and find information they need.

ITS will continue to improve the site by listening to suggestions from our audience. A new "feedback" link has been added to every page which will better enable us to learn the needs of visitors to the site www.washburn.edu/its

Technology Initiatives at a Glance

As of December 17, 2021

Online Teaching Resources

Expected Completion Date: **Completed**

New Online Teaching Resources have been added to assist faculty in their online learning environments.

- Live Proctering into the Respondus LockDown Browser: Allows instructors to hold an online quiz remotely in real time. Students can take their online quiz during an appointed class time and the instructor can monitor that quiz through Zoom or Microsoft Teams.
- Zoom Live Transcriptions: Zoom meeting hosts can enable this feature in their meetings, so speech is captioned within the video or as a running transcript in the margin. However, Live Transcription does not replace the transcription that occurs during the Zoom meeting recording and storage process.
- Zoom Webinars: Provides new roles for hosts, panelists, and attendees as well as practice sessions, a Question-and-Answer function, and expanded attendance capacity. Washburn departments or individuals can purchase a dedicated unlimited webinar account for an annual fee or can pay for a one-time webinar use. Contact ITS at support@washburn.edu for more information.
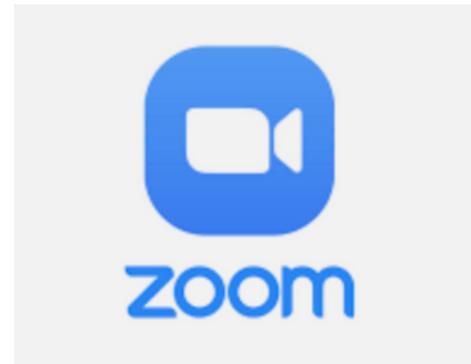
Athletic Live Productions

Expected Completion Date: Ongoing

Starting in the Fall 2021 semester, ITS added additional athletic events to our live production schedule. Soccer, indoor track & field, baseball, and softball are now livestream events in addition to football, volleyball, and basketball. With the workload doubling, student-worker hiring is in full swing to fill out our production crews. We have five new student workers that joined our four returning student crew members.

Technology Initiatives at a Glance

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Memorial Union Website Revamp

Expected Completion Date: Ongoing

Our Web staff has been working with the Memorial Union staff to update the design and features of their website. The update will bring more attention to hosted events and activities and available meeting spaces throughout the year.

Camera Replacement/Upgrade

Expected Completion Date: Ongoing

ITS has recently replaced 17 indoor cameras in Morgan Hall and Mabee Library. These cameras will reduce footprint on the network, have higher video quality, an increased retention span of recordings, and a wider field of view.

We also replaced 6 outdoor cameras around campus. They have a much wider field of view and a clearer nighttime picture, which will help our Dispatch Team to spot suspicious activity during the night. Additionally, we installed a 360-degree camera in the Petro Weight Room for the Athletic Department, seen below.

Our goal is to increase the cameras presence on campus to make a safer environment for both staff and students. As time goes on, we hope to continue to add more powerful cameras to our surveillance system.

Technology Initiatives at a Glance

As of December 17, 2021

Diversity & Inclusion Course Module for the Web

Expected Completion Date: **Completed**

This new module for the website was created using the Areas of Study module and modified to display courses for Diversity & Inclusion. An upcoming additional piece to this will be to dynamically pull course data from the Courseleaf catalog to populate the content in this module. We anticipate that many departments will want to utilize this web display module for courses on their web pages.

Washburn Tech Virtual Tour Server

Expected Completion Date: **Completed**

Due to the Covid-19 pandemic, Washburn Tech was unable to host in-person tours for potential students. Interactive video tours of each lab and classroom were created and ready for use on our website. The files, however, were quite large and a specific server to host them was needed.

Technology Initiatives at a Glance

As of December 17, 2021

VideoXpert Surveillance System

Expected Completion Date: **Completed**

ITS upgraded our security surveillance system comprising a network of security cameras covering 26 buildings on 3 campuses that will help provide a welcoming, safe, and accessible campus environment for students, faculty, staff, visitors, and community members. The new system will ensure the continued reliability and compatibility of our campus surveillance system, provide additional features that will enhance the Police Department's operation of the system while leveraging our existing infrastructure investment in network video recorders, encoders, cameras and viewing stations.

New features of the VideoXpert system include:

- Camera user interface integrating maps of camera locations, utilizing satellite imagery & CAD floorplans to call up cameras through geographic & building location.
- Features a powerful investigation engine to quickly locate and collate video to create a surveillance story that can be exported with ease for rapid response.
- Synchronize video and highlight clips of interest using bookmarks to capture a scene from multiple angles.
- Workspace organizable on the fly with draggable user interface elements.
- Cameras can be located quickly with tag-based organization.
- Easily share views with other users with independent displays operating seamless workspaces.
- Trusted cyber secure platform – TLS 1.2, RMF, FIPS 140-3
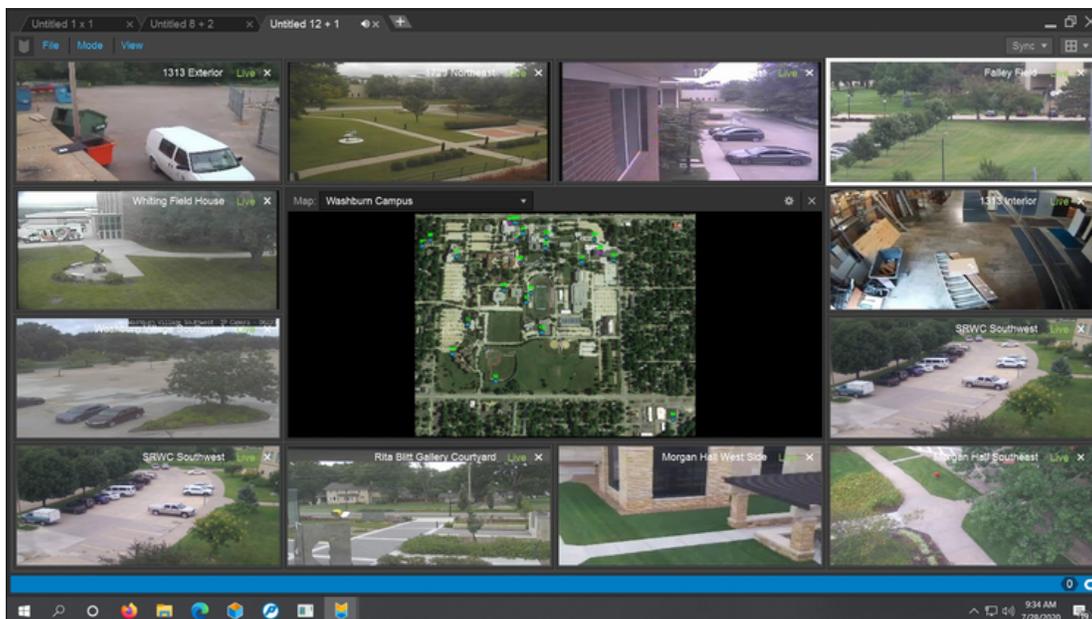
Technology Initiatives at a Glance

As of December 17, 2021

PlayPosIt

Expected Completion Date: **Completed**

PlayPosIt is an online platform that integrates with Desire2Learn and Ensemble to turn videos into interactive and more informative content.

The number of online courses has grown during the pandemic and will continue to grow even when it is over. The need for software to help faculty design quality, engaging content becomes imperative. Being able to add in-depth interactivity to videos with PlayPosIt, will help faculty assess student learning and better engage and interest students with online content.

Information Technology Services & the Center for Teaching Excellence & Learning implemented a pilot project in the fall 2020 semester for 1,000 faculty and students to use PlayPosIt. In Spring 2021, all Washburn faculty and students gained access to PlayPosIt.

External Email Banner Notification

Expected Completion Date: **Completed**

Spammers, phishers, and altogether non-good-doers, continue to use email to target their #1 victim, you, the user. In an effort to make this more difficult for them, ITS has implemented a warning label for any emails that are sent from outside the Washburn domain. It looks like the following, at the beginning of the body of the email:

CAUTION: External email. Do not click on links or attachments unless known safe.

Many attacks over email are from accounts external to the university, and this will provide yet another tool on everyone's belt to discern legitimate email from those not-so-legitimate, particularly when senders are so easily spoofed and fabricated.

Technology Initiatives at a Glance

As of December 17, 2021

Phish Alert Button – Reporting Phishing

Expected Completion Date: **Completed**

ITS deployed the Phish Alert Button in Outlook to easily report all necessary information on phishing attacks to ITS. You can use it from all current versions of Outlook (desktop, mobile, web). For instructions on how to use it: https://washburn.edu/its/files/How-to-Report-a-Phishing-Email.pdf

If all else fails, feel free to forward the suspected phish/malicious email to support@washburn.edu as well. This gives ITS the data it needs to respond to current phishing attacks and prepare for future ones.
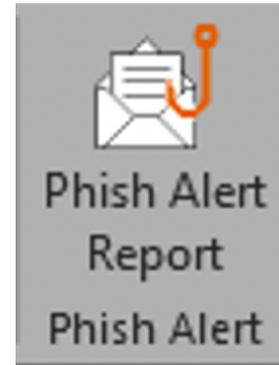
MECM Cloud Distribution

Expected Completion Date: **Completed**

In response to the shift from on-campus work to the home office due to the pandemic, ITS deployed Microsoft Endpoint Configuration Manager's (MECM) Cloud Management Gateway (CMG). MECM (formerly SCCM) keeps WU-managed Windows computing devices on campus up-to-date, but previously could not update remote units unless they were connected via VPN. Many remote users do not use a VPN connection routinely if they can accomplish their work without that type of connection. CMG has enabled those machines to be tracked and updated regardless if the workstation is at home or on the campus network.
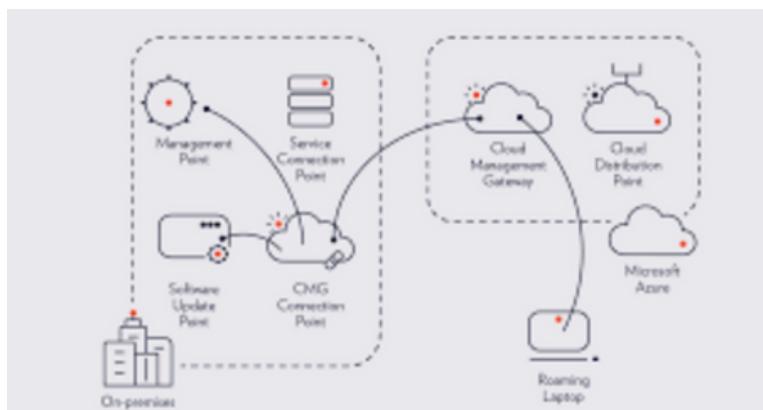
Technology Initiatives at a Glance

As of December 17, 2021

HECVAT Now Required for RFP's and Renewals

Expected Completion Date: **Completed**

The Higher Education Community Vendor Toolkit (HECVAT) is an article now required for all RFPs and Renewals going forward. It is a security artifact that gives insight into a vendor's security posture and data security practices, and provides Washburn the information required to determine a vendor's viability as a partner that has access to potentially sensitive Washburn PII and data. This is another piece of Washburn's Information Security Program that intends to bake security in at all levels of data management and is widely used in the higher-education space.

For more information: https://library.educause.edu/resources/2020/4/higher-education-community-vendor-assessment-toolkit

Email Security - SPF/DKIM/DMARC

Expected Completion Date: Ongoing

Part of the effort in securing email for the University is attaining compliance over several different policies and frameworks. Sender Policy Framework (SPF - which uses DNS to help prevent domain spoofing), when used along with DomainKeys Identified Mail (DKIM - which uses keys to help prevent email tampering) under the policy enforcement of Domain-based Message Authentication (DMARC), Washburn becomes a much better netizen in the fight against phishing and online scams, while protecting its users much more effectively. Managing the disparate bulk email providers, domains, and subdomains the varied University departments use is part of this challenge and long-term strategy.

Technology Initiatives at a Glance

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Faculty and Staff Required Use of Duo

Expected Completion Date: **Completed**

In the ongoing effort to secure accounts and help prevent account abuse like phishing and spamming at the University, Faculty and Staff accounts are now required to enroll with Duo and register a second-factor device for use in logging into O365 to access their email and other O365 resources. This will help ensure that the authenticating user is the actual owner of the account, as it requires a device the owner has in addition to their credentials, which are easily stolen and guessed. For more information on how to setup Duo: https://www.washburn.edu/its/accounts-access-mgmt/_files/enroll-in-duo.pdf
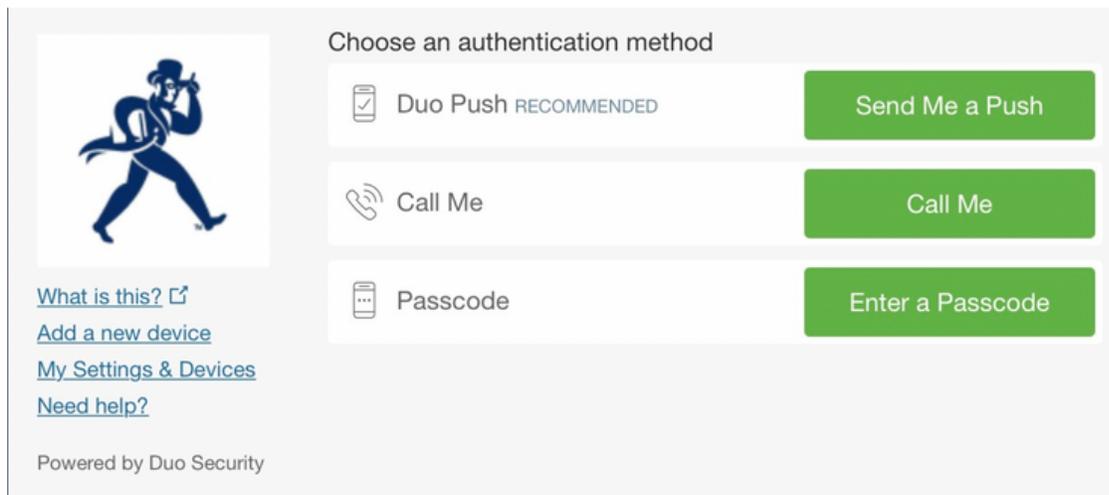
Students Phased Deployment – Enforcement of Duo

Expected Completion Date: Ongoing

ITS has been encouraging students to enroll in Duo and register a second-factor device for many months now. While using Duo has only been a requirement for student use on VDI, access to email and other O365/M365 resources has not typically required it for students. ITS has been slowly targeting certain groups of students to start using Duo for their M365 logins, and will be ramping up the onboarding process as the Fall semester continues. This will help curtail the abuse of student accounts in phishing and spamming campaigns of late.
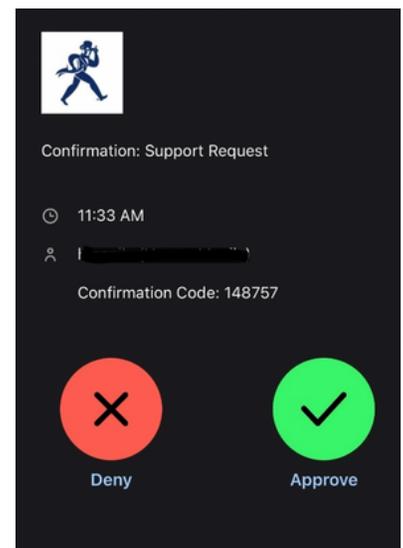
Technology Initiatives at a Glance

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Malicious Domain Blocking and Reporting (MDBR)

Expected Completion Date: **Completed**

In 2019, Washburn ITS subscribed to and deployed a DNS sinkholing security service through our KanRen membership using Akamai's Endpoint Protection offering in the backend. This was to prevent unwanted communications and is capable of mitigating known and unknown threats hosted on known malicious or unwanted domains. Through membership with an information sharing collective, Washburn was able to switch the current service offering with a similar level of service that is free going forward, using the same Akamai backend. Washburn enjoys the same level of security, but without the recurring subscription costs.

Website Access Prohibited

Phishing Website Warning

The website you are trying to access is known to perform phishing attacks and poses a security risk to your computer and network. Please contact your IT help desk to review if you are impacted. In the mean time, do not attempt to access this website.

If you think you are receiving this message in error, please contact your IT help desk.

M365 Basic/Legacy Authentication Disabling

Expected Completion Date: Q4 2021

Basic/legacy authentication into O365/M365 resources is a deprecated method for identify verification that does not support MFA, and which Microsoft originally intended to sunset in Fall 2020. Due to the pandemic, that plan was postponed several times, but Microsoft has now finalized on a Fall 2022 end date. In advance of this, ITS is moving all Washburn users to the more robust, and aptly named, "Modern Authentication" method of verification, based on OAuth 2.0, while disabling access to Basic Authentication across the board this Fall. Most users already use this method, or already have access to apps that support it, particularly if you are using a current, updated mobile device, or access your email over Outlook Web Access (OWA) on a web browser, or use Outlook (mobile or desktop). This is a phased and long-term effort, but this will help curtail the abuse of accounts in phishing and spamming campaigns of late.

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Faculty Added to Security Awareness Training and Phishing Simulations

Expected Completion Date: **Completed**

Staff have been absorbing the anti-phishing and cybersecurity training content on the Knowbe4 platform since Spring 2021, but now Faculty have joined the fold with similar training and phishing simulations. This will help acclimate users into becoming more aware of online scams, phishing, and how to protect themselves from other malicious behavior intent on gaining access to their accounts and abusing them. Security awareness training and phishing tests are an industry-wide best practice, and part of a robust Information Security Program.

Technology Initiatives at a Glance

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Watermark EKit Ethos Integration

Expected Completion Date: **Completed**

ITS staff has completed their first successful integration of third party software with the Ellucian Ethos Data model. This integration allows for near real time data transfers between Banner and the Watermark EKit course evaluation system.

Office 365/SharePoint Rebuild

Expected Completion Date: Ongoing

ITS is beginning a lengthy project to improve and enhance the University SharePoint/Teams environment. These software features have been available for several years and usage has developed in an ad hoc manner using the older "classic" style. Over 800 sites are now in need of organization, structure, and a modern standardized user experience. Existing sites will continue to be available and site owners will be contacted when we are ready to migrate their site from the "classic" style to the newer "modern" style.

Action Item Processing

Expected Completion Date: **Completed**

A new feature of Banner has been implemented. This feature is called Action Item Processing. It can be used to collect information from students and can be configured to prevent registration until after the action item is completed. Initially, it will be used to ask the students to agree to a statement of financial responsibility, but you can imagine other types of future applications for it as well.

Technology Initiatives at a Glance

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Upgrade WiFi Access Points at WIT

Expected Completion Date: **Completed**

In 2021, ITS upgraded the WiFi Access Points at the Washburn Tech Campus. An access point creates a wireless local area network. Most of the locations on the West Campus received new devices.

Audio System Upgrade

Expected Completion Date: **Completed**
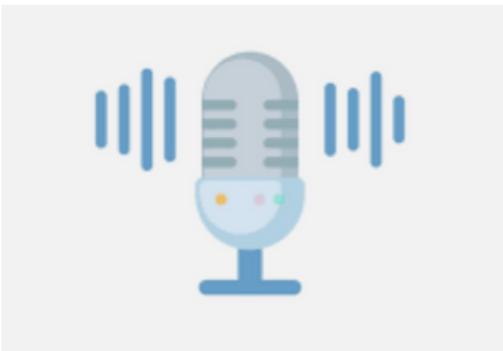
ITS is working on upgrading the Audio System at Main Conference room. We are currently working on upgrading the microphone's system- adding 16 wireless mic's to existing rack and one Swivl setup with extra 3 mic's. This should keep our offer up to date and provide additional features for our needs and our clients.

Visual Clubmate

Expected Completion Date: **Completed**

ITS worked with the Student Recreation and Wellness center to implement the Visual Clubmate software system. This system will assist Rec Center staff in the management and use of their facility.

Technology Initiatives at a Glance

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WIT Laptop Upgrades and Processes

Expected Completion Date: **Completed**

Washburn Tech has been hard at work upgrading, adapting, and making our processes better. Laptop upgrades were a huge priority. Some of our recent upgrades include:

- Updated 99% old (5yrs or older) laptops in both groups- Faculty and Staff.

- Replaced 3 full laptops carts- at Cosmo, at East and at WIT Campus.

- Finished laptops/desktops replacement cycle on the entire campus. We replaced every old unit with a new laptop or desktop.

- Equipped 4 new classrooms with laptops, laptops carts, TV's and TV carts and new Mac's.

In addition to upgrades, the pandemic provided ITS to go above and beyond to ensure all students, faculty, and staff were set up for success during remote learning and upon return to the classroom:

- During the early lockdown in 2020, we provided laptops for every faculty or staff member sent to work from home. Additionally loaned out 40 laptops to students without a computer at home. Every single request was fulfilled.

- Provided training of how to work from home during the lockdown.

- Managed contactless laptop returns from all students after graduation.

- Delivered a TV cart with TV, webcam, mic and docking station for Covid-style learning to almost every classroom

Additionally, ITS completed 99% of real inventory at the Tech Campus. We narrowed our inventory to real numbers of the computers at WIT, so we can plan our replacement cycle more efficiently. At the same time, we cleaned some storage spots from old equipment.

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Video Series Production

Expected Completion Date: Ongoing

Information Technology Services is currently producing several video projects and series. Among these is a video testimonial series, for the International Programs Department, to assist in the recruiting of international students (https://video.washburn.edu/playlist/paraguay). A video documenting the Sheldon Study, a High Impact Community Engagement Practices Pillar project conducted by a class from the History department in conjunction with their community partner, Shawnee County Parks and Recreation. Another series of videos covering a variety of university services to prepare international students with information that they will need before their arrival at Washburn University (https://video.washburn.edu/playlist/services). This video series has also been adopted by several other departments to provide information to their students. Finally, a documentary covering the Mulvane Art Museum in celebration of its 95th anniversary.

Course Evaluation - EvaluationKIT

Expected Completion Date: **Completed**

Information Technology Services is working with academics to implement EvaluationKIT by Watermark, a robust, easy-to-use, and affordable course evaluation solution. The software is thoughtfully designed to support the course evaluation and survey needs of higher education, with features specifically designed to simplify our operations. Administering course evaluations is transformed into a straightforward and efficient process. EvaluationKIT has been leading the way to great response rates in online surveys with a host of innovative features designed to encourage student participation. Students will enjoy the convenience of completing surveys, with effortless access options.

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Course Leaf Catalog

Expected Completion Date: **Completed**

Courseleaf CAT will store our catalog in a central data repository with customized workflows that route content through the appropriate review process and keep a record of all changes. The result is faster approvals and easier publishing of our catalog. Easily populate online catalogs with course descriptions that reflect approved curriculum changes, program requirements, and links between pre-reqs and co-reqs. Create beautiful, custom catalogs that reflect our brand and our academic programs. The flexible database makes it easy to publish the catalog online and in print and make real-time updates.

Data Collection with Digital Measures

Expected Completion Date: **Completed**

Watermark Digital Measures collects data about faculty teaching, scholarship, service and research to be used for assessment and accreditation. Also, workflow functionality for University level funding and sabbatical opportunities. This is a platform where faculty can self-manage their teaching, scholarship, service, and research activities in a central location, with some of their activities being populated from Banner and from the workflow function.

Quick Start Guide

Expected Completion Date: **Completed**

Information Technology Services has created a quick start guide. In an effort to assist new employees and students getting started with the wealth of technology resources that are available to them. Available on our website at https://washburn.edu/its/files/ITS-Quick-Start-Guide.pdf.

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GivePulse

Expected Completion Date: **Completed**

GivePulse is a community of volunteers, professionals, civic leaders and service learning students. We pride ourselves in making exploration, reflection, and collaboration become catalysts for social impact. GivePulse enables you to capture how you make an impact in the community.

- Search for local events, groups and causes you care most about
- Register for events and use your dashboard to manage and review your experiences in one place.
- See and verify your work is having in the community
- Get insights, statistics and an analysis of your contributions to the society. Let us help you verify your hours and impacts in to one place.
- Review, reflect, and share your experience
- Leverage GivePulse to be your journal and central place to manage your reflections, hours and impact.

Veterans Day Archive

Expected Completion Date: **Completed**

Information Technology Services has launched an archive of Veterans Day ceremonies held at Washburn University and Washburn Tech from 2005 and 2014 respectively. It is our hope that the archive will honor those veterans who have bravely served and sacrificed for our nation as well as those who continue to serve. To visit the archive please visit: https://video.washburn.edu/playlist/veterans

Technology Initiatives at a Glance

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Strategic Planning

Expected Completion Date: **Completed**

For Information Technology Service to grow and align all of its goals with the goals of the University, ITS needs to develop a new ITS Strategic Plan. This plan will provide the blueprint needed to lead IT innovation and to fully engage campus stakeholders and partners in the process. The new ITS Strategic Plan should entail the sharing and efficient use of resources; the balancing of core, distributed and edge technology needs; and the positioning of the IT community to be integral members of IT projects, teams, schools and departments. This will frame the future IT infrastructure and position the university to achieve its strategic goals.

2019 ITS Satisfaction Survey

Expected Completion Date: **Completed**

Information Technology Services is an integral part of the University and is committed to being a strategic partner to the University and communication is essential to being engaged. The ITS survey is administered annually. The survey was created to offer the Washburn community an opportunity to provide feedback on the technology services offered to the University. This feedback is used by ITS to optimize and improve IT services and enhance relationships with end users.
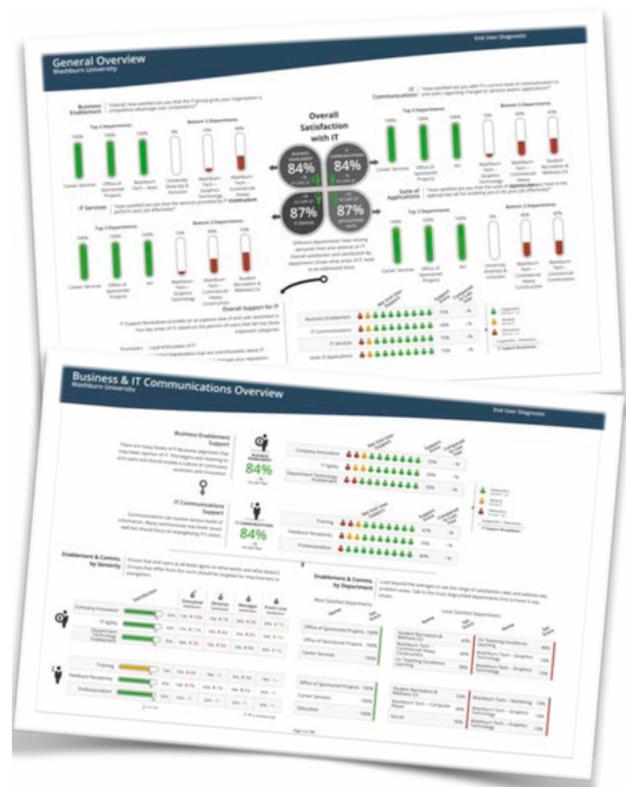
Technology Initiatives at a Glance

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PC Refresh 5-Year Plan

Expected Completion Date: **Completed**

Computers are an integral and essential part of the campus environment. Our computing infrastructure is comprised of thousands of hardware components including desktop and laptop computers and monitors. Over time, these resources wear, age and/or become obsolete causing performance degradation, excessive support and repair activity, and loss of reliability. In order to manage these impacts, we propose to employ a cost-effective equipment upgrade and replacement program through our Technology Refresh. Our past purchasing practices has the computer refresh rate extended out past 9 years. The industry standard best practice is to replace personal computers every four years.

ITS has purchased over 2000 computers to implement a 5-year Windows Computer Refresh. The strategic importance of ongoing technology refreshes is vital to the success of the University.

Banner On-Demand Training for ALL Employees

Expected Completion Date: **Completed**

Ellucian's On-Demand Training is available to all Washburn Faculty and Staff. The On-Demand training is designed in short segments to help you quickly master the software that you use every day. Included are over 800 courses, which contain thousands of video lessons and printable resources. This will support departments across the institution and improve productivity.

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Microsoft Identity Management - MIM

Expected Completion Date: In Progress

The synchronization of users, groups, and contacts between directory services can be a challenge. Windows Server and Active Directory (AD) do not provide any functions for this out of the box. Microsoft Identity Manager (MIM) 2016 can help to sync not only identities in the local AD, and between a variety of sources, but even in Azure AD and Office 365.

lWith MIM, our organization can simplify identity ifecycle management with automated workflows, business rules and easy integration with heterogeneous platforms across the datacenter. MIM enables our organization to have the right users and access rights for Active Directory for on-premises apps, and Azure AD Connect can then make available in Azure AD for Office 365 and cloud-hosted apps.

Classroom Projector Refresh

Expected Completion Date: **Completed**

Whiteboards can't compete. They don't inspire young minds tuned in to digital channels across multiple devices. Put educational technology front and center in today's classroom, and you have your students' attention. Information Technology Services will be installing over 60 new projectors in classrooms on campus. This projector refresh will ensure that all classroom projectors are within our new 6-year refresh cycle.

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Conference Room Updates

Expected Completion Date: In Progress

The new generation meeting space is all about interactivity, connectivity, collaboration, privacy and comfort. Nowadays, the meeting experience is increasingly being shaped by media and technology, and digital devices have become an integral part of all stages of the visitor journey. Advanced display and networking technologies are said to fundamentally change the meeting design, dynamics and culture. Information Technology Services will be transforming five conference rooms with large interactive monitors, enhanced wireless casting that let you wirelessly projector to the monitor, video cameras that let you save time and resources by having a video call using Skype for Business and more.

East Topeka Learning Center

Expected Completion Date: **Completed**

Information Technology Services is developing a network infrastructure that will bring network connectivity to the East Topeka Learning Center. The technology will include Internet access, wireless connectivity, Voice over IP for phone service, IP cameras for security and much more.

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Anywhere, Anytime & Any Device Computing - VDI

Expected Completion Date: In Progress

A new and improved mainframe-terminal concept of computing, VDI lends the illusion that the user is operating a PC, while all of the applications in play are actually running on the server. A server powerful enough to run many concurrent virtual sessions on "zero client" devices (computing units without storage). Zero client units are ready for service practically in as much time as it takes to plug in a monitor, keyboard and mouse. They require minimal maintenance, and, with no resident apps or data, they're basically impervious to viruses and malware. They also have a longer lifespan than the average notebook or desktop, as well as the capability of allowing students to connect to them remotely, via their own devices. Think of the possibilities, a student could run a high intensive computing application on an inexpensive $80 tablet at home.

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Keeping You Informed

Expected Completion Date: **Completed**

Have you ever had a problem and wondered if the network was not available? Wonder no more as Information Technology Services has created a system status page. The system status page provides the campus community with information about the availability of our IT applications, systems and services. This information can be viewed at status.washburn.edu or washburn.edu/its.

Outstanding Films

Expected Completion Date: **Completed**

Two documentaries were selected to participate in the 2019 WiFi Film Festival at Washburn University. North Korea: Inside the Hermit Kingdom and Common Ground: The Kathleen Sebelius Story. ITS Staff directed and edited both films. The North Korea documentary was also selected to be distributed nationally through 285 PBS affiliates!

Streaming Video, Audio and Data Network - NDI

Expected Completion Date: **Completed**

Information Technology Services is working on building a new video network utilizing NDI (NewTek's Network Device Interface technology). This technology enables compatible systems, devices, and applications to connect and communicate over IP (Internet Protocol is the protocol by which data is sent from one computer to another on the Internet) to share video, audio, and data. Commencements will utilize cameras in Lee Arena and use our network to control/switching in Henderson Learning Resource Center.
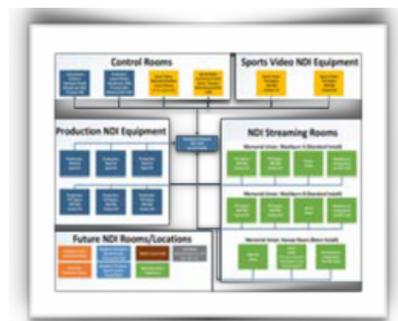
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Supporting Online Faculty and Students 24/7 - D2L

Expected Completion Date: **Completed**

Information Technology Services partnered with Brightspace (D2L) to provide 24/7 Tier I support of our learning management system (D2L) for online courses. Students, faculty, and staff can contact Tier I support by Chat, phone, or email 24 hours a day 7 days a week.

CyberSecurity Auditor - Netwrix

Expected Completion Date: **Completed**

The Netwrix Auditor platform delivers comprehensive, enterprise-ready security features — including data access governance, risk assessment, user behavior analysis and activity monitoring, alerting, and incident investigation. With this visibility, our security team can better analyze data security risks, including which data is exposed and how it can be lost, so we can take steps to protect information assets in accordance with their value and sensitivity.

Netwrix Auditor aggregates analytical insights and presents them in easy-to-consume data discovery and classification reports, speeding response to security gaps and lightening the load on overburdened IT teams.

2019 Camera Project

Expected Completion Date: **Phase 1 Complete**

Information Technology Services will be adding 43 new cameras. Security cameras can go a long way in ensuring the safety of faculty, visitors, students, and facilities on the WU campus

- 29 new cameras at the East Topeka Learning Center.

- 14 new cameras at the Washburn Tech campus.

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Process Improvement - Strategic Alignment Planning Assessment

Expected Completion Date: **Completed**
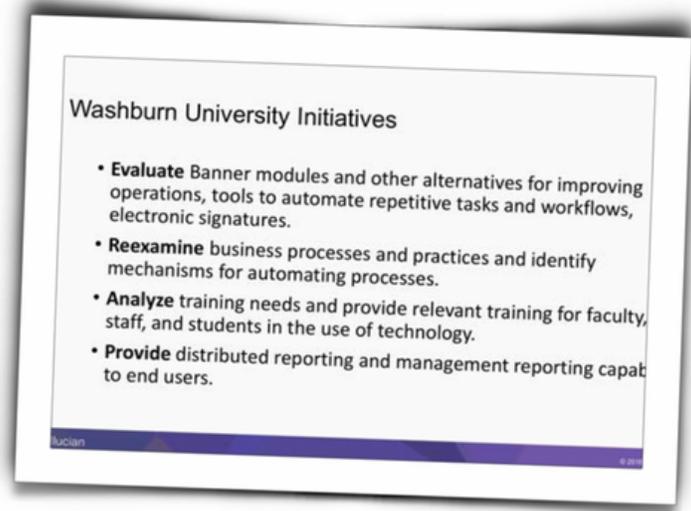
The intent of the Ellucian Strategic Alignment Planning is to develop comprehensive and structured information that can be used by Washburn University to identify areas impacted and subsequently be able to prioritize efforts that will best support the strategic goals of the institution.

An online questionnaire was used to gather preliminary information along with targeted discovery sessions with business areas and students. This information was used to develop they findings and impacts.

Mulvane Website Redesign

Expected Completion Date: **Completed**

In the Spring of 2018 ITS began working with the Mulvane Art Museum staff on a redesign of the website which launched in February of 2019. One goal for the website was to reflect the dynamic nature of the Mulvane as a vibrant center for community and campus engagement. Also, equally important, the website was to visually take on a new clean, modern design that would be able to visually showcase artwork.

To those ends ITS created a new design and built in three new tech features that help the website reach the goals. These new features are: an Event Calendar, a Blog and an automated way to list and archive Exhibits. To help manage and maintain content, every item within these features has a built-in way to display current information and archive old information.

Technology Initiatives at a Glance

As of December 17, 2021

Banner 9 Self-Service

Expected Completion Date: **Completed**

The Banner 9 Self-Service Upgrade is a campus wide initiative to complete the upgrade of our Banner environment from Banner 8x to Banner 9. According to Ellucian, "Banner 9 by Ellucian is no ordinary upgrade. It delivers a fresh user experience, all-new tools, and significantly improved capabilities across Banner, driving new efficiencies so you can focus on student success."

Ellucian is slowly expanding the roadmaps for each of the self-service modules into Banner 9 architecture. All self-service modules are scheduled to be released by ellucian in 2020. ITS has implemented the following self-service modules:

✓ Registration Dashboard

✓ Employee Dashboard

✓ Personal Information

✓ Finance Dashboard
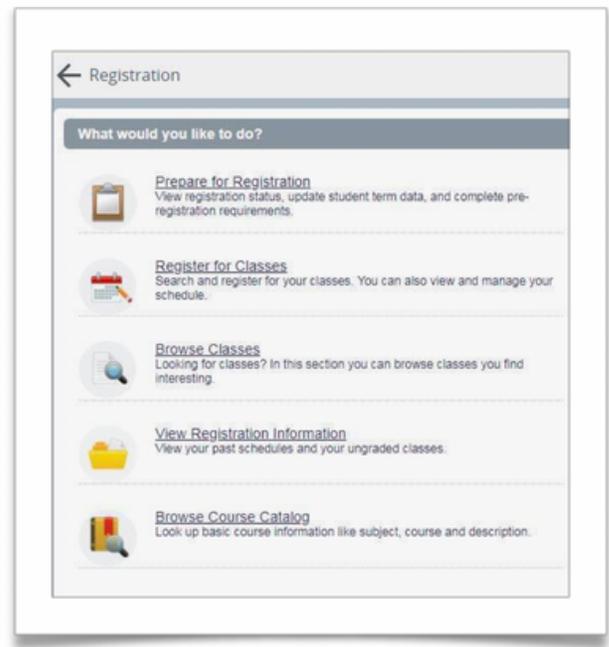
Banner Finance Module -GASB

Expected Completion Date: **Completed**
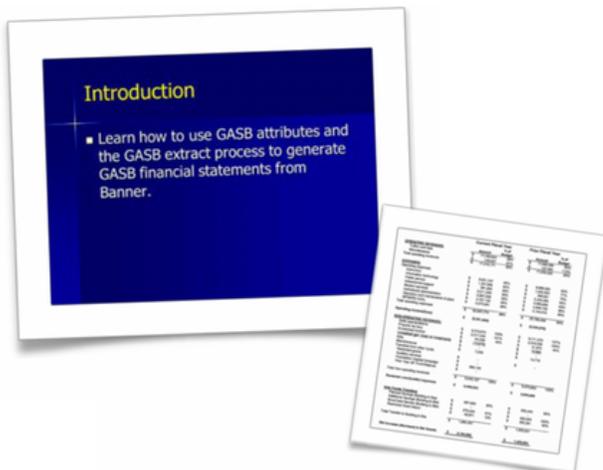
ITS has been working with Finance to utilize the Banner Finance module to develop financial statements that comply with the Governmental Accounting Standards Board (GASB).

Technology Initiatives at a Glance

As of December 17, 2021

Classroom Technology Updates

Expected Completion Date: **Completed**

Think about it, if students are growing up in a world that requires them to be tech-savvy, then shouldn't tech play a big role in their classroom experience? Information Technology Services is updating classroom technology in Henderson 217, Morgan 154, Petro 220, Stoffer 106,110,124,134, 311 and 316. An engaged student is a productive student.

Windows 10 - New Computer Operating System

Expected Completion Date: **Completed**

As much as we love Windows 7 it just won't work with the newest processors coming in the new computers. All new computers that ITS deploys will have the Windows 10 operating system. ITS has online and in-person training available to help with the transition. Technology, no matter how secure, is rendered useless in the workplace unless it enables productivity.

 The combination of Windows 10 Enterprise's loaded security features with the OS' power and productivity capabilities enable a protected and productive environment. A few factors give Windows 10 a leg up when it comes to enabling productivity: universal Windows app functionality which allows for a seamless experience across multiple devices and adjustable Snap which lets users have more than two windows side-by-side on the same screen. With Windows 10, Microsoft aimed to combine the best aspects of the user experience from Windows 7, making its use straightforward and simple.

Technology Initiatives at a Glance

As of December 17, 2021

Campus Network Fiber Masterplan

Expected Completion Date: **Ongoing**

Over the years Washburn University has installed network fiber throughout the campus with the main emphasis on cost and not on redundancy or growth. In the early years of networking this strategy was accepted as they installed fiber that had more capacity than the electronics could utilize and no one could have foreseen the bring your own device (BYOD), wireless and the mobile device movement.

Today the network is at capacity, has multiple points of failure with no redundancy. Information Technology has development a Campus Fiber Network Masterplan. This plan would be the campus fiber network roadmap of the future allowing for redundancy, growth and installation in incremental phases.
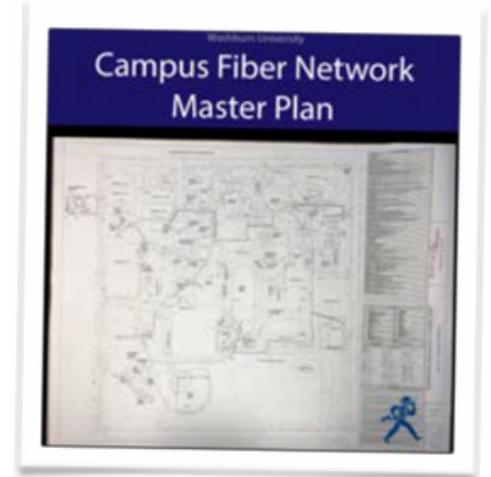
Automated TimeKeeping - Kronos

Expected Completion Date: **Completed**

Information Technology is working with Facilities to reduce payroll and labor errors through automation. Real-time email and SMS red flags will notify managers of information that needs immediate action, such as when an employee is approaching overtime. The reporting capabilities will let us monitor employee time by transforming granular time and attendance data into high-quality information that helps managers make fast decisions that could affect payroll, like adjusting staffing levels.

Implementing a new automated system will help provide:

- Accurate - Automated time-tracking and centralized policy management mean we're audit-ready

- Proactive - Real-time alerts let managers know they need to take action to avoid costly overtime

- Intuitive - Easy-to-use features provide timely labor info and saves considerable time and effort

Technology Initiatives at a Glance

As of December 17, 2021

Student Life Activities System- Engage

Expected Completion Date: **Completed**

Engage is a system that creates meaningful involvement experiences to promote student success. Designed for both the student and administrator, the tools empower students to discover opportunities and take charge of their own co-curricular involvement, all while helping administrators manage their office workflow. From a mobile engagement app to a co-curricular transcript to user-friendly organization management tools, they'll have everything they need to support student engagement at Washburn. Information Technology Services is working with Student life to implement this new system in the coming semester.

Explorance Blue - Nursing Automation

Expected Completion Date: **Completed**

Explorance Blue, the all-in-one evaluation platform that Information Technology Services is working with the School of Nursing to implement. Blue is targeted at fully automating the implementation of Course Evaluations, Surveys and 360-degree feedback reviews processes.

Academic Panning - EAB

Expected Completion Date: **Completed**

This is an add-on component to the EAB Student Success environment that provides students and advisors with important context and key information, including degree rules, degree maps, advisor notes and student goals. Should increase student confidence in planning, supports ongoing communications and eventually will integrate planning with registration.

Technology Initiatives at a Glance

As of December 17, 2021

Wireless Printing for Students

Expected Completion Date: **Completed**

Today's college and university students are a mobile generation. Did you know almost 81% of undergraduate students are using smartphones and tablets for studying and completing work while on campus.

This shift to a "mobile" generation has changed what students are expecting when they arrive on campus. With mobile devices they can access whatever they want, wherever they are, whenever they need.

That being said, there are certain necessities on campus, like campus printing, that need to be deployed, in order to compliment the mobile generation.

Information Technology Service (ITS) has implemented wireless printing for students. Students will be able to print to select lab printers wirelessly while on campus. Now if a student wants to print a file or document while sitting in their dorm room to a lab printer in another building they can via wireless printing. This is one of many services ITS is providing to enhance our student user experience.

Communication Management – Banner

Expected Completion Date: **Completed**

Banner Communication Management will help us develop and strengthen student relationships with personalized communications and campaigns. This easy-to-use solution empowers our end users and reduces reliance on a highly technical skill set. Banner Communication Management can help you:

- Manage communications with students
- Support campus-wide student success and retention efforts
- Provide automated, personalized, timely and relevant communications to students
- Identify at-risk and excelling students early

Technology Initiatives at a Glance

Enterprise Penetration Testing 2019

Expected Completion Date: **Completed**

A penetration test is an attempt to evaluate the security of an IT infrastructure by safely trying to exploit vulnerabilities. These vulnerabilities may exist in operating systems, services and application flaws, improper configurations or risky end-user behavior. Such assessments are also useful in validating the efficacy of defensive mechanisms, as well as, end-user adherence to security regulations.

Penetration testing offers many benefits, allowing us to:

- Intelligently manage vulnerabilities
- Avoid the cost of network downtime
- Meet regulatory requirements and avoid fines
- Preserve the institution's image and loyalty

As you can see, a penetration test is a proactive effort of protecting our network and institution from risks before attacks or security breaches occur.

Network Access Control - Security Automation

Expected Completion Date: **Completed**

Today's networks no longer have a neat perimeter that is easily protected by a firewall. With the addition of cloud, virtualization, mobile and Internet of Things (IoT) technologies, Washburn University (WU) must now secure an amorphous grouping of endpoint technologies. These endpoints have expanded the attack surface of the network, and provide weak points that are attractive targets for hackers. In fact, as much as 65% of data breaches start on an endpoint device. To combat theses security threats Information Technology Services (ITS) will implement Network Access Control (NAC) that offers a policy-based security automation and orchestration platform that enables discovery of every endpoint and network infrastructure device, provides contextual awareness for implementing dynamic network access control, and the ability to contain a cyber breach through automated threat response.

Technology Initiatives at a Glance

As of December 17, 2021

DNS Sinkholing - Network Security

Expected Completion Date: **Completed**
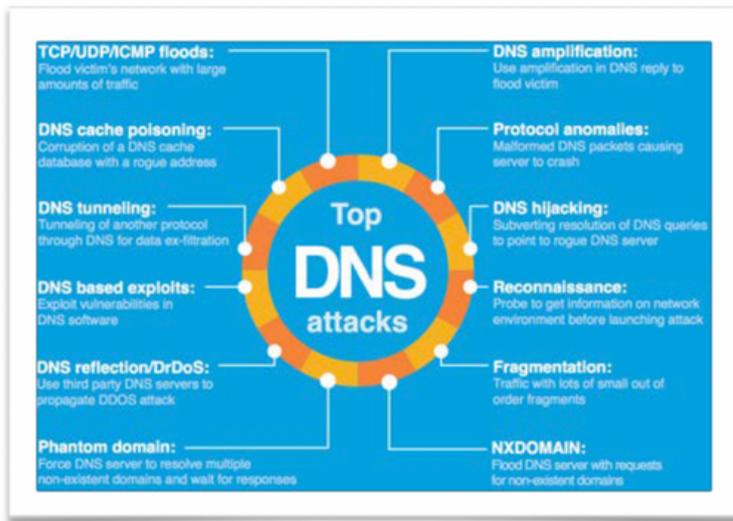
Why use a DNS Sinkhole? The Domain Name Service (DNS) is a core service used to access the Internet, so control of DNS equates to at least partial control of Internet Traffic. By intercepting outbound DNS requests attempting to access known malicious domains, such as botnets, spyware and fake antivirus, our institution can help control the response and prevent University computers from connecting to these domains. This activity prevents unwanted communications and is capable of mitigating known and unknown threats hosted on down malicious or unwanted domains.

Enterprise Threat Protector

Expected Completion Date: **Completed**

The enterprise threat landscape is fast evolving. Targeted threats such as malware, ransomware, data exfiltration, and phishing are increasing in volume, and malicious actors are getting better at circumventing traditional security approaches. Combined with the adoption of SaaS, Cloud, and IoT in the enterprise, more sophisticated threat delivery has introduced new visibility challenges, control-point complications, and security gaps. Powered by Akamai's unique global insights into Internet and Domain Name System (DNS) traffic, Enterprise Threat Protector enables ITS to proactively block and mitigate targeted threats and enforce an acceptable use regulations across the enterprise.

Technology Initiatives at a Glance

Apple Device Management & Integration

Expected Completion Date: **Completed**

Information Technology Services will be implementing Jamf Pro. This is a comprehensive management system for Apple macOS computers and iOS devices. With Jamf Pro, ITS proactively manage the entire lifecycle of all Apple devices. This includes deploying and maintaining software, responding to security threats, distributing settings, and analyzing inventory data.

What benefits does a client receive from Jamf Pro?

· **Reliability:** Your device will quickly receive software updates and patches with little to no interaction on your part.

· **Time Efficiency:** You will stay more productive as deployment and updating processes run in the background, freeing up more time for teaching and research.

· **Flexibility:** You can choose when and where to install new software or run maintenance on your device through Self-service portals.

· **Security:** IT Technicians will manage the security of your machines so you don't have to. You can rest assured that software patches, antivirus protection, and firewalls are well maintained.

· **Confidentiality:** Our data and files will remain confidential; no personal data is scanned, indexed, or transmitted off your device. Our servers also keep full audit logs of any actions performed by technicians.

· **Compliance:** our devices will always be in compliance with federal laws governing requirements for student data on University computers.

Technology Initiatives at a Glance

As of December 17, 2021

Electronic Evidence Management

Expected Completion Date: **Completed**

Managing evidence is one of law enforcement's most critical tasks. Automating evidence management enables property room personnel to know where their evidence is and why. Information Technology Services has partnered with the WU Police to fully automate an archaic paper system.

Automating evidence management with dedicated software, wireless barcode readers and enhanced technology unquestionably saves time and allows for more effective use of WU police personnel.

Website Receives Transformative Update

Expected Completion Date: **Completed**

Washburn's web presence has received a transformative update to its appearance and functionality. With a focus on prospective students, we are moving the design toward one that is more visually engaging and interactive. The first thing you can expect to see is an increasingly mobile friendly, single column layout which will feature more modern design elements. New features will include a more immersive Virtual Tour and an interactive Degree Program filter. Interior pages have far more opportunities to engage the user with images and the framework of the website will give more attention to accessibility and search functionality.

What at first was going to be a simple cosmetic update became a project to redefine basic concepts of how we use the website. The process has involved many people and much collaboration on the part of ITS, Public Relations, Enrollment Management, and many campus groups that work to support Washburn's web presence.
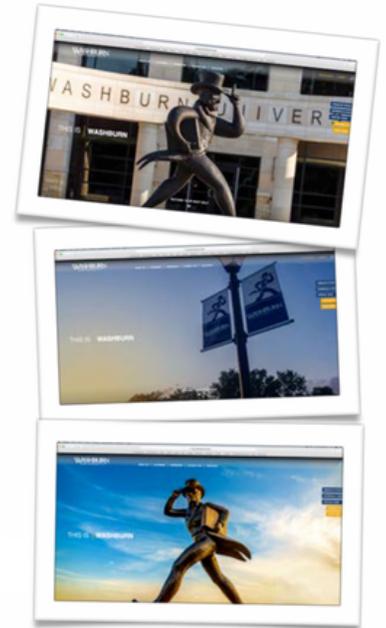
Technology Initiatives at a Glance

As of December 17, 2021

Automic - Process Automation

Expected Completion Date: **Completed**

You are continually looking at ways to do more with less in the higher education community. Making student information, advancement, human resources, financial aid, faculty and advisors, finance, and more operate faster, with less resources and at reduced risk.

All of this is possible with CA Automic Applications Manager for Ellucian's Banner. This innovative, best-in-class task scheduling solution significantly improves your return on investment for Ellucian's Banner by automating batch processing and report generation, eliminating server overload, and improving output distribution.

In tests, CA Automic Applications Manager for Ellucian's Banner has been proven to reduce letter generation time from 4.5 hours per week in financial aid, to 45 minutes per week, reduce AR daily closing from 12 to 2.5 hours per week—and much more. The result? You could cut the time needed to perform critical Financial Aid tasks by more than 34 hours per week.
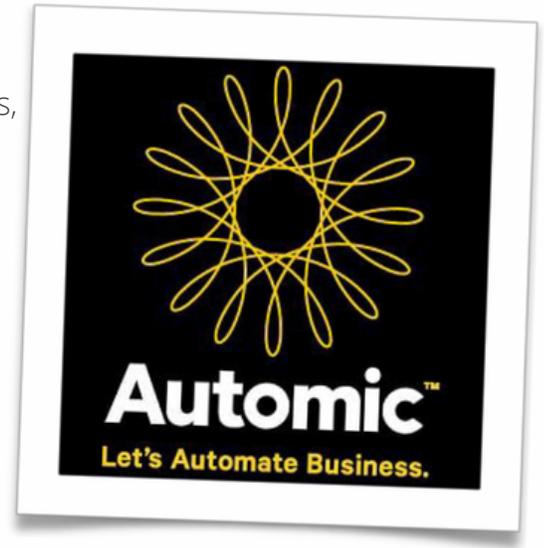
Wireless Classrooms - Airserver

Expected Completion Date: **Completed**

AirServer can transform a simple big screen or a projector into a universal screen mirroring receiver. It does this by implementing screen mirroring technology called AirPlay. With AirServer enabled on your projector, students and faculty can use their own devices such as an iPhone, iPad, Mac and Android (with app), to wirelessly mirror their display over to the projector, instantly turning the room into a collaborative space.

Technology Initiatives at a Glance

As of December 17, 2021

Security Awareness Program

Expected Completion Date: **Completed**

Did you know that more than 60% of network malware infections are caused by social engineering? Our employees are frequently exposed to sophisticated social engineering attacks. ITS is implementing a comprehensive Security Awareness Program to effectively manage this problem:

Baseline Testing - We will do baseline testing to assess the Phish-prone percentage of our users through a simulated phishing, vishing or smishing attack.

Train Our Users – We will utilize the world's largest library of security awareness training content; including interactive modules, videos, games, posters and newsletters. Automated training campaigns with scheduled reminder emails.

Phish Our Users – We will use Best-in-class, fully automated simulated phishing, vishing and smishing attacks, that utilize thousands of templates.

View The Results - Enterprise-strength reporting. Both high-level and granular stats and graphs. We even have a personal timeline for each user.

Cybercrime has gone pro. More than ever, our users are the weak link in our network security. They need to be trained and then stay on their toes, keeping security top of mind.

Building on Bandwidth - Phase I

Expected Completion Date: **Completed**

Today, the need to provide higher communications speeds (bandwidth) for smart phones, tablets and portable computers, and Wi-Fi has dramatically increased at Washburn University. The need for higher bandwidth is being satisfied by the increased deployment of high bandwidth fiber optics. ITS will increase communications speeds (bandwidth) to select buildings on campus by 900%.

Technology Initiatives at a Glance

Enterprise Penetration Testing 2018

Expected Completion Date: **Completed**

Penetration testing, also called pen testing or ethical hacking, is the practice of testing a computer system, network or web application to find security vulnerabilities that an attacker could exploit. The process involves gathering information about the target before the test, identifying possible entry points, attempting to break in -- either virtually or for real -- and reporting back the findings.

The primary goal of a pen test is to identify weak spots in an organization's security posture, as well as measure the compliance of its security policy, test the staff's awareness of security issues and determine whether -- and how -- the organization would be subject to security disasters.

The penetration test will give us an independent view of the effectiveness of existing security processes, ensuring that configuration management practices have been followed correctly.

Online Professional Development - Beta

Expected Completion Date: **Completed**

Information Technology Services (ITS) has partnered with Hoonuit (pronounced "who knew it") as a service available to all Washburn University faculty, staff and students providing a robust library of eLearning content designed to meet the needs of our campus, including supporting student success, driving retention, and building faculty preparedness. Hoonuit features resources on distance and blended learning, student success, instructional strategies, accessible instruction, software and technology tutorials, and much more. Available 24/7, 365 days a year!
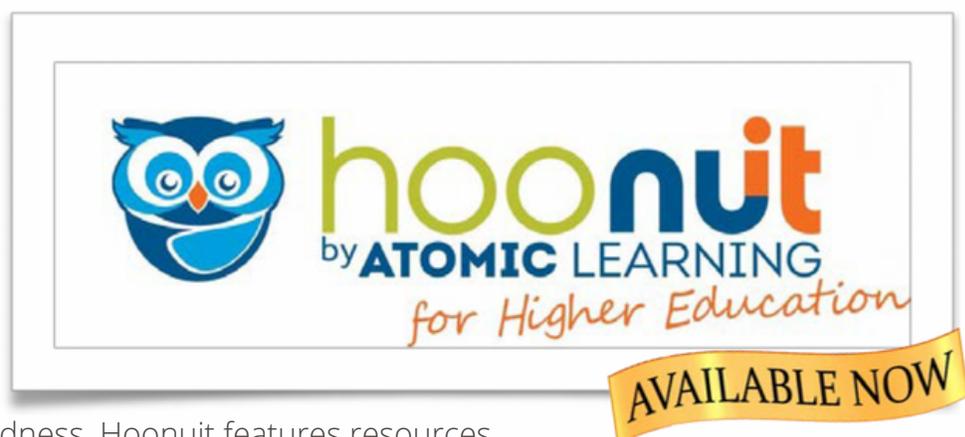
Technology Initiatives at a Glance

As of December 17, 2021

Virtual Desktop (VDI) Readiness Assessment

Expected Completion Date: **Completed**

For today's college students, flexibility that allows them to do their work when (and how) they want is quite important. This is precisely why many colleges are opting to shutter their computer labs in favor of virtual desktop infrastructure (VDI) software that allows students to access the tools and software they need on their own devices.

In support of this trend Information Technology Services is conducting a VDI readiness assessment. The VDI Readiness Assessment determines our VDI readiness across eleven different areas that we need to analyze before we can determine the scope of our VDI project.

EDU Roam - Wireless Access Across the Globe

Expected Completion Date: **Completed**
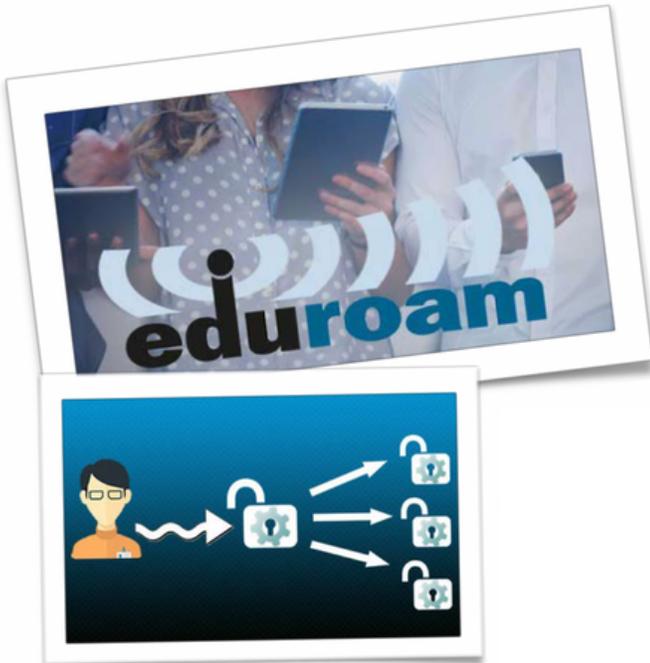
Washburn University will be participating in eduroam (education roaming), a system that allows students, faculty, and staff to use their home institution's credentials to connect wirelessly and securely to the Internet while visiting other participating institutions — without having to set up a guest account at the visited institutions. You only have to remember one password.

For example, you can use your WUAD credentials to use the wireless network of participating educational and research institutions, and guests from those institutions can use their credentials to access our wireless network on the WU campus.

Technology Initiatives at a Glance

As of December 17, 2021

High Density / High Speed 5G Campus Wireless Upgrade - Phase II

Expected Completion Date: **Completed**

In Phase I Information Technology Services (ITS) conducted a wireless site survey map of every building, converted the old wireless controller over to a new enhanced virtualized controller and installed over 180 new access points throughout campus. In Phase II ITS will review the wireless survey maps and install or move access points to enhance coverage throughout each building on campus. Our goal is 100% coverage in all buildings on campus.
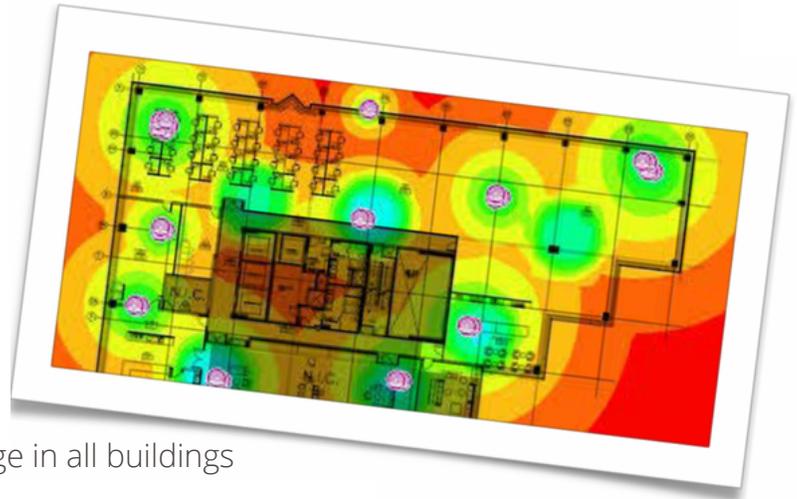
STEM Classroom

Expected Completion Date: **Completed**

Instructional Services and the Education Department have partnered to transform Henderson room 9 into a STEM classroom. The project will provide a model classroom for STEM education, equipped to both demonstrate STEM education, as well as allow pre-college students to participate in STEM activities and focus on STEM careers, career preparation and readiness. This classroom will provide small-group collaborative areas, which can easily transform into large group discussion and presentation areas.

In order to create this enhanced environment, it is necessary to equip this classroom with movable furniture (rolling tables, chairs, and teaching station), equipment (whiteboards) and technology (interactive whiteboards, wireless screen sharing tools, laptops), which support the intended learning outcomes.

Technology Initiatives at a Glance

As of December 17, 2021

Campus Network Switch Upgrade - Phase II

Expected Completion Date: **Completed**

In Phase I, Information Technology Services (ITS) identified 61 very old end of life (EoL) switches, some expiring back in 2005. ITS replaced 61 EoL switches with new advanced intelligent edge switches that will provide enhanced security, more reliability and faster switch ports for users. In Phase II, ITS will enhance our edge routers from 1 Gigabit to 10 Gigabit. This will enhance network switch bandwidth by up to 900% and increase network capacity to high use areas.

Single Sign-on (SSO) Manager

Expected Completion Date: **Completed**
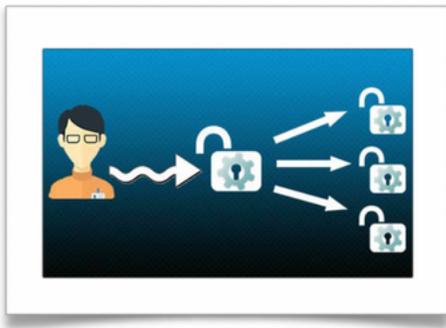
Our users will love single sign on! Our users enter their login credentials once, then move between various products without additional authentication. SSO Manager is a tool to enable Banner to participate in standards based single sign on (SSO) services. SSO Manager will allow our students and employees to login into My.Washburn, Video Server, Degree Works and Ellucian Go Mobile App with the same account they use to login into their email.

Washburn Tech Recruitment

Expected Completion Date: **Completed**

The Recruit software is being extended to include a dedicated application form and process for Washburn Tech students. This work will simplify the recruiting, tracking and admitting of Tech students, much of which is a very manual spreadsheet based process today.

Technology Initiatives at a Glance

As of December 17, 2021

Redhat Linux 7 Operating System Enhancement

Expected Completion Date: **Completed**

In today's world, it's imperative to upgrade and patch our servers. Our old server operating system, Linux 5 was end of life (EoL) and was no longer being supported since 2015. In an effort to improve security, Information Technology Services (ITS) has upgraded all of its Linux servers from version 5 to version 7. This latest release delivers dramatic improvements in security, reliability, performance, and scalability. A wealth of new features provides the architect, system administrator, and developer with t resources necessary to innovate and manage more efficiently.

Network Datacenter 10GB Upgrade - Phase 1

Expected Completion Date: **Completed**
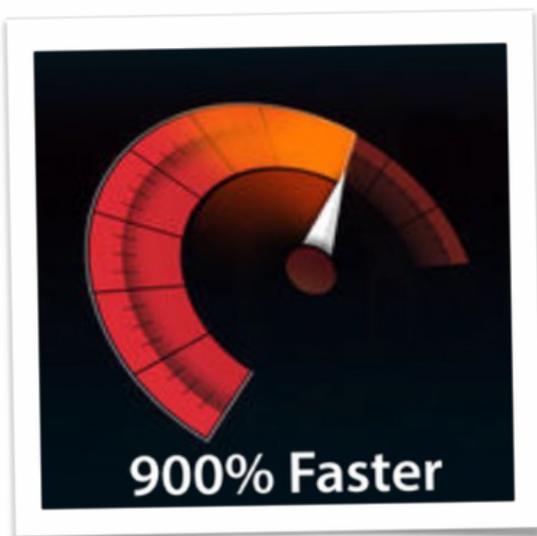
ITechnologies are rapidly evolving to meet data-center needs and enterprise demands for efficiently handling and managing increasingly bandwidth-hungry applications. These technologies include the advent of multi-core servers, server consolidation and virtualization, high-density computing, and networked storage. Our 1GB core server network no longer meets those demands. To meets the needs of today, Information Technology Services (ITS) will upgrade the virtualized server network to 10GB allowing for a 900% increase in speed.

Technology Initiatives at a Glance

As of December 17, 2021

Distance Education -D2L Daylight Experience

Expected Completion Date: **Completed**

IInformation Technology Services is implementing D2L Daylight user interface. The Daylight user interface in Brightspace makes it easy for students and employees to navigate courses and for instructors to update them. From the visual look and feel to how users interact with Brightspace, Daylight helps ensure they'll have the best possible experience.

• Works on any device.

• Easy to navigate.

• Modern and clean.
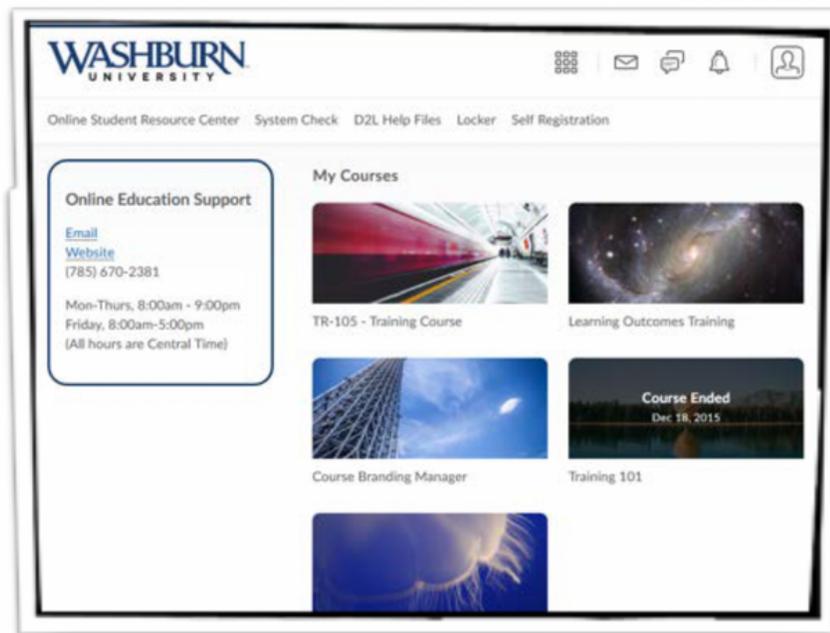
Student Success Collaborative

Expected Completion Date: **Completed**

The Student Success Collaborative is a comprehensive platform that invisibly wires our campus with analytics and provides our campus-wide support network with tools to help every student make smarter choices along their college journey. Gone are the days of managing multiple solutions that solve only small slices of the student success challenge. Student success management is all about embracing the most progressive practices to help more students cross the finish line. EAB's student success management system empowers you to achieve that goal.
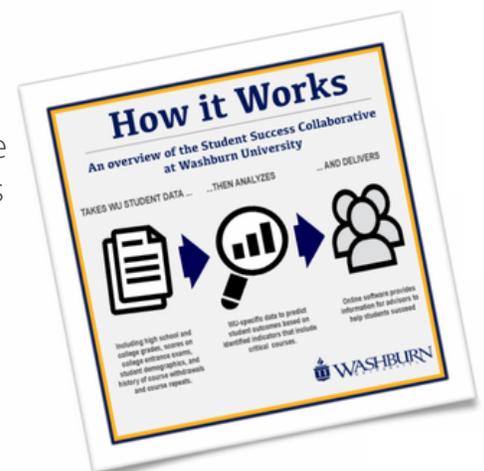
Technology Initiatives at a Glance

As of December 17, 2021

MY.Washburn - Luminuis 5

Expected Completion Date: **Completed**

Information Technology Services (ITS) has implemented a new student portal. The new portal creates a common gateway to the information students, faculty and staff use every day. The new portal will allow us to:

• Set up rules to present the right message to your visitors based on social profile, region, and browsing history

• Easy management of user credentials, profile, and rights

• Personalize and customize content so users get the information they want—and the information you want them to see

• Reach as many contacts as you need with targeted alerts, announcements, emails, and calendar notices

With the Ellucian Luminis Platform, you can use almost any data element to deliver personalized content and services our community expects, and modify content quickly when roles or preferences change. So, no matter how rapidly our campus and students' needs evolve, our content is always dynamic and accurate.

Data Recovery & Backup

Expected Completion Date: **Completed**

Our institution must be prepared for when disaster strikes. This means having a plan not only for recovering from natural disasters such as tornados and fires, but also for the more common and inevitable occurrence of human error. Our new enterprise data backup and recovery solution ensures that we have a comprehensive system for managing off-site storage for disaster recovery, as well as all the technology and services that go along with moving critical data off-site. Our new DR system will not only increase data collection from 70% to 100% and increases retention. The system was purchased at approximately 75% under state contract pricing for a savings of $246,000. This enterprise data backup and recovery system will become a strategic piece of the ITS business continuity plan.

Technology Initiatives at a Glance

As of December 17, 2021

Next Generation Firewall Protection

Expected Completion Date: **Completed**
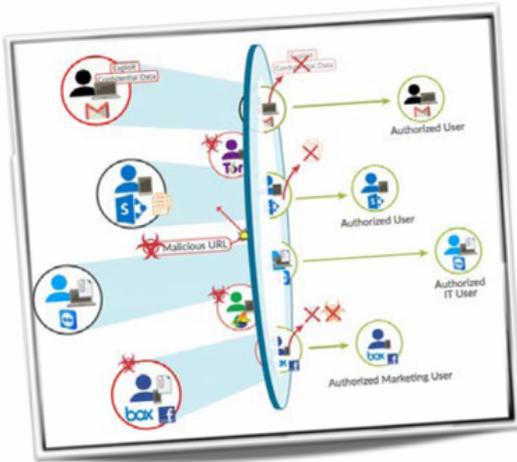
Fundamental shifts in application usage, user behavior, and network infrastructure have resulted in an evolved threat landscape that has exposed weaknesses in traditional port-based firewall protection. Users are accessing an increasing number of applications with a wide range of device types, often times to get their job done, yet with little regard to the university or security risks. Meanwhile, datacenter expansion, network segmentation, virtualization and mobility initiatives have forced us to re-think how to enable access to applications and data, yet protect your network from a new, more sophisticated class of advanced threats that are adept at evading traditional security mechanisms.

Our next-generation Palo Alto firewall comes with a set of features that enable us to secure our network like we've never done before. The firewall includes important security, integration, networking, and management features that will allow us to secure our network.

Mediated Classroom Upgrade

Expected Completion Date: **Completed**

Eight mediated classrooms will be upgraded during the 2017-2018 winter break. Old projectors will be replaced with Epson BrightLink interactive projectors and wallmounted laptops in Benton 111, Petro 104, Stoffer 18, 22, 128, and 130, In addition wireless lavaliere microphones will be added to Henderson 100 & 112.

Technology Initiatives at a Glance

As of December 17, 2021

Enterprise Virtual Private Network (VPN)

Expected Completion Date: **Completed**

ITS security team must protect our data against modern threats while also providing security for users to access applications in the data center.

These requirements are not easily addressed with today's collection on of complicated, non-integrated point products, which treat each requirement independently of the others, creating inconsistency and management overhead.

To address these security concerns we have implemented a new Virtual Private Networks that allows WU to use the public Internet to securely connect remote employees at no cost. This will allow employees or authorized users to access our network from a remote PC, such as traveling laptop or home computer.

Network Consolidation - Law School

Expected Completion Date: **Completed**

The Law School and Information Technology Services have been working together to create a memorandum of understanding (MOU). The purpose of the MOU will be to implement and support a robust, scaleable and sustainable network infrastructure to meet the current and future needs of the Law School programs and mission. Working together we will be able to improves services and reliability while reducing overall costs.

Technology Initiatives at a Glance

As of December 17, 2021

Degree Works

Expected Completion Date: **Completed**

Ellucian Degree Works is a comprehensive academic advising, transfer articulation, and degree audit solution that aligns students, advisors, and institutions to a common goal: helping students graduate on time. Degree Works features:

- Degree audits and tracking: help students and advisors monitor progress toward degree completion.

- Student planning tools: map out students' academic journey to keep them on track for on-time graduation.

- What-if and look-ahead analyses: help students understand how courses and majors affect degree time lines.

- Advising notes and user-friendly GPA calculators: enable real-time counseling capabilities between the advisor and the student.

- Web-based exception processing and waivers: streamline internal processes and help students and advisors understand a student's current status faster.

- Robust transfer articulation: provides incoming students clarity on whether their courses will transfer.

- Real-time visibility and advanced reporting: help answer important questions to support student success and institutional planning.

Not Anymore - Preventing Violence

Expected Completion Date: **Completed**

Not Anymore is an interactive online program designed to prevent sexual assault, dating and domestic violence and stalking while helping our campus meet Campus SaVE Act and Title IX education mandates. This new grant funded system is available to all students to participate in.

Technology Initiatives at a Glance

As of December 17, 2021

Unified Communications – Skype for Business

Expected Completion Date: **Completed**

Implementation of Skype for Business, a Voice over Internet Protocol (VoIP) unified communications system that unifies voice and video calls, presence, screen sharing and instant messaging in one easy-to-use client, making it simple to choose and switch between different forms of communication. Making communication easy between staff, faculty and students is essential to the growth of Washburn University. ITS has deployed over 1200 new VoIP phones to the campus as part of this initiative. Long distance calling is included in our bundled package so access codes will no longer be needed to dial long distance numbers in North America.

High Density / High Speed 5G Campus Wireless Upgrade – Phase 1

Expected Completion Date: **Completed**

Information Technology will be overhauling our wireless network to meet the increasing demand for wireless. As more mobile devices connect to Wi-Fi networks meeting user expectations for performance is increasingly challenging. Our new HD/HS wireless technology will utilize a sophisticated quality of service engine specifically developed to maximize the reliability and performance of delay sensitive applications, such as IP-based voice and video. 802.11 ac Wave 2 is ideal for video and voice over Wi-Fi applications because it ensures disruptive clients don't negatively effect the performance of other clients on the network.

This upgrade will give our students, staff and faculty enhanced Wi-Fi coverage and speed with over 600 access points throughout the campus. The speed of the Wi-Fi network will be improved using the newest version of Wi-Fi standard (802.11 ac Wave 2). With wireless speeds as fast or faster than our wired network.

Technology Initiatives at a Glance

As of December 17, 2021

IT Business Continuity Plan

Expected Completion Date: **Completed**

IT has worked with key stakeholders in the development of a IT business Continuity Plan. A Business Continuity Plan is a document that consists of the critical information an organization needs to continue operating during an unplanned event. Information technology Services (ITS) includes many components such as networks, servers, desktop and laptop computers and wireless devices. The ability to run both office productivity and enterprise software is critical. Therefore, recovery strategies for information technology has been developed so technology can be restored in time to meet the needs of the organization. Manual workarounds will be part of the IT plan so business can continue while computer systems are being restored.

Recruiting & Admissions -Recruiter 4.8

Expected Completion Date: **Completed**

Ellucian Recruit is a comprehensive solution that supports the entire recruiting and admissions lifecycle. It streamlines admissions operations while providing an engaging, personalized web experience for prospective students. Ellucian CRM Recruit is designed to help your institution and the best prospects, engage them more successfully, improve enrollment results— and manage the recruitment cycle more efficiently and effectively. The Recruit 4.8 upgrade provides ongoing enhancements to the undergraduate admissions system.

Technology Initiatives at a Glance

As of December 17, 2021

Enhancing Campus Security - Security Cameras

Expected Completion Date: **Completed**

There is no doubting that university campuses pose security challenges. University campuses have many facilities and buildings throughout the property. With courtyards, dormitories, sports complexes, cafeterias and libraries, there is much to cover. Well designed and implemented campus security cameras can go a long way in ensuring the safety of faculty, visitors, students, and facilities on the WU campus. Information Technology has installed 19 new cameras to add to the 200+ existing cameras already on campus.

EAB Audience Generation & Adult Learning Recruitment

Expected Completion Date: **Completed**

Audience Generation and Adult Learning Recruitment is a marketing service of EAB. This marketing service is a data-driven approach to recruitment and marketing campaign development, management, and optimization with a proven history of generating enhanced results. This proprietary approach is characterized by its unique utilization of affinity modeling for identifying potential students and then the associated insights gained from this approach which inform and make possible a very personalized marketing message for each student. In addition, the EAB uses real-time monitoring and optimization of marketing activities allowing for quick response to feedback and performance of marketing strategies. These approaches and experience together can have increased engagement of prospective students and higher rates of conversion of these students into enrolled students.

Technology Initiatives at a Glance

As of December 17, 2021

Comprehensive Network Risk Assessment

Expected Completion Date: **Completed**

The list of cyber threats and vulnerabilities grows exponentially every year, and as new threats come to light, institutions around the nation are assessing the risk associated with these new ways of compromising a network. Researchers have analyzed data from cloud networks that show crypto-ransomware encountered by institutions has jumped 500%. That's an outrageous leap, but it's not the only threat to our network. The goal of a computer network risk assessment is to ensure that necessary controls are integrated into the design and integration of the Washburn network. The risk assessment will help determine the acceptable level of risk and the resulting security requirements for each system. ITS must then devise, implement and monitor a set of security measures to address the level of identified risk.

Student Online Resource Center

Expected Completion Date: **Completed**

The Online Student Resource Center (which can be found in Desire2Learn) gives students access to information that might otherwise be hard to find. Students registered in courses can access the wealth of information within Desire2Learn. In addition, a webpage was created to pull together information to help new students get started at Washburn (and therefore, have access to the Online Student Resource Center). The new site includes:

- Accessing Washburn email

- Turning off the Clutter filter

- Accessing the course schedule & registration information guide

- Registering for courses

- Accessing Desire2Learn

Technology Initiatives at a Glance

As of December 17, 2021

Secure WiFi On-Boarding

Expected Completion Date: **Completed**

In today's mobile era, consumers are no longer chained to a bulky desktop in a cubicle or classroom. They are doing business, taking classes and accessing resources on the go from a personal mobile device. The same applies to Washburn University, as more and more students continue to bring personal devices onto campus. According to a recent study conducted by College Explorer, the average college student today owns 6.9 tech devices.

Employees and students expect Wi-Fi to be secure and easily accessible, no matter what device they are using. However, from a network perspective, enabling Bring Your Own Device (BYOD) while maintaining security standards creates unique challenges and may be faced with a variety of problems relating to the manual on-boarding process.

Relying on manual configuration by the end-user introduces a bevy of potential missteps and security challenges. If not configured precisely, users can easily fall victim to a man-inthemiddle attack, which involves an attacker broadcasting an imitation SSID with the intention of tricking improperly configured devices into connecting and giving up user credentials. These types of attacks are a very real threat, as unsuspecting users at many universities have fallen victim to these types of attacks.

ITS has implemented powerful tools that streamline the wireless network on-boarding for our users via a self-service method that increase security while taking a tremendous burden off the help desk.
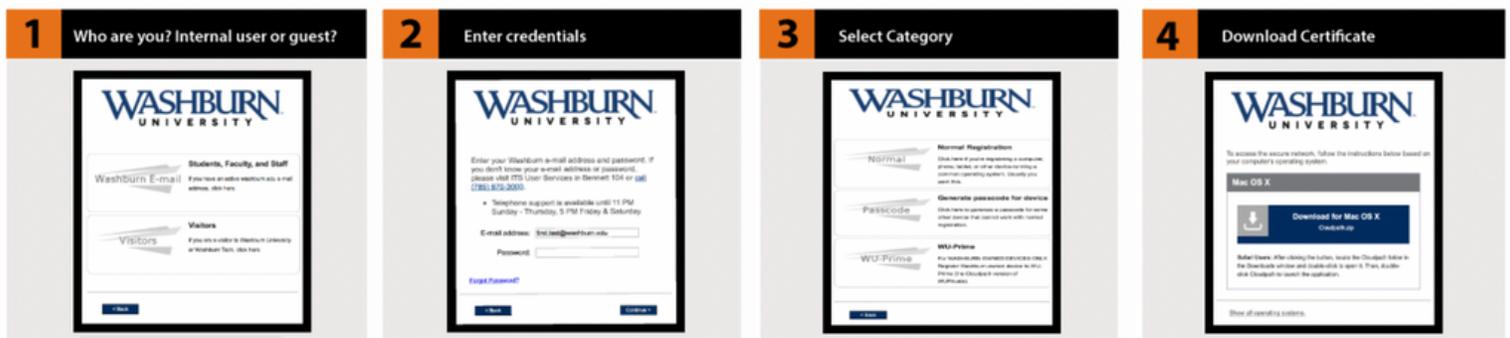
Users can easily onboard their devices (from anywhere) for a secure network access

Technology Initiatives at a Glance

Password Self-Service

Expected Completion Date: **Completed**

Self-service Password Reset (SSPR) allows an end-user to reset his or her WUAD password without having to call the help desk. Instead of making a call, the Self-service password reset software guides the end-user through certain pre-defined protocols in order to recover or reset the password. This helps have both time and money by reducing the number of help desk calls for password reset while creating a more secure environment for our users.

BYOD Policy Management

Expected Completion Date: **Completed**

Bring your Own Device (BYOD) brings a few challenges to the IT department, and one of those challenges is monitoring and analyzing what devices are connecting to the network, diagnosing errors and managing device certificates. New software puts crucial device data at the fingertips of network admins, accessible from the cloud.

- Diagnose Errors from the Cloud
  - Connection errors are an inevitable component of managing any large wireless network. The device logs allow admins to view the errors the end-user is receiving from the cloud, and provide necessary instructions for resolving the issue.

- Network Access Control
  - Managing the requirements for network access is equally as important for maintaining a healthy network. The software allows our admins to establish what types of devices can access the network, as well as required Operating System updates, Firewall status, and installation of Anti-Virus and spyware software.

Technology Initiatives at a Glance

As of December 17, 2021

Cloud-Based DDoS Protection

Expected Completion Date: **Completed**

DDoS, short for "Distributed Denial of Service", is a form of attack where multiple compromised networks are used to target a single system. When a website is under attack, it stops responding to legitimate users because a hacker-controlled "fleet" of computers are maliciously flooding traffic to the target's website. DDoS attacks have grown to be the weapon of choice for hackers and cyber criminals as they are inexpensive to execute, difficult to stop, and impact a very large network of users.

DDoS protection provides Web Application Protection (Layer 7), Infrastructure Protection (Layers 3 & 4) and DNS Protection —which are the vital components for comprehensive DDoS protection. ITS has implemented Cloud-based DDoS protection to keep our University up and running smoothly during an attack while eliminating the high costs that come with additional servers and load balancing infrastructure.

Advise 1.8 Upgrade

Expected Completion Date: **Completed**

Ellucian CRM Advise is state of the art student success software and student retention software. With Ellucian CRM Advise, you can see every facet of a student's experience and track success by cohort, course, or degree/program. Then you can share that information with every department on campus to deliver meaningful, personal, and coordinated support.

Technology Initiatives at a Glance

As of December 17, 2021

Veterans Certification Automation

Expected Completion Date: **Completed**

An advanced Argos dashboard/reporting environment is being implemented to greatly enhance workflow, business processes, and timeliness of service to students who are veterans.

Textbook Adoption Hero

Expected Completion Date: **Completed**

Of all the things that can be done with an eye toward student success, perhaps none is more important than ensuring every student has the instructional materials they need, without limitations or delays. And getting content into student's hands comes down to essentially one thing: cost. It's time to remove cost as a barrier to student success. Hero helps you get there, and stay there forever. Information Technology Services will be assisting the Ichabod Shop on implementing this software for textbook adoption.
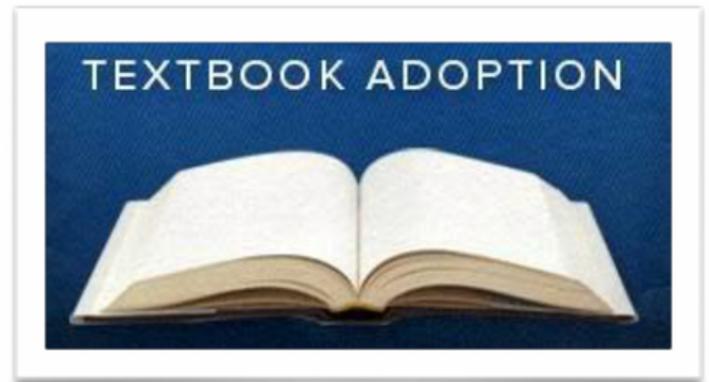
International Student Recruitment

Expected Completion Date: **Completed**

The Recruit software is being extended to include a dedicated application form and process for International students. This work will allow automation of many manual processes and greatly enhance efforts to recruit International students.

Technology Initiatives at a Glance

As of December 17, 2021

Banner ERP 9 Upgrade - Admin Pages

Expected Completion Date: **Completed**

The Banner 9 Upgrade is a campus wide initiative to complete the upgrade of our Banner environment from Banner 8x to Banner 9. According to Ellucian, "Banner 9 by Ellucian is no ordinary upgrade. It delivers a fresh user experience, all-new tools, and significantly improved capabilities across Banner, driving new efficiencies so you can focus on student success." This 18-month project interacts with almost every university business process.

HR Applicant Tracking - People Admin

Expected Completion Date: **Completed**

ITS will be working with People Admin to implement PeopleAdmin. This Applicant Tracking is higher education's leading talent management solution with powerful reporting capabilities and unrivaled support for sophisticated academic processes, so recruiting and hiring workflows move swiftly ... yet still provides our human resources department with complete oversight. This software will automate talent management activities to simplify hiring and increase efficiency.
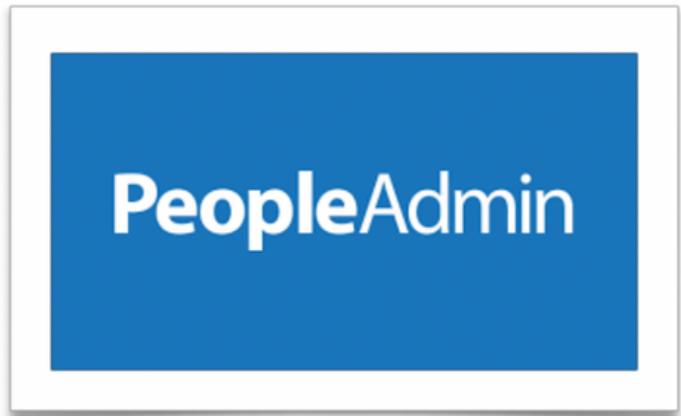
Adobe Acrobat Professional - All Computers

Expected Completion Date: **Completed**

Adobe Acrobat Professional will be installed on all WU owned computers. Use Adobe Acrobat Professional to view, create, manipulate, print and manage files in PDF. This enhancement comes as part of new agreement with Adobe.

Technology Initiatives at a Glance

As of December 17, 2021

Student Conduct Manager - Maxient

Expected Completion Date: **Completed**

Student life is implementing a student judicial software system. Maxient is software for managing behavior records. Their centralized reporting and record keeping will help Washburn University connect the dots and prevent students from falling through the cracks.

Maxient's Conduct manager will track student discipline, academic integrity, care and concern records, Title IX matters, or just an "FYI" to monitor a student's conduct and well-being. Maxient serves as an integral component of many schools overall early alert efforts, helping to identify students in distress and coordinate the efforts of various departments to provide follow-up.

Automating Data Management - Axiom

Expected Completion Date: **Completed**

Ellucian Banner is supposed to centralize all your data and provide a "single version of the truth." Trouble is, getting information into the Banner is often a cumbersome, manual process. Axiom eliminates those headaches by automating data management. Axiom can integrate any data source and match and validate data based upon your business logic. It's simple, fast and accurate. The Law School Admissions Council will be using Axiom to move student applicant data from their central repository into the campus Banner system.

Technology Initiatives at a Glance

As of December 17, 2021

Data Explosion - Nimble Datacenter Storage

Expected Completion Date: **Completed**

Data is growing at explosive rates in today's organizations. Big Data is increasing storage demands in a way that could only be imagined just a few short years ago. A typical data record has tripled if not quadrupled in size in just the last five years. In fact, according to a recent IBM study, 2.5 quintillion bytes of data are written every day and 90% of global data has been created in the last two years alone. It is glaringly apparent that the size of databases is growing exponentially.

Microsoft Office 2016 - Campus Wide Rollout

Expected Completion Date: **Completed**

All computers will be upgraded to Microsoft Office 2016 this summer! Office 2016 comes with improvements to existing functionality and new features that will be very beneficial. A few benefits of upgrading to Office 2016 include:

- Easy document sharing with real time multi-user editing

- Improved file attachment features in Outlook

- New Excel chart and equation options

- Smart Lookup, allowing web searches from within a document

Technology Initiatives at a Glance

As of December 17, 2021

Campus Network Switch Upgrade - Phase I

Expected Completion Date: **Completed**

When device vendor announces end-of-life for a particular device model, it is highly important to assess the potential risks associated with using the device. The device might face security vulnerability for which you cannot expect a patch from the vendor. So, network management experts always advocate replacing devices that have reached end-of-life status. In addition, the IT regulations that lay stress on network security, put a cap on using outdated models to ensure that the network remains in top shape. Washburn University has over 61 switches that are or near end of life (EoL) with some expiring back in 2005, that's over 12 years ago.

Information Technology Services will be taking a phased approach to upgrading these EoL switches on campus. The new advanced intelligent edge switch backbone will provide enhanced security, more reliability and faster switch ports for users.

Internet Bandwidth Upgrade

Expected Completion Date: **Completed**

Information Technology Services is enhancing our high-speed Internet circuits to our main campus. Internet speeds at the main campus will increase by 900% while reducing costs annually. This increased capacity benefits end user experience at the main campus. It also improves access to large files and high-quality video. In practice, people on our network will have better access to large files, for example streaming video, iTunes U content, and other media.

Fast. Faster.

Internet speeds will increase from 1 Gbps to 10 Gbps!

900 times faster than our current Internet speed

SPEED
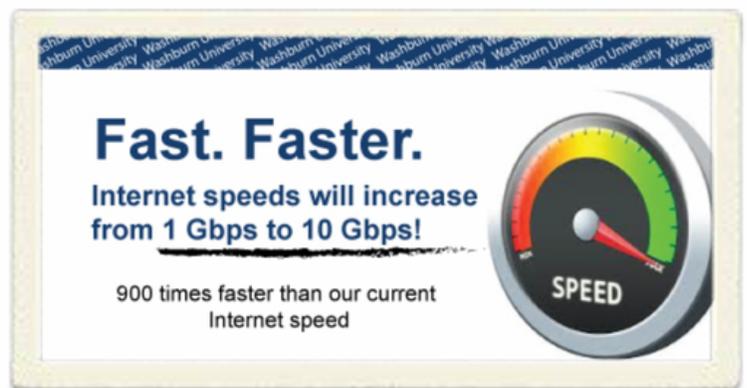
Technology Initiatives at a Glance

As of December 17, 2021

Kansas Room - Hi-Tech Meeting Room

Expected Completion Date: **Completed**

The Memorial Union staff, Facilities, and Information Technology Services partnered on a project to install multiple technologies in the Kansas room over the summer of 2017. Technology included: 3 projectors, 3 electronic projection screens, a touch screen controller, multiple wireless microphones, videoconferencing capabilities, wireless Clickshare capability from mobile devices, ceiling-mounted speakers, and a Catch Box-wireless microphone in a padded box to provide a very mobile microphone option for large group audience participation.

Two Factor Authentication - DUO

Expected Completion Date: **Completed**
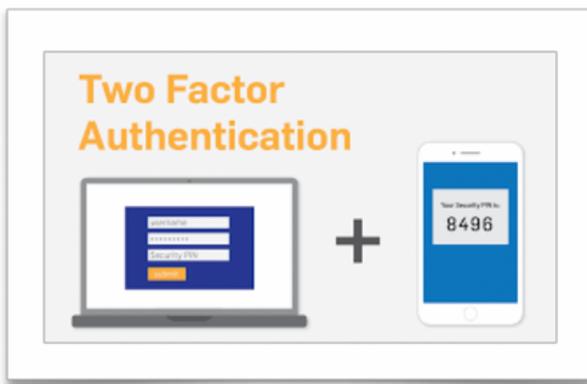
What is Two Factor Authentication? Two Factor Authentication (2FA) is a safer way to secure your logins. Instead of using one form of authentication, such as a password, two factor authentication uses at least two forms of authentication to authenticate a user. WU's new Two-factor authentication solution will allow us to increase security by requiring you to provide "something you know" (a password) and leverage "something you have" (laptop, mobile phone). This use of two distinct authentication factors helps eliminate WU's security concerns around granting access based on a single, knowledge-based factor (a password).

Technology Initiatives at a Glance

As of December 17, 2021

TV Studio Upgrade

Expected Completion Date: **Completed**

During the summer of 2017, the main switching equipment for the control room was upgraded with a Tricaster. This upgrade will allow us to standardize equipment used in this facility and with other production equipment on campus; providing a consistent learning environment for students. The replacement of the current switcher/encoder with a Tricaster will allow complete audio/video switching and live streaming from one unit; providing a more robust functional system for the TV studio. The Tricaster will accommodate the most desired method of delivering live productions through internet streaming from this facility. This replacement will help expand the educational initiatives for students in Mass Media or other programs and provide a "state-of-the-science learning environment."

Enhanced Active Directory Security

Expected Completion Date: **Completed**

The tool provides comprehensive reports on changes that happen in your Windows Active Directory. The tool helps us scrutinize changes in Active Directory, while at the same time ensuring the change complies with standards that have been set by regulatory acts. In real-time, the tool ensures critical resources in your network such as the Domain Controllers are strictly audited, monitored and reported. Washburn University will greatly benefit from the PCI-DSS compliance pre-configured reports as well as real-time alerts, the application confirms compliance with periodic security reports as well as email alerts as standard procedure. We can schedule audit reports; do custom reports, create profile based reports, and report findings from archived data for forensics.

Project Prioritization Process - ITS

Expected Completion Date: **Completed**

ITS Project Prioritization provides WU a framework and process for selecting new projects which best support the campus' strategic interests and directions and provide it the most value. The intended results of the Project Prioritization process are to:

- Build consensus on the most important information technology projects
- Assure project alignment with WU strategic objectives for IT project prioritization
- Add transparency to the prioritization of ITS projects
- Increase collaboration across the university
- Improve the smooth flow of work for ITS staff

It also helps mitigate other challenges, such as:

- Ad hoc requests that lack proper authorization, sponsorship, resource commitments, and funding.
- "First come, first served" mindset
- Staff spread thin among many competing projects
- "Everything is a priority" which results in not delivering all requested projects on time.

Data Warehouse "Lite" - Academic Performance Solutions

Expected Completion Date: **Completed**

Information Technology Services is working with EAB to implement Academic Performance Solutions (APS). This is a solution designed to empower academic and financial leaders with the department-specific performance and cost data— as well as reliable peer benchmarks—they need to make more effective decisions.

Technology Initiatives at a Glance

As of December 17, 2021

Disaster Recovery Plan

Expected Completion Date: **Completed**

Washburn University uses information technology to quickly and effectively process information. Employees use electronic mail and Voice Over Internet Protocol (VOIP) telephone systems to communicate. Electronic data interchange (EDI) is used to transmit data including orders and payments from one company to another. Servers process information and store large amounts of data. Desktop computers, laptops and wireless devices are used by employees to create, process, manage and communicate information. What do you when your information technology stops working?

An information technology disaster recovery plan (IT DRP) should be developed in conjunction with the ITS business continuity plan. Technology recovery strategies will be developed to restore hardware, applications and data in time to meet the needs of the business recovery.

VMWare Server Expansion

Expected Completion Date: **Completed**

ITS has expanded the virtual server environment in the Datacenter with the addition of two new high-powered VMWare host servers. These have been added to the existing host cluster to increase redundancy within the system.

Should a host server fail, all application servers running on that host can be migrated to another host in the cluster automatically, live on the fly and with no need to shut down the service first. This feature also gives us the ability to balance the load between the host servers in the cluster and reduces downtime when maintenance on a host server in the cluster is required.

The added capacity will now allow us to virtualize the remaining physical servers in the plant to reduce single point of failure, increase uptime, provide high availability of services, reduce power requirements and save on cooling costs.

Technology Initiatives at a Glance

As of December 17, 2021

Kuehne Hall Network Upgrade

Expected Completion Date: **Completed**

In an effort to improve reliability and increase performance, Information Technology Services will be installing new fiber going to Kuehne Hall along with new CAT6 wiring network connections, new network switches and new wireless access points.

System Center Configuration Manager - SCCM 2016

Expected Completion Date: **Completed**

Microsoft System Center Configuration Manager is a suite of tools that information technology Services can use to manage client devices and infrastructure with a focus on operating systems, updates, malware protection, and power consumption from a single console. It enables employees to work on a wide variety of devices, access work-related applications, and connect securely to business data from anywhere in the world with an Internet connection.

Information Technology Services will be implementing System Center Configuration Manager (SCCM 2016). SCCM 2016 will manage the deployment and security of devices and applications across our campus.

Texas State Contract - Procurement

Expected Completion Date: **Completed**

Washburn University is can now purchase from the Texas State Contract (DIR) through an inter-local agreement. This allows Information Technology Services (ITS) to leverage the bulk buying power of the State of Texas and receive aggressive discounts without the need for a lengthy procurement process. Every dollar ITS saves is a dollar that can be spent on mission critical services.