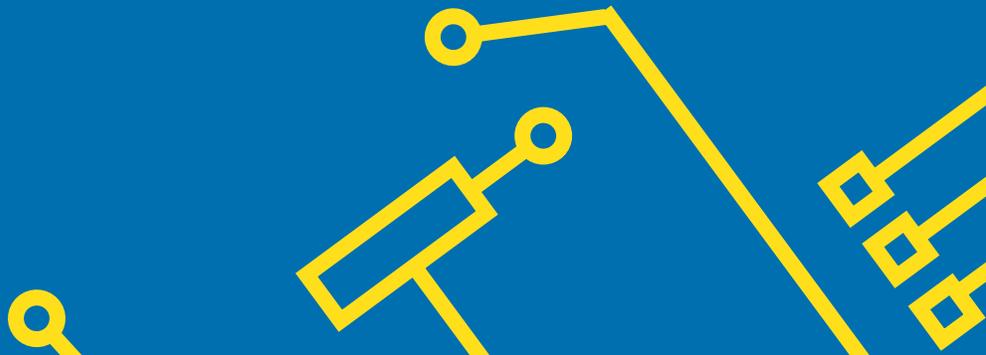




INFORMATION TECHNOLOGIES
ANNUAL REPORT | FISCAL YEAR 2018



WELCOME

Information Technologies is pleased to present this annual report to the University of Delaware community. The report highlights our key initiatives and accomplishments for the fiscal year 2018 and the ways in which we are leveraging resources to fulfill our mission of support and service to the University.

At the heart of our organization is the goal of offering mature, highly-responsive services to the communities comprising our institution. As we continue to pursue ways to work together, we seek to offer excellent personalized customer service in a timely manner that meets the needs and exceeds the expectations of our customers. This year's report features the growing number of collaborations and partnerships between our organization and the University's administration, faculty, and staff. These activities, whether day-to-day operations or initiatives that require long-term vision and guidance, display our spirit of innovation, entrepreneurship, and an expanding culture of service and customer support.

A priority in the coming fiscal year is the completion of the University's IT Strategic Plan. As we move forward in this plan's development over the next few months, know that we value your input and insight regarding the use and provision of information technology here at UD. We look forward to working alongside you in FY2019!

Sincerely,



Sharon P. Pitt
Vice President & Chief Information Officer
Information Technologies



TABLE OF CONTENTS

EXECUTIVE SUMMARY	1
ABOUT INFORMATION TECHNOLOGIES	5
PARTNERING FOR SUCCESS IN FY2018	7
PARTNERING WITH THE ADMINISTRATIVE COMMUNITY	9
PARTNERING WITH THE ACADEMIC COMMUNITY	11
PARTNERING WITH THE RESEARCH COMMUNITY	13
PARTNERING FOR STUDENT SUCCESS	15
PREPARING FOR THE FUTURE	17
A STRATEGIC DIRECTION	17
STRATEGIC PARTNERSHIPS & PROJECTS	18
PARTNERING WITH UD COMMUNITIES IN FY2019	19
BY THE NUMBERS	21



If I could summarize our UD IT's efforts this fiscal year in a single word—that word would be **INVESTMENT**. Information Technologies is strategically investing in the initiatives, services, and support that meet the needs of our University community.

—Sharon P. Pitt, VPIT & CIO

EXECUTIVE SUMMARY

The University's challenge of enhancing the success of our students and our University communities requires the adept application of evolving technology capabilities. In FY2018, Information Technologies at the University of Delaware (UDIT) embraced this challenge by prioritizing strategic investments of information technologies for teaching, learning, research, administrative and outreach activities, as well as assessment of new and emerging technologies. These investments, reflected in the key initiatives we completed this fiscal year, highlight our organization's increased focus on collaborations and partnerships, and our commitment to further our organization's ability to support our University's mission and address FY2019 technology goals and needs.

INVESTING IN...

STRATEGIC INITIATIVES THAT ADDRESS UNIVERSITY NEEDS

INFRASTRUCTURE

- Research: Increase Network Connectivity
- Caviness HPC Cluster
- Network Core and Distribution Upgrade
- Classroom and Office Upgrades



INFORMATION SECURITY

- Data Governance and Security Program, Phase I
- Secure W2 Wi-Fi Onboarding
- Mac Managed Device Tools (JAMF, DEP)
- Security Software Implementation



ACADEMIC & ADMINISTRATIVE EXPERIENCE

- UD Web Accessibility Initiative, Phase I
- UD Retirement Transition Initiative (TIAA)
- Budget Management System (FBPR)
- Transition to One Learning Management System
- PeopleSoft Upgrade for HR/Finance
- Online Graduate Programs
- CONCUR Travel System



KNOWLEDGE TRANSFER

- Adaptive Secure Risk Assessment Consultations
- Web Accessibility Policy Development
- Facilitated Desktop Management Training



INVESTING IN...

PARTNERSHIPS THAT FOSTER UD COMMUNITY SUCCESS

Whether a technology upgrade to a centrally scheduled classroom or a new online program, UDIT's key initiatives and our daily operational activities offer a network of support and service that fosters institutional success. Strengthened by partnerships that span across University communities, this network is a collaboration that encourages innovation, knowledge transfer, and responsiveness to institutional needs while allowing UD communities to fulfill organizational goals and the University's mission.



UDIT + Finance + Human Resources + Payroll + Facilities + Student Financial Services

Upgraded **PeopleSoft Finance** and deployed the **latest financial accounting tools and application software** for use by university stakeholders.

UDIT + Professional & Continuing Studies

127 Certificate and degree courses developed to increase the University's internal capacity for online programs.

UDIT + Faculty Commons

1,416

Faculty visitors supported **AND**

5,064 Faculty Commons visits.

UDIT + Human Resources Benefits Office

Successful transition of University's Retirement Program to TIAA.



UDIT + Registrar's Office + Facilities

106 Centrally scheduled classrooms upgraded with new classroom technologies.

UDIT + University Organizations

12 Groups participated in the annual Tech Fair to showcase the technology services available to faculty and staff.

INVESTING IN...

THE UNIVERSITY'S MISSION AND GOALS IN FY2019

While UDIT made significant contributions this year, we recognize that new challenges and opportunities await us. One of the most critical aspects of our upcoming fiscal year is the creation of an IT Strategic Plan for the University that outlines clear technology roadmaps for the University and our organization. These roadmaps will provide structural support to the University's mission and goals while focusing resources and identifying new areas of collaboration and growth. In addition to the development of an IT Strategic Plan, UDIT looks forward to completing the following objectives this coming fiscal year:



ORGANIZATIONAL RESPONSIVENESS

In support of the IT Strategic Plan, UDIT will review positions and classifications to enhance organizational agility, responsiveness, and maturation within a service-focused culture. One key FY2019 component to UDIT's organizational responsiveness will be the creation of an IT Project Management Office (IT-PMO). IT-PMO will focus on alignment of IT goals and projects with University strategic goals, prioritization of major IT projects, and governance of IT activities. The mission of the IT-PMO will be to provide a management structure that standardizes the project-related governance processes and facilitates the sharing of resources, methodologies, tools, and techniques to improve the management and delivery of IT services.

PARTNERING IN STRATEGIC OPERATIONS

Looking ahead, UDIT looks forward to growing its partnerships with stakeholders across the university to create, strengthen, and clarify policies, procedures, and strategies that address the informational and technology needs of the University. In addition, we will continue to promote cross-organizational collaborations that strengthen strategic operations within our division.

CONTINUED SUPPORT OF KEY INITIATIVES

UDIT will continue to support strategic initiatives across the institution this coming fiscal year. These initiatives will help to grow the University's capacity to ensure excellence in teaching, learning, research, and outreach.

DIVERSITY AND INCLUSION

UDIT recognizes the importance and benefits of diversity and inclusion in higher education and is committed to ensuring that the staff of UDIT reflects the diversity of the communities it serves. Each year, UDIT will provide demographic data in its annual report to show our progress towards this commitment. The following data from this year's Diversity Report will serve as a baseline going forward. The report was prepared by UD's Office of Institutional Research & Effectiveness (Source: Human Resources Official Extract as of 07/01/2018):

EXEMPT	ASIAN	BLACK	WHITE	AMERICAN INDIAN	MULTI ETHNIC	TOTAL STAFF
♀ Female	7 17.9%	2 5.1%	30 76.9%	--	--	39
♂ Male	7 9.5%	4 5.4%	60 81.1%	1 1.4%	2 2.7%	74

NON EXEMPT	ASIAN	BLACK	WHITE	AMERICAN INDIAN	MULTI ETHNIC	TOTAL STAFF
♀ Female	2 9.5%	1 4.8%	18 81%	--	--	21
♂ Male	--	4 14.3%	23 82.1%	1 3.6%	--	28

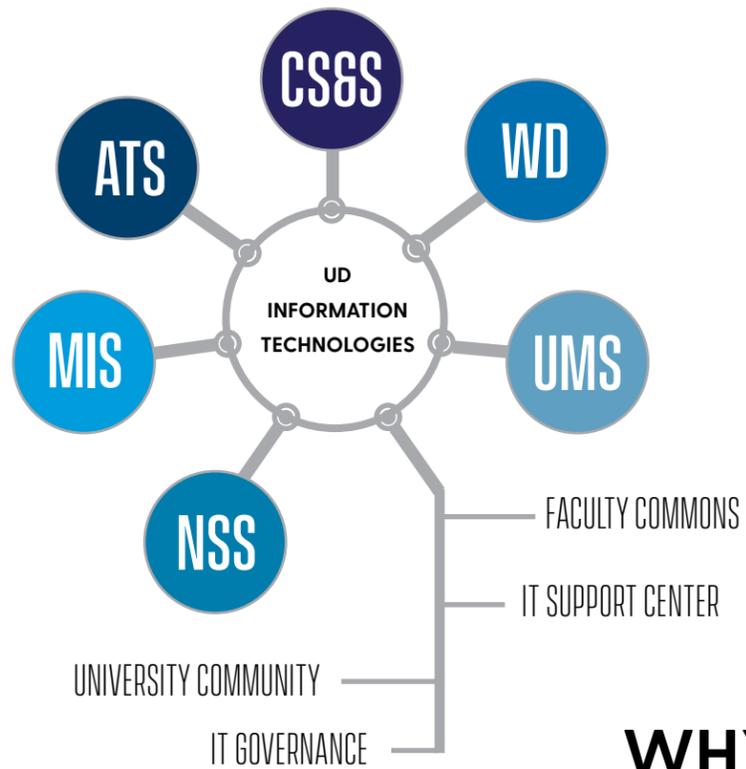
“ Only with collaboration can we begin to see the benefits of working together towards a common goal... ”

-PAUL RICKARDS, ACADEMIC TECHNOLOGY SERVICES

ABOUT INFORMATION TECHNOLOGIES

WHO WE ARE

Information Technologies is UD's central IT organization. We provide IT resources, systems, and services to the University community. We are comprised of six teams, employing over 160 full-time, part-time, and wage employees. UDIT reports to the University's vice president for Information Technologies/Chief Information Officer.



- NETWORK SYSTEMS SERVICES
- MANAGEMENT INFORMATION SYSTEMS
- ACADEMIC TECHNOLOGY SERVICES
- CLIENT SUPPORT & SERVICES
- WEB DEVELOPMENT
- UNIVERSITY MEDIA SERVICES

WHAT WE DO

UDIT provides the University with a comprehensive technology environment that allows students, faculty, and staff to pursue academic studies, engage in world-class research, conduct University business, and join in student life. UDIT maintains the campus network and email system, supports student and faculty use of the campus learning management system, provides tools to help keep student and employee accounts secure, and supports use of all University technologies.

WHY WE DO IT

Our strategic planning and investments are driven by UD's mission, vision, and strategic goals. In partnership with University communities, we seek to collaborate and invest in opportunities to enhance teaching, learning, research, athletics, security, and administrative solutions in alignment with UD's goals and objectives.

HOW WE DO IT

As an organization, we believe people will always be more important than technology and we value professional growth and personal well-being. We promote a culture committed to innovation, teamwork, communication, and continuous learning. We strive to promote open dialog and collaboration where IT knowledge, solutions, and best practices enable student, faculty, and staff success.

OUR SERVICES



ADMINISTRATION & BUSINESS

- Data Analytics and Reporting
- Human Resource Systems
- Incident Tracking and Response Systems
- Finance and Procurement Systems
- Research Administration Systems
- Student Information Systems
- Software Infrastructure Services
- University Services Systems



IT PROFESSIONAL SERVICES

- Application Development
- Endpoint Management
- Data Integration Services
- IT Architecture
- Software Licensing
- Special Event Technology Support
- Technology Consulting and Advising
- Technology End User Training
- Web Development



CLIENT COMPUTING

- Computer and Software Sales
- Client Support
- Support Center
- Computing Sites
- Student Resources - Hardware Repair and Service Area Printing and Scanning



RESEARCH

- Application Support
- HPC Support
- Programming Workshops
- Research Computing Support
- Extreme Science and Engineering Discovery Environment (XSEDE) Campus Support



COMMUNICATION & COLLABORATION

- Video Conferencing
- Television
- Web-based Collaboration
- Email and Calendars
- Website Hosting
- Telephone and Voice Mail



SECURITY, IDENTITY & ACCESS SERVICES

- Authentication
- Directory Services
- Federated Identity Services
- Identity Management
- Security Operations & Response Services
- Security Consultations
- Vendor Service Assessments



INFRASTRUCTURE

- Data Center Services
- Network
- Server Infrastructure
- Database Support Services
- Monitoring
- PeopleSoft Infrastructure Support
- Storage



TEACHING & LEARNING

- Classroom Technology Support
- Classroom Recording
- In-Class Student Response Systems
- Learning Management Systems
- Online Program Management
- Video Studios

PARTNERING FOR SUCCESS IN FY2018

A key component of UDIT's support of the University's mission is our strategic partnerships with the University community. We seek collaborations to find solutions to meet the growing, emergent, vital, and, at times urgent, technology needs germane to our institution. This fiscal year, these partnerships increased our knowledge of the needs, expectations, and motivations of UD stakeholders, clients, and partners. The collaborative work done toward common understandings and shared objectives resulted in significant fiscal year achievements and UDIT's improved capacity to offer productive and beneficial solutions and outcomes across the institution.

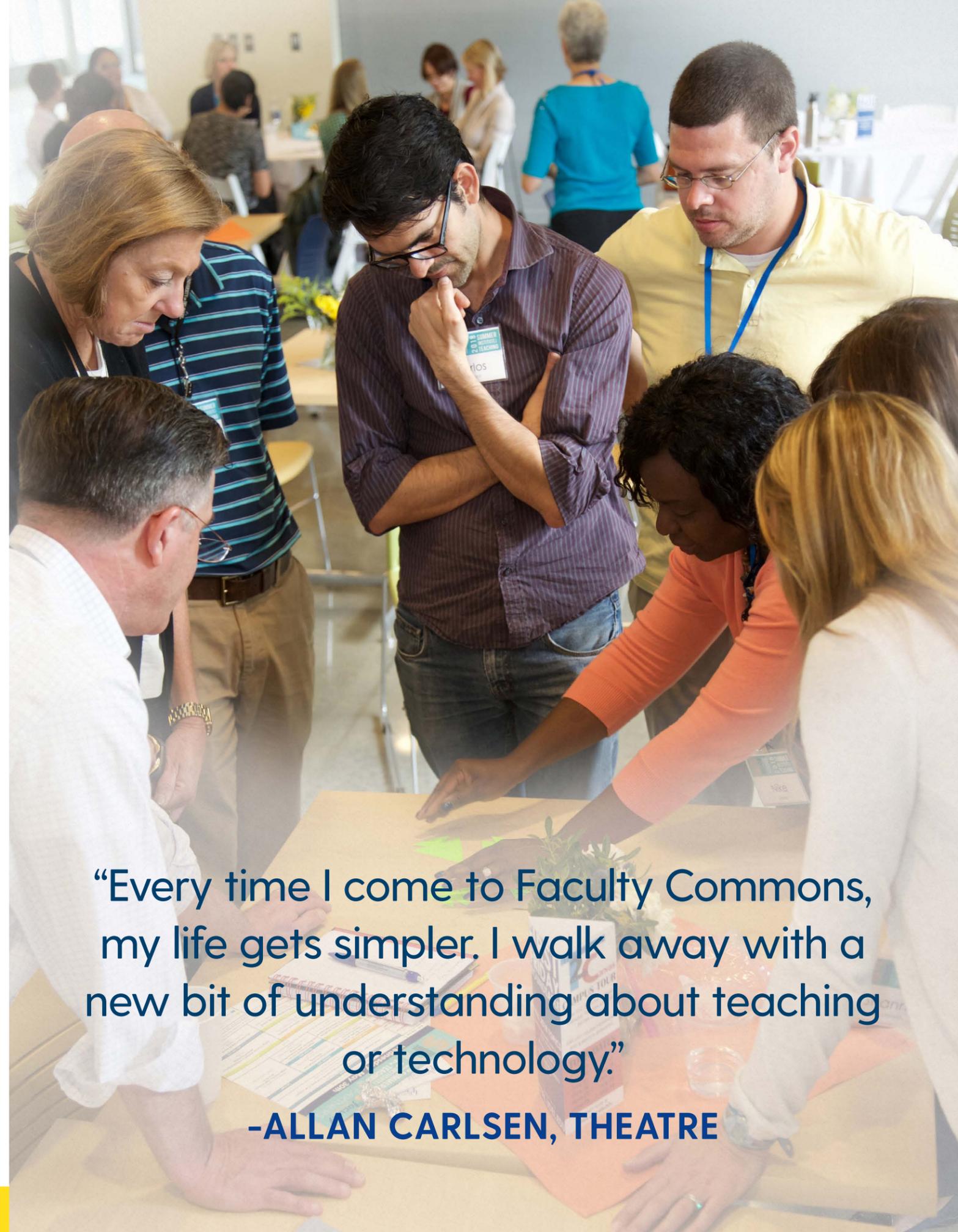


In the following pages, UDIT's fiscal year achievements are organized around our collaborations with four core UD communities: Administrative, Academic, Research, and Student. Each collaborative success is briefly described and listed under the University strategic goal it best supports.



UD'S STRATEGIC GOALS

1. Enhancing the success of our students
2. Building an environment of inclusive excellence
3. Investing in our intellectual and physical capital
4. Strengthening interdisciplinary and global programs
5. Fostering a spirit of innovation and entrepreneurship



“Every time I come to Faculty Commons, my life gets simpler. I walk away with a new bit of understanding about teaching or technology.”

-ALLAN CARLSEN, THEATRE

PARTNERING WITH THE ADMINISTRATIVE COMMUNITY

FOSTERING A SPIRIT OF INNOVATION AND ENTREPRENEURSHIP

PARTNERED WITH

- **Budget and Finance** to identify budgeting software solutions to meet complex budget and planning needs.
- **University communities** to meet web form development needs.

ENHANCING THE SUCCESS OF OUR STUDENTS

PARTNERED WITH

- **Registrar's Office** to enhance the Educational Advisory Board (EAB) Blue Hen Success initiative by integrating UD Student Information Systems (UDSIS) with current Customer Relationship Management (CRM) tools.

BUILDING AN ENVIRONMENT OF INCLUSIVE EXCELLENCE

PARTNERED WITH

- **Human Resources** and **Finance** to plan and implement technology to manage changes in Maxient Title IX interfaces.
- **General Counsel, Office of Communications and Marketing, Disability Support Services, Human Relations, college staff,** and the **Office of the Provost** to standardize web accessibility policies.

INVESTING IN OUR INTELLECTUAL AND PHYSICAL CAPITAL

PARTNERED WITH

- **Finance, Human Resources, Student Financial Services, Facilities,** and **Payroll** to upgrade PeopleSoft Finance. The upgrade deployed the latest financial accounting tools and application software and offered a new fluid interface providing access to work centers, activity guides, and mobile devices. Improved performance was also realized by UDIT providing a testing environment and moving the production database to the new Oracle Supercluster environment.
- **Finance** to upgrade and migrate financial management solutions (FMS) and supply chain management (SCM) to the new Oracle Supercluster environment.
- **Administrative groups** and **IT professionals** across University campuses to retire Central Microsoft SharePoint from on premises servers to Office 365 cloud storage and enable multifactor authentication.
- **University communities** to upgrade the address directory in QuickBio so that passwords can sync more quickly.
- **University communities** to implement compliance and risk surveys and develop information security plans.
- **University communities** as a consultative resource to raise security awareness about phishing and other malicious acts.

FEATURED STORY

BENEFITING FROM INFORMATION TECHNOLOGY: TIAA RETIREMENT TRANSITION INITIATIVE

Starting in FY2017, UDIT partnered with Human Resources, Payroll and the Benefits Office to implement a major undertaking—the transition of UD's retirement program to a single administrative provider, TIAA. This partnership built on an 18-month strategic review of the UD's Retirement Program and on UD's commitment to provide eligible employees with competitive retirement benefits. The goals of the initiative were to improve administrative efficiency while offering enhanced services and reduced costs for participants where possible. While the administrative commitment and goals were clear and straightforward, the IT support required to meet these goals was far-reaching and complex.

To support the project, UDIT first needed to complete its scheduled PeopleSoft upgrade (April 2017) and then address the critical requirement of creating a data set that could be ported accurately from PeopleSoft to TIAA. Given the sensitivity of this information and its connection to employee payroll, UDIT created a unique algorithm to convert retirement withholdings, including flat dollar amounts, into percentages and worked through multiple interface reiterations to safeguard data and guarantee data exactness. With the resulting data set and path, UDIT collaborated with TIAA to ensure data could be returned accurately to UD and that UD could accept related retirement information from TIAA based on the University's payroll schedules. With payroll information secured, UDIT contributed two additional interfaces. The first allowed both parties to identify all eligible UD employees and their respective allocations, and ensure this information was sent to TIAA regularly. The second accounted for any changes in eligible employment status such as recent hires and retirements.

With all requirements complete, the University launched its newly transitioned Retirement Program in January 2018. UDIT continues to collaborate with TIAA to ensure consistent and accurate exchange of related data and looks forward to continuing its partnership with Human Resources, Payroll, and the Benefits Office in support of UD's Retirement Program and the UD community.

PARTNERING WITH THE ACADEMIC COMMUNITY

STRENGTHENING INTERDISCIPLINARY AND GLOBAL PROGRAMS

PARTNERED WITH

- **Colleges** to develop online/hybrid graduate programs and courses for Health Sciences, Education and Human Development, Engineering, and Lerner College of Business and Economics.
- **University communities** to implement eduroam as a primary inter-university wireless network.

ENHANCING THE SUCCESS OF OUR STUDENTS

PARTNERED WITH

- **Faculty** to install next generation high definition lecture capture systems in centrally scheduled classrooms.
- **Colleges, the Registrar's Office, and faculty** to upgrade classroom technology in centrally scheduled classrooms.
- **University communities** to showcase IT services and collaborative resources.

BUILDING AN ENVIRONMENT OF INCLUSIVE EXCELLENCE

PARTNERED WITH

- **Human Resources and Finance** to plan and implement technology to manage changes in Maxient Title IX interfaces.
- **General Counsel, Office of Communications and Marketing, Disability Support Services, Human Relations, college staff,** and the **Office of the Provost** to standardize web accessibility policies.

INVESTING IN OUR INTELLECTUAL AND PHYSICAL CAPITAL

PARTNERED WITH

- **University communities** to improve cyber security by implementing a commercial anti-phishing system for staff email.
- **IT Professional and other units across the university** to enhance the security of IT resources including critical infrastructure and central services by systematically identifying, assessing, and remediating vulnerabilities.
- **Colleges** to implement compliance and risk surveys and develop data security plans.

FOSTERING A SPIRIT OF INNOVATION AND COLLABORATION

PARTNERED WITH

- **Colleges and faculty** to develop Blue Print 3D Studio and plan campus-wide "maker-space."
- **University communities** to create highly produced, broadcast quality/digital cinema videos for informational and promotional use by UD departments and programs.
- **University communities** to provide broadcast production and uplink facilities for live interviews of faculty, staff, state, and local government officials on national news programs.

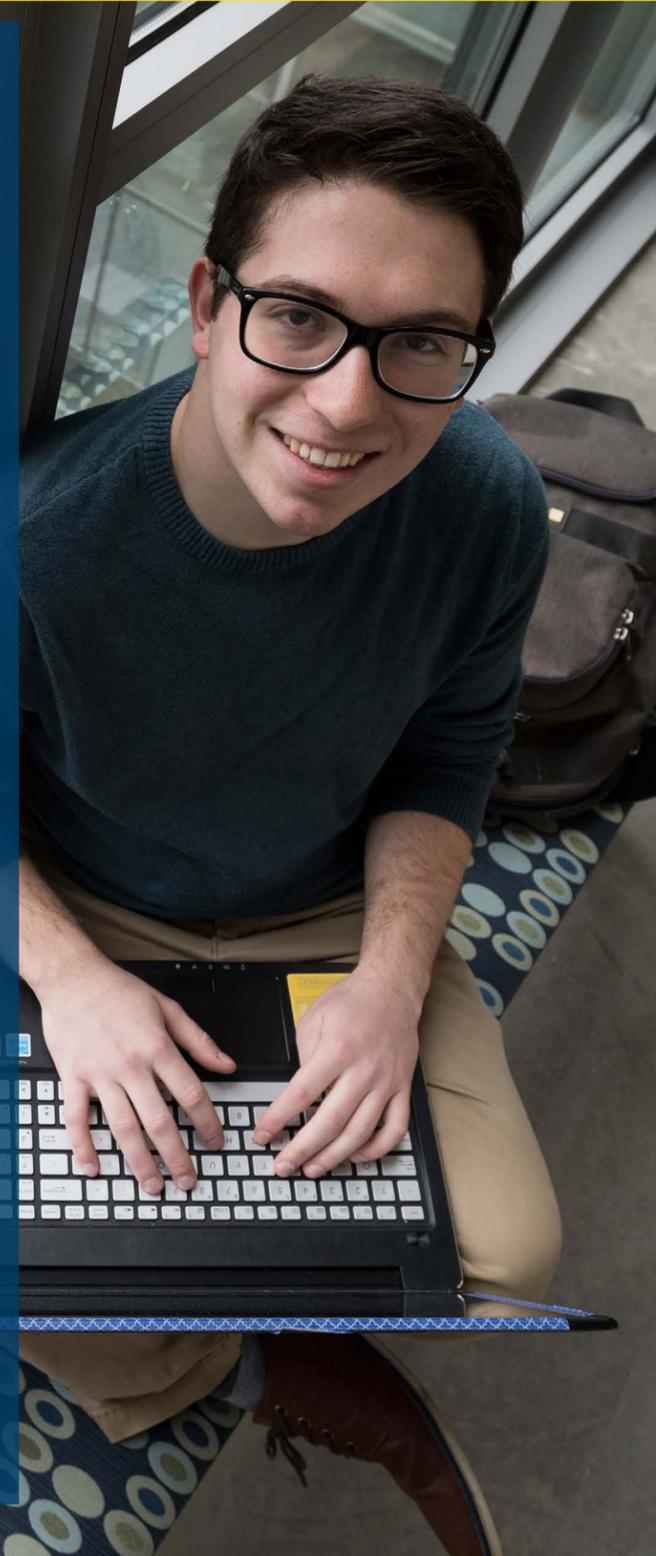
FEATURED STORY

GROWING AN ONLINE BUSINESS PROGRAM: UDIT TEAMS UP WITH LERNER TO RE-ENVISION THE MBA

Teaching a course online is significantly different than teaching a course in the classroom. Not only do all the course requirements need to be included, but all student interactions need to take place online. Achieving successful student outcomes requires that communication, collaboration, and other interactions be reconsidered. These required changes in pedagogy and the accompanying online technology necessitate extra assistance to ensure program success. That's where UD's Information Technologies (UDIT) team saw an opportunity to partner.

Starting in 2015, UDIT teamed up with MBA program faculty in the Lerner College along with Wiley Education Services. During AY 2015-16, 20 courses became available in a carousel for the first cohort of the new online program. In addition to instructional design support from UDIT, course technology included the Canvas learning management system, integration with McGraw-Hill's Connect textbook system, Zoom video conferencing, and video production through UD Capture studios.

In three years of collaboration, the partnership has continued to enhance program outcomes. UDIT continues to support the MBA program daily with its continuous improvement cycle for courses, vendor partnerships, and program management. One indication of program success is the Online MBA's steady rise in US News and World Report's ranking of MBA programs. Another indicator is the program's incredible growth. When the online program launched 52 students were enrolled. This coming fall (2018), at the time of writing, 328 students are currently enrolled in the online MBA. This enrollment exceeds the number of students enrolled in the traditional on-campus program.



PARTNERING WITH THE RESEARCH COMMUNITY

STRENGTHENING INTERDISCIPLINARY AND GLOBAL PROGRAMS

PARTNERED WITH

- **Researchers** to design, procure, and implement a third shared HPC research cluster for the University.
- **Researchers** to develop a data transition plan for retiring first generation HPC cluster.
- **University communities** to implement eduroam as a primary inter-university wireless network.

ENHANCING THE SUCCESS OF OUR STUDENTS

PARTNERED WITH

- **University communities** to offer programming workshops and High Performance Computing (HPC) Symposia to foster collaboration.

BUILDING AN ENVIRONMENT OF INCLUSIVE EXCELLENCE

PARTNERED WITH

- **General Counsel, Office of Communications and Marketing, Office of Disability Support Services, Human Relations, college staff,** and the **Office of the Provost** to standardize web accessibility policies.
- **University communities** to name UD's third HPC community cluster after Jane Caviness, director of University of Delaware Academic Computing Services in the 1980s.

INVESTING IN OUR INTELLECTUAL AND PHYSICAL CAPITAL

PARTNERED WITH

- **Researchers** to retire legacy central architecture used for research (non-cluster), teaching, and web support. Collaborated with users to migrate data to new solution.
- **Researchers** to develop a research security plan tool to comply with funding and institutional data security practices.
- **IT professionals** and **other units across the university** to enhance the security of IT resources including critical infrastructure and central services by systematically identifying, assessing, and remediating vulnerabilities.
- **Researchers** to assess data risk and develop data security plans.
- **University communities** as a consultative resource to raise security awareness about phishing and other malicious acts.

FOSTERING A SPIRIT OF INNOVATION AND COLLABORATION

PARTNERED WITH

- **Research Office** and the **University Library, Museums and Press** to facilitate the capacity of UD researchers to comply with institutional and funding group requirements for data management and protection, to encourage greater campus awareness, and to collaborate with units to identify priorities and support enhancements to services with applicability to campus researcher activity.

FEATURED STORY

EXPANDING RESEARCH OPPORTUNITIES AT UD WITH THE CAVINESS CLUSTER



Jane Caviness

UD's third high performance community cluster (HPC) has a name –Caviness. The HPC was named after Jane Caviness, the director of the University of Delaware's Academic Computing Services in the 1980s. During her tenure at UD, Caviness led an expansion of UD research computing capabilities that laid the groundwork upon which the University's current research computing capabilities are built. Her work continued to have a substantial impact on the research computing community after she left UD for the National Science Foundation (NSF). There, she oversaw the implementation of the NSF Network (NSFNET) backbone, expanding network connectivity between universities, research centers, and NSF supercomputer centers.

This new cluster will have an overall longer lifespan than either the Mills or Farber clusters, the University's other HPCs. The cluster's design also means that it will use its power more efficiently and pack more computing power in less physical space. Building upon best practices that inform cluster design, the new cluster:

- Includes the latest generation Intel processors
- Seeks to increase average usage by stakeholders
- Relies on Lustre file storage system for high-speed shared scratch storage and NFS for home directory and workgroup storage
- Allows for greater growth flexibility (not just capacity) in response to available changeable funding and grant opportunities



PARTNERING FOR STUDENT SUCCESS

STRENGTHENING INTERDISCIPLINARY AND GLOBAL PROGRAMS

PARTNERED WITH

- **Colleges** to develop online/hybrid graduate programs and courses.

FOSTERING A SPIRIT OF INNOVATION AND ENTREPRENEURSHIP

PARTNERED WITH

- **Colleges** to develop campus-wide “maker space” initiative.

BUILDING AN ENVIRONMENT OF INCLUSIVE EXCELLENCE

PARTNERED WITH

- **Registrar’s Office, the Office of Economic Innovation & Partnership (OEIP), the ID Card Office, and other University communities** to upgrade the address directory and allow students to update their student names to match their preferred name.
- **University communities** to record, edit, and post video recordings of events, presentations, and panel discussions for viewing by patrons unable to attend.

ENHANCING THE SUCCESS OF OUR STUDENTS

PARTNERED WITH

- **University communities** to install a next generation high definition lecture capture system in all centrally scheduled classrooms.
- **Registrar’s Office and colleges** to upgrade classroom technology in centrally scheduled classrooms with a plan to upgrade 30 classrooms per year from analog to digital technology through 2020.
- **University communities** to showcase information technology solutions and services and collaborative resources.
- **University communities** to provide multi-camera live event image magnification and web streams.
- **Student Wellness and Health Promotion** to provide the AlcoholEdu service.
- **Public Safety** to provide emergency notifications through Send Word Now.
- **Office of Equity and Inclusion** to provide Online Sexual Misconduct Training via Haven.

INVESTING IN OUR INTELLECTUAL AND PHYSICAL CAPITAL

PARTNERED WITH

- **University communities** to begin implementing two factor authentication to enhance cyber security for students, with completion expected by fall 2018.
- **University communities** to upgrade the address directory in QuickBio so that passwords sync more quickly.
- **University communities** to upgrade the live video board and streaming video and production systems for UD Athletics events in Delaware Stadium and the BCCC Arena.
- **University communities** to create the UD Devices network to support wireless printers and devices without browsers.

FEATURED STORIES

NEWARK CAMPUS SEES UPGRADED CLASSROOM TECHNOLOGY

Users of centrally scheduled Newark Campus classrooms are experiencing the benefits of technology upgrades. Working collaboratively with the University Registrar’s Office and Facilities, Real Estate, and Services, UDIT identified 178 classrooms to receive technology upgrades. To date, 106 classroom upgrades are complete. Each classroom upgrade offers a consistent set of resources. The resources include new digital displays, a digital document camera, new sound system components, Blu Ray DVD player, HD tuner, and a new digital processor to control the digital A/V equipment. The rooms also include a user interface touch screen that is consistent across all upgraded classrooms, allowing faculty to operate any upgraded classroom without additional orientations or training.

CUSTOMIZED TECHNOLOGY TO SUPPORT DISCIPLINE SPECIFIC INSTRUCTION

UDIT also worked this year with individual colleges and departments—such as Education, Nursing, and Mathematics—to provide advanced technology tools for teaching and learning. Classroom upgrades were designed for discipline specific teaching and feature more advanced technology such as multistation displays with image sharing, interactive screens, and SMART Boards.

OUR BLUE HENS NEVER LOOKED SO GOOD!

This fiscal year saw the conclusion of UDIT’s work to upgrade the video production facility in the Bob Carpenter Center. This facility supports the video board in Delaware Stadium as well as the live streaming of UD football, lacrosse, basketball, and major events such as commencements and convocations. To complete this project, UDIT researched requirements for and purchased equipment that allowed for higher quality, additional cameras, faster replay recall, and better communications. This new system is also being used to support in-house video image magnification for the new BCC arena Daktronics video screens.



PREPARING FOR THE FUTURE

This year, we began facilitating the development of a University IT Strategic Plan. The purpose of the plan is to leverage information technology to realize key enterprise business outcomes and capabilities that will advance the mission of the University and help achieve the goals identified in the University Strategic Plan. The plan will represent the direction of the IT community and establish the outcomes the University can expect over the next five years.

A STRATEGIC DIRECTION

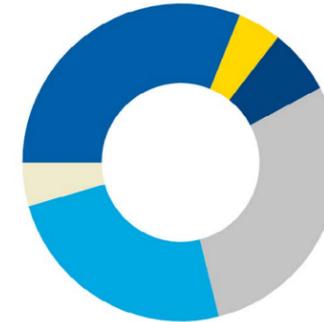
We began the first phase of the strategic plan's development by carefully examining the goals of the University and exploring how UDIT's contributions might best support the associated institutional strategies. In parallel, we reviewed a baseline assessment of our current capabilities. The assessment was conducted by the Huron Consulting Group. In June 2018, we began conducting group and one-on-one interviews with campus leaders and the University's IT Technology Steering Committee. The purpose of these interviews was to obtain ideas and feedback that would help us understand how we are serving the technology needs of the University and what we can do to serve the needs of the University better in the future.

Going forward, we will focus on completing a strategic plan that takes collective feedback and input we were given into consideration and serves as a road map for future planning and development. As represented in the figure below, this plan will guide and inform UDIT organizational priorities, goals, strategies, and initiatives, which will in turn guide and inform UDIT's annual operational plans, respective department plans, and the organization's annual report.



STRATEGIC PARTNERSHIPS & PROJECTS

While UDIT completes the IT Strategic Plan, we will continue to collaborate and partner with University stakeholders and communities. We will continue to make a concerted effort to focus on ways in which UDIT can best leverage resources to allow for improvements in teaching, learning, research, infrastructure, information security, business processes, and return on investment. Some key priorities of FY2019 include applications, initiatives, and investments related to the following areas.



- 14 - STRATEGIC
- 2 - INTERNAL MANDATES
- 3 - EXTERNAL MANDATES
- 13 - MAINTENANCE
- 11 - INNOVATION
- 2 - OTHER

- Learning space design
- Student success (Maturing the Blue Hen Success Initiative)
- Web accessibility
- Wired and wireless networking
- File sharing, storage and collaboration capabilities
- Video conferencing
- Data science support
- High performance computing
- National Research Platform (networking)
- Research support for faculty
- Business intelligence
- Budget system reporting
- Travel management
- Defining and organizing core, consortia and specialty computing support across UD
- IT governance
- Maturing the information security program
- Embracing service management platform and processes
- Support for the STAR campus

Under the umbrella of the University's strategic goals and the forthcoming University IT Strategic Plan, these priorities will influence the type and scope of initiatives undertaken by UDIT in FY2019. An additional influence on UDIT projects in FY2019 will be the business drivers defining current and proposed projects. At the time of this writing, approximately 50 projects are scheduled to be initiated or completed during FY2019. These projects address business drivers that include internal or external mandates, needs for maintenance or innovations, and other activities strategic to the institution's mission. To be more agile in addressing these needs, we look forward to adding advanced project management practices, including mechanisms for identifying, prioritizing and tracking projects.

PARTNERING WITH UD COMMUNITIES IN FY2019

FOSTERING A SPIRIT OF INNOVATION AND ENTREPRENEURSHIP

PARTNERING WITH

- **IT consultant group** to assess the current state of UD's information technology.

BUILDING AN ENVIRONMENT OF INCLUSIVE EXCELLENCE

PARTNERING WITH

- **University communities** to offer a suite of tools to support accessibility including SiteImprove, Ally, Kaltura, new online training options, and in-person workshops.

ENHANCING THE SUCCESS OF OUR STUDENTS

PARTNERING WITH

- **Faculty, Registrar's Office, and colleges** to complete classroom technology upgrades from analog to digital technology in centrally scheduled classrooms. Thirty (30) classrooms per year are planned to be upgraded through 2020.
- **English Language Institute (ELI)** to bring students into UD-Student Information Systems (UDSIS) where they can register for classes, view their schedule, request a transcript and enrollment verifications, and more.

INVESTING IN OUR INTELLECTUAL AND PHYSICAL CAPITAL

PARTNERING WITH

- **Registrar's Office and other business owners** to complete the upgrade and migration of management tools to the new Oracle Supercluster environment. Human resource and supply chain management tools were implemented in 2017. Student Administration is scheduled for the next fiscal year.
- **University communities** to evaluate the tracking and modification of information associated with the network's Internet Protocol address (IP address) and related systems for deployment.
- **University communities** to develop a five-year plan to manage capital expenditures in IT infrastructure.
- **College of Health Sciences, Athletics, and the Office of Development & Alumni Relations** to implement a next generation wireless guest registration system.



“When we take the time to work together, great things happen!”

-NANCY O'LAUGHLIN, ACADEMIC TECHNOLOGY SERVICES

BY THE NUMBERS

11,953
CRITICAL & HIGH
SECURITY VULNERABILITIES
reduced by **99.97%**

92%
customer satisfaction
IT SUPPORT CENTER

2.5 MILLION
PAGES PRINTED

COURSES & PROGRAMS

- ✓ 8 online programs comprised of 127 online courses
- ✓ 25 courses recorded at Pearson Hall Studios
- ✓ 43 projects to support UD communities
- ✓ 20,066 iClicker student seats in multiple courses
- ✓ 23,553 new videos recorded
- ✓ 2,091 Sakai courses and 3,158 Canvas courses supported



FACULTY & CLASSROOM

- ✓ 27 classroom AV systems upgraded and/or redesigned
- ✓ 1,416 Faculty Commons visitors and 5,064 visits
- ✓ 350 faculty and staff attended IT Tech Fair
- ✓ 12 non-IT university units held booths at IT Tech Fair
- ✓ 20,000+ Faculty Commons email newsletters sent
- ✓ EDUCAUSE Center for Analysis & Research survey completed



ACADEMIC & ADMINISTRATIVE SUPPORT

- ✓ 1,193 MIS enhancements and fixes for academics
- ✓ 15,213 hours supporting 3,236 telephone and network services
- ✓ 2,817 tests and surveys scanned for faculty and staff
- ✓ 467 WordPress sites created
- ✓ 6,267 Qualtrics surveys created
- ✓ 34,000 requests for support; 260+ research requests



EVENT & ACTIVITY SUPPORT

- ✓ 23 video productions for promotional and recruiting
- ✓ 111 hours of videotaped events and activities
- ✓ 89 hours of livestreamed events and activities
- ✓ 67 live video events
- ✓ 581 educational, arts, entertainment events
- ✓ 55 high school, college, and university graduations
- ✓ 20 a capella concerts
- ✓ 43 UD dance performances
- ✓ 196 other events and ceremonies



SOFTWARE & HARDWARE

- ✓ 245 Zoom licenses
- ✓ ~100 cloud computing contracts reviewed
- ✓ ~3,500 Exchange accounts migrated to cloud
- ✓ 651 Crashplan licenses in use and installed



PRINTING

- ✓ 1,600 posters printed
- ✓ 2.5M pages printed on campus for UD customers



SECURITY

- ✓ 11,953 security vulnerabilities reduced by 99.97%
- ✓ 6,138 email threats identified
- ✓ 1,178 employees completed Secure UD training
- ✓ ~2,300 devices with sensitive data received Cylane install
- ✓ 15 security risk consultations completed
- ✓ 8,935 reported phish emails
- ✓ 93% of users successfully identified test phishes
- ✓ 49,000 accounts protected by two-factor authentication (2FA)



CUSTOMER SATISFACTION

- ✓ 91% of customers rated IT Support Center as helpful
- ✓ 91% of customers rated IT Support Center as knowledgeable
- ✓ 92% of customers rated IT Support Center as professional
- ✓ 90% of customers stated issues were resolved quickly by the IT Support Center





INFORMATION TECHNOLOGIES

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