



NORTH CAROLINA AGRICULTURAL
AND TECHNICAL STATE UNIVERSITY

TECHNOLOGY STRATEGY FY18 BOT BRIEFING

Tom Jackson

Vice Chancellor of Information Technology Services and Chief Information Officer

July 21, 2017

Board of Trustees Retreat

AGGIES **DO**

Technology Strategy FY18

- Preeminence 2020
- IT Strategy
- IT Reorganization
- Education and Research
- Banner and Ancillary Software
- Infrastructure



Preeminence 2020

Preeminence 2020 Elements and IT

- People
 - » How, when and where they use technology
- Excellence
 - » How technology is used
 - » How technology is provided and supported

Technology that works well is invisible

What does invisible IT look like?

- Ubiquitous – anything, anytime, anywhere
- Personal – tailored to individual needs and wants
- Simple – easy to use
- Fast – adaptable, flexible, nimble
- Feature Rich – lots of options, discipline appropriate
- Reliable – Safe, secure, stable

This type of IT requires staff and funding

How do we get there?

- Technology is an investment, not a cost
- Technology is a shared resource, not a silo
- Look across the entire university as a whole
- Consolidate and share resources



IT Strategy

FY17 Analysis

- Interviewed administrative directors
- Interviewed academic deans and chairs
- Surveyed faculty (ITS) and IT staff (HR)
- Held focus groups meetings (HR)
 - » IT staff
 - » Technical and nontechnical managers of IT staff
- Classroom and computer lab assessment

FY18 Strategy

- Reorganize Information Technology Services (ITS)
- Consolidate distributed technical support roles into ITS
- Increase support for Banner and ancillary applications
- Expand faculty training and development
- Continue classroom and computer lab updates
 - » Estimated \$1.7M/year from Education and Technology fee
- Create student technician program

FY18 Strategy

- Applications
 - » Banner 9
 - » Recruitment and student success
 - » Data integrity and reporting
 - » Efficiency
- Network and server infrastructure
 - » Estimated \$1.8M / year funded from Title III

Goals

- Provide more efficient technology support
- Better utilize and support administrative applications
- Better manage administrative data
- Create a leaner management structure
- Improve efficiency and data quality

Timeline

- December 2017 – ITS reorganization
- March 2018 – Technician consolidation
- June 2018 – Applications support consolidation
- August 2018 – Year 2 classroom and lab equipment updates, and infrastructure upgrades
- December 2018 – Banner 9 migration



IT Reorganization

IT Reorganization

- Reorganize Information Technology Services
- Consolidate distributed IT support positions
- Consolidate distributed applications support positions

Leadership & Organization

- Vice Chancellor and CIO
- Associate Vice Chancellor and Deputy CIO
 - » Director, Enterprise Applications
 - » Director, Client Technology Services
 - » Director, Network and Server Administration
- Associate Vice Chancellor Data Governance and Intelligence
- Director, Academic and Instructional Technology
- Director, IT Business Operations
- Director, IT Security



Education and Research

Education and Research Technology

- Enterprise systems
 - » Blackboard Learn, Blackboard Collaborate, RAMSeS
- Desktops, laptops, mobile devices
 - » 500+ virtual desktops
 - » Managed print services
- Specialized Technology
 - » Cray supercomputers and IBM System Z mainframe
 - » Laboratory systems
- Classroom and computer lab equipment

Summer 2017 Upgrades

	Total # of Spaces	Total # of Computers	Total # of Classroom Computers
Classrooms	57		50*
Instructional Computer Labs	7	163	7
General Computer Labs	8	138	
Total	72	301	57
Total Expenditures			\$1,448,213

*7 spaces with specialized equipment



Banner & Ancillary Systems

Banner – What is it?

- Enterprise Resource Planning (ERP)
 - » Higher Education Niche
- Modules
 - » Student (Banner Competitive Advantage)
 - » Financial Aid (Banner Competitive Advantage)
 - » Finance
 - » Human Resources
 - » Advancement

Banner – What does it not provide?

- Online Courses
- Online Purchasing
- Online Employee Recruitment
- Online Payments
- Student Success/Retention
- OneCard
- Document Management
- Client Relationship
- Research Administration
- Parking
- Medical Records
- Travel
- Work Orders

Ancillary Systems

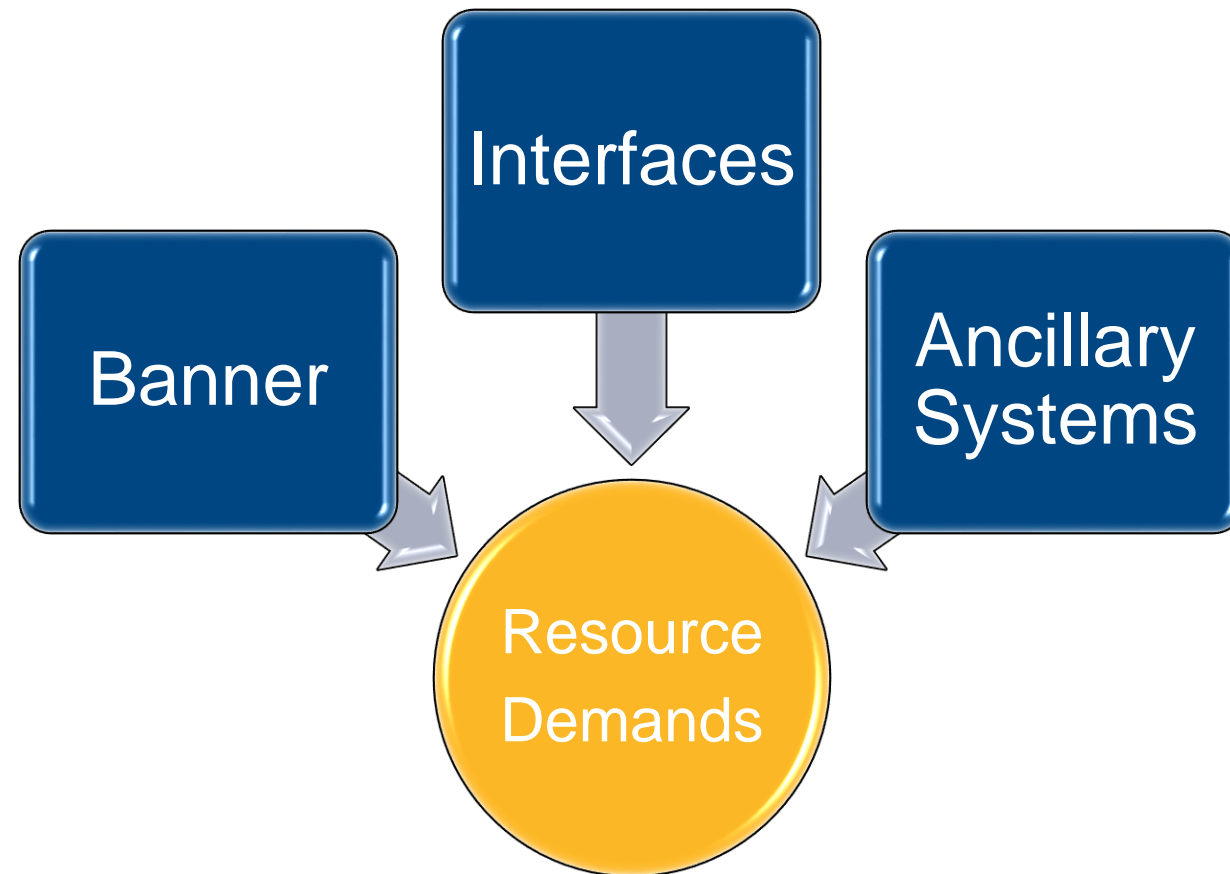
- Blackboard LMS
- SciQuest Higher Markets
- PeopleAdmin
- TouchNet Student Accounts
- GradesFirst
- CBORD CS Gold
- MediCat
- Banner Document Management
- Degree Works
- Workflow
- Admission Pros
- RAMSeS
- TouchNet Cashiering
- 25Live
- Kronos
- RMS (Housing)
- T2 (Parking)

And more needed

Banner and Ancillary Application Interfaces

- Exchange data between Banner & ancillary applications
- Custom software
- Complex logic and business rules
- Challenging

Banner and Ancillary Systems – Demands



Banner 9

- Major initiative
- Major technology changes
- Multi-year timeline
- Implement by module



Infrastructure

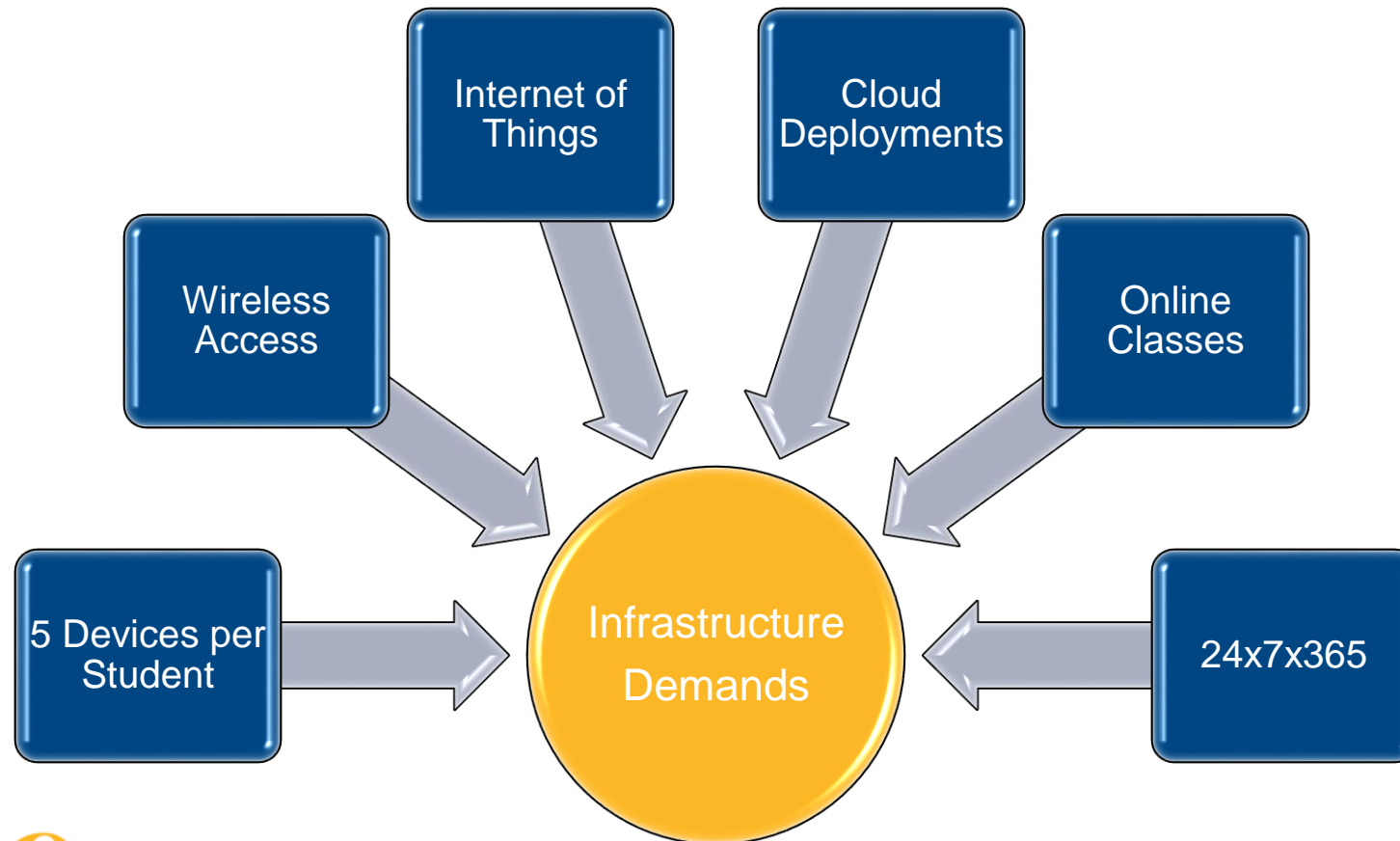
Network

- Fiber across entire campus
- Access layer in each building (400+ switches)
 - » New wireless network (1,100+ wireless access points)
- Core layer in two buildings
- Connections to remote locations
- Converged network
- Academic, research, administrative, residential

Servers and Storage

- Physical and virtual servers (400+)
- Cloud deployments
 - » Banner
 - » Blackboard
 - » Office 365
 - » Ancillary applications
- Distributed servers and storage

Infrastructure Demands





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CONCLUSION

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