

INFORMATION TECHNOLOGY UPDATE



Tom Jackson
Vice Chancellor for Information Technology and Chief Information Officer
BOT Business Affairs Committee Presentation
November 12, 2021

INFORMATION TECHNOLOGY UPDATE

- Banner and Ancillary Software
- Infrastructure
- Education and Research
- Staffing and Reorganization
- Information Security
- Audit Status

BANNER AND ANCILLARY SOFTWARE

AGG
IESDO

ENTERPRISE APPLICATIONS CRITICAL PROJECTS

Active

- Banner Self Service 9 Student
- Oracle ExaData Migration
- Electronic Transcripts (Registrar)
- InfoEd (Research)
- Guild (Admissions)
- Banner Student Housing Attribute (Registrar's Office)

Pending

- Blackbaud Award Management
- Blackboard Genius (DEEL)
- Banner Reporting Structure
- Terra Dotta (International Travel)
- Conflict of Interest Forms (HR)
- Graduway (Advancement)
- Student Education Planner
- Banner-ARMS Interface (Athletics)
- Data Upload (Financial Aid)
- Identity Management Upgrades

PROCESS AUTOMATION – COMPLETE

- Registrar's Office (3)
 - > Course Withdrawal (x2)
 - > Regular Course Withdrawal (x2)
 - > Request for Alternative Grading (x4)
- Human Resources (1)
 - > Conflict of Interest (4)
- Financial Aid (11)
 - > Low Income Statement Parent (x2)
 - > Low Income Statement Student (x2)
 - > Dependent Verification Worksheet (x2)
 - > Independent Verification Worksheet (x2)
 - > Childcare Expense Request
 - > Special Circumstances Appeals
 - > Unusable Enrollment History
 - > Direct Loan Certification
 - > Satisfactory Academic Process Appeal
 - > Homeless Youth-Emancipated Minor
 - > Orphan or Ward of the Court

PROCESS AUTOMATION – IN PROGRESS

- Registrar's Office
 - > Enrollment Verification
 - > Grade Change
 - > Graduation Application
 - > Major/Minor Change
 - > Replacement Diploma
 - > Course Add
 - > University Withdrawal
 - > FERPA
- Accessibility Resources
 - > Consent to Release Information
 - > Documentation Request
 - > Verification Request

DATA ANALYTICS

- Original Predictive Analytics Models
 - > Student persistence term-to-term
 - > Four-year graduation rates
- Extending Original Models to Support Student Success
 - > View critical data elements (GPA, Academic History, SAP Score, etc.)
 - > View analysis on impact of grants and scholarship awards
 - > Pilot is underway: CAE advisors have begun to incorporate system into advising

DATA ANALYTICS (CONT'D.)

- Process Assessment/Improvement
 - > Automation of Student Data Mart error reporting is underway
 - Combining SO created errors with errors identified via internal reports
 - > HR Supervisor List automation underway
- Banner Data Remediation
 - > Began remediation efforts of Cohort and Attribute data
 - Implemented new official FTFTF cohorts to improve reporting of population
 - > Began CoED Educator Preparation Program data remediation

DATA ANALYTICS (CONT'D.)

- System Office Data Marts
 - > Sharing responsibilities with OSPIE, HR, Finance, and ITS
 - > Student Data Mart closed on time 10 of 11 times to date in FY22
 - > HR Data Mart closed on-time 2 out of 4 months to date in FY22
 - > Finance Data Mart completed data validation for FY18-19. Work continues for FY19-20
 - > System Office has indicated that a Research Data Mart is on the horizon

INFRASTRUCTURE

AGG
IESDO

MAJOR INFRASTRUCTURE PROJECTS – IN PROGRESS

- Northern Fiber Loop – Fiber East of Highway 29
- 1020 Wendover Fiber
- Streaming TV Service Migration (from Cable TV)
- Security Information and Event Management
- InfoBlox to Microsoft IPAM Migration (\$70K annual savings)
- Secret Server Expansion
- Network Access Control (NAC)
- ERIC Construction
- Craig Hall Renovation
- IRC Data Center UPS and HVAC upgrades

MAJOR INFRASTRUCTURE PROJECTS – NEW

- Campus WiFi 6 Upgrade
- Network Core Replacement
- Network Access Layer Replacement

EDUCATION AND RESEARCH

AGG
IESDO

ACCREDITATION SUPPORT

- Nursing
- Computer Systems Technology

CLASSROOM TECHNOLOGY UPDATES FY21

- FY21 Delayed until spring due to supply chain issues
 - > 26 classrooms
 - > Merrick Hall – 123, 124, 125, 222, 223, 322, 323, and 327
 - > Craig Hall – 111, 112, 133, 134, 212, 236, 237, 316, 333, 334, and 335
 - > Noble Hall – 210, 308, 311, 313, 314, 315, and 326

SCIENCE DMZ

- Governance completed, design and equipment list revised
- Implementation delayed due to the pandemic and equipment backorders
- Delayed due to supply chain issues

ZOOM

- Expanded access to all students

STAFFING AND REORGANIZATION

AGG
IESDO

ITS REORGANIZATION STATUS

- Filled
 - > Associate Vice Chancellor for Information Technology and Deputy CIO
 - > Associate Vice Chancellor for Data Governance and Business Intelligence
 - > Director, IT Project Management and Business Operations
 - > Director, Network and System Administration
 - > Director, Enterprise Application Services
- Vacant
 - > Director, Client Technology Services
- Temporary Employees
 - > Former CIO/CISO and two former IT directors

INFORMATION SECURITY



INCREASED FOCUS ON INFORMATION SECURITY

- Federal Government – Financial Aid and Research Data
 - > Potential NIST 800-171 rev 2 compliance
 - > Potential Cybersecurity Maturity Model Certification (CMMC)
- UNC Board of Governor’s CARMC Committee
 - > Utilize campus risk management body
 - > Report top ten information security risks
 - > Implement comprehensive IT Governance Program
 - > Dedicated Cybersecurity Budget
 - > MCNC 27002 Maturity Assessment
- Partners and Vendors

CURRENT SECURITY PROJECTS

- Multifactor Authentication
- Account and Access Management
- Security Information and Event Management (SIEM)
- PCI Data Security Standard Remediation
- Enterprise Endpoint Management
- Security Education
- SecureShare Rollout
- Vulnerability Management
- IT Federal Student Aid (FSA) Risk Assessment
- Microsoft IPAM Migration
- IT Risk Reporting
- Information Resource Inventory
- Network Scanning

PENDING SECURITY PROJECTS

- Identity Management Replacement
- Infrastructure Configuration Management
- Vendor Management
- Document Management Standards
- Departmental IT Business Continuity Plan

IT AUDIT STATUS



IT AUDITS

- Banner Document Management (Internal Audit)
 - > Completed September 2021
- IT General Controls (State Auditor)
 - > Completed October 2021
- UNC Policy 1400 (Internal Audit)
 - > Underway
- ISO 27002 Maturity (MCNC, on behalf of the BoG CARMC)
 - > Begins December 2021

Questions?