

INFORMATION TECHNOLOGY UPDATE



Tom Jackson
Vice Chancellor for Information Technology and Chief Information Officer
BOT Business Affairs Committee Presentation
April 22, 2022

INFORMATION TECHNOLOGY UPDATE

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

BANNER AND ANCILLARY SOFTWARE

AGG
IESDO

ENTERPRISE APPLICATIONS CRITICAL PROJECTS

Active

- InfoEd (Research)
- Preferred Name (Registrar/HR)
- Oracle ExaData Migration (5 of 17 databases migrated)
- Budgeting Analysis Solution/Anaplan (Finance)
- DegreeWorks Upgrade (Registrar)
- Banner Self Service 9 Student
- Ethos Identity Services

Active

- Account Provisioning Upgrades (Enrollment Management)
- Blackbaud Award Management (Advancement)
- Banner-ARMS Interface (Athletics)

ENTERPRISE APPLICATIONS CRITICAL PROJECTS

Pending

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

PROCESS AUTOMATION – COMPLETE

- Registrar's Office (4)
 - > Course Withdrawal (x2)
 - > Regular Course Withdrawal (x2)
 - > Request for Alternative Grading (x4)
 - > **Grade Change**
- Human Resources (1)
 - > Conflict of Interest (4)
- University Event Center (7)
 - > Complaint Form
 - > Digital Display Request
 - > Event Cancellation/Change Request
 - > Student Center Request
 - > Account Request
 - > **Space Reservations**
 - > **Community Event Request**
- 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
- Information Technology (1)
 - > Student iPad Agreement Form

*New Processes in Blue

PROCESS AUTOMATION – IN PROGRESS

- Registrar's Office
 - > Enrollment Verification
 - > Major/Minor Change
 - > Course Add
 - > University Withdrawal
- Human Resources
 - > Preferred Name
- Research
 - > InfoEd Support Request
- Information Technology
 - > User Account / Privileged Access Form
- Accessibility Resources
 - > Consent to Release Information
 - > Documentation Request
 - > Verification Request
- Student Affairs
 - > Aggie Source Intake Forms
- International Affairs
 - > Financial Guarantee Form
 - > Information Form
- Financial Aid
 - > 4 Scholarship
 - > SAP Appeal Forms

*New Processes in Blue

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
 - > Review and updates complete
 - > Will be incorporated into Spring 2022 advising

*Updates in Blue

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
 - > Automation of new semester preliminary reports underway
 - > Implementation of new Data Cookbook software underway
- Graduate College Student Success Metrics
 - > Persistence, Retention, and Graduation Rates
 - > Additional metrics unique to graduate students

*Updates in Blue

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 7 out of 9 months to date in FY22
 - > Finance Data Mart now in production
 - > System Office has indicated that a Research Data Mart is on the horizon

*Updates in Blue

INFRASTRUCTURE

AGG
IESDO

MAJOR INFRASTRUCTURE PROJECTS

Complete

- 1020 Wendover Fiber Connection
- Replaced older network equipment in residence halls

In Progress

- Network Core Upgrade/Fabric Implementation
- Network Access Control (NAC) Implementation
- Additional wireless access points
 - > 100+ installed
 - > Adds to base of 1,849

EDUCATION AND RESEARCH

AGG
IESDO

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

CLASSROOM TECHNOLOGY UPDATES FY22

- Carver – 100, 201, 213
- Corbett – 101, 102, G-03
- Crosby – 102, 103, 104, 105, 110, 113, 201, 203, 204, 205, 206, 209, 210, 215, 301
- GCB – 103, 105, 106 , 107, 108, 109, 111, 116, 201, 202, 205, 208, 211, 218, 310
- Gibbs – 109, 110, 123A, 204, 214, 216, 242, 307, 315, 317, 318, 337
- Sockwell – 104, 114
- Webb – 100, 203, 204, 205, 208, 209, 217
- Benbow – 101, 107, 109, 200, 201, 203, 206, 207, 208
- Proctor – 111, 112, 114, 160, 211, 212, 214, 261, 262, 311, 312, 314
- NSB – 115
- Marteena – 215, 233
- 81 Classrooms

SCIENCE DMZ

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

STAFFING AND REORGANIZATION

AGG
IESDO

ITS REORGANIZATION STATUS

- Filled
 - > 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
 - > Interim Associate Vice Chancellor and Deputy Chief Information Officer
- Vacant
 - > Associate Vice Chancellor and Deputy Chief Information Officer
 - > Director, Client Technology Services

ITS STAFF EXPANSION

- Network Administration
 - > Adding two positions, for a total of five
 - > Supports network management, configuration, troubleshooting, and user support
- System Administration
 - > Adding two positions, for a total of five
 - > Supports system management, monitoring, troubleshooting, and user support
- Security Operations
 - > Adding three positions, for a total of four
 - > Focus entirely on security operations, incident response, and forensics

IT AUDIT STATUS



IT AUDITS

- Banner Document Management (Internal Audit)
 - > Completed September 2021
- IT General Controls (State Auditor)
 - > Completed October 2021
 - > Satisfactory Progress Achieved February 2022
- UNC Policy 1400 (Internal Audit)
 - > Completed January 2022
- ISO 27002 Maturity (MCNC, on behalf of the BoG CARMC)
 - > Completed March 2022

Questions?