ACADEMIC TECHNOLOGIES & FACULTY ENGAGEMENT

RESEARCH COMPUTING INFRASTRUCTURE

CUSTOMER SUPPORT & STUDENT IT ENABLEMENT

# ITS ABOUT YOU

OFFICE OF THE CHIEF INFORMATION OFFICER

ENTERPRISE APPLICATIONS

NETWORKING & INFRASTRUCTURE

ENTERPRISE SYSTEMS

**UK** Information Technology Services

**2017-2018**

## ANNUAL REPORT

Published October 2018

# MESSAGE FROM THE CIO

Dear Colleagues:

I am pleased to share the Information Technology Services (ITS) Annual Report. This document includes important projects and noteworthy milestones within the IT organization.

Technology is completely integrated into the fabric of our lives, and it is a critical enabler in higher education today. The Annual Report is one effort that we have made to demonstrate the hard work, dedication, innovative solutions, and improved technology infrastructure that will serve to have an increasingly effective impact on the University of Kentucky (UK).

ITS collaborated with the UK community to craft an IT Strategic Plan - a document that provides a blueprint for IT advancement across the enterprise. Indeed, efforts are underway to enhance the IT environment for students, faculty, and staff at the University. For example, we upgraded the SAP environment - the solution that touches every individual on campus. We also collaborated across the enterprise to form the UK Research Computing (UKRC) group to address the rapid growth of demand and diversity of resources, tools, and computational techniques. We have continued to apply cybersecurity best practices to the UK enterprise through new policies, practices, software, and tools.

I hope you enjoy learning more about what we have done, and I look forward to what the future holds for IT at UK.

Thanks for your continued support.

Brian T. Nichols
Chief Information Officer

# SECURE WIFI NETWORKS

As part of the University's cybersecurity efforts and a continued commitment to provide high-speed bandwidth across campus, the wireless network transitioned to eduroam. Eduroam is a secure WiFi network providing enterprise-level access at UK. Over 400 universities and colleges worldwide use eduroam, allowing students, faculty, or staff members that are visiting a participating institution to receive access to wireless without requesting a guest account. Guests to the University can also self-register or be sponsored for access to the designated UK-Guest network.

# CLOUD COMMUNITY OF PRACTICE

ITS has hosted nine Cloud Community of Practice sessions. Each 1.5 hour session offered members of the University community an opportunity to learn about cloud strategies. Guest presenters included employees from Google, Amazon Web Services, and Microsoft as well as members of the University community presenting on work they have performed in the cloud.

> " The Cloud Community of Practice is another great example of how ITS is reaching out across the enterprise and bridging organizational divides to build a collaborative learning community - leveraging our shared experiences and ideas to improve service delivery for our clientele using new technologies... "

> **- Chris Canjar**
> **College of Agriculture, Food and Environment**

# #SECUREBLUE

As part of a year-long campaign, the ITS #secureblue initiative worked to provide information and awareness to the University community on a variety of topics around internet safety and technology best practices. Printable and shareable infographics were designed and made available to inform on subjects of protecting your identity, defense against phishing emails, protecting devices and personal information, and copyright compliance.

ITS participated in the annual cybersecurity month in October by handing out postcards to students with tips on how to avoid phishing scams; each card had a Swedish Fish candy attached to draw attention. Throughout the month social media was used to post cybersecurity tips, and articles on important cybersecurity topics were shared.

# FY2018 ITS BUDGET/REVENUE ACTUALS
## JULY 2017-JUNE 2018

**.01%** MISCELLANEOUS INCOME $6,956

**36.86%** GENERAL FUND $19,966,413

**51.19%** SERVICE CENTER $27,728,424

**10.48%** STUDENT TECH FEE $5,678,766

**1.46%** DISTANCE LEARNING FEE $790,062

## IT STRATEGIC PLAN

In 2018, the University of Kentucky (UK) Information Technology Strategic Plan (ITSP), *Empowering Transformation*, was published. The ITSP was developed by the University community through an inclusive process that unfolded over a year.

Through its nine areas of recommendation and 57 action items, it articulates the requirement to address long-standing needs in the areas of baseline IT fundamentals, creates IT Abundance, and provides the foundations that promote the University's and community of scholars' ability to be truly innovative.

See the full IT Strategic Plan at www.uky.edu/ITStratPlan

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**STUDENT EXPERIENCE & SUCCESS**

Provide & support plentiful IT resources that empower & enhance the experiences of students & contribute to student success

Collaboration between Institutional Research & Analytics to complete Finance & Administration Analytics as well as establish data management standards

Wildcat ID photos integrated into course rosters

**285,829** VISITORS TO ITS WEBSITES

**IT & THE ENTERPRISE**

Develop, maintain, & acquire applications, enterprise systems, & tools that facilitate the efficient & effective function of the University

Established data analytics & reporting for Central Purchasing, Housing, Facilities, Planning, Budget, & Policy Analysis

**UK**
**14,621** myUK MOBILE APP DOWNLOADS

Continued monthly meetings held between ITS & technology staff members from across the University, known as Deans' IT

**IT Cybersecurity and Policy Advisory Committee** established to review ITS policies

**11,304** REMEDIATIONS OF MALWARE

**SECURITY & POLICY**

Provide a secure, resilient, policy-based information & infrastructure environment to protect the security, integrity, & privacy of data

Collaboration with CELT to increase focus on accessibility in courses & software

**45** DISTANCE LEARNING AWARDS GIVEN TO FACULTY

**TEACHING & LEARNING ENABLEMENT**

Develop & enhance IT resources that encourage adoption, through effective & widespread use by faculty in teaching

Increased funding to provide additional Distance Learning awards & Quality Matters training to faculty

**MAILBOXES BY PLATFORM**

**74,201** EXCHANGE **85,631** G SUITE

**GOVERNANCE & COMMUNICATION**

Cultivate engaging, active, & impactful communication methods as well as establish a strategic IT governance structure

**3,710** STUDENT MEDIA DEPOT RECORDING ROOM SESSIONS

**135,462** LOGINS AT STUDENT COMPUTER LABS

**SUPPORT & ENABLEMENT**

Grow & sustain a robust support environment that meets both the diverse knowledge base of customers & specific needs of the University

**FACULTY MEDIA DEPOT**

**704** VIDEO SEGMENTS PRODUCED **225** AUDIO STUDIO USERS

Center for Computational Sciences Advisory Committee established to engage the research community in determining & selecting computing resources

Secure WiFi networks established on campus for students, faculty, staff, guests, & visitors

Outage & alert communication protocols established & put into practice

**649,497** TOTAL PHONE CALLS TO CUSTOMER SERVICES

**RESEARCH ENABLEMENT**

Develop, maintain, & ensure broad utilization of IT resources utilized by faculty in research

**INFRASTRUCTURE**

Construct & sustain a comprehensive, innovative, protected, & fruitful IT infrastructure capable of supporting extensive & effective use by students, faculty, & staff

**4,213** WIRELESS ACCESS POINTS ON CAMPUS

Moving as many physical architectures to the cloud as possible, utilizing less hardware

Implemented detailed financial analysis to review total cost of ownership & return on investment on IT projects

**STRATEGIC FUNDING**

Models for funding should be developed to ensure effective, efficient, & holistic investments in IT

# VISION

ITS will strive to provide & protect an environment that features, "IT Abundance," wherein IT infrastructure, services, & solutions are innovative, readily available, & utilized to provide exceptional support to students, faculty & staff in their endeavors to uphold the UK mission.

# MISSION

In support of UK's Strategic Plan, the ITS mission is to provide, through customer engagement, outstanding technology infrastructure, services & solutions that advance teaching & learning, enable research, empower staff to provide exceptional services, enrich the student experience, & effectively manage & protect institutional data.

# VALUES

We value customer engagement, collaboration, shared governance, innovation, teamwork, accountability, diversity, inclusivity, accessibility, & integrity.

We value the people of ITS who show initiative, grow interpersonal relationships, pursue excellence, & deliver it in terms of IT infrastructure, services, & solutions.

We value our relationships with the students, faculty, & staff of UK— our customers, partners, & colleagues —& thus honor a service culture above all else.

We value the trust placed in us by University leadership, the Board of Trustees, & the University community, to be efficient & effective in the use of all resources.

We value the security of the technology resources & information entrusted to our care, & will be vigilant in maintaining the integrity of these critical items.

**UK** Information Technology Services

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For the full ITS Biennial Report, visit www.uky.edu/its/BiennialReport

**UK**

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