

INFORMATION TECHNOLOGY

PROGRAM INFORMATION:

As President Ransdell has noted, “in the broad context of academic quality, it is imperative that the fast-changing dimension of Information Technology continue to be a priority for the University. This is a priority not only in Academic Affairs but across all divisions of the University. Immediate and convenient access to and the management of data is critical to an efficient, thriving university community. It is critical to the achievement of a bold vision for a university.” WKU’s IT systems underpin nearly every component of the strategic plan.

Departments reporting to the Vice President for Information Technology include: Administrative Systems and Applications, Academic Technology, Technical Support Services, Communications Technologies, and Educational Telecommunications (WKYU-FM radio and WKYU-PBS TV). These departments include important functional areas such as Desktop Support, Resnet, Help Desk, Learning Management Systems with Blackboard, Training, Telephony, Network Services, Interactive Video Services, Cabling, Student Technology Centers, the Technology Resource Center, core administrative and academic programming support, enterprise web development, and commodity services support and operations such as email and directory services.

GOALS/ANTICIPATED PROGRAM ACTIVITIES:

Specific initiatives that will be targeted in 2014-2015 with new, existing, and reallocated resources include:

- Customer Relationship Management (CRM) software. This software package (Hobson’s Connect) will allow Admissions staff to reach out to prospective students in an integrated, coordinated fashion and allow for detailed analysis and targeting of specific prospective student populations. We will work with Academic Affairs to integrate this software with our Banner system.
- E-Procurement. E-Procurement systems replace traditional paper requisition systems. Finance and Administration has desired to implement an E-Procurement package since 2009. Last year they were able to identify funding for this software. An E-Procurement package named Unimarket was selected. We will work with Purchasing staff to integrate this software with Banner.
- Complete RFP process for client management system. We depend upon our campus-wide client management system to perform maintenance, patching, imaging, and software deployment remotely, without having to send somebody to visit the computer location. In FY 15, we will finish evaluating solutions and select a package for implementation.
- Post RFP for enterprise-class lecture capture system and complete evaluation of proposals. The industry term “lecture capture” encompasses all types of audio and video services in instruction, including instructors’ video files for classes, student video recordings, the maintenance and distribution of video files, and much more. Video recordings are a major component of WKU’s online classes and have a significant role in face-to-face classes as well.
- RFP for mobile management. This encompasses both mobile device management and mobile asset management. We will select and implement a solution for the campus community.
- Evaluate enterprise malware removal tools. We will evaluate different malware removal tools, beginning with the software licenses we currently hold. If the existing licenses do not meet our need, other products will be evaluated to choose the best solution.
- Expand availability of Microsoft discount software licenses to faculty, staff, and students. We will implement the Microsoft Work At Home program to allow faculty and staff users to upgrade their Windows operating system and implement the Microsoft Student Advantage program to give students access to free Microsoft Office licenses. These are important services that will have an impact on virtually everybody at the University.
- Active Directory file system storage expansion. We will expand and reconfigure our file storage capacity to handle the large amounts of unstructured data (video, audio, and images) that users are storing. The growth of document imaging by many administrative units and the archival

projects of departments such as the Library and Athletics have caused file storage demand to increase exponentially.

- iWKU Mobile App enhancements. We will upgrade iWKU to provide the following functionality:
 - Integrate student schedule course locations and map;
 - View Grades and Transcripts;
 - View Financial Aid;
 - View Student Billings Account;
 - View Student Hold Flags;
 - Schedule Advising Appointment;
 - Reserve Books; and
 - Student Mini Surveys.
- Colonnade Program Project (Restructuring General Ed Requirements). This is a massive project from an IT standpoint which will require across-the-board changes to Banner, TopNet, ICAP (Degree Audit), and several hundred reports and processes.
- Voice system transition and enhancements. We will continue our transition to the Cisco Voice over IP (VoIP) system.
- Data center network upgrades. We will implement 40G interconnectivity between data centers and 10G connectivity to servers. This will provide improved performance and resiliency.
- Network Access Control (NAC) replacement. NAC systems safeguard the University's network infrastructure. We will complete our research on a new NAC and select a solution for implementation.
- Surpass the FY 14 WKYU Public Broadcasting fundraising goal.
- Pursue additional USDA grants for rural digital transition of PBS programming.
- Enhance the brands and presence of our public broadcasting stations.

Through these initiatives and throughout the division, our goal is to provide our students, faculty, and staff with superior customer service; reliable and timely technical support; state-of-the-art technology tools; comprehensive training; and convenient access to computing and telecommunications resources. The Information Technology Division will continue to place specific emphasis on the use of information technology in student learning, faculty teaching and staff productivity. We will maintain the national presence for WKU IT that has been established. Finally, we intend to help shape the larger technology discussion occurring in higher education in this country, rather than be shaped by it.

FINANCIAL INFORMATION:

	2013-14 Revised Budget		2014-15 Proposed Budget	
	<u>Pos.</u>	<u>Unrestricted Budget</u>	<u>Pos.</u>	<u>Unrestricted Budget</u>
<u>Educational and General</u>				
Personnel/Fringe Benefits	113.9	8,931,639	116.6	9,315,755
Operating Expenses		5,501,837		5,010,659
Less: Interdepartmental Charges		1,975,000		1,975,000
Capital Outlay		1,133,565		988,360
Total Expenditures		13,592,041		13,339,774
<u>Auxiliary Enterprises</u>				
Personnel/Fringe Benefits	3.0	198,877	3.0	205,456
Operating Expenses		320,263		320,263
Capital Outlay		90,000		90,000
Total Expenditures		609,140		615,719