Daren Hubbard, AVP and CIO of Computing and Information Technology (C&IT)

Here is a brief status update of several of our major projects. This update is not an exhaustive review, but instead an example of what is typically covered at the Information Systems Management Committee (ISMC) meetings.

C&IT Successes:

- Wireless Network and Cameras: Converted Elliman building from aged, unsupported wireless to enterprise wireless supported by C&IT.
- Network Services Department: Harwell Baseball Field - Construction finished on time, on budget. April grand opening ceremony went smoothly.
- IDM is now actively managing Guests and Applicants.

Current Notable Major Projects:

New Data Center
Department: Administration & Finance
Project Manager: Warren Doucet
Status: Green

On April 25th, updated low voltage requirements estimate to include three additional card readers, 1 camera and two alarm pads. Additionally we confirmed that we will not require cameras focused on non-populated aisles at this time. A planning meeting with DTE is scheduled for April 28th to discuss costs and schedules for the primary power installation to the new substation.

LMS Review/RFP Project
Department: Enterprise Applications
Project Manager: Nathan Chavez
Status: Green

The LMS Selection Committee has concluded our regular meetings and are currently in the scoring phase. We collectively determined that the systems will be judged based on the following categories: Usability & Efficiency, Course Tools/Technologies, Integration, Sharing,
Performance, Vendor Interaction and Administration. Each committee member will complete the scorecard individually and the data will be compiled. After completion of this phase, we will prepare a recommendation to the CIO and Provost.

**Banner 9 Implementation**  
Department: Enterprise Applications  
Project Manager: Bhavani Koneru

Wayne State University is in the process of implementing Ellucian delivered Version 9 of Banner that has been developed and delivered on new technical tool set. The Banner implementation or work streams are being established to work on the various functional and technical tasks required for the implementation of Banner 9. Currently the teams are also working on drafting a timeline for the implementation of Banner 9. The technical team is currently working on upgrading Banner database and application to most current versions of Banner as required for the migration of Banner to Version 9. Once the environments are ready, the team will install Banner 9 Administrative pages into the test environment for the users to start testing the various components. The team is also working on implementing the Self-service modules like Faculty Grade Entry, Employee profile, Effort Reporting and Registration along with the Administrative pages.

**EAB Implementation**  
Department: Enterprise Applications  
Project Manager: Robert Thompson

Implement EAB (Education Advisory Board) systems, software and services at WSU. These services provide comprehensive early alert and advising support for faculty and administrative staff. Continuing to make progress with EAB initiatives. We have identified and starting to implement integrations with EAB APIs to import advising notes into ODS for broad reporting. Anticipating next campus visit from EAB May 2nd. Academic Applications team working on Guide implementation for May rollout.

**College of Pharmacy Migration to DeskTech**  
Department: Customer Services  
Project Manager: Maikel Kachouh

The goal of this project is to improve on computer management and security in the College of Pharmacy. Recently the College of Pharmacy have Joined DeskTech and we have the task to Migrate their servers and workstations to a C&IT Managed environment. This project will involve:

- Migrating 450 desktops and workstations to the AD Domain
- Decommissioning 12 Servers
- E-wasting and replacing about 200 desktops and laptops
• Inventorying all computers in the Pharmacy domain and maintain them in TS CMDB
• Migrating File Server data to C&IT hardware

We are in the implementation phase and about 90% done with the project:

• Migrating Desktops and Laptops: All desktops and laptops are migrated except for Apple computers. We estimate about 30 are left and should be completed by the end of April
• Lab and Classroom Migration: Completed 99% (one left and waiting on Instructor)
• Computer refresh: 95% completed (Several professors requested to wait till the end of the semester)
• Wet labs: We have about 20 wet labs that we are currently working on completing. We estimate about 20 computers left.
C&IT Performance Scorecard

Help Desk Call Volume
March 2016 - March 2017

Satisfaction with C&IT Support Services
March 2017

- Courtesy: 100%
- Technical Skills: 97%
- Timeliness: 95%
- Quality: 95%
- Overall: 98%

Answered
Unanswered/Abandoned

Satisfaction Rating
Target