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 (ISM C) meetings.

C&IT Successes:

- VOIP (Voice Over Internet Protocol) Phase 3 – 50 buildings including SOM and WSUPD
- Reduction in wireless tickets
- Implementation of Preferred Name
- Opening of Cyber Range Hub at ATEC in Warren
- Banner Effectiveness Finance Workshop
- AIR Application

Current Notable Major Projects:

Implementation of Course Management Application  
Status: Green  
Department: Enterprise Applications 
Project Manager: Gabriela Garfield

C&IT has partnered with the registrar’s office to implement new applications that will manage the production of the Graduate and Undergraduate Bulletins as well as modernize the course approval process. Phase 1 of data collection was completed in Dec 2016 and validation is currently occurring with Course Leaf. The next milestone is scheduled for February 2017 with a sample Undergraduate Bulletin.

Student Course Participation Verification Process  
Status: Green  
Department: Enterprise Applications  
Project Manager: Gabriela Garfield

The student verification process began in Fall 2016 and continued this term. The process was developed by C&IT and coordinated with the registrar’s office and the office of financial aid.
Fine tuning took place between semesters and will continue as needed in an effort to achieve 100% participation.

**EAB (Education Advisory Board) Implementation**
- **Department:** Enterprise Applications
- **Status:** Green
- **Project Manager:** Rob Thompson

The student success collaborative is an application that is designed to support student success through enhanced student advising and data analytics. This application will begin to replace portions of the STARS application over time. Training on the platform has started for selected staff and advisors and will be ramping up as we proceed to the scheduled launch on March 22.

**LMS Review Project/RFP**
- **Department:** Enterprise Applications
- **Status:** Green
- **Project Manager:** Cindy Sulad

We have assembled a campus wide team to review and assemble the needs and requirements of a learning management system (LMS) for Wayne State. We have now transitioned the team to become the review team of the RFP to select the next LMS for our campus. The pre-bid meeting occurred earlier this year. There will be presentations for the campus community during the process and opportunities for community comment. We will communicate the presentation dates and times as they are determined.

**Banner Effectiveness Assessment**
- **Department:** Enterprise Applications
- **Status:** Green
- **Project Manager:** Bhavani Koneru

This project focuses on the effective use of our primary administrative application: Banner. The project will identify where we have opportunity to improve training and business process in advance of implementing the next version of the application- Banner XE. We are focusing our efforts on four areas: Student, Financial Aid, Finance and Human Resources. We have partnered with a consulting firm to assist us in gathering data from key stakeholders. That process has begun with a survey of the Finance users followed by a three-day workshop to discuss opportunities and identify key business processes that can be updated or re-engineered. The process will be repeated in each of the four areas. The finance workshops will be held in January with the other modules will held in February and March. We plan to receive a report from our consultant in April outlining our top four process revamp opportunities and recommendations for new processes to advance toward implementing Banner XE.
New Campus VoIP Telephone Services

Department: Infrastructure & Operations

Status: Green

Project Manager: Kathryn Guarano

We just completed phase 3 of this 2.5-year initiative migrating 75% of our legacy Centrex telephone lines to the next generation voice over internet protocol (VoIP). To date we have migrated 5000 lines in over 80 buildings. Phase 4 takes place in March with a phase 4.5 taking place this summer- migrating the phone lines in the remaining 30 buildings. Once complete, the University will realize approximately 15-25% annual cost savings. While the visible portion of the project has been a new phone on desktops, we have also done significant work in updating key infrastructure like wiring and network switches that power both voice and data communications on campus. We look to complete our work by the end of this calendar year.
C&IT Performance Scorecard

Help Desk Call Volume
December 2015 - December 2016

Answered  Unanswered/Abandoned

Satisfaction with C&IT Support Services
December 2016

<table>
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