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:

- EAB Student Success Collaborative (SSC) software is now live for undergraduate student advising appointment
- New Production and Dev SCCM servers have been configured.
- In coordination with Security, LastPass was deployed to C&IT DR team
- New service offering of Certificate Authority services to campus. First customer to use this service will be School of Medicine
- IPv6 has been provisioned in ADtest, which is a milestone in the Direct Access project
- Pharmacy MediaSite server and services were decommissioned, new implementations of Lecture Capture are taking their place
- Help Desk team were critical in the successful implementation and training of VoIP Phase 4 phone support for other ACD’s on campus
- We have sold over 200 copies of EndNote, resulting in a $4,220 cost recovery of this software
- Completed VOIP (Voice Over Internet Protocol) Phase 4 – Welcome Center building, 5 call centers and 28 auto attendants
- Reduction of C&IT Operations Hours of Business resulting in ~$75K annual net savings
- Upgraded WSUPD video surveillance system software (Qognify)
- Resolved Engineering software (LS-DYNA ) license issue on HPC grid
- New server hosting customer (Karmanos) installed 6 racks of equipment resulting in ~$40K in annual net revenue
Current Notable Major Projects:

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

In September 2016, the Board of Governors approved the design phase of the data center project. EXP was the project design firm selected. In January 2017, a parking lot survey took place that involved ground penetrating radar and core sample drilling. In addition, EXP has provided a conceptual floor plan for the new data center. In February 2017, Interviewed construction management firms and selected Granger. Finalized the site plan for the location. Lastly, an initial consultation meeting with Granger was completed. In March 2017, met with Granger and EXP to discuss value-engineering proposals to reduce project costs.

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

The three major LMS vendors responded to our RFP in January (Blackboard, Canvas and D2L). We recently hosted each vendor on campus for public demonstrations to our students, faculty and staff. The events were streamed live and recorded. Shortly after, all participants were invited to complete a survey. We selected a subset of our initial committee to become the LMS Selection Committee. The first meeting of the new committee is scheduled for 3/30. Agenda items include: creation of a scorecard, evaluation of survey data and coordination of future meetings. We plan to make an announcement on the decision at the end of the current semester.

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

Ellucian has delivered a completely new application platform called Banner 9 with new technical tool set. Ellucian has been delivering Banner INB and SSB components in this new tool set over last 2 to 3 years. Ellucian has recently announced that all of the Banner INB will be transformed into Administrative pages and they will no longer release the regulatory changes in old version after 12/31/2018. WSU is in the process of setting up the required new set in the test environments for the administrative users to start testing and enhancing the functionality with the new tool set. The implementation of Banner 9 administrative pages and SSB interfaces is being planned along with the re-implementation of identified business processes.
Faculty Hire Process for OEO  
Department: Enterprise Applications  
Project Manager: Bhavani Koneru  
Status: Green

The Office of Equal Opportunity (OEO) monitors the compliance of diversity in the candidate pool and search committee for the faculty hire process. Currently, their process is completely paper forms based. This project entails the development for a user interface to the provost’s office, departments and OEO office to input the required information regarding the search committee, candidate selection process along with the required approvals and integrations to the WSU job site. In conjunction with the interface, reports are being developed to be displayed on the dashboard for the provost and OEO offices.

EAB Implementation  
Department: Enterprise Applications  
Project Manager: Robert Thompson  
Status: Green

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. The advising scheduling portion of the EAB Student Success Collaborative software is now live as of March 22, 2017. The University has also purchased the Academic Performance Solutions (APS) and Guide - the mobile platform from EAB. Currently, the teams are meeting weekly for implementing both these components of EAB. Guide is scheduled to be implemented for 2017 FITACs.
C&IT Performance Scorecard

Help Desk Call Volume
February 2016 - February 2017

Answered | Unanswered/Abandoned

Satisfaction with C&IT Support Services
February 2017

- Courtesy: 98%
- Technical Skills: 96%
- Timeliness: 96%
- Quality: 97%
- Overall: 94%

Satisfaction Rating | Target

80% | 85% | 90% | 95% | 100%