

ACCELERATING **BOLD** ASPIRATIONS

with Information Technology



The University of Kansas

ANNUAL REPORT FY2012

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23 = *Terabytes of Data
Currently Managed on
Central File Storage*

A MESSAGE FROM CIO BOB LIM

When I accepted the offer to come to the University of Kansas just over a year ago, one thing was clear from conversations with everyone I met—KU is a special place.

I want to share my personal appreciation for the KU IT staff, who warmly welcomed me. It was quickly evident how remarkable and committed to excellence they are.

That dedication to excellence is shared by the faculty, staff and stakeholders of the University, and reflected in the University's Bold Aspirations vision to be recognized as a top-tier international research institution. KU Information Technology has aligned our efforts during this past year to support both Bold Aspirations and Changing for Excellence, the tactical initiatives to achieve the Bold Aspirations goals.

In addition to launching five Bold Aspirations and six Changing for Excellence initiatives, KU IT completed 347 projects in FY2012. These ranged from technology upgrades in classrooms that enhance the learning environment, to implementing a new customer service platform for improved technical support, to creating a central file storage solution that provides greater security and stability for our customers' data.

Our success as an organization in FY2012 would not have been possible without the help, support and collaboration of our partners across campus. Their dedication to KU's academic and research missions inspires us to identify, design and build technology solutions to support the outstanding work they do.

Lastly, I want to thank the KU IT staff. Through their talents, skills and experience, they deliver results for our customers every day. The credit for our success goes to them.

Sincerely,



Bob Lim
CHIEF INFORMATION OFFICER
THE UNIVERSITY OF KANSAS



TECHNOLOGY IS A FORCE MULTIPLIER

KU students, faculty and staff are doing incredible work, whether it is a freshman writing a class paper or an internationally acclaimed scientist discovering new pharmaceutical compounds. Our focus in Information Technology is to provide innovative solutions that support KU's strategic initiatives and the academic and research goals of the University, individual units and people.

Technology is more than just the cables and equipment that connect our customers with each other and the outside world; it is a strategic component in the success of Bold Aspirations and Changing for Excellence, amplifying the efforts of University leaders and campus partners in *educating leaders, building healthy communities and making discoveries that change the world.*

KU Information Technology provides a broad range of services that support learning, scholarship, research and creative endeavor. We are committed to providing the value-added services and tools to exponentially boost our customers' success.

TEACHING^t = SUCCESS²

Teaching is one area where technology has had an exponential impact at the University. Once limited to chalkboards, instructors now have an array of tools to engage students, including video and other multimedia, online discussion forums and interactive digital course materials. Virtual classrooms and online streaming of lectures expand accessibility and opportunities for students around the world to further their education at KU.

“Our success is measured by the success of our customers and their ability to achieve their goals.”

Supported Lab Computers

850

Average Support Tickets Resolved per Month

2,551

Supported Workstations

1,080

Supported Print Devices

427

Full-time KU IT Employees

189

Student KU IT Employees

85

Combined Years of Service at KU IT

1,921+



SUPPORTING KU's STRATEGY

As we move forward in FY2013, our efforts in leading and supporting Bold Aspirations and Changing for Excellence initiatives will grow. Much progress has been made with the following initiatives:

BOLD ASPIRATIONS PROJECTS:

Early Warning System // Enable faculty and staff to identify and track students who are demonstrating significant achievement in the classroom or who are having difficulties and may be at risk for not continuing their education.

Campus-wide Customer Relationship Management // Provide a comprehensive view of all KU interactions with students and allow for more effective messaging from departments communicating with specific student target audiences.

Content Management System // Ease website creation and management, and provide a more integrated and seamless visitor experience across all University websites.

Document Imaging and Workflow Solution // Help capture, store and manage documents, improving workflow for University departments and eliminating the need to store or physically shuttle paper from office to office.

Appointment Scheduling // Improve interactions and communications between faculty, advisers and students by facilitating face-to-face meetings through online scheduling.

CHANGING FOR EXCELLENCE PROJECTS:

Server Centralization // Improve the efficiency and security of systems on campus by registering all servers and centralizing them as appropriate.

Reorganize and Redefine IT // Unite multiple distinct technical departments to build a stronger support base and improved customer service at KU.

Single Identity Management System // Create a single identity system for all students, faculty and staff across all campuses.

Network Optimization // Ensure our systems and infrastructure are seamlessly integrated, well-managed and operating at peak performance.

Leverage Software Purchasing // Maximize cost savings and increase adoption of software by consolidating purchases among departments and central IT.

Increase MFD Usage // Expand the use of multifunction devices to replace separate printers, copiers and fax machines across campus.

Go to www.provost.ku.edu/planning to learn more about Bold Aspirations. For a complete update on all Bold Aspirations and Changing for Excellence technology initiatives, visit cfe.ku.edu/technology.





1,200+ *Wireless Access Points*

WIRELESS EXPANSION

JAYHAWK Secure Wireless Internet access on campus provides students, faculty and staff the flexibility and freedom to work, collaborate and even print untethered from cords and cables.

As laptops, tablets and other mobile devices become more popular, we are strategically expanding wireless on campus to meet customer needs for increased coverage and bandwidth. We made great strides in FY2012 toward our goal of eventually achieving nearly ubiquitous wireless coverage.

EXPANDED LOCATIONS

Jayhawk Boulevard

Edwards Campus

Spencer Museum of Art

Fraser

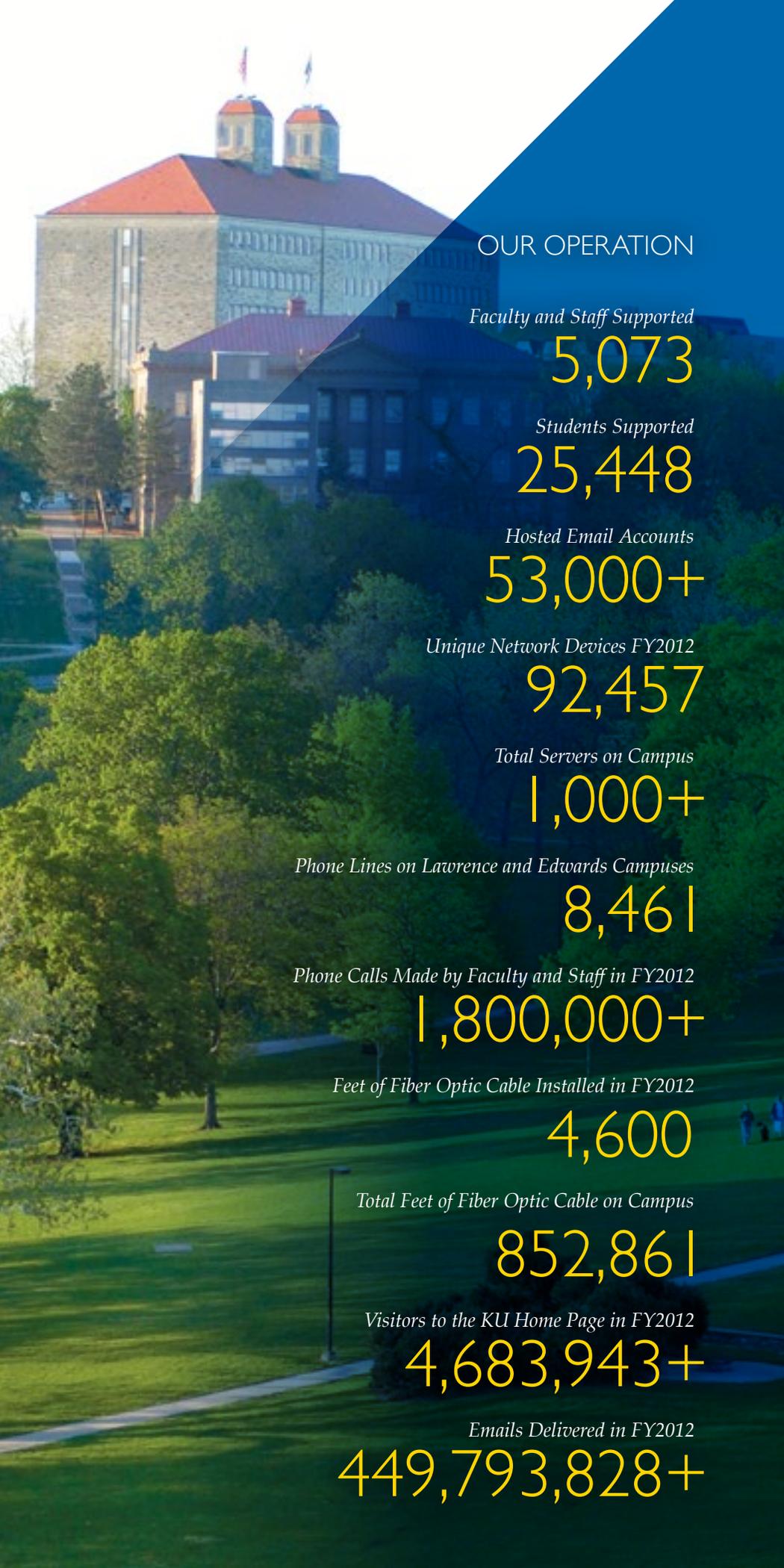
Summerfield

JRP

Potter Lake

Snow

We are currently upgrading wireless service at Haworth, Malott and Strong. To learn more about JAYHAWK Secure Wireless, configure your device and follow our expansion progress, visit wireless.ku.edu.



OUR OPERATION

Faculty and Staff Supported

5,073

Students Supported

25,448

Hosted Email Accounts

53,000+

Unique Network Devices FY2012

92,457

Total Servers on Campus

1,000+

Phone Lines on Lawrence and Edwards Campuses

8,461

Phone Calls Made by Faculty and Staff in FY2012

1,800,000+

Feet of Fiber Optic Cable Installed in FY2012

4,600

Total Feet of Fiber Optic Cable on Campus

852,861

Visitors to the KU Home Page in FY2012

4,683,943+

Emails Delivered in FY2012

449,793,828+

*KU IT Key Performance Indicators
FY2012 & FY2013*

102

*KU IT Business Process Improvements
FY2012 & FY2013*

24

KEY PERFORMANCE INDICATORS & BUSINESS PROCESS IMPROVEMENTS

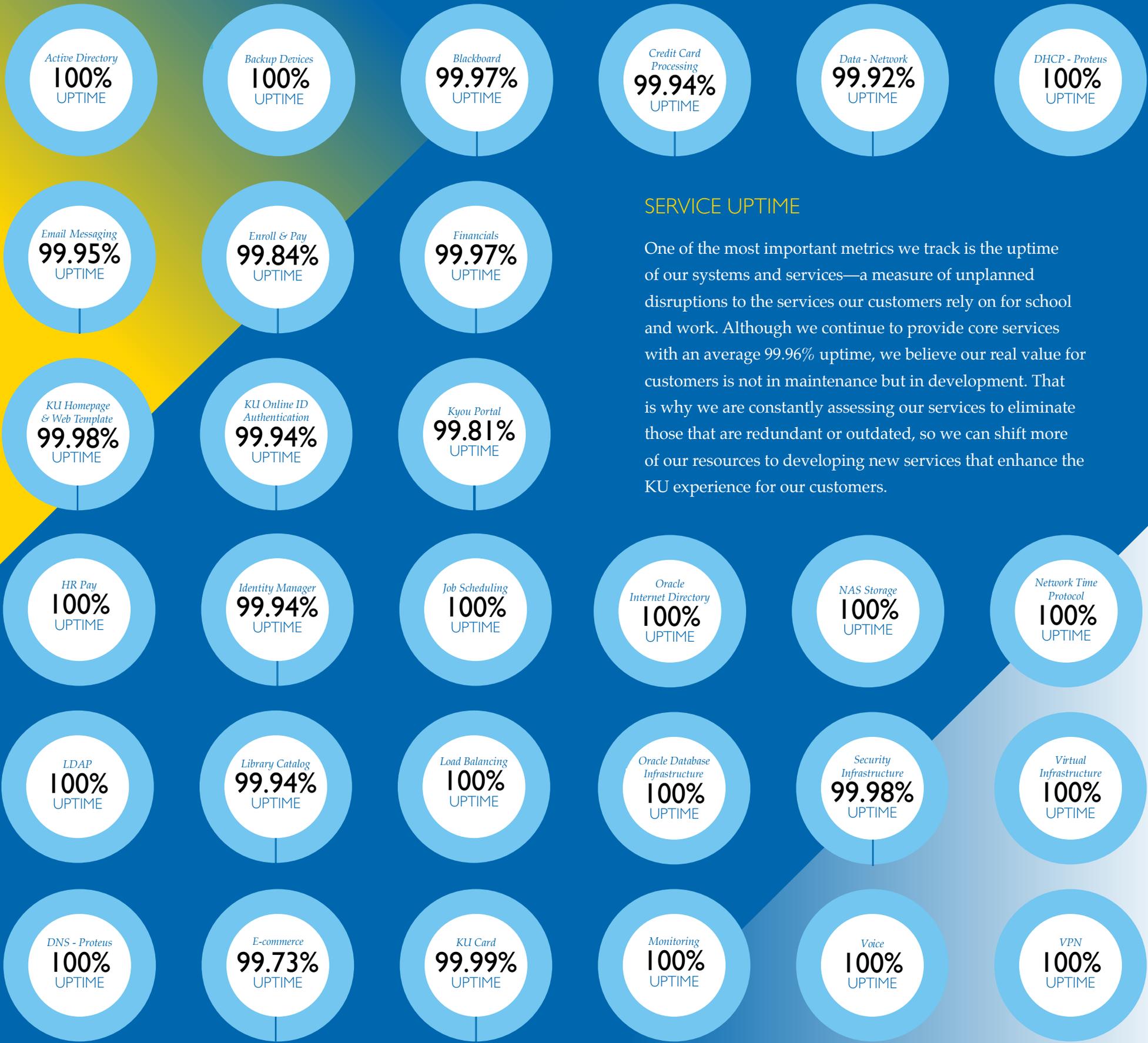
We have established key performance indicators (KPIs) to track and validate our performance, and business process improvements (BPIs) to maximize our efficiency. Examples of KPIs and BPIs can be seen throughout this publication, such as changing how software is purchased and licensed at KU.

These metrics are critical for strategic decision making, as our role across the University is expansive and shifting from a utilitarian function to that of a strategic partner. As we continue to evolve from simply a technology provider to a truly valued partner, investing our time and energy in the right places will be critical to delivering outstanding service and achieving measurable success with our customers.

While we have tracked our performance and improved business processes over the years, in FY2012, we made each department responsible for identifying internal and external areas for improvement.

Through the analysis of metrics and process advancements, we are able to find bright spots within our organization to adapt solutions and multiply success. By challenging ourselves in this way, we empower our staff to lead innovation and accelerate change.

We also will use the metrics we gather to calculate the return on the efforts and resources we are investing in support of Bold Aspirations and Changing for Excellence.



SERVICE UPTIME

One of the most important metrics we track is the uptime of our systems and services—a measure of unplanned disruptions to the services our customers rely on for school and work. Although we continue to provide core services with an average 99.96% uptime, we believe our real value for customers is not in maintenance but in development. That is why we are constantly assessing our services to eliminate those that are redundant or outdated, so we can shift more of our resources to developing new services that enhance the KU experience for our customers.

BOLD ASPIRATIONS AND CHANGING FOR EXCELLENCE

The purpose of Changing for Excellence is to identify cost-saving efficiencies and redirect those resources to the academic and research missions of the University. Huron, KU's consulting partner, has estimated the cost savings for each of our Changing for Excellence projects:

Server Centralization (Annual Savings First Five Years)

\$5.7 million

Reorganize and Redefine IT

\$500,000 - 1.2 million

Increase MFD Usage (Annual Savings)

\$250,000 - 390,000

Single Identity Management System

\$300,000 - 400,000

Network Optimization

\$200,000 - 400,000

Leverage Software Purchasing (Annual Savings)

\$50,000 - 100,000

To effectively re-allocate the expected cost savings, in FY2013 we will focus on using predictive analysis with real-time data to drive decision making and help us better manage our technology resources and infrastructure.

In addition to the expected cost savings, these initiatives will improve the services and solutions available to our campus customers and support the success of the academic and research missions of the University.

THANK YOU TO OUR PARTNERS

We are excited and proud to deliver technology solutions to help achieve KU's Bold Aspirations goal to be recognized as a top-tier international research institution.

Our successes in FY2012 were only possible through the exemplary work and support of KU IT staff, our campus partners and University leaders, especially Provost Jeff Vitter and Diane Goddard, Vice Provost for Administration and Finance. We appreciate all their efforts and look forward to working together to build an even stronger University and continuing to add value by advancing the goals and vision of Bold Aspirations and Changing for Excellence through technology.

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Tell us online!

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Need technical support?

Contact our Customer Service Representatives
at itcsc@ku.edu or 785-864-8080.

Need help with a solution?

Contact our Client Consultants at
itconsulting@ku.edu or 785-864-0410.

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The University of Kansas

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