communicate
 collaborate
 connect

ANNUAL REPORT FY2014
In 1956 when G. Baley Price began efforts to bring the first computer to the University of Kansas, he didn’t know for sure how it would be used. But, he recognized the potential and knew that it would change the future.

From that one 1,900 pound IBM 650 to today, campus technology has evolved into thousands of computers in the hands and pockets of KU faculty, staff and students.

KU IT is following in Dr. Price’s footsteps by seeking out innovative technologies and solutions that will change the future and help our customers communicate, collaborate and connect with each other and the world.
A MESSAGE FROM THE CIO

KU Information Technology spent FY14 finding new ways to help KU faculty, staff and students communicate, collaborate and connect. As you’ll see in this report, our focus aligns with the Chancellor’s and Provost’s vision of collaborating not only with KU colleagues, but also with external colleagues and institutions.

Our success in FY14 came from the work and dedication of KU IT staff, along with the efforts and support of our campus partners. The invaluable perspective and insights we’ve gained from our collaboration and communication with all of you have opened the doors to some grand ideas about how we deliver technology innovation in FY15 and beyond.

Over the past three years, we have focused much of our effort on supporting Bold Aspirations and Changing for Excellence while building partnerships on campus. In FY15, we will continue aligning our efforts and resources with the vision, mission and goals of the Chancellor and Provost. We will explore innovative solutions and advance concepts of an even larger scope to support KU’s strategic plan.

Everyone wants to be a part of something bigger than themselves. They want to be engaged in creating not only their own future, but the future of the world. Just by being here, by being a Jayhawk, and by engaging with the University of Kansas, our faculty, staff and students are creating the future. KU IT will help build that future by being a strategic partner with the many innovators and big thinkers at KU who are educating tomorrow’s leaders and making discoveries that change the world.

The partnerships we’ve built on campus and the successful projects we’ve completed would not have been possible without the continued dedication, support and hard work of all KU IT employees. In just three years, we’ve significantly improved how we deliver services and meet the needs of our customers. This is reflected in customer surveys, in which 97% of respondents were satisfied with the service they received.

We will continue to collaborate with campus partners and support our customers so that together we achieve the University’s vision, mission and goals as we create a brighter tomorrow.

Thank you,

Bob Lim
Chief Information Officer
LYNC

Microsoft Lync, an instant communication tool for anyone at KU, allows faculty, staff and students to communicate like never before. Lync includes features such as online chat, Lync-to-Lync voice and video calls, and integration with Outlook to schedule meetings and easily access KU contacts. Faculty, staff and students can share documents and desktops in real time during calls, improving communication in group projects, student-faculty conferences and other online meetings. In addition, KU IT has worked to enable the same features between colleagues across the country at other Lync-friendly institutions, such as Yale University, P&G, Texas A&M University and the National Institutes of Health. To support the Chancellor’s and Provost’s vision, our goal is to extend your reach far beyond KU.

KEY PARTNERS: School of Music, Provost’s Office, Undergraduate Advising Center, International Student & Scholar Services and Administration & Finance

ACCESSIBILITY WEBSITE

To further enable all students to succeed, KU has launched a new website to help faculty and staff create electronic materials that are easily accessible to all individuals. Content.accessibility.ku.edu emphasizes the importance of creating or converting public materials (documents, web or video) to be accessible to the widest possible audience.

KEY PARTNERS: Provost’s Office, Center for Online and Distance Learning, Academic Achievement and Access Center and Office of Institutional Opportunity and Access
DIGITAL SIGNAGE

KU IT is working with Public Affairs, Procurement Services and academic departments to implement a campuswide digital signage solution. With comprehensive digital signage throughout the University, departments will be able to engage visitors with media-rich messaging on displays throughout buildings and offices. In this way, KU departments and offices can communicate visually and verbally across all channels and locations. The digital signs can also be used for campuswide emergency messaging.

Key Partners: KU Marketing & Communications, Office of Public Affairs and Office of Capital Planning and Space Management
**COLLABORATE**

**myKU**

The redesign of the myKU portal provides a single place for faculty, staff and students to access campus services and allows for a more personalized online experience for all KU customers. New features include KU news, IT service updates, easier accessibility, links to key resources and improved mobile access. Content is customized so it is more relevant to each specific user. A new Blackboard module allows faculty to see the courses they are teaching, and students to see the classes in which they are enrolled without having to log into Blackboard.

Key Partners: Public Affairs, Enrollment Management, Academic Affairs, Institutional Research and Planning, Finance and Administration, Provost’s Office and CRM Leadership Committee

**BLACKBOARD**

In collaboration with the Blackboard Advisory Committee, KU introduced four new modules that allow for further engagement and collaboration between students and instructors. The Collaborate Suite will help enrich interaction in the classroom, while Community Engagement will allow for online collaboration specific to groups. In addition, Content Management will aid in file management for both faculty and students, while the Outcomes Assessment will provide metrics to help faculty assess student success.

Key Partners: Provost’s Office, Finance and Administration, Academic Affairs and Blackboard Advisory Committee
RESEARCH BACKUP

To manage the massive amounts of data that research projects can produce, KU IT is collaborating with partners across campus to develop large scale backup systems for individuals, departments, and centers that can be shared by multiple research parties working under multiple grants. Through this cross-campus partnership, we are collaborating and co-funding the expansion of existing backup systems to ensure we have the necessary capacity to store large data sets.

Key partners: Information & Telecommunication Technology Center, Advanced Computing Facility, CReSIS, Office of Research, Center for Research Computing and IT Enterprise Infrastructure staff
KU IT continues to work with campus partners and others to ensure KU has the most effective technologies to support the growth of all faculty, staff and students. With up-to-date technology comes improved connectivity that can empower effective collaboration and communication across all KU campuses and with partners at other institutions.

WEST CAMPUS FIBER LOOP
The Research Circle, located at West Campus, is KU’s center for research and various graduate programs. To better equip faculty, staff, students and researchers, KU IT has implemented an optical fiber loop around this Research Circle, allowing for a faster network connection and increased capacity for growth. This fiber loop will support more than 20 current and future buildings on West Campus, ensuring KU’s continued innovation in research.

Key Partners: Facilities Services and the Office of Research

NETWORK CONNECTIVITY
KU IT is committed to building and upgrading network infrastructure on campus to meet current and future needs of faculty, staff and students. In FY14, we upgraded to 10Gb connectivity in several academic and research buildings, including Learned Hall, Lindley Hall, Dole Human Development Center, Green Hall, Pharmaceutical Chemistry Laboratories, Simons Biosciences Research Labs, McCollum Labs and Smissman Research Labs.

Key Partners: Facilities Services and the Office of Research
KU/CITY FIBER

KU and the City of Lawrence will always be deeply connected, so working collaboratively just makes sense. In order to better connect the larger community, KU and the City agreed to share fiber optic infrastructure, allowing for faster accessibility to information on campus and in the community. This agreement is a logical first step, which paves the way for greater collaboration and future success.

Key Partners: City of Lawrence

EDWARDS TO JCCC FIBER

In addition to our partnership with the City of Lawrence, KU IT has teamed up with the City of Overland Park and Johnson County Community College (JCCC) to enhance the connectivity for students attending the Edwards Campus.

Key Partners: City of Overland Park, Edwards Campus and Johnson County Community College
BOLD ASPIRATIONS
PROJECT UPDATES

Early Warning System
This project is complete.

Campus-wide Customer Relationship Management
This project is live, and we are moving forward with driving students to the updated portal as an entry point to CRM. A timeline for the FY15 priorities has been established and requirements gathering has commenced.

Content Management System
This project is complete.

Document Imaging and Workflow Solution
This project is complete.

Appointment Scheduling
This project is complete.

Go to 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.
**Server Centralization**
Through FY14, nearly 750 departmental servers have been registered, 145 have been decommissioned, four are physically hosted at KU IT data center, 31 have been virtualized and 26 moved to a shared service.

**Reorganize and Redefine IT**
We have agreements with 19 out of 22 units for centralized IT support, and are in discussions with the three other units.

**Single Identity Management System**
We worked closely with KUMC to resolve all cases where two people shared the same Online ID between KUMC and KU Lawrence, and we continue to make progress on other issues.

**Network Optimization**
KU Lawrence and KUMC teams resolved all conflicting IP addresses and completed the cutover, a significant step toward improving connectivity between the two campuses and allowing researchers to transfer large data sets more efficiently.

**Leverage Software Purchasing**
This project is complete and we continue to track cost savings. The KU Hardware/Software Advisory Committee has been established to evaluate new software purchases across the University.

**Increase Multifunction Device Usage**
The team is working with campus partners and the Reorganize and Redefine IT Staff project team to demonstrate the benefits and cost savings of MFDs and encourage adoption across campus. Use of MFDs in the first half of 2014 increased more than 12% over the same time period in 2013.
COST ALLOCATION

KU IT has implemented a cost allocation model, in which KU IT staff will document the time they spend on specific projects and services. This new business process improvement (BPI) will help us—and University leadership—have a more complete and accurate understanding of our cost of services to assess and allocate resources for future projects.

Key Partner: Administration & Finance

PAST TO FUTURE

As technologies age, it’s important that we continually assess their value and relevance to our customers. Decommissioning outdated technologies frees up resources, allowing us to focus on new solutions that better serve our customers’ current and future needs.
SUPPORTING STUDENT SUCCESS

In partnership with Design & Construction Management, Space Management and the Ermal Garinger Academic Resource Center, we transformed a traditional classroom in Wescoe into an innovative Active Learning Classroom. In addition to new classroom technology, we renovated space in the Budig 10 Media Production Studio for better group collaboration and upgraded the network for faster, more efficient video editing. We also made it easier for students to access the software they need through Virtual Lab and free downloads from the new KU Software Web Store.

HARDWARE/SOFTWARE ADVISORY COMMITTEE

Together with KU Purchasing, KU IT created the Technology Advisory Committee as a direct link to the Chief Information Officer and the Associate Vice Provost/Procurement Officer. Under this technology committee is a sub-group devoted to improving not only the standard for software and hardware, but also the purchasing process to ensure significant savings for customers across the University.

Key Partners: KU Purchasing, Office of Research, College of Liberal Arts and Sciences, schools of Business, Education, Engineering and Pharmacy

EXTENDING KU’S PURCHASING POWER

KU’s purchasing power with technology vendors is significantly larger than that of other Kansas Board of Regents schools. So, KU IT is working with vendors to extend our negotiated discounts to include all KBOR schools in order to maximize their technology budgets and taxpayer dollars.

Key Partner: Administration & Finance and KU Purchasing
FY2015 INITIATIVES

MYCOMMUNITY

Collaboration within departments and across disciplines helps drive innovation and discovery at the University of Kansas. To support and promote greater collaboration across our institution, KU IT is developing a new online platform where faculty, staff, students and researchers can exchange information, discuss common interests, share files and more. myCommunity will provide:

1. An online collaboration and project management tool for work teams and other groups.
2. An online forum where people with common interests can share information, collaborate and build partnerships to explore and advance ideas and projects across departments and disciplines.

WELCOMING NEW JAYHAWKS

We are working with Human Resources and the Shared Service Centers to develop and implement a streamlined onboarding process that will ensure faculty and staff have everything they need to be effective on day one of their KU careers.

Key partners: Human Resources and Shared Service Centers

STUDENT EXPERIENCE ROADMAP

As a part of Bold Aspirations, and in an effort to improve student persistence, retention and graduation, KU IT is working with campus partners on a multi-faceted project to transform University services to ensure that students receive responsive, effective and coordinated services and care.

Key Partners: Provost’s Office, Administration & Finance
Following a formal dedication in May, KU IT is now located in the Price Computing Center, named in honor of G. Baley Price, KU Distinguished Professor Emeritus and former Chair of the Department of Mathematics. Dr. Price led efforts to bring the first computer to campus in 1957. His focus on innovation and technology helped shape KU into an evolving, international research university.

KU IT traces our roots back to Dr. Price, and we see his vision reflected in the technologies we provide today. Most importantly, his legacy is seen in the thousands of students, faculty, staff and researchers who use technology on campus to achieve their academic goals and make discoveries that change the world.
About 2.85 million visits to ku.edu were from a mobile device in FY14

Anschutz Library is the most popular with nearly 15,000 visits each month

Customer Service Center calls related to roster issues decreased 96% after we began automatically creating course shells in Blackboard

KU IT backs up an average of 250 terabytes of data each month for campus users. Enough space to hold 32,000 DVD movies

Last year, core services on campus had an average availability of 99.99%

KU students, faculty and staff can access WiFi in 58 countries using their KU Online ID and eduroam

Wescoe sees the heaviest WiFi use on campus, with an average of 33,211 device connections each month
What do you need to be successful?
Tell us online:
technology.ku.edu/contact-us
@KUtechnology
/KUtechnology

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.