BOLDLY GOING FORWARD

Annual Report
FY2015
The University of Kansas prohibits discrimination on the basis of race, color, ethnicity, religion, sex, national origin, age, ancestry, disability, status as a veteran, sexual orientation, marital status, parental status, gender identity, gender expression and genetic information in the University’s programs and activities. The following person has been designated to handle inquiries regarding the non-discrimination policies: Director of the Office of Institutional Opportunity and Access, IOA@ku.edu, 1246 W. Campus Road, Room 153A, Lawrence, KS, 66045, 785-864-6414, 711 TTY.
LETTER FROM THE CIO

Looking back at FY15, I’m reminded of just how far we’ve come as an organization since my tenure began in 2011. In the past four years, we’ve become a trusted campus partner and reimagined our organization and how we deliver services. At that time, we created a vision for KU IT that builds on the foundations of the past, while recognizing critical opportunities to grow and evolve. Our accomplishments in FY15 are a direct result of our new course and the insights we have gained from KU faculty, staff and students.

Integration of services is an essential component of our vision. Our customers want a seamless experience, because the more technologies work together, the more value they provide. That is why FY16 will see the campuswide rollout of two new services—Skype for Business phone service and myCommunity—that will unify communication and enhance collaboration at KU like never before.

Another aspect of our vision is to expand the scope of the contributions we make on campus and beyond. Like the University itself, KU IT is a diverse collection of people, talents and knowledge that extends far beyond just technology, and includes experts in business processes, project management, training, logistics and more. We are contributing these varied skills to the vast array of endeavors at KU to help our customers succeed in new ways.

We also are extending our contributions beyond campus, by leveraging our strength as the flagship university in Kansas for the good of partners in higher education across the state. For example, FY15 saw the beginning of a three-year agreement with Adobe that extends KU’s volume pricing for Adobe Acrobat and Creative Cloud to all Kansas Board of Regents institutions.

Customer feedback continues to be a primary focus for KU IT. FY15 saw the establishment of the first IT Faculty Fellow position. As an active member of both the IT leadership team and our faculty consultation group, Prof. Greg Thomas will enhance our listening ability and help us identify new strategies and solutions that can accelerate success not just for faculty, but also for students and staff.

Technology is a powerful force to facilitate and embolden scholarship and discovery. We will continually look for opportunities to learn, grow and improve, as we advance and elevate learning, scholarship and creative endeavor by removing obstacles that impede or slow those efforts. I’m proud of all we’ve achieved so far, and I want to thank all KU IT employees for their hard work in serving and supporting our customers.

Thank you,

Bob Lim

Chief Information Officer
STUDENT EXPERIENCE ROADMAP
To assist KU students in overcoming the numerous challenges they face and pave the way to academic success and graduation, KU IT and Academic Affairs partnered in FY15 to launch a student experience road-mapping project. This project is the first step in a multi-faceted initiative to transform KU’s support services to be student-centric and provide seamless and coordinated care to students across all campus units.
Key partners: Office of Academic Affairs

SUMMER PAY PROJECT
In FY15, we implemented phase I of a new summer pay system for the Shared Service Centers (SSC), which provide assistance with human resources, accounting and post-award research administration. Many KU faculty hold multiple positions in addition to teaching duties, particularly during the summer, and collecting and reconciling pay information from multiple departments was a manual, time-intensive task. KU IT helped automate this process, improving efficiency and accuracy, and dramatically reducing calls and the time required by SSC staff.
Key partners: Shared Service Center Administration; Human Resources; Matt Reynolds, Educational Psychology

IT FACULTY FELLOW
In FY15, KU IT announced our first IT Faculty Fellow. Gregory Thomas, Professor of Design in the School of Architecture, Design and Planning, and Director of the Center for Design Research, was selected from a highly qualified candidate pool of tenured faculty members to serve as a liaison and help KU IT better understand faculty and student needs. In this new role, Thomas will be a conduit for innovative solutions to support the academic and research goals of all KU faculty and enhance student learning experiences and retention.
Communication is the lifeblood of the information age, and is of the utmost importance to KU IT. University students, faculty and staff are using digital communications at an ever-increasing rate, and as communications speed up, so too does KU IT. Whether we are communicating to our customers, or facilitating our customers’ communications, KU IT is committed to keeping the University of Kansas on top of the conversation.

In FY15, KU IT more than doubled campus outdoor Wi-Fi access points, allowing students, faculty and staff to connect to the Web with their own devices and take their studies outside of the classroom.

The University of Kansas welcomed more than 17 million visitors to its websites in FY15, the majority of which came from desktop computers.

Traditional land-line voice calls at KU have shown a steady downward trend in recent years as email, instant messaging and Internet voice and video have become more prominent.

KU IT has begun a phased campuswide rollout of Skype for Business to address the need for a web-based unified communications solution.
RECRUITING AND PERFORMANCE & LEARNING MANAGEMENT

In support of the Bold Aspirations goal of “Developing Excellence in People,” KU IT partnered with Human Resources to implement new online systems for employee recruitment, as well as performance and learning management. The integrated Talent Development system with Performance and Learning Management modules can help facilitate training needs to develop and retain talent through learning and professional development opportunities and by enhancing performance management techniques. The performance and learning management system encourages on-going dialogue between supervisors and employees about job performance and professional development, and provides easy access to campus learning and development opportunities.

Key partners: KU Human Resources

ADOBE CREATIVE CLOUD

KU IT worked with department financial staff across campus to shift from individual Adobe Creative Suite licensing to an enterprise-wide licensing agreement for Adobe Creative Cloud. The three-year agreement makes Adobe Acrobat and Creative Cloud applications, including Photoshop, Illustrator and InDesign, available on University-owned machines. Additionally, KU IT and Procurement negotiated the Adobe agreement to extend KU’s volume pricing to all Kansas Board of Regents institutions, providing a significant projected savings for participating KBOR institutions over the next two years.

Key partners: KU Procurement and many campus departments
WI-FI AND CONNECTIVITY

KU IT continued a multi-year expansion of wireless service on campus, which began in 2012. Over the past three years, we have expanded or upgraded wireless access points in more than 40 campus buildings and outdoors. The most recent phase added Wi-Fi in the outdoor corridor between Wescoe and Malott, an area popular with students for studying and collaboration.

Key Partners: Office of the Provost

INFRASTRUCTURE

KU IT continually explores opportunities to enhance technology infrastructure within the University. FY15 saw upgrades to wired and wireless connectivity in a number of research and academic buildings, including Nichols, Youngberg, Learned, Lindley, Multidisciplinary Research Building, McCollum Labs, Dole Human Development Center, Lippincott, Bailey and more. Additionally, antiquated optical fiber backbone cabling was upgraded to modern single-mode optical fiber in a number of buildings, which will allow for gigabit connectivity and room for future expansion and growth.

Key Partners: KU Deans
BOLD ASPIRATIONS

KU’S CONTENT MANAGEMENT SYSTEM (CMS) provides a more integrated and seamless visitor experience across all University websites. More consistent branding and messaging across all KU websites helps KU’s efforts to recruit students, faculty and staff. Since the launch of the CMS in July 2012, more than 400 websites have been created and published. In FY15, more than 200 faculty, staff and students attended CMS training provided by KU IT. More than 17 million people visited KU websites in FY15.

SCANNING & DOCUMENT WORKFLOW helps capture, store and manage documents to improve workflow for University departments and eliminate the need to store files or physically shuffle paper from office to office across campus. The service increases efficiency by pushing and pulling data to link applications together and automatically route documents. Departments can share workflows and work more collaboratively. Scanning & Document Workflow improves the student experience by making it possible for students to submit information via online forms, which are automatically placed in a processing queue. The service also can be used to convert large amounts of physical documents to electronic records. Automation has saved Financial Aid staff time and provided faster aid approval for students. KU departments scanned and archived more than two million pages in FY15. Even if all those papers were printed on both sides, that is the equivalent of enough paper to fill 400 four-drawer file cabinets.

Scanned documents in FY15 equaled 400 filing cabinets worth of documents.
KU IT received the 2015 award for Institutional Excellence in Information Technology from The Association for College & University Technology Advancement (ACUTA) for the innovative “locally supported, centrally managed” model we developed and implemented through the Reorganize & Redefine IT initiative. The Technology Support Center model was designed to improve customer service, ensure consistency and compatibility in services and systems across campus, provide operational savings, and create new career growth opportunities for campus technology staff. Customer surveys and other metrics show the success of the model. In FY15, 94.7% of respondents were satisfied with the service they received.

TO INCREASE MULTIFUNCTION DEVICE (MFD) USAGE, our teams are working with campus partners to demonstrate the benefits and cost savings of MFDs and encourage adoption and use across campus. In FY15, the default double-sided print settings of MFDs helped save nearly 1.4 million pages, while the login-to-release function prevented 330,000 pages of unwanted or forgotten prints. Overall, as a result of duplex printing and unreleased documents, the expansion of MFDs on campus in public labs and departments saved more than 15 million sheets of paper in FY15.

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/overview-technology.
**SCHEDULE BUILDER**

In partnership with the Registrar’s Office, KU IT implemented a new Schedule Builder application to assist student enrollment. The new application allows students to enter desired courses along with other time commitments, such as work hours. The Schedule Builder then displays all the possible schedule options, reducing the time students and advisors spend on matching courses with a student’s personal schedule and providing more flexibility.

Key partners: Office of the University Registrar

**NEW2KU**

KU IT expanded our outreach to new KU students in FY15 with the launch of New2KU.ku.edu, a website designed to welcome new Jayhawks and introduce them to the diverse array of technology available at KU. The site features a number of resources, including New2KU videos, as well as links to campus resources, technology resources and KU organizations. Students and parents accessing New2KU.ku.edu from mobile phones receive a mobile-friendly version complete with a New Student Checklist and other helpful resources.

Key partners: Office of First Year Experience

**PRESIDENTIAL PREPARATIONS**

In the days leading up to President Obama’s visit to campus on January 22, KU IT staff worked around the clock to accommodate the technology and security needs of the president’s communications team, the University and the media covering the event.

Key partners: Office of the Chancellor, Office of the Provost, Office of Public Affairs, Public Safety Office, Facilities Services
The core of KU IT’s mission is the support services we provide. Ensuring that our customers have the hardware and know-how to succeed in their endeavors is the benchmark by which we measure our own success.

CAMPUS COMPUTER LABS

KU students, faculty and staff logged into computers in Lawrence and Edwards campus computer labs nearly 330,000 times in FY15. That’s an average of more than 27,000 logins per month and almost a thousand a day.

Technology Instruction continues to see increased volume in the number of attendees to our free classes for faculty, staff and students. Training topics range from productivity and time management techniques, to KU-supported software such as Excel, Blackboard, Adobe, myCommunity, and more.

TECHNOLOGY INSTRUCTION

People attended workshops taught by Technology Instruction in FY15.

In FY15, Technology Instruction offered 126 workshops, both online and in person. More than half of those workshops were coordinated with other campus departments.

Technology Instruction continues to see increased volume in the number of attendees to our free classes for faculty, staff and students. Training topics range from productivity and time management techniques, to KU-supported software such as Excel, Blackboard, Adobe, myCommunity, and more.
EXTERNAL PARTNERSHIPS
A new agreement between KU and Kansas State University is providing co-location in KU’s Data Center for some of K-State’s critical services. Co-location allows our colleagues at K-State to maintain redundant systems outside of Manhattan.

KU IT now hosts the infrastructure for the Center for Educational Testing & Evaluation (CETE), which offers computerized assessments to all 286 Kansas school districts using computer testing software developed by CETE at the University of Kansas.

Key partners: Kansas State University, Center for Educational Testing and Evaluation

In FY15, more than 90 million emails were sent to and from KU email accounts. If each of those emails represented one mile, they would measure a distance equal to the Earth’s distance from the Sun.
FY2016 INITIATIVES

NEXT INNOVATION IN PHONES

Skype for Business (previously called Lync) has already changed how we connect at KU; but what comes next will truly revolutionize phone service at the University. In FY15, KU IT piloted Skype for Business phone service, which allows faculty and staff to make and receive traditional phone calls from their computer and receive calls to their KU work number anywhere they have an Internet connection. KU IT will begin the multi-year, unit-by-unit rollout of Skype for Business phone service in Fall 2015. 📞🤝

Key Partners: KU Public Safety Office, School of Engineering

ONLINE CAMPUSWIDE COLLABORATION

To support and promote greater collaboration across our institution, KU IT has developed a new tool called myCommunity. Built on the Microsoft Office 365/SharePoint Online platform, myCommunity provides a powerful set of tools that allows for information sharing and team collaboration on and off campus. Users can share ideas, collaborate on documents, discuss common interests and form cross-campus teams based on ideas or areas of expertise. The rollout is scheduled for Fall 2015, with the launch of Office 365 and OneDrive for Business. 📚🤝

Key Partners: Michael Wade Smith, School of Business; Nick Stevens and Jason Hornberger, Shared Service Centers; Andrea Meyertholen, Dept. of Germanic Languages & Literatures

RESEARCH DASHBOARD IN PORTAL

We are developing a Research Dashboard in the myKU portal to provide 24/7 access to IT and other information needed for completing successful research grant applications. The dashboard will include a PI Proposal Checklist, links to important resources and templated language about campus IT systems, infrastructure and support, which can be inserted into research grant applications. 📚🤝

Key Partners: Office of Research
Since October of 2014, KU IT’s malware and spam blocking efforts have saved an estimated 18,504 hours of staff time. That’s equivalent to an employee working 40 hours a week for eight years with no vacation.

In the past two years, multifunction printing devices have saved more than 27 million pieces of paper as a result of double-sided (duplexed) printing and unreleased documents. That’s equal to a stack of paper taller than 75 KU Campaniles.

KU Information Technology continues to aggressively pursue innovative and intelligent cost-saving solutions. Whether it’s through the removal of minor time sinks that eat away at the work day, like spam and malware filtering, or long-term cost reductions through our multifunction printers (MFDs), KU IT helps our partners to accomplish more while spending less.

**BLOCKED SPAM AND MALWARE**

Since October of 2014, KU IT’s malware and spam blocking efforts have saved an estimated 18,504 hours of staff time. That’s equivalent to an employee working 40 hours a week for eight years with no vacation.

**PAPER CONSERVED BY MFDs**

Every year more and more departments and facilities on the KU campus adopt multifunction printing devices, resulting in increased savings of both money and printer paper.

In the past two years, multifunction printing devices have saved more than 27 million pieces of paper as a result of double-sided (duplexed) printing and unreleased documents. That’s equal to a stack of paper taller than 75 KU Campaniles.
What do you need to be successful?

Tell us online: technology.ku.edu/contact-us

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Need technical support? Contact our Customer Service Representatives at itsc@ku.edu or 785-864-8080.

Need help with a solution? Contact our Client Consultants at itconsulting@ku.edu or 785-864-0410.