



To: Faculty Senate

From: Chris Gill, Chief Information Technology Officer (CITO)

Subject: Information Technology Services Update

Date: April 21, 2016

In January, the Board of Trustees approved a \$2 million one-time allocation for a variety of information technology capital improvements. Information Technology Services (ITS) has begun to work on planning and execution for these projects under the management of Keren Fiorenza, ITS Project Manager.

- **Wireless network renewal** – ITS is finalizing the plan for wireless network improvements to take place over the summer. At minimum, wireless network equipment will be replaced in all residence halls and, if funding permits, across campus.
- **Wired network upgrades** – Several key components of the central campus network are being replaced prior to the end of the summer break.
- **Central and cloud storage** – ITS has conducted focus groups with faculty and staff to plan for the eventual selection of an online, cloud-based, file storage solution. This solution will replace blueSpace (Xythos). ITS has also installed additional systems that provide disaster recovery capability for existing on-campus central file storage.
- **E911 system replacement** – ITS is replacing the system that transmits individual locations to 911 dispatchers in the event of an emergency.
- **Digital signage replacement** – ITS is piloting a new central digital signage system that promises to be substantially less expensive and more user-friendly than current systems operating on campus.

ITS is also beginning work on four high-priority information security improvements:

- **Phishing, virus, and malware mitigation system** – ITS is implementing a new system to minimize the potential for ongoing phishing attacks on the university's email systems. We anticipate this system will substantially reduce (although not completely eliminate) the number of future phishing attacks on the university.
- **Security improvements for credit card payment processing** – ITS is working with an independent assessor to evaluate the university's compliance with credit-card processing requirements. Based on this assessment, we will develop a remediation plan to address any identified issues.
- **Disaster recovery testing** – ITS is developing a disaster recovery testing scenario and will be conducting its first major test of our ability to recover from significant losses of service.
- **Data release authorization** – In addition, ITS has implemented a new process for reviewing and authorizing the release of university electronic data to third parties. The process requires formal

review and approval by the information security manager, university data custodians (President's Council members), the CITO, and, where appropriate, the Family Educational Rights and Privacy Act (FERPA) compliance officer, Human Resources, and the university controller.

Three other major improvement projects are also underway this summer:

Managed printing renewal/replacement – For the past five years, the university has been under contract with Xerox to provide campus-wide managed printing services. Working with a committee that included broad representation from both faculty and administration, Drake selected LRI, Inc. as our next managed print vendor. LRI and Caron Findlay have begun meeting with department representatives across campus to plan for a complete replacement of all managed printing (Xerox) devices on campus. A project team is working with LRI to address many of the challenges identified by the committee and will be integrating a variety of solutions to improve printing and print accounting as they roll out the new devices.

Personal computer standards and renewal/replacement – ITS is working with Deans' Council and President's Council to develop a consistent, standardized process for renewal and replacement of campus-owned faculty, staff, lab and classroom computers. The process includes developing accurate and comprehensive inventories, reducing the number of supported machine types (currently over 80 different models of computers) by creating standard configurations to meet majority needs, while still allowing for necessary exceptions with school or college deans' approval.

Available one-time funding will allow continuation of the current four-year replacement cycle for faculty computers, and some funds will be used to replace non-faculty computers. The process for prioritizing replacement of non-faculty computers is still being determined.

Detailed information on the new ITS purchasing process can be found at:
<http://its.drake.edu/purchasing-faqs>.

Classroom renewal and replacement – A one-time allocation of \$400,000 was approved in the capital funds for renewal and replacement of technology in classrooms and public spaces. Based on current funding, improvements are planned in Meredith, Olin, Fine Arts Center, and potentially Medbury. Additionally, a substantial technology upgrade is scheduled this summer for Sheslow Auditorium.

Regular, brief status updates on these and other upcoming projects will be provided in OnCampus and posted on the ITS major projects page at <http://its.drake.edu/major-projects/>.