

University of Idaho

Information Technology Services

Report for Fiscal Year 2013

The following report is a compilation of information about Information Technology Services (ITS) budgets, services, projects, and initiatives of Fiscal Year 2013.

FY13 saw the following changes within ITS and the university.

UI

- In June 2013, the UI president left for a position at another university and an interim president was appointed.
- In May 2013, the UI provost left for a position at another university and an interim provost was appointed.
- The university hired a new director for Human Resources who has been tasked to initiate sweeping changes within the university's hiring and compensation processes and policies.

ITS

- ITS initiated a strategic planning process as part of a larger DFA initiative to identify mission, vision, and quantifiable goals

ITS STRATEGIC PLAN – 2013

As part of a wider DFA initiative, ITS embarked on a strategic planning process for fiscal year 2013 that not only had vision and mission statements, but had quantifiable goals and objectives for ITS staff to obtain within defined deadlines. All ITS staff were involved in providing input to the strategic plan and working through the goals. The ITS strategic plan was published on the ITS website and the plan goals were regularly updated with status information.

The 2013 ITS strategic plan focused on operational projects—bringing ITS up to current in email, equipment, and infrastructure. It had some efficiency components—such as turning off obsolete software, changing the policy and technology to allow guest wireless access; and improving the Internet backup connection. And there were many new and forward-moving initiatives—some of these included mobile application creation and implementation; ITS service catalog; and a new ITS web site presence. All the projects were intended to build a foundation for future initiatives.

In all there were 31 identified short-term initiatives identified—short term meaning that completion was expected within the fiscal year. There were 22 longer term initiatives identified—those that would be achieved in FY14 and beyond. Of the 31 short-term strategic initiatives, two were delayed due to university activities that directly affected the completion of the ITS goals. Five of the initiatives have been started and are in various stages of progress. The remaining 24 initiatives were completed.

PROJECTS AND ACCOMPLISHMENTS OF NOTE

Below are just a few of the projects completed in 2013. Many were part of the 2013 ITS Strategic plan:

- Completed email migration of 3,300 faculty-staff email accounts to new MS Office 365 platform – 14,000 student accounts and approximately 60,000 affiliate accounts were migrated at the end of FY12.
- Updated ITS website presence to focus on customer services and needs
- Created an ITS service catalog to identify and describe the services offered by ITS
- Completed first half of smart classroom technology upgrade – 35 technology-enhanced classrooms were upgraded to digital HD formats
- Completed a technology upgrade for Renfrew 125/126 classrooms
- Created a 5-year budget model for projecting costs based upon changing variables
- Revised purchasing and hiring workflow process to create operational efficiencies
- Implemented IT project procedures and requirements through the AGIT group
- Developed Lean continuous process improvement plan for ITS
- Performed a service review and phased out obsolete ITS services for Blackberry support, laptop checkout program, Luminis web portal, and personal printing devices support.

ITS is currently engaged in updating its strategic plan for 2014 and beyond. The plan can be found at <http://www.uidaho.edu/its/strategic-plan>. See Appendix A for the complete list of the ITS Strategic Plan strategic initiatives.

PERSONNEL

ITS is an administrative and instructional support operation consisting of professional technical and administrative staff and student workers. ITS takes pride in being able to offer employment opportunities for UI students to gain experience and learn on-the-job customer support and technical skills.

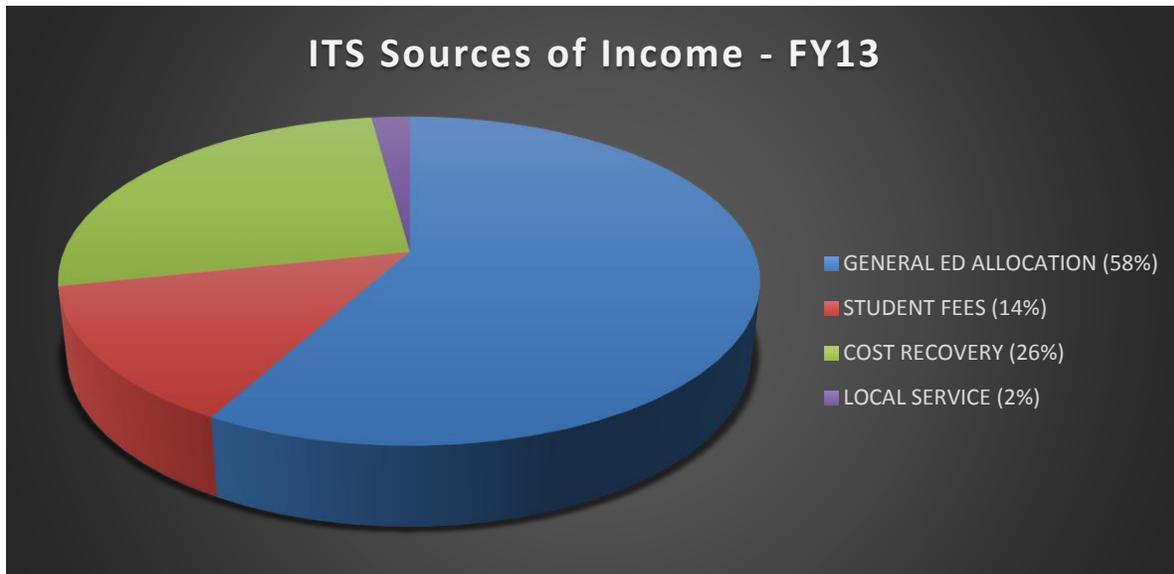
Personnel changes and items of note include:

- ITS ended FY13 with 62.75 FTE staff
- ITS ended FY13 with 10 FTE staff vacancies
- ITS director for enterprise computing left for a position at another university.
- ITS assistant director for customer support retired

ITS and UI information technology operations are challenged with recruiting and retaining technical employees. There are many local employment opportunities that compete with UI for skilled technology professionals both in higher education and private business.

REVENUES AND SOURCES OF INCOME

As an operation that provides institutional and academic technology support for the entire university, ITS' operating budget in FY13 was approximately \$9.04M. In FY13 ITS budgeted an additional \$1.7M for projects and initiatives identified through the ITS strategic planning process. ITS operations are primarily funded through general education appropriated monies. Other major sources of funding include cost recovery for services provided to university departments and student technology fees. (See "ITS Sources of Income-FY13" chart below.)



Some cost recovery activities within ITS were curtailed or reduced for FY13.

- Charges for video services for university courses were halted. ITS received some general education funding to offset the reduction of revenue, but losses totalled \$35K for FY13 for the video operations. ITS is reviewing several options for the provision and funding of video services in the future.
- Due to lack of staffing, revenues for web development services were reduced by 45%.
- With the adoption of a new email platform, charges for email quotas were discontinued. Revenues are expected to decrease by 74% for FY14.
- Due to reduced demand, revenues for media equipment rentals were down 55% from FY12.
- Charges for departmental wireless network services were eliminated in FY13.

Despite these changes, ITS cost recovery revenues overall were up approximately 2% in FY13. This increase was primarily due to an 8% increase in telecommunications revenues.

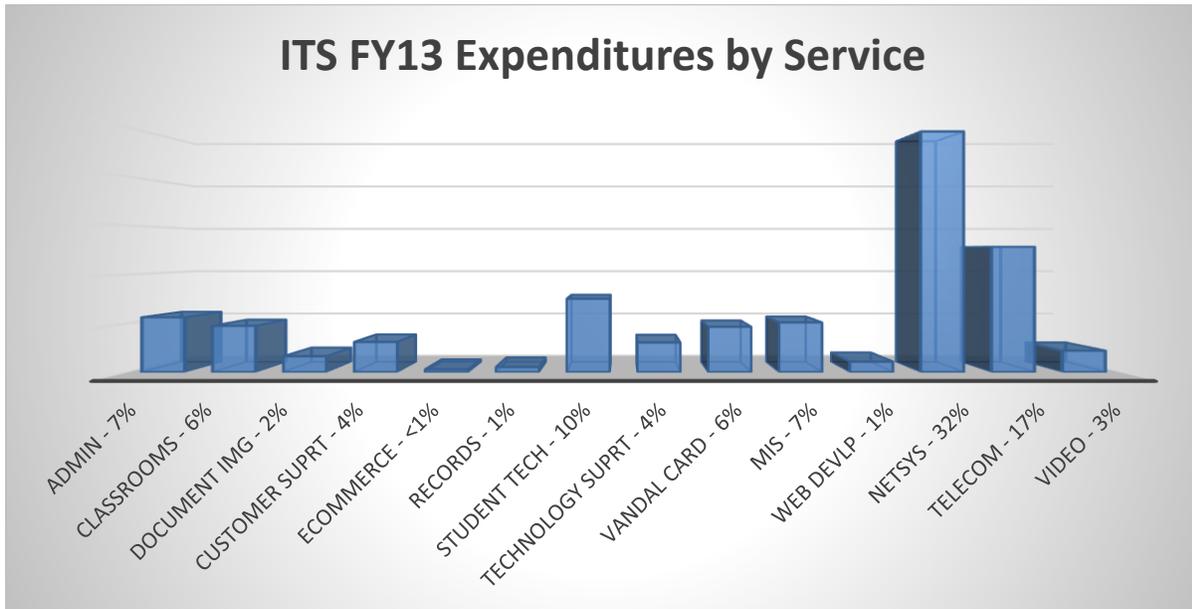
ITS student technology fee revenues were down 4% from FY12.

EXPENDITURES

In FY13, ITS expenditures totaled \$9.7M¹. As a service organization, ITS expenditures are primarily for personnel-related expenses. The percentage of ITS expenditures for capital/equipment increased by 5% in FY13, due primarily to projects and initiatives generated by the FY13 ITS strategic plan.



Most of ITS' budget is utilized on networks, systems, network infrastructure, administrative application support, student technologies, and telecommunications operations and initiatives. What is not shown here are the expenditures for administrative application support (Banner, Oracle, etc.) which were \$1.22M for FY13.



¹ These amounts do not include transfers out for institutional G&A support or other transfers out. These amounts also do not include administrative systems maintenance costs which were \$1.22M in FY13

LIST OF ITS DEPARTMENTS – FY13

ENTERPRISE COMPUTING SUPPORT

- Classroom Technologies & Media Center
- Customer Support
- Document Imaging
- Ecommerce
- Help Desk
- Records Management
- Student Technologies
- Technology Support Services
- Vandal Card

NETWORKS, SYSTEMS, TELECOMMUNICATIONS, VIDEO, AND INFRASTRUCTURE

- Networks
- Systems
- Telecommunication Services
- Video Communication Services

ADMINISTRATIVE SYSTEMS

- Business Process Management
- Management Information Services
- Web Development
- UI Administrative Systems

ITS ADMINISTRATION

- CIO
- Office management
- Budget & operations

FUTURE

The Division of Finance and Administration continues to have all DFA units perform strategic planning and continuous improvement activities and to be able to measure the success of those activities. The goal is to ensure that DFA is an outstanding organization that helps the university achieve its mission.

All ITS members will be involved in accomplishing initiatives from the strategic plan which revolves around four areas of focus—customer services, collaboration, innovation, and process improvement.

In FY14 ITS will be pursuing solutions to create operational efficiencies and increase data security across the university.

APPENDIX A

ITS 2013 STRATEGIC PLAN – LIST OF STRATEGIC INITIATIVES

Number	Description	Status
13-1	Work with HR to update ROJDs and ensure proper employee classifications	Delayed
13-2	Develop and implement an ITS employee engagement and recognition program	Complete
13-3	Achieve the technical aspects of PCI compliance	Team engaged
13-4	Replace current faculty/staff email solutions	Complete
13-5	Improve the Internet backup connection	Complete
13-6	Implement federated identity management	Complete
13-7	Implement new data storage	Complete
13-8	Implement new data backup architecture	Complete
13-9	Roll out the first phase of virtual student computer labs	Complete
13-10	Complete the first phase of the computer lab technology refresh	Complete
13-11	Roll out the first phase of UI mobile application	Complete
13-12	Complete the first phase of upgrading classroom technology to add digital signal capabilities	Complete
13-13	Develop a plan for a cost effective video conferencing solution for classes and meetings	Complete
13-14	Implement guest wireless access	Complete
13-15	Create a plan for the full implementation of a voice over IP (VoIP) telephone system	Complete
13-16	Create a plan for the next generation UI network, both wired and wireless	Delayed
13-17	Create an ITS service catalog	Complete
13-18	Redesign and re-implement the ITS website with a focus on customer needs	Complete
13-19	Develop a 5-year budget model for ITS, by service and by unit	Complete
13-20	Drive to completion the implementation of the Advisory Group for Information Technology (AGIT)	Complete
13-21	In partnership with Center personnel, develop formal five-year support plans for technology at the Coeur d' Alene, Boise, and Idaho Falls centers	Initial Discussions
13-22	Identify duplication of technology services at UI and make recommendations on remediation steps	Initial Pass Complete
13-23	Formalize role in research computing	Initial Discussions
13-24	Develop and implement a plan for lean continuous improvement in ITS	Complete

13-25	Conduct an internal security audit and build action items into operational and strategic plans	Recommendation Document Received
13-26	Develop institutional standards for laptops, desktops, scanners, and printers and a process for regular update of the standard	Class Presented
13-27	Formalize the role of ITS in the overall UI web presence	Initial Discussions
13-28	Implement a central code repository for the university software development	Complete
13-29	Develop a service review process and phase out the following services currently offered by ITS: Blackberry support, laptop checkout program, support for personal printing devices	Complete
13-30	Shut down the Luminus "my UIdaho" portal	Complete
13-31	Implement first phase of desktop management internal to ITS	Complete