



Division of Information Technology
2013-2014
ANNUAL REPORT

RADFORD UNIVERSITY

Table of Contents

1	Table of Contents
2-3	Division Overview
4-5	Academic Technologies
6-7	Electronic Engineering and Communication Services
8-10	Enterprise Systems
11	Identity and Access Management
12-13	Information Security
14-15	IT Infrastructure
16	Printing Services
17	Project Management and Audit Compliance
18	Technology Assistance Center
19	Voice and Video Technologies
20-22	Web Strategy and Interactive Media
23	Appendix A: Supported Systems
24	Appendix B: Alignment of Division Highlights with University Strategic Goals



Division Overview

The 2013-2014 Division of Information Technology Annual Report provides an overview of the major accomplishments of the division from July 1, 2013 through June 30, 2014, as well as goals for fiscal year 2015.

Mission Statement

The Division of Information Technology is committed to delivering a strategic advantage to Radford University by fostering creative and innovative use of technology to achieve the university's objectives. The division promotes effective stewardship of information assets and provides a secure, highly reliable technology infrastructure along with high-quality, customer-oriented services and support, so as to meet the ever-changing needs of students, faculty and staff.



Special Awards and Recognition

Manager of Printing Services Danny Coalson won one of the 2014 Presidential Employee Service Awards.

Multimedia producer Jaslyn Gilbert received third place in the photo essay category and second place in the news category at the University Photographers' Association of America's annual conference.

Technology Support Services Restructure

To enhance technology services and support to faculty, students and staff, the Technology Assistance Center, Academic Technologies, and Voice and Video Technologies have been brought together and now report to the newly hired Director for Technology Support Services. This restructure will provide opportunities to streamline services, provide cross-training to support staff and better coordinate the responsibilities of the areas.

Project Management

Due to the number of critical and complex projects that the Division undertakes each year, it has become increasingly necessary to have a dedicated project manager to ensure successful completion of projects in a timely, efficient and cost-effective manner. The position of Director of Project Management was established to devote full attention to managing projects and working with other staff within the division to ensure resources are properly allocated and activities coordinated.



DIVISION HIGHLIGHTS

- A new MyRU portal was rolled out. The streamlined portal includes a fresh redesign and easier navigation architecture.
- Significant progress was made on the development and implementation of the university's identity and access management system.
- Technology in 33 classrooms was upgraded.
- Computers in eight labs were upgraded.
- Working with departments across campus, a review of constituent relationship management (CRM) systems was completed and two CRMs were selected. The implementation process for the Advancement CRM began in June; the implementation for the enrollment management/student success CRM will begin in FY15.
- Printing Services became one of the first print shops in the country to add 3D printing capabilities.
- Implemented Kaltura – a streaming video service – to better serve faculty video needs.
- The television studio in Porterfield Hall was used for two live Fox News interviews.
- State-of-the-art videoconferencing technology was put into production, including a three-screen immersive telepresence system.
- Implemented a Digital Asset Manager that provides a central repository for campus images and allows the campus community to search for high-resolution photos for use on websites and in publications.
- Successfully completed an audit with the Auditor of Public Accounts with no findings reported.
- Worked with a vendor to create an enhanced online virtual walking tour of campus. The tour gives users the opportunity to experience Radford University from their home computers or mobile devices and entices them to visit campus in person.
- Rolled out interactive wayfinding kiosks at six locations on campus.



MAJOR INITIATIVES FOR 2014-2015

- Roll out a new Identity Management System.
- Implement Blackbaud Raisers Edge CRM for advancement.
- Implement Hobsons CRM for recruitment, retention and advising.
- Implement ServiceNow as a new IT service automation platform for management of IT service requests, projects, changes and assets.
- Implement Banner Data Defense to provide additional protection for sensitive data.
- Redesign the Radford.edu website to support the university's new branding.
- Implement a social media monitoring tool.
- Install an all-digital cable television system.
- Review lab usage statistics to determine the appropriate strategy for public computer labs on campus.



Mission Statement

The mission of Academic Technologies is to provide and support a high-quality, customer-oriented technology environment for faculty and students that supports the instructional and research needs of the university community.



MAJOR ACCOMPLISHMENTS

Computer Lab Upgrades

Eight computer labs were upgraded with new computers.

- Art Lab, Porterfield 211
- Cad Lab, McGuffey 238
- Communications Lab, Porterfield 173
- Psychology Lab, Russell 348
- Young 123, General Purpose
- Science Lab, Curie 147
- Sociology Lab, Russell 251

Additional Software Access for Students and Faculty

Academic Technologies implemented virtual desktop access for SPSS, JMP, SAS and Maple, allowing assignments to be completed on personally owned devices. Previously students could only access this software by visiting one of the campus computer labs. Approximately 25 classes were granted access to the software over the fall and spring semesters from the departments of nursing, psychology, marketing and math.

Streaming Video Solution

Academic Technologies implemented Kaltura – a streaming video service – to better serve faculty video needs. Kaltura integrates seamlessly with Desire2Learn, gives faculty and students an easy method to create and upload videos, allows videos to be closed-captioned, provides the ability to create screen recordings using audio and video, and optimizes files so they are viewable on tablets and other mobile devices.

New Process for Mobile Devices

Academic Technologies worked with more than 100 users to determine whether mobile devices such as iPads or other tablets would be appropriate for their needs. The staff assisted users with selection, setup, and configuration of devices and applications.



Windows 8 Implementation

Academic Technologies developed a strategy for rolling out Windows 8. A group of beta testers received the update in December 2013 and all new Windows computers deployed in spring 2014 had Windows 8 installed. Additional support and hands-on training was offered to assist users as they acclimate to Windows 8. The Walker 225 computer lab also was upgraded to begin testing the roll out to labs and classrooms across campus.

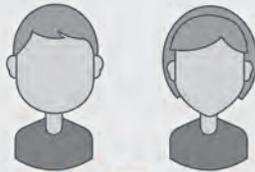


Adobe Licenses Updates

A new enterprise agreement with Adobe was signed, providing enhanced availability of Adobe Acrobat Professional and the new Creative Cloud suite on university-owned computers. This agreement will simplify the management of Adobe licenses as well as software upgrades.

Enhanced Training and Support for Faculty

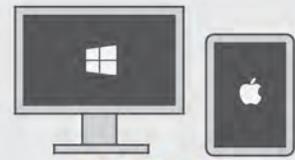
Academic Technologies provided numerous training opportunities for faculty and staff, including regularly scheduled training sessions and one-on-one consultations. A total of 96 workshops and 294 one-on-one consultations were provided.



294
one-on-one
consultations
provided



96
technology
workshops
provided



139
total new
computer/iPad
deployments



GOALS FOR 2014-2015

- Pilot Office 365 for faculty/staff.
- Enhance the use of virtual desktop for remote access to systems and software.
- Upgrade multimedia classrooms and labs to Windows 8.1.
- Pilot two printer kiosks to provide additional student printing options.
- Implement a more efficient method to image Mac computers.
- Implement a strategy to more effectively update and patch software on Windows computers.
- Review lab usage statistics to determine the appropriate strategy for public computer labs on campus.

Electronic Engineering & Communication Services

Mission Statement

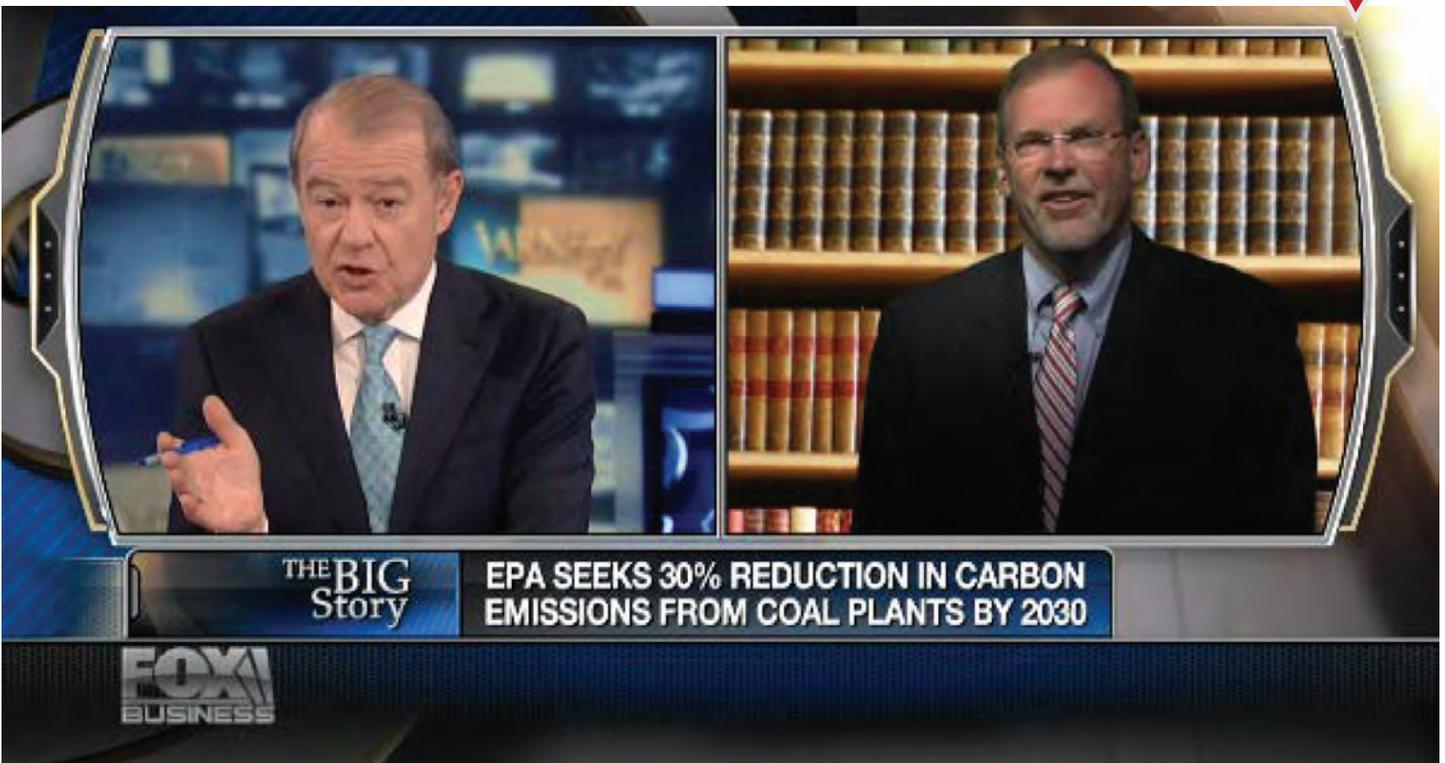
The mission of Electronic Engineering and Communication Services (EECS) is to provide engineering and technical support for all campus electronic learning spaces, the campus radio station WVRU, campus cable television systems, satellite downlink facilities, internet up-linking systems for professional television broadcast access, campus digital signage, AV support engineering, graduation streaming services, and electronic repair and disposition.



MAJOR ACCOMPLISHMENTS

Live Broadcasts from Television Studio

The television studio in Porterfield Hall was used for two live Fox News interviews with Representative Morgan Griffith.



New Graduation Streaming System

A new method of streaming commencement ceremonies was implemented for the spring ceremony. The new system provides not only live viewing but also generates an archive of the broadcast.



3 graduation ceremonies streamed



3 digital signage locations added

Digital Signage Weather Update

The weather feed used by the digital signage system was changed to enhance the weather information provided across campus and to reduce costs.

Upgraded WVRU – Campus Radio Station

The campus radio station, WVRU, received upgraded acoustics and new furniture. The station provides live sports programming to other area stations during the basketball season. The streaming service for WVRU online was upgraded to 128kb, which enhances the overall signal quality by providing a much higher fidelity sound.

provided A/V **Support** to

84 events on campus



11 basketball games

33 electronic learning spaces **upgraded**



180 Apple computers,
19 Lenovo computers and
45 printers **repaired**

1,042 computers **processed** for surplus

Completed Interface for Campus Alertus to Campus Cable TV

An interface was implemented that provides an automatic broadcast of campuswide emergency messages to the campus Cable TV system. Further enhancements to this system will occur in FY15 with the implementation of a new digital cable system.

Developed RU Campus Cable TV RFP

Working closely with Purchasing, Electronic Engineering and Communication Services conducted an RFP to select a vendor to provide an enhanced channel line-up. The new all-digital system will feature more than 48 high-definition channels and more than 58 standard-definition channels. The new system will be rolled out in FY15.

Classroom AV Room Management System Updated

The system that is used to monitor the audio/video equipment in all campus classrooms was updated, allowing technicians to provide proactive support for classroom technology.

Electronic Learning Spaces Installations and Upgrades

Electronic Engineering and Communication Services upgraded 33 rooms to the latest in audio-visual equipment.



GOALS FOR 2014-2015

- Continue to provide technologically advanced learning spaces for instruction.
- Expand venues and training for electronic digital signage on campus.
- Complete the WVRU radio station upgrades to provide a professional atmosphere for students.
- Install an all-digital cable television system.



Mission Statement

The mission of Enterprise Systems is to provide systems analysis, design, programming, and implementation services supporting university administrative systems including the Banner ERP system, Operational Data Store (ODS) reporting environment, MyRU portal, Radford.edu, RUMobile and other systems used to conduct and manage university business. This includes:

- Actively partnering with our customers to evaluate and recommend business services where additional automation increases efficiencies for system users;
- Planning and implementing fully integrated administrative systems;
- Providing university employees access to transactional and historical data for operational and strategic planning purposes;
- Engaging the university community to develop and enhance the portal, web and mobile technologies.

MAJOR ACCOMPLISHMENTS

New MyRU Portal Launched

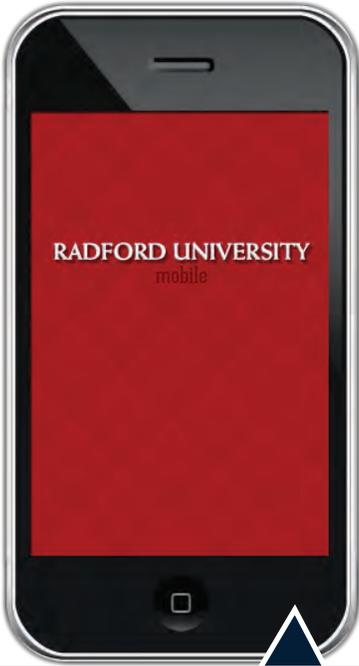
In collaboration with Web Strategy and Interactive Media, a new MyRU portal was rolled out in September 2013. The streamlined portal includes a fresh design and easier navigation architecture.

Business Process Analysis Sessions

The Applications Development Team, in collaboration with Project Management and several campus departments, worked with consultants from Ellucian to review business processes in the areas of study abroad, position budgeting and salary planning. The reviews resulted in recommendations that will bring additional efficiencies to these areas in fiscal year 2015.

Banner ERP Upgrade

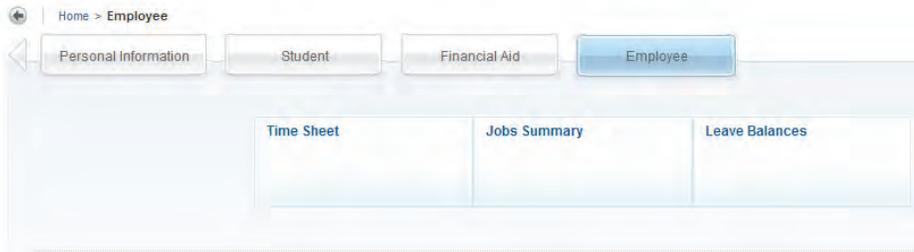
Planned and coordinated an upgrade of all Banner modules. In addition, Self-Service Banner was upgraded to a new backend architecture.



RADFORD UNIVERSITY

Browse

Welcome to the Radford University Self-Service System!



RUMobile Update

The RUMobile app for smart phones and tablets was overhauled to create a more streamlined interface. New functionality was added, including the ability for students to view the status of washers/dryers in laundry rooms, sign-up for laundry alerts and reserve machines.

CRM Initiative

Working with departments across campus, a review of constituent relationship management (CRM) systems was completed and two CRMs were selected. The implementation process for the Advancement CRM began in June with completion scheduled for FY15; the implementation for the enrollment management/student success CRM will begin in FY15.

Performance Load Testing and Tuning for Self-Service Registration

In collaboration with other DoIT departments, Enterprise Systems tested Self-Service Banner to simulate registration load. Systems, servers and databases were adjusted as a result of findings.

Preparations for Banner XE

The Enterprise Systems staff completed Phase I technical training in preparation for upcoming transition to Banner XE – a new development platform and architecture to be implemented in FY15.

New Contracts Database

Assisted Procurement and Contracts with the implementation of a new system to track all Radford University contracts. The new Cobblestone application tracks all university contracts, including documents, term date expiration and FOIA information. It also provides a public site for contract search.



246 user requested **enhancements** were completed for the Banner ERP environment



18 technical **training** sessions were **attended** by Enterprise Systems staff—keeping staff members **up-to-date** on current and future technology



150 custom reports were **developed** or **revised** for the campus community



36 hours of Cognos training sessions were **delivered** to campus users of the Operational Data Store



97 upgrades and **78** patches were **implemented** for administrative systems

Additional Enhancements and Improvements

Enterprise Systems continues to develop and enhance functionality in administrative systems. Some highlights from this past year include:

- Developed integration functionality for the new AcademicWorks Scholarship Management system.
- Implemented changes to support a new tuition payment plan.
- Implemented Banner wage time entry for all wage employees.
- Completed planning and configuration of Travel and Expense Module in preparation for a FY15 rollout.
- A new QuickPay Payment Plan was introduced to students.
- The drop process for classes due to unpaid fees has been improved to enable the Registrar's Office to fill dropped seats more efficiently.
- Provided programming support and training for Electronic Personnel Action Forms for the campus community.
- Developed needed extracts and integration functionality to support Undergraduate Admissions.
- Planned and coordinated a major upgrade to the Degree Works system.
- Designed, developed and implemented Self-Service Banner pages for the Disability Resource Office to support accommodations tracking.
- Assisted the College of Graduate and Professional Studies in the implementation of a seat deposit.
- Designed and developed processes to provide Greek Life reporting functionality from Banner.
- Coordinated the implementation and integration for the CollegeNet GradAdmit system for Graduate Admissions.
- Working with Web Strategy and Interactive Media, planned, coordinated and implemented an upgrade to the Adobe CQ5 content management system.



GOALS FOR 2014-2015

- Implement integrated, enterprise-wide CRM systems for the university.
- Implement Banner Data Defense to provide an additional layer of security for university data.
- Roll out the Banner Travel and Expense module for campus travelers to streamline the travel request and reimbursement process.
- Review and begin implementing recommendations from business process analysis sessions for study abroad and position budgeting.
- Begin installation and testing for Banner XE.
- Work with Human Resources to implement the second phase of electronic workflows.
- Increase Banner Document Management system use campuswide.
- Continue to implement web clients for Form Fusion and Nolij applications.
- Develop and begin implementation of a mobile-optimized portal.
- Complete implementation of the FSA Atlas application for processing and tracking of international students.
- Work with Human Resources and the College of Graduate and Professional Studies to begin the entry of graduate assistants into Banner for tracking.
- Implement changes to Banner to support the Commonwealth of Virginia's transition from the CARS accounting system to the new PeopleSoft Cardinal system.
- Work with the Research Compliance Office to propose, purchase, and implement compliance and tracking software.

Mission Statement

The mission of Identity and Access Management at Radford University is to manage user access, troubleshoot access-related issues, and manage identities of individuals and organizations associated with the university.

To accomplish this, the following tasks are carried out:

- Work with university stakeholders to implement new systems, workflows and processes to improve the management of access and identity data;
- Review the university's current identity and access-related processes and identify areas for improvement; and
- Troubleshoot and resolve account management and identity-related issues.

Identity and Access Management



MAJOR ACCOMPLISHMENTS

Completed Development Work for the New Identity Management System

Significant progress was made on the development and implementation of the first phase of the university's new identity management system. The system will provide the following services when it launches in FY15:

- Automated provisioning of core IT services (email, storage, portal access);
- Account activation and claiming process for new user accounts;
- Password reset capability; and
- An improved account recertification process for users of sensitive systems.

400 
requests for access to administrative systems processed

Developed New Account Processes for the Language and Culture Institute

New processes were developed to support the students and staff in the university's new Language and Culture Institute.

Completed Annual User Account Recertification for Sensitive Systems

The university is required to recertify user access for sensitive systems on an annual basis. Working with system and data owners of sensitive systems, access was reviewed for appropriateness and was adjusted where necessary.



GOALS FOR 2014-2015

Continue to develop new services and processes for the university's identity management system. This will include:

- Online access requests and workflows for university systems, including INB Banner;
- Integration of additional systems into the identity management system; and
- Implementation of Shibboleth authentication and federation for existing and new systems that support Shibboleth.



Mission Statement

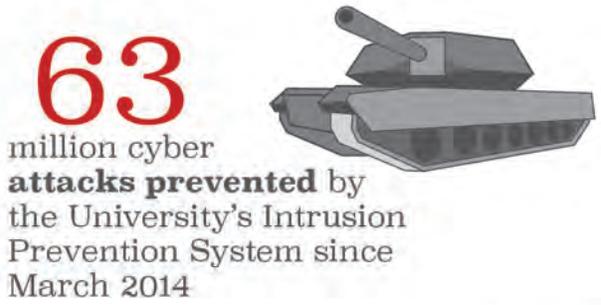
The mission of the Information Security Office at Radford University is to protect the confidentiality, integrity, and availability of the university's computer systems, electronic data and networks from unauthorized access, disclosure, disruption, modification, or destruction. To accomplish this, the Information Security Office carries out the following tasks:

- Collaborating with and advising individual system owners, data owners, system administrators, data custodians and applications administrators as to their IT role and responsibilities with regard to information security;
- Maintaining the central network Intrusion Prevention System;
- Conducting formal and ad hoc vulnerability assessments of systems and applications;
- Writing IT security-based policies, procedures, and standards;
- Offering annual role-based information security training;
- Maintaining the Managed Ongoing Awareness Tools (MOAT) employee information security awareness training system;
- Acting as the official Digital Millennium Copyright Act (DMCA) agent for the university.
- Conduct disaster recovery plan testing; and
- Leading the Computer Emergency Response Team (CERT).

MAJOR ACCOMPLISHMENTS

Layer 3 Firewalls

Layer 3 firewalls were installed, greatly increasing the security of Radford University's systems by keeping unwanted and potentially dangerous traffic from entering the university's network.



IT Security Awareness Training

IT security awareness training was completed by 1,269 employees during the past year. In addition to the online security awareness training, the Information Security Officer presented IT security topics and best practices during new hire orientation sessions, laptop deployment classes and to students in University 100 classes.

Vulnerability Scans

In addition to various ad-hoc scans, 46 vulnerability assessments on the university's sensitive systems were conducted using the Rapid7 assessment tool. In coordination with the university's system owners and system administrators, action was taken to correct critical and high-level vulnerabilities.

Security Awareness Month

Radford University participated in the National Cyber Security Awareness Month during October. To increase awareness about online safety and security issues, the Information Security Office created table tents featuring IT security tips. Security tips were also posted to RU's Facebook page and Twitter feed throughout the month.



A Campus-wide Disaster Recovery Scenario

Staff from within the division participated in a campus-wide disaster recovery scenario. Working with departments from across campus, IT completed a tabletop exercise that reviewed the restoration of key IT systems. The results were documented and areas needing improvement were identified.

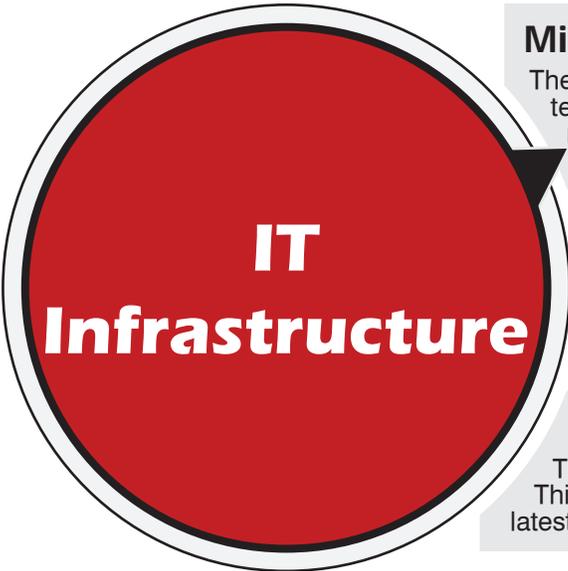
Research and Purchase of Data Loss Prevention Tool

A data loss prevention tool called Identity Finder was purchased and is currently undergoing testing. This tool will allow the university to detect where highly sensitive data is being stored and take necessary precautions to protect this data.



GOALS FOR 2014-2015

- Implement the Identity Finder data loss prevention tool.
- Integrate additional intrusion prevention sensors within the university's network.
- Increase the number of vulnerability scans completed during the year.
- Complete a security awareness campaign during the Cyber Security Awareness Month.
- Conduct a major review of IT security-related policies, including the university IT Security Standard.



Mission Statement

The mission of IT Infrastructure is to provide a secure and highly reliable technology infrastructure for the campus community with a focus on meeting the ever-changing needs and expectations of the university community while minimizing costs.



MAJOR ACCOMPLISHMENTS

Upgrade ID Card System Hardware

The RU Express CBORD system was upgraded to the latest software. This upgrade also included installation of new server hardware and the latest version of Oracle.

Network Access Control System Replacement

IT Infrastructure researched and selected Identity Services Engine for the Network Access Control system. The replacement system was designed and tested with roll out planned in early FY15. The new system will allow students to more easily connect devices to the campus wireless network. Users will also be able to provide guest access to the network.

Upgrade Wireless Infrastructure

To meet the increasing need for wireless across campus, 265 wireless access points were upgraded, allowing more users to connect to the access points as well as increase the connection speed.

Virtual Switching System (VSS) in the Data Centers

The data center routers were upgraded to a virtual switching system. This provides more network resiliency for systems and servers.

Washington Hall Technology Infrastructure

Working with electrical contractors and Capital Outlay and Construction, Network Services personnel connected, and tested voice, data, cable television, and door access cabling in the newly renovated Washington Hall. The infrastructure installed in Washington provides the latest high-speed wired and wireless throughout the building. Electronic door access control was also installed on all entrances to the building.

Washington Hall



50 wireless access points installed
450 data connections installed
130 cable TV connections installed

Load Balancer Replacement

The F5 load balancers, which support multiple services including the Radford.edu website, the MyRU portal, Self-Service Banner and others, were replaced with new hardware.

Border Firewalls Installed

In collaboration with the Information Security Office, new border firewalls were implemented. These firewalls will provide enhanced threat detection and prevention for outside entities.

Switch Replacements and Upgrades

Network switches were replaced in Muse and Peters Halls and in the Armstrong, McConnell and Jefferson Data Centers. These replacements help ensure network reliability.

General Support for Other Division Projects

Supported the deployment of various projects by providing firewall modifications, network and server hardware upgrades and installations, and storage provisioning. Some of the projects included the Banner ERP upgrades, SCCM, MyRU portal upgrade to Luminis 5, and Virtual Desktop Infrastructure.

Hardware Upgraded for Microsoft System Center Configuration Manager (SCCM)

In collaboration with Technology Support Services, new hardware was installed to support the System Center Configuration Manager. A new management client was applied to campus computers to enhance the ability to update system software.

Red Hat Network Satellite Server

Red Hat Network Satellite Server was installed to manage operating system updates for all Linux servers on campus. This allows for systems administrators to approve and push updates to multiple servers at one time, reducing the time required for patch management.

Migration to Exchange 2010

With the successful migration of all faculty, staff and alumni to the new Exchange infrastructure, all old email hardware was decommissioned.

Added

14 electronic door access locations
4 alarm system panels
8 security cameras
175 phones added or moved



547

million incoming email messages scanned for SPAM and viruses



265

wireless access points upgraded



2,850

residential hall network connections tested



Created

132 email lists
7,476 accounts
52 virtual servers
178 users migrated to new H: drive



GOALS FOR 2014-2015

- Monitor and adjust bandwidth to meet campus needs.
- Upgrade Micros server hardware and software.
- Implement Identity Services Engine (ISE) for Network Access Control.
- Implement IPv6 throughout campus.
- Research and plan for security group tagging.
- Move alumni email to Office 365.
- In conjunction with the Information Security Office, implement Identity Management System enhancements.
- Implement Cisco Virtual Switching System (VSS) for the campus distribution network.
- Implement NetApp's Disk Storage Snapvault.
- Expand the wireless infrastructure throughout campus.
- Install hardware to improve recovery time for campus Microsoft SQL server.
- In collaboration with Enterprise Systems, implement Banner Data Defense.
- In collaboration with the Technology Assistance Center and Project Management, implement a new incident and project management system.
- Provide the Technology Assistance Center with a dashboard for monitoring campus outages.

Printing Services

Mission Statement

The mission of Printing and Vending Services is to produce high-quality printed materials while minimizing costs and ensuring timely delivery.



MAJOR ACCOMPLISHMENTS

Equipment Enhancements

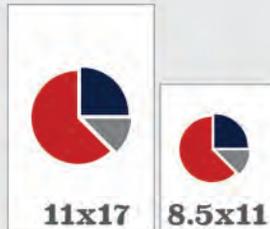
Printing Services became one of the first print shops in the country to add 3D printing capabilities. Printing Services also added new equipment that provides enhanced capabilities and improved efficiencies.

Variable Data Printing and Addressing

Printing Services worked with Postal Services to change the process of printing addresses on mailings to improve the print quality of the address while retaining the lower postage rates.

498,000
color impressions

89% of color impressions were on **11x17** or larger paper, greatly **reducing** overall service **costs**.



The **largest** print run of the year...



231,000
copies

574

Deliveries of toner and staples were made to **service** the campus copier program.



33%
increase

High Profile Printing Projects

Printing Services continued to produce high-profile materials, such as rollup banner stands, photographic displays, fundraising mailings, event programs, large runs of postcards, brochures, recruiting materials and annual reports, many of which were produced with short deadlines. Notable pieces include variable data mailings for Advancement, softball seat naming brochures, Athletics Strategic Plan booklets, The Beehive (student-run magazine), wide-format Greek Life posters and Quest New Student Orientation program guides.



RU
RADFORD
UNIVERSITY

Selected as one of the "Best in the Southeast"
The Princeton Review, 2014



GOALS FOR 2014-2015

- Replace Nuvera 120 production copier/printer.
- Enhance capabilities, services and efficiency of the print and copy center.

Mission Statement

The mission of Project Management and Audit Compliance is to provide effective and efficient management of Radford University's technology projects and to ensure the division remains in compliance with university, state and federal requirements.

Project Management and Audit Compliance



MAJOR ACCOMPLISHMENTS

Reports and Surveys

Coordinated Division of Information Technology responses for eight surveys and reports.

Educause Core Data and Survey

Coordinated and entered the response for the annual Educause Core Data Survey, which is higher education's source for comprehensive IT benchmarking data. This service provides research and analytics used by colleges and universities to inform IT strategic planning and management.

APA Fiscal Year 2013 Audit

Successfully completed an audit with the Auditor of Public Accounts (APA) with no findings reported. In-depth review of major DoIT areas by the APA included the Banner Server Environment, Business Impact Analysis, IT Risk Assessment, Continuity of Operations, Disaster Recovery Plan and PCI Compliance status update.

Project Management Support

Facilitated and provided project management support for the following:

- Identity and Access Management implementation
- Constituent Relationship Management system selection phase
- Service Desk/Project and Portfolio Management system selection phase



GOALS FOR 2014-2015

- Update project management standard and framework (including templates, instructions, and FAQ documents).
- Implement new project and portfolio management system.
- Lead Raiser's Edge and Hobsons CRM projects in the initiation, planning and execution of project-related tasks.
- Provide assistance and training on tools and technologies to support projects.
- Provide coaching and mentoring in project management framework and methodology.



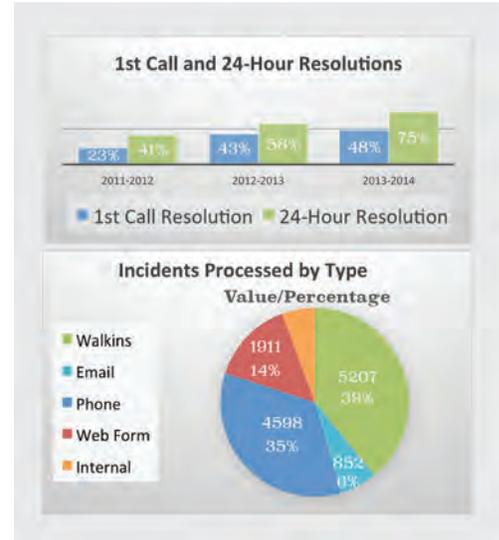
Mission Statement

The mission of the Technology Assistance Center is to provide a high-quality, customer-oriented, single point of contact while coordinating the resolution of all technology support requests.

MAJOR ACCOMPLISHMENTS

Increased Percentage of Tickets Resolved within 24 Hours

The Technology Assistance Center continues to reduce the response time for service requests. The percentage of tickets resolved within 24 hours increased from 58 percent to 75 percent this year.



Processed More Than 13,000 Incidents
The Technology Assistance Center processed more than 13,000 service requests. More than 5,000 of these incidents were customers that visited the walk-in center.

Student Leadership

A student leadership program was introduced, giving student technicians a goal to reach for as they work at the Technology Assistance Center. Student leaders are responsible for assisting with scheduling and training of student workers. The objective of this program is to provide leadership experience to student technicians in an environment that encourages growth and learning.

IT Service Desk RFP
Vendor negotiations for a new system to track support calls to the IT help desk were completed. The system will allow DoIT to more effectively track Help Desk requests, change requests, fixed assets and division projects.

Student Training
A program to develop the technical and customer service skills of our student workforce has been implemented. The use of students is critical to the success of the Technology Assistance Center and continues to reduce the response time for service requests.

GOALS FOR 2014-2015

- Resolve 80% of incidents within 24 hours.
- Resolve 60% of incidents on first contact.
- Introduce a series of Key Performance Indicators (KPIs) to track success factors such as Service Quality, Productivity and Customer Satisfaction.
- Implement a new ticketing system that follows IT Service Management and IT Information Library standards.
- Enhance staff skills through industry-recognized training and certifications.

Mission Statement

The mission of Voice and Video Technologies is to provide reliable and integrated telecommunications technologies to support and facilitate teaching, learning and service.

Voice and Video Technologies



MAJOR ACCOMPLISHMENTS

Integration of BlueJeans Conferencing Technology

Voice and Video Technologies has implemented a bridging service that allows faculty and staff to conduct live meetings, lectures and conferences with off-site individuals using a variety of technologies. The service allows users to integrate video, as well as share presentations in real time.

Telepresence Systems Support

Voice and Video Technologies worked closely with faculty and staff to support the use of video conferencing technologies across campus for interviews, meetings, classes and guest speakers. Feedback in the use of this technology has allowed for continued refinement and improvement in the setup and configuration of these systems.

Special Events

Voice and Video Technologies assisted in coordinating bringing outside speakers into Radford University classrooms, including Sen. Mark Warner, Virginia Lt. Gov. Ralph Northam, students conducting research in Alaska, faculty conducting research in Peru, and the Marketing Department's annual "Dragon's Den" mock marketing event with Blaise Pascal University in France.



GOALS FOR 2014-2015

- Continue to develop Kaltura as an online video repository for faculty and students.
- Upgrade videoconference rooms to enhance usability and functionality.
- Implement an auto attendant as an enhancement to our current university telephone system.
- Enhance staff skills through industry-recognized training and certifications.



Web Strategy and Interactive Media

Mission Statement

Web Strategy and Interactive Media is dedicated to the strategic development of Radford University's web presence. In addition to supporting the development of Radford University's online brand, the team works closely with the campus community to develop effective, appealing websites in support of the university's strategic plan; develops and executes strategies designed to increase engagement with stakeholders on social media; and works with the campus community on multichannel marketing endeavors.

MAJOR ACCOMPLISHMENTS

New MyRU Portal Launched

In collaboration with Enterprise Systems, a new MyRU portal was rolled out in September 2013. The streamlined portal includes a fresh redesign and easier navigation architecture.



Interactive Wayfinding Kiosks

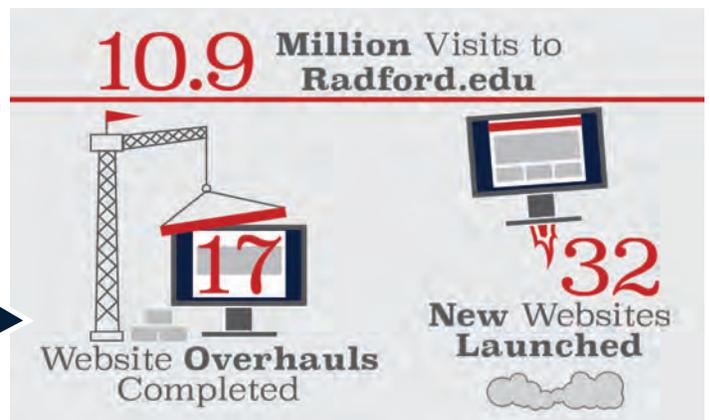
Working closely with Networking, IT Security and Enterprise Systems, rolled out interactive wayfinding kiosks at six locations on campus. The kiosks include campus maps, building maps, a campus directory and access to Radford.edu. These kiosks were reviewed by the Disability Resources Office to enhance accessibility.

New Websites

In collaboration with offices across campus, launched 32 new websites for various programs and units.

Existing Site Overhauls

Overhauled and upgraded 17 websites with enhanced graphics and improved navigation architecture based on analytics. Major units upgraded include the College of Business and Economics, the College of Humanities and Behavioral Sciences, and every department within the Division of Student Affairs.



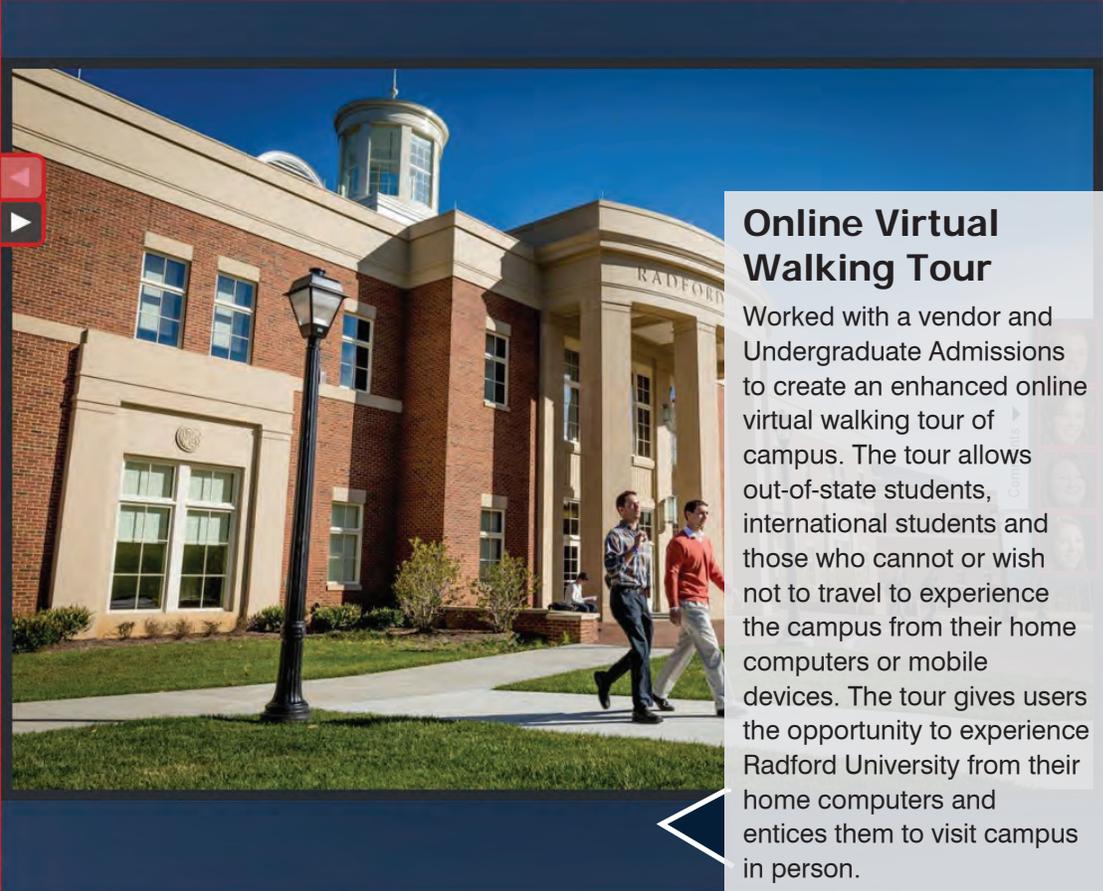
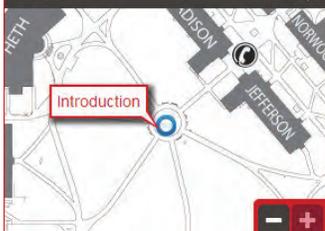
Campus Tour



Introduction

- Radford Overview
- Young Hall and Technology at RU
- Dance, Theatre and Art
- Covington Center for the Arts
- More Information
- Future Fitness Center
- Bonnie Student Center
- Cook Hall - International Education and Beyond
- Waldron Hall and the Health Sciences

EXPAND MAP



Online Virtual Walking Tour

Worked with a vendor and Undergraduate Admissions to create an enhanced online virtual walking tour of campus. The tour allows out-of-state students, international students and those who cannot or wish not to travel to experience the campus from their home computers or mobile devices. The tour gives users the opportunity to experience Radford University from their home computers and entices them to visit campus in person.

INTRODUCTION

More On This Stop

Mobile App for RU Magazine

Implemented a mobile application for The Magazine of Radford University. Users who download the app can read an optimized version of the magazine on a tablet or smartphone. The project also included an interactive Web version of the publication.

Live Construction Feeds

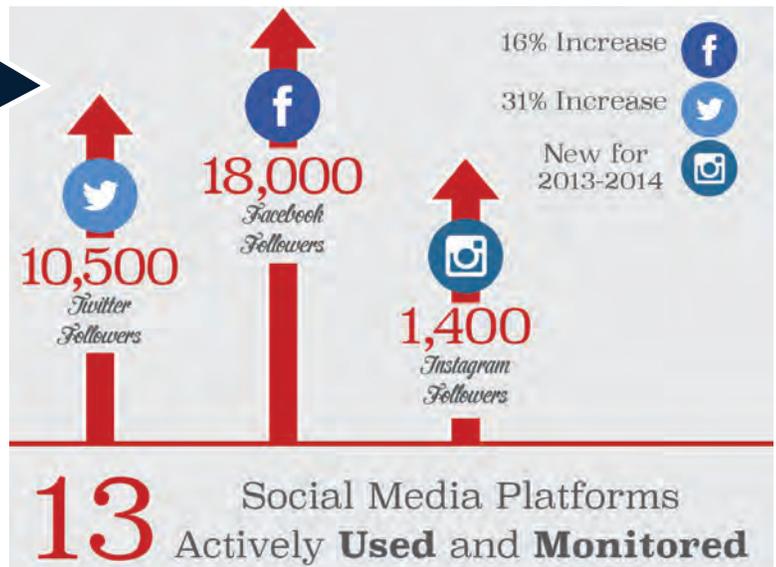
Worked with Electronic Engineering and the construction firms working on campus construction projects to implement live feeds of construction. Built a website that allows people to view the streams remotely.

Social Media Administrators Group

Created a Social Media Administrators Group designed to facilitate better collaboration around social media on campus and provide guidance on social media best practices.

Enhancement of Social Media Channels

Continued deployment of a social media strategy designed to improve engagement. This includes being active participants in the 10 most effective platforms and the addition of new accounts on Instagram, Tumblr and Storify.



Digital Asset Manager

In collaboration with Web Services and University Relations, implemented a Digital Asset Manager that serves as a central repository that allows the campus community to search for high-resolution images for use on websites and in publications. Reviewed approximately 20,000 images; tagged, organized and uploaded more than 4,000 images; created training documentation for end users; and rolled it out to a pilot group of users.



Multimedia Projects
Produced

Multimedia Projects

Produced 72 multimedia projects, which included 21 videos and photo galleries highlighting a Geophysics trip to Alaska.



GOALS FOR 2014-2015

- Develop a 3D campus map for use online and in the virtual walking tour.
- Overhaul and upgrade the College of Education and Human Development, the College of Humanities and Behavioral Sciences, the College of Science and Technology and the Office of Undergraduate Admissions websites with enhanced graphics and improved navigation architecture.
- Overhaul and upgrade 12 departmental websites with enhanced graphics and improved navigation architecture.
- Produce at least 50 multimedia projects.
- Provide support during the development and rollout of a new brand platform and visual identity guide for Radford University.
- Implement social media monitoring software.
- Redesign the Radford.edu website to support the university's new branding.

Appendix A

SUPPORTED SYSTEMS

Primary Campus Systems

- Luminis Portal (MyRU)
- Exchange 2010 (Faculty and Staff Email)
- Office 365 (Student Email)
- Windows Active Directory
- Desire 2 Learn (Learning Management System)
- Adobe Experience Manager (RU Website)
- Ellucian Banner ERP
- CBord Gold (Campus Card / RU Express)

Banner INB and SSB Modules

- Human Resources
- Finance
- Student Records and Admissions
- Financial Aid
- General Person
- Advancement
- Accounts Receivable
- Endowment Management
- Fixed Assets
- Research Accounting
- Faculty Load and Compensation Module
- Budget Development

Supported Integrations or Single Sign-Ons

- Desire 2 Learn
- Library System
- PeopleAdmin
- CIPPS
- CARS
- eVA
- HMS
- Visual Zen (Orientation)
- Smart Thinking
- National Student Clearinghouse
- SDE Helpdesk system
- RU Involved
- T2 Parking
- CollegeNet
- Bookstore (Book vouchers)
- iTunesU
- Adobe Connect
- AlcoholEdu
- PTAdmit
- Hire-A-Highlander
- RuffaloCody

Database Management Systems

- Oracle
- Microsoft SQL

Operating Systems

- Windows
- Linux
- Mac OS X
- iOS

Ancillary Systems

- Degree Works
- Ad Astra
- Banner Document Management System (BDMS aka Xtender)
- Banner Relationship Management
- Banner Workflow
- FsaAtlas
- Operational Data Store
- Cognos Reporting
- Nelnet
- Intellicheck
- UC4 Job Scheduling

Additional Systems

- Campus Call
- Luminis Portal (MyRU)
- Blackboard Connect
- Odyssey Housing and Judicial Management System
- CQ5 Content Management System (RU website)
- Redrocks Advisor Trac and Tutor Trac
- Nolij Transfer
- Quick Address System
- AIM (Facilities)
- Harvest/SCM Change Management
- Kaltura
- Media Site

Appendix B



ALIGNMENT OF DIVISION HIGHLIGHTS WITH UNIVERSITY STRATEGIC GOALS

2013-14 Division Highlights	DoIT Strategic Plan	7-17 Plan
A new MyRU portal was rolled out. The new, streamlined portal includes a fresh redesign and easier navigation architecture.	Goal 5	Goal 4
The first phase of the university's identity management system implementation was completed.	Goal 7	Goal 4
33 learning spaces and 8 computer labs were upgraded.	Goal 2	Goal 2
Working with departments across campus, a review of constituent relationship management (CRM) systems was completed and two CRMs were selected. The implementation process for the Advancement CRM began in June; the implementation for the enrollment management/student success CRM will begin in FY15.	Goal 1	Goal 1
Printing Services became one of the first print shops in the country to add 3D printing capabilities.	Goal 2	Goal 4
Successfully completed an audit with the Auditor of Public Accounts with no findings reported.	Goal 7	Goal 2
Implemented Kaltura – a streaming video service – to better serve faculty video needs.	Goal 2	Goal 2
Worked with a vendor to create an enhanced walking tour of campus. The tour allows out-of-state students and those who cannot or wish not to travel to experience the campus from their home computers or mobile devices.	Goal 5	Goal 4
Rolled out interactive wayfinding kiosks at six locations on campus.	Goal 8	Goal 4
State-of-the-art videoconferencing technology was put into production.	Goal 2	Goal 4
Implemented a Digital Asset Manager	Goal 3	Goal 4
The upgraded television studio in Porterfield Hall was used for live broadcasts.	Goal 8	Goal 4