Introduction

The 2019-2020 Division of Information Technology (DoIT) Annual Report provides an overview of the major accomplishments of the division from July 1, 2019 through June 30, 2020, as well as goals for fiscal year 2020-2021.
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 the university community.

Information Technology Reorganization

Following the retirement of Vice President for Information Technology and Chief Information Officer Danny M. Kemp in May 2020, Radford University’s Division of Information Technology became an integral part of the Division of Finance and Administration. The mission and function of the newly renamed Information Technology Services remains unchanged.
COVID-19 Response

The COVID-19 pandemic created unprecedented challenges for the Radford University community in 2020. Strategic planning, upgrades and implementations over the last several years positioned the Division to react and respond quickly to the needs of students, faculty and staff as they transitioned to an online environment for instruction and telework. During the expanded two-week Spring Break, DoIT staff collaborated with various departments to supply laptops, phones, headsets, web cameras, mobile hotspots, software and other resources.

COVID-19 SUPPORT (RUC)

- Conducted six faculty workshops, “Getting Online Fast”, to assist faculty with converting courses for online delivery.
- Created a central repository of resources and links to assist faculty with moving to online learning.
- Reimaged and distributed 19 laptops to RUC employees for teleworking.
- Three RUC IT technicians were trained to support the Technology Assistance Center phone queue and provide remote help desk support.

COVID-19 SUPPORT (MAIN CAMPUS)

- Assisted with creating and sharing access to technology resources, including knowledge base articles, web pages and quick start guides, to support the transition to teaching and learning online for students and faculty, as well as the transition to teleworking for employees. This included collaboration with other departments to develop and update websites:
  - Keep Learning (www.radford.edu/keep-learning)
  - Keep Teaching (www.radford.edu/keep-teaching)
  - Keep Working (www.radford.edu/keep-working)
- Assisted the Faculty Development Center and the Center for Instructional Technology (CITL) with faculty oriented “Remote Teaching Rodeo” events on March 16, 17 and 18 to provide faculty with hands-on assistance with online learning technologies.
MAIN CAMPUS (CONTINUED)

- Reimaged and deployed 112 laptops to faculty and staff to provide the necessary resources to telework.
- Integrated the Zoom recording feature with Kaltura’s video storage platform allowing for a streamlined process for faculty to easily link Zoom recordings to their courses in the Desire 2 Learn learning management system.
- Developed documentation and video tutorials to support the enhanced use of Zoom. (www.radford.edu/zoom)
- Provided nine online training sessions for Zoom to faculty preparing for alternate class formats and one in person training session for Academic Advisors.
- Established a new virtual computer lab environment with single sign-on and two factor authentication using Amazon Web Services and AppStream 2.0 allowing a scalable environment to support the use of SPSS, Maple, AutoCad, GIS and other applications typically only available in campus computer labs.
- Converted 10 large spaces on campus to support classes in a social distance environment.
- Installed 180 webcams on flexible goosenecks in campus classrooms for Zoom capability.
- Added 50 microphones in campus classrooms for audio reinforcement.
- Built 60 new portable carts with webcams on goosenecks for various lab spaces on campus.
- Transitioned campus switchboard function to other DoIT staff to focus all available technology support personnel to phone queue and walk-in support.
- Upgraded the campus phone system with additional SIP trunk lines to accommodate a larger volume of traffic and allow for designated areas that needed to forward phone lines to another number.
- Implemented the Cisco Jabber application for smartphones and desktops to allow staff and faculty to answer and place calls from University phone numbers while teleworking.
- Installed IP Communicator to enable software-based phones for designated offices to answer telephone queues remotely.
- Preloaded all faculty and staff accounts into Zoom in preparation for online instruction and teleworking.
- Created a secure group in Zoom for Student Counseling Services to support remote counseling services.
- Created a new deposit waiver process to assist new students onboarding for the Fall 2020 term.
- Created a new course grade mode change process to provide additional grading options for students and faculty.
- Created a new student email directory allowing faculty and staff to easily lookup student email addresses.
- Created a new database view to populate the parents email ListServ.
Reed/Curie

Information Technology staff worked closely with Facilities Management and faculty from the Artis College of Science and Technology to provide state of the art technology for the Reed Curie Building renovation project. The 2-year project included planning, procurement and installation of all building technology which includes:

- Wiring the classroom, conference room and office spaces for network and audio-visual (AV) technology.
- Installation of network switches and VoIP (Voice-over-Internet-Protocol) telephones.
- Configured and installed 95 computers and 67 laptops for classrooms, labs and other learning/research spaces.
- Equipped two traditional classroom spaces with Zoom capabilities.
- Installed AV equipment for 21 science labs including geospatial science, biology, chemistry, geology and physics.
- Installed technology in a state-of-the-art Cyber Security Training and Education Lab which includes a 16-display video wall.
- Installed 6 new VMWare servers for use by the Cyber Security program.
ONE Campus

Many portal products were evaluated to replace the outdated interface and technology behind the aging MyRU (Luminis) portal. During the fall of 2019, rSmart’s OneCampus product was selected for its modern, mobile-friendly technology and ability to streamline user access and connectivity to University campus services.

OneCampus provides a virtual hub for students, faculty, staff and administrators to easily search for and access dozens of applications, such as email, Desire-2-Learn (D2L), etc., and view campus notifications and other useful information relevant to daily campus life. Users can also save their “favorites” to customize the portal for their needs, or access “task centers” for groupings relevant to them.

The project to implement OneCampus kicked off in February 2020, and OneCampus soft-launched during the summer of 2020. MyRU and OneCampus will run in parallel until the end of the Fall 2020 semester.

“This upgrade reflects our commitment to providing the campus community with the latest technologies and tools that support success, inside and outside of the classroom. This new system is more mobile-friendly and provides the campus community with the ability to quickly search and find the correct system or link to conduct business.”

Ed Oakes, Associate Vice President for Information Technology Services and CIO
IT Service Catalog

The IT Service Catalog received a major overhaul in December 2019 to a more accurate, easy to maintain and accessible format. This centralized list of IT services is published for customer use and is available from both the redesigned IT home page and from ITOneStop.

The updated IT Service Catalog:

- Provides a standard framework for publishing service information.
- Enhances understanding between IT service providers and constituents.
- Makes IT services visible and useful for the community.
- Facilitates continuous improvement of customer-focused services.
- Improves IT response to the various needs of institutional users.

"The implementation of a Service Catalog is an important step in transforming from a technology oriented organization into a service oriented organization and enables the organizational focus to shift from technology components to services that facilitate university outcomes."

ECAR, April 10, 2015
Strategic Initiatives
Completed in 2019-2020

Major Goals & Initiatives
Planned for 2020-2021

- COVID-19 Response
- Banner 9 Self Service
- Cardinal Human Capital Management
- Closing Security Standard Gaps
- Ellucian Ethos Integration
- Center for Adaptive Innovation and Creativity (CAIC) Building
- AppWorks Conversion - Job Scheduling
- Office365 Modern Authentication
- IMPACT B2C Model Implementation
- REAL Education Model Implementation
Mission Statement

The mission of Electronic Engineering and Communication Services (EECS) is to provide up-to-date engineering and technical support for all campus electronic learning spaces, campus radio station WVRU, campus cable television systems, satellite downlink facilities, a modern campus TV studio, internet up-linking systems for professional television broadcast access, campus digital signage, audio-visual (AV) support engineering, graduation streaming services, and repair and surplus of various electronic equipment and computers.

BY THE NUMBERS

- 12 classrooms, 17 labs, 1 virtual reality lab, and 1 conference room created for Reed Curie Hall Renovation
- 16 Carilion digital signs transitioned for RUC use
- 59 television locations for digital signage on main campus.
- 54 AV events supported.
- 35 faculty lectures converted to new video format and transitioned to new service.
- 7,900 new zoom accounts registered to support online instruction and teleworking.
- 45,763 Zoom meetings conducted with 280,012 participants
- 27 Zoom webinars held (new feature for FY20)
- 20 RU men’s basketball broadcasts supported.
Major Accomplishments

- Technology improvements at Radford Carilion University (RUC):
  - Converted 16 digital signs from the Carilion signage system to RUC.
  - Added Zoom web conferencing capabilities to RUC 301, 1021, and upgraded existing video conferencing system used by the Doctor of Physical Therapy program in RUC 838 to Zoom.
  - Performed classroom health checks in all RUC classrooms.
  - Inventoried over 400 technology assets (laptops, desktops, printers).

- Main Campus and Roanoke Higher Ed Center improvements:
  - Installed Zoom room conferencing functionality to Whitt 003 and Whitt 008 to provide the faculty senate and other groups with the ability to include remote participants from RUC in meetings.
  - Upgraded Heth 043 AV system to support large meetings requiring Zoom conferencing technology.
  - Upgraded Roanoke Higher Education Center AV systems in classrooms 602, 608 and 613.
  - Completed AV upgrades in Cook 107, Young 201 and Davis 201.

- Installed new streaming server to support all media platforms for WVRU Radio Station.

- Coordinated all video streaming functions for RUC Winter Commencement, Radford University Graduate Hooding, and RU Commencement ceremony with closed captioning.

- Relocated satellite downlink receiver for Public Radio Satellite Systems (PRSS) to a new location in the campus data center.

- Installed new audio fiber transmitter/receiver to support downlink of radio programming.

- Multiple rooms were upgraded with Zoom Room capability for one touch connection.

- Multiple rooms were enhanced by adding a camera, microphone and speaker that can be plugged into a laptop to enhance the quality of a meeting.

- Installed conference room equipment at Selu Conservancy retreat/meeting center.

- Provided AV for “Fitness Expo,” a three-day conference for personal trainers.

- Replaced WVRU Radio Transmitter tower light and controller.
Mission Statement

The mission of Enterprise Systems is to provide systems analysis, design, programming, and implementation services supporting core university administrative systems and business processes. 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 reporting strategies to support the academic mission of the university.

Major Accomplishments

- Installed Ellucian Ethos integration software.
- Implemented PeopleAdmin onboarding for new employees.
- Completed data views and Banner integrations to support the Fischer Identity Management implementation.
- Installed Banner upgrades in October to bring all Banner modules up to current releases.
- Created a new listserv model for campus communications.
- Completed Purchase Card (p-Card) implementation with Chrome River Travel and Expense Management application.
- Attended all Commonwealth of Virginia Cardinal Human Capital Management (HCM) 2021 project meetings to understand Radford's role in the timeline and impact of this Commonwealth of Virginia project.
- Degree Works Phase 1 upgrade completed.
MAJOR ACCOMPLISHMENTS (CONTINUED)

- Completed integrations from StarRez Housing application to Banner for Fall 2020 go-live and built new processes for billing, room access and meal plans.
- Completed extracts and Banner integration to support New River Bridge to RU (NRB2RU) students.
- Banner Payroll and Banner 9 HR Self-Service project kickoff was held.

RUC ACADEMIC AND ADMINISTRATIVE SYSTEMS

- Created accounts for students, faculty and staff on Radford systems.
- Completed Banner ERP process changes and configuration updates to support RUC student records for the fall 2019.
- Interface connecting Banner with RUC Starfish has been completed.
- Interface connecting Banner to RUC Bookstore has been completed.
- Completed an interface between the Blackboard learning management system and Banner to create course shells and enroll instructors/students in courses.
- Developed a process for managing RUC Continuing Education transactions and account creations.
- Implemented a new clinical rotation tracking system (CORE) for the Physician Assistant program.
- Completed the academic history data migration for all current RUC students.
- Created academic history general person records in Banner.
- Started data migration for RUC Starfish tenant to RU tenant.
- Completed data migration of RUC Activity Insight to RU Activity Insight.
- Built RUC Admissions reporting.
- RUC self-service registration successfully integrated into standard university processes.
- Implemented Banner load process for EAB RUC applications.
- Collaborated with Carilion IT to decommission old JCHS email accounts and archive financial aid data for a period of five years.
Mission Statement

Identity Services & IT Audit Compliance maintains the identity and access management environment, and supports the division’s strategic planning, project portfolio management, IT audit, and policy and compliance initiatives.

Major Accomplishments

- Implemented phase I of the Fischer Identity Management system.
- Completed the quarterly eVA user security access reviews with no errors.
- Submitted the annual eVA user security access review to the Commonwealth eVA Security Officer.
- Submitted the annual Educause Core Data Survey.
- Completed annual audit with Auditor of Public Accounts with no issues reported.
- Coordinated and published updates to the Information Technology Strategic Plan and other Level II operating authority compliance reports.
Mission Statement

The mission of the Information Security Office 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.

Major Accomplishments

- Reviewed all Business Continuity Documents by June 2020 in compliance with three-year review cycle.
- Examined the data migrated from RUC merger to ensure patient health data was not included.
- Worked with Enterprise Systems to build a hardened baseline configuration for Oracle databases.
- Completed annual security awareness training. 1,831 employees/student employees completed the training which represented a 90% completion rate.
- Configured SendSecure, a secure document exchange solution by XMedius.
- Used multiple methods to increase awareness of security best-practices and actions.
- Created fake phishing exercises for students and for faculty and staff to increase awareness of common phishing techniques.
- Worked with University Relations to post to Twitter an example on how to choose good passwords.
- Deployed a Palo Alto firewall and Intrusion Prevention System (IPS) in the University’s Amazon Web Services (AWS) cloud environment to protect resources.
- Held 5 Disaster Recovery tabletop exercises covering 19 systems to walk through restoring functionality of failed systems.
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

- Enhanced the campus fiber backbone to provide connectivity to the University-Operated Apartments and ensure a robust network connection for students in these buildings.
- Transitioned several backbone fiber optic connections over winter break to enhance redundancy and prepare for future building projects.
- Upgraded Segra internet connection from 2 gigabits to 5 gigabits to provide additional bandwidth to the campus.
- Created a new VoIP phone configuration to support and enhance services for the IMPACT program.
- Completed the installation and configuration of a new VMware vSan environment for use by the Cybersecurity program.

BY THE NUMBERS

- 180 wireless access points installed.
- 25 network switches installed in 22 properties.
- 5 fire alarm fiber pairs installed.
- Assisted Facilities Management with 7 door access installations for laundry rooms.
- 35 end of life VoIP phones replaced.
- 45 network connections and 8 CATV connections installed for the Kyle Hall Venture Lab.
MAJOR ACCOMPLISHMENTS (CONTINUED)

- Completed final configuration and testing for the new VMware vSan production environment to provide enhanced server capacity and redundancy within a reduced footprint.
- Updated the Adobe Creative Cloud configuration use Single Sign On (SSO) and provide the latest version of Adobe software in the campus computer labs.
- Upgraded the Virtual Private Network (VPN) software to the latest version and updated configuration settings to enhance security.
- Rerouted fiber optic connections for the campus Cable-TV systems to prepare for removal of modular units.
- Upgraded the telephone billing system consolidating three servers into one to reduce the resources needed for operation.
- Worked with the IT Security team to architect a scalable network for virtual desktop sessions in Amazon Web Services (AWS).

RUC INFRASTRUCTURE CHANGES

- Established a telecommunications room at the Community Hospital building to house fiber connections from Roanoke Valley Broadband, network switch gear and three servers.
- The IT Security team configured and deployed a new Palo Alto firewall and Intrusion Prevention System (IPS) to separate the network traffic of students, printers, faculty, staff and servers from one another.
- Established a 1-gigabit Internet connection and a 10-gigabit link to the main Radford camps.
- Worked closely with Carilion TSG to utilize existing Carilion network infrastructure to segregate the wired and wireless network to the RUC community while enhancing performance and connectivity to the main campus.
- Implemented a website redirect to direct all traffic from www.jchs.edu to www.radford.edu/ruc.
- Implemented an email redirect to direct all email sent to username@jchs.edu to the appropriate @radford.edu mailbox.
- Migrated user data and departmental data from Carilion file servers to Radford servers, and scanned data to remove personally identifiable information (PII) before copying to Radford servers.
- Planned and configured a Shibboleth Single Sign On (SSO) authentication server at RUC to enhance redundancy for both RUC and the main campus.
Mission Statement

The mission of Printing Services is to produce high quality printed materials for the university community while minimizing costs and ensuring timely delivery.

Major Accomplishments

- Supported RUC merger by producing letterhead, small and large envelopes, business cards for all employees, door signage, and a variety of wide format display graphics for high-visibility areas.
- Installed a new 26.5” hydraulic paper cutter replacing an end of life unit while enhancing functionality and safety.
- Purchased and installed a new Perfect Binder to expand professional binding capabilities. Publications included Campus Master Plan and advance copies of the university magazine.
- Moved to newly renovated space at 219 East Main Street which includes increased parking and retail visibility, improved space efficiency and aesthetics, and additional safety measures.
- New Xerox Versant 3100 digital color press with additional inline finishing capabilities was installed at new location to replace a lower-level production unit that had reached end of life.
- Supported the Vinod Chachra IMPACT Lab and ASSET Grant with numerous mailings, collateral, and wide format graphics.
- Supported high-profile events with wide variety of materials: Career Jumpstart Conference, Highlander Discovery Institute, Highlander Festival, Homecoming, Family Weekend, Fitness Expo, Quest Orientation, Winter Commencement (Both Main Campus and RUC)

BY THE NUMBERS

- 140,000 postcards.
- 10,250 long-sheet folding admitted student brochures with 9x12 envelopes.
- 4250 booklets.
- 75,000 Homecoming cards.
Mission Statement

The mission of the Project Management Office is to improve project success throughout the organization by providing a consistent approach to identify and prioritize technology initiatives that align with the university’s strategic objectives while promoting standard project management methodology, best practices, tools, and templates.

Major Accomplishments

- Enhancements to Zoho Projects including new features, templates and customizations.
- Zoho training sessions and support continued as new users were added to the tool.
- Project management support was provided to all Directors and Managers leading strategic or large operational projects.
- Lead project to update, enhance and improve access to the DoIT Service Catalog which launched in the fall of 2019 and can be accessed from ITOneStop and the DoIT website.
- Created a new DoIT Home page that includes updated links and highlights the Service Catalog.
- Reviewed and updated content on DoIT web sites to supplement the Service Catalog and removed duplicate information.
- Assisted with the initiation of 20 large operational and strategic projects in Zoho.

BY THE NUMBERS

- 100+ users of Zoho Project Management application
- 80+ active projects managed in Zoho
- 24 Large Operational or Strategic Projects completed
- 14 Critical or High Priority projects completed
Mission Statement

The mission of Technology Support Services is to provide a high quality, customer-oriented technology environment that supports the instructional, research and business needs of the university community. Technology Support Services serves as the single point of contact for coordination and resolution of all university technology support requests.

**BY THE NUMBERS**

- 16,847 support requests were processed between main campus and RUC.
- 94 technology training workshops offered with 590 faculty and staff in attendance. (Computer Replacement Cycle number reported separately)
- 153 mobile computers successfully deployed during the annual computer replacement cycle.
- 13 training sessions were offered with 8 face-to-face, and 5 conducted virtually to support the annual computer replacement cycle.
- 14 lab computers were installed in 2 computer labs across Main Campus in Center for the Sciences. (Note, the small quantity installed were to adhere to social distancing)
- 11 D2L/Blackboard migration workshops were conducted for 194 RUC faculty/staff. (Some attendees were main campus employees.)
Major Accomplishments

- Technology-training workshops were offered providing faculty and staff with opportunities to enhance their skills in D2L and Zoom in order to provide instruction online.

- Annual computer replacement cycle and training sessions were completed by scheduling Zoom sessions to review and discuss new technologies. Separate one-on-one deployment sessions were scheduled to assist users with the transition to their new computers.

- Installed new lab computers in Center for the Sciences and the library.

RUC USER SUPPORT AND TRAINING:

- Hired two Information Technology Specialists II and an Instructional Designer/Technical Trainer position.

- Conducted IT orientation and technology training sessions for faculty and staff.

- Conducted IT orientation for new and returning RUC students.

- Conducted Zoom Pro and Zoom Room training for RUC faculty/staff.

- Created a series of D2L workshops for RUC faculty/staff to prepare them to migrate courses from Blackboard to D2L.

- Conducted Xerox copier/printer training sessions for RUC faculty/staff.

- Implemented the D2L Instructor online course for adjunct and virtual faculty.
Mission Statement

Web & Mobile Technologies is dedicated to the technical development, support, integration and maintenance of Radford University’s web presence, the MyRU Portal, the RUMobile app and various related web applications and technologies. In addition to supporting the development and ongoing changes of Radford University’s online presence, the team works closely with University Relations and the campus community to develop effective, appealing websites that digitally portray RU to the outside world. The team constantly reviews new and upcoming advances in web and mobile technologies with an eye on innovation.

Major Accomplishments

- Implemented a new university event calendar from LiveWhale to replace the AEM calendar for the public facing web presence.
- Reconfigured the bulk email lists in order to provide improved and efficient groupings and provide more flexibility in the audience selection for mass email delivery.
- Completed the transition of RUC website content and functionality to the Radford University public facing websites, the MyRU portal and various web applications.
- Implemented a new Capital Campaign website.
- Replaced non-emergency text messaging solution with SignalVine solution. Worked with the Advising Centers, Student Affairs and IMPACT to enhance their engagement with students using targeted text messaging.
- Upgraded the content management system (CMS) to AEM 6.5 which included a new interface for managing campus websites.
- Implemented and soft-launched the OneCampus portal to replace outdated MyRU portal.
- Upgraded the RUMobile application to a new platform.
APPENDIX: SUPPORTED SYSTEMS

ADMINISTRATIVE SYSTEMS
- Academic Works Scholarship Management
- Activity Insight Faculty Annual Report
- Ad Astra Room Scheduling
- AlcoholEdu
- Asset Works Inventory Scanning
- Banner
  - Accounts Receivable
  - Budget Development
  - Human Resources
  - Endowment Management
  - Faculty Load and Compensation
  - Finance
  - Financial Aid
  - Fixed Assets
  - General Person
  - Research Accounting
  - Student Records & Admissions
- Banner Ancillary Systems
  - Banner Document Management System (BDMS/Xtender)
  - Banner Workflow
  - Cognos Reporting
  - Evisions Form Fusion
  - Evisions Intellecheck
  - Operational Data Store (ODS)
  - UC4 Job Scheduling
- Blackboard Raiser's Edge Advancement/Fundraising (CRM)
- Bookstore (Book vouchers)
- CIPPS - Commonwealth Payroll
- Cardinal - Commonwealth Accounting
- Christopherson Travel Reservation
- Chrome River Travel & Expense Management
- Class Climate Faculty Evaluations
- Cobblestone Contract Management
- CollegeNet Admit
- Course Catalog
- CBORD CS Gold (OneCard)
- CBORD Odyssey Housing Management
- Degree Works
- EAB Application/Marketing
- eVA - Commonwealth Procurement
- Faculty Enlight Textbook Adoption
- Fusion Student Recreation
- Handshake
- Hobsons Radius Customer Relationship Management (CRM)
- iGrad Financial Literacy Training
- Inman Admissions
- InfoEd Research Planning and Management
- Jobzology Pathway U Career Guide
- National Student Clearinghouse
- Nelnet Student Tuition/ Payment Processing
- Nolij Transfer
- RUinvolved Student Organizations
- Parchment Online Transcripts
- Physical Therapy PTAdmit
- PeopleAdmin
- Portfolium
- Ruffalo Noel Levitz Campus Call
- Simply Voting
- Slate Customer Relationship Management (CRM)
- Starfish Advising/Retention
- StarRez Housing Management
- Symplicity Accommodate
- Symplicity Judicial Management
- T2 Parking Management
- Titanium
- Visual Zen (QUEST Orientation)
- Zoho Projects

INSTRUCTIONAL SOFTWARE/SYSTEMS
- Adobe Connect
- Desire 2 Learn Learning Management
- Examity Online Proctoring
- iTunesU
- Kaltura Video Streaming
- Lecture Capture
- Mathsoft - Mathcad, Mathomatic
- Microsoft Office 365 online
- Qualtrics Online Surveys
- Intrusion Protection/ Detection Management
- JAMF - Apple Device Management
- LiveWhale Online Calendar
- Luminis Portal (MyRU)
- Lyris Listserv Management
- Microsoft Office365 Email/ Collaboration
- OneCampus portal
- Respondus
- Smart Thinking online tutoring
- Turnitin Plagiarism
- Zoom

UNIVERSITY-WIDE SYSTEMS
- Active Directory
- Adobe Experience Manager Content Management (RU website)
- Anti-Virus/Anti-Spam
- Digital Signage
- Duo 2-Factor Authentication
- Facilities Management (AIM/ADX/ALC)
- Firewall/VPN Management
- Fischer Identity Management System
- Oracle
- Microsoft SQL
- Network Security & Access Control (ISE)
- RUMobile
- SANS Security Awareness
- ServiceNow IT Service Management
- Shibboleth Single Sign-On Authentication
- SignalVine Non-Emergency Text Messaging
- XMeditus

DATABASE MANAGEMENT SYSTEMS
- Oracle
- Microsoft SQL

OPERATING SYSTEMS
- Windows
- Linux
- macOS