2018-19 IS Annual Report

Metrics

Staffing

13.5 Full Time Employees

12 Student Employees

Network Accounts

Faculty, Staff, Temp, Work Study, Grad Assistants: 1092

Students & Recent Graduates: 2905

Retirees: 103

Guests: 303

Affiliates: 124

Alumni: 10161

Helpdesk

Incidents Created: 7049

Incidents Resolved: 7075

Emails Received: 7873

ID Cards Printed: 1126

Printing

Pages Printed: 2,119,414

Pages Per Day: 5,806

Trees Consumed: 172.60

CO_2 Produced: 18,267.2kg

Internet Traffic

5.9 Terabytes sent to internet

42 Terabytes received from internet

Hardware

Windows

441 Desktops

229 Desktops in classrooms and labs

179 Laptops

Total of 849 Windows computers owned by EMU

Mac

56 Desktops in classrooms and labs

84 Desktops

64 Laptops

Total of 204 Mac computers owned by EMU

Chrome

20 Chromebooks for classroom use

85 Chrome Devices

Total of 105 Chrome devices owned by EMU

Network & Telecom

424 Telephones

500 Extensions

500 Voicemail boxes

20 Fax machines

116 Network switches

100 Physical & virtual servers

56 Uninterruptible Power Supplies (UPS)

519 Wireless Access Points (WAP)

Misc Equipment

150 iPads

100 Projectors

8 Digital signs

810 Monitors

49 Ricoh Multi-Function Devices

120 Printers

Classroom Technology

75 Classrooms with technology

8 Zoom Conference Rooms

1 Zoom Classroom

23 Classrooms with webcam

Application Development Metrics

Mailroom Application

13,183 items received from carriers

13,181 items delivered from MailRoom to people

Fitness Center Application

24,933 scanned ID cards

6,085 scans by members

2,146 scans by faculty & staff

16,702 scans from students

IS Device Registration

323 Devices registered

169 Gaming devices

92 TV/Streaming device

16 Smart speaker

46 Other

IS Teams & Highlights

Application Development

Responsibilities

Custom Applications

Moodle Infrastructure

myEMU

Webserver

Highlights

Wellness Challenge App

IOT device registration

Moodle Upgrade

Guest Wireless Self-Registration

Network Systems

Responsibilities

Data Storage & Backups

G-Suite

Security

Servers

Telecommunications

Wired & Wireless Networks

Highlights

Improved account lifecycle process

Completion of VOIP deployment to end users

New Network Firewall

Refreshed VMWare and storage infrastructure

SIS

Responsibilities

Infomaker

J1

SSRS

Third Party Integrations

PowerFAIDs

Highlights

Collaborated with Undergraduate Admissions to select a CRM

Switched from Jenzabar EX to J1

User Services

Responsibilities

Helpdesk

Audio Visual Event Support

Classroom Technology

Computer Labs

Desktop Support

Software

Printing

Loaner Equipment

User Support

Highlights

Implement outsourced AV services

AV improvements to Lehman Auditorium

Branding of classroom podiums

Upgrade PaperCut

New collaborative space in the Library

Renovations of Helpdesk space

Everyone attended a professional conference

New Engineering lab

Implemented Tuesday Trainings in conjunction with Marketing

Strategic Plan

Implement voice over internet protocol (VoIP)

The current telephone PBX system is over 20 years old. By implementing a VoIP system, we will use our current fiber infrastructure to provide telephone service.

Goals

All users have VoIP phones on their desks.

Wall phones and similar devices are connected to VoIP infrastructure instead of the PBX.

Actual Outcome

All desk phones are migrated to VoIP, despite budget cuts that initially would have rendered this impossible. Wall phones and other devices are not yet completed, but the conversion is well under way and we anticipate completion within a few months.

Improve Account Lifecycle

The account lifecycle for employees and students has been complicated and individualized for various groups. It needs to be standardized and based on data. There needs to be a clear reason when an employee receives an account and when it is deactivated.

Goals

Off-boarding of faculty will be data-driven and require less manual intervention.

Actual Outcome

This has been achieved through the concept of a "Faculty Account Disable Date" which has proven successful.

Upgrade VM hardware

The current VM hardware was no longer supported and the storage throughput was insufficient.

Goals

The hardware supporting virtual servers and storage is aging and no longer supported by the manufacturer. New hardware is needed, and the storage hardware needs to address deficiencies in speed, which causes problems for end users.

Actual Outcome

The compute and storage hardware was upgraded and the user issues were resolved by the nearly tenfold increase in data throughput.

Improve onboarding for guests and entertainment systems

The current system for guest and entertainment systems connecting to the network is not user friendly. The Helpdesk fields a lot of questions related to this issue.

Goals

Campus guests will be able to self-register for network access.

We will have a way to connect devices that do not support enterprise authentication used on EMU wireless.

Actual Outcome

We developed a web application integrated with our wireless authentication server and text message notification service to implement a guest registration system.

We created a new wireless SSID and web-based device registration to accommodate game consoles, TVs and other such devices.

Renovation of Helpdesk space and branding

The Helpdesk suite should be a welcoming and inviting place where all persons feel comfortable coming for technology help.

Goals

Cover the purple and pink cubicle wall with a branded banner.

Create an accent wall with the work Help in different languages.

Actual Outcome

The banner to cover the cubicle walls is still in the works.

We created a blue accent wall that is visible when walking into the Helpdesk. It has stickers with Help in different languages.

Upgrade firewall

The current firewall has insufficient throughput and up to date security technology.

Goals

The old network firewall, a critical security component, is limited in its ability to detect threats that modern firewalls are able to. A new firewall should be installed which can detect new threats based on frequent updates to a database of threat identifying characteristics.

Actual Outcome

The firewall was successfully upgraded.

Improve AV service delivery and spaces

Due to staffing cutbacks, we need to rethink how we provide AV services to EMU. Also spaces where large events are held need to be improved.

Goals

Establish a contract with an AV independent contractor.

Improve Lehman Auditorium soundbooth.

Improve Martin Chapel soundbooth.

Outsource commencement AV.

Actual Outcome

A contract was signed with an AV independent contractor to provide AV event support. This relationship has worked out well. It will continue for 2019-20.

Some improvements were made to the Lehman Auditorium soundbooth. There remain more things to improve.

Improvements to Martin Chapel were put on hold until the organ is removed and a soundbooth can be built.

AV for commencement was outsourced and it was very successful. We even had them setup 4 large screens so people could watch the live stream in the tent.