

2019-20 IS Annual Report

2019-20 Hardware

Windows

428 Desktops
207 Desktops in classrooms and labs
226 Laptops
Total of 861 Windows computers owned by EMU

Mac

59 Desktops in classrooms and labs
58 Desktops
88 Laptops
Total of 205 Mac computers owned by EMU

Chrome

20 Chromebooks for classroom use
90 Chrome Devices
Total of 110 Chrome devices owned by EMU

Network & Telecom

429 Telephones
500 Extensions
500 Voicemail boxes
9 Fax machines
109 Network switches
98 Physical & virtual servers
55 Uninterruptible Power Supplies (UPS)
561 Wireless Access Points (WAP)

Misc Equipment

157 iPads
100 Projectors
8 Digital signs
803 Monitors
49 Ricoh Multi-Function Devices
109 Printers

Classroom Technology

75 Classrooms with technology
8 Zoom Conference Rooms
1 Zoom Classroom
61 Classrooms with webcam

2019-20 IS Teams & Highlights

Application Development

Responsibilities

Custom Applications
Moodle Infrastructure
myEMU
Webserver

Highlights

Faculty loading
Navigating transitions

Network Systems

Responsibilities

Data Storage & Backups
G-Suite
Security
Servers
Telecommunications
Wired & Wireless Networks

Highlights

Decommissioned the PBX
Choosing Juniper hardware
Navigating transitions
Began using Fortinet VPN

SIS

Responsibilities

Infomaker
J1
SSRS
Third Party Integrations
PowerFAIDs

Highlights

Data integration with Salesforce

User Services

Responsibilities

Helpdesk
Audio Visual Event Support
Classroom Technology
Computer Labs
Desktop Support
Software
Printing
Loaner Equipment
User Support

Highlights

Lighting improvements to Lehman Auditorium
Supporting faculty and staff working and teaching from home
Navigating transitions
Implement AppStream
Eliminate Windows 7
3D Printing

2019-20 Metrics

Staffing

12.5 Full Time Employees
8 Student Employees

Network Accounts

Faculty, Staff, Temp, Work Study, Grad Assistants: 997
Students & Recent Graduates: 3014
Retirees: 112
Guests: 303
Affiliates: 76
Alumni: 13540

Helpdesk

Incidents Created: 7229
Incidents Resolved: 7247
ID Cards Printed: 674

Printing

Pages Printed: 1,074,890
Trees Consumed: 128.96
CO2 Produced: 13,648.6kg

Internet Traffic

74 Terabytes sent to internet
602 Terabytes received from internet
5007 hours of AppStream usage

2019-20 Strategic Plan

IT Governance

Establish IT governance to assist with developing vision for IT at EMU.

Goals

This objective will be achieved when we have selected a group of faculty, staff, and possibly students who can advise IS leadership on how technology-related decisions and policies can achieve the best outcomes for EMU.

Actual Outcome

Due to Covid, we chose not to pursue progress due to stakeholders lack of time.

Multi-Factor Authentication

Implementing Multi-Factor Authentication will provide more protection to EMU data.

Goals

All services that are authenticated using the EMU login will require not only a password but a second authentication token, such as a one-time code or a biometric factor.

Actual Outcome

Some significant progress has been made. All the hurdles that have prevented progress have been eliminated. However we have slowed our progress to avoid further disruption during Covid.

Personal Device Security Standards

Personal devices used to access EMU resources need to meet security standards to protect EMU's data.

Goals

This outcome involves more specific language in Information Systems policies and procedures to address the use of personal (not managed by EMU) devices when they are used to access data that belongs to EMU.

Actual Outcome

Due to staffing transitions and Covid, no progress has been made.

2019-20 Services Added/Changed

AppStream

AppStream allows faculty, staff and students to access EMU software from a web browser

[Amazon AppStream](#)

Salesforce

Salesforce is a customer relationship manager that is used by undergraduate admissions for recruiting. Plans are being developed for graduate programs to use it also.

Zoom Event Support

IS can facilitate Zoom meetings and webinars to allow departments to focus on the content of the event.

Microsoft Password Self-Service

This replaces PMG for password self-service. Users can recover a forgotten password or set up their new password.

VoiceThread

VoiceThread allows users to create videos and have others add video, audio or written responses. It integrates with Moodle or can be used on its own.

College Central Network

This replaces CareerBeam used by the Career Center. Users can create an account and use the career building tools.