

# 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.