EXECUTIVE SUMMARY

MESSAGE FROM OUR VICE PRESIDENT & CIO

John M. Rathje

While last year was a year of change, this was a year for building foundations. We took a step back, looked at the big picture, made our plans and began to reconstruct. We started with a name change – something that may seem simple on the surface, but holds significant meaning. For the division, it helped us shed the past and move forward. For the university, it says that we are not just a service provider, but an IT partner who will work with them to find the right technologies and solutions for their needs.

We adopted a theme, EaaSy IT, which represents Everything as a Service with a YES attitude and collective abilities – YESability. We use this theme to help guide our efforts and maintain focus on the needs of the university and to support the university’s Roadmap to a Strategic Kent State. EaaSy IT will guide our continual modernization efforts as we strive to make IT at Kent State easy.

To support our theme, we created five foundational principles: Operational Excellence, Leverage, Digital Everything, Great User Experience and Leadership. You can find descriptions of these principles in the FY20 Divisional Goals section but I trust that you will find their presence within the achievements listed throughout this report.

To enhance our focus in strategic areas crucial to meeting university objectives, we created three new departments within the division: Cyberinfrastructure Strategy and Portfolio, Data Management and Analytics and Cybersecurity and Privacy. Three new leadership positions were created to lead these departments and resources were realigned to allow us to focus on mission objectives and work in a more efficient and effective manner.

Once again, I find myself honored to be leading such a skilled and passionate team. Their ability to adapt as the division has adjusted to refine its focus is paramount to the success of Kent State. I am excited to build upon this foundation we have created – to continue to build trust, partnerships, security for our community, new technologies and new solutions. We are already seeing positive outcomes from our efforts and look forward to the year ahead.
# EXECUTIVE SUMMARY

## Top 10 Achievements

<table>
<thead>
<tr>
<th>Achievement</th>
<th>Value Statement</th>
<th>Supported University Theme</th>
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</thead>
<tbody>
<tr>
<td><strong>Established the IT leadership team to address the changing needs of the university and a dynamic digital world</strong></td>
<td>Aligned ourselves to focus on mission needs, business and academic processes and a coordinated approach to delivering the technology and services.</td>
<td>Students First, Global Competitiveness, Organizational Stewardship</td>
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<tr>
<td><strong>Established partnerships with NEOMED and Youngstown State University and further established Kent State as a leader in the region</strong></td>
<td>Negotiated contracts to provide shared services to regional higher education institutions and to support the efforts related to the governor’s efficiency task force.</td>
<td>A Distinctive Kent State, Regional Impact, Organizational Stewardship</td>
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<tr>
<td><strong>Completed a cost analysis to leverage Kent State’s valuable resource</strong></td>
<td>Analyzed costs of internal and external IT positions and equipment university-side to identify efficiencies.</td>
<td>Global Competitiveness, Organizational Stewardship</td>
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<td><strong>Focused attention on culture and leadership development to represent IT as a university partner and work more effectively as a team</strong></td>
<td>Developed a 25-week IT Leadership Seminar designed to increase the proficiency and cohesiveness of the IT leadership team to lead change.</td>
<td>A Distinctive Kent State, Organizational Stewardship</td>
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<td><strong>Further established IT as a university partner by hosting the inaugural Education Elevated Conference</strong></td>
<td>This collaborative effort, led by IT, provided faculty with a platform to share their experiences implementing technology into their curriculum and how they can better serve their students.</td>
<td>Students First, A Distinctive Kent State, Regional Impact</td>
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<td><strong>Improved the search experience for kent.edu users</strong></td>
<td>Launched a new search engine that uses artificial intelligence to get our constituents and visitors to the information they are looking for more quickly.</td>
<td>Students First, A Distinctive Kent State, Organizational Stewardship</td>
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<td><strong>Took preliminary steps toward more easily sharing data across the university and with other institutions</strong></td>
<td>Completed a proof-of-concept (POC) using the Ethos platform, which enables sharing of data across Kent State and partner institutions, and gained insight on how we might best use Ethos to develop integrations that could be shared across institutions.</td>
<td>A Distinctive Kent State, Regional Impact, Organizational Stewardship</td>
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<td><strong>Reduced cyber risk and improved the university’s cyber security posture</strong></td>
<td>Completed three critical assessments to and took action to reduce risk and improve the security of the university's data and the privacy of our constituents.</td>
<td>Global Competitiveness, Organizational Stewardship</td>
</tr>
<tr>
<td><strong>Expanded the Lean culture at Kent State</strong></td>
<td>This initiative is strategic in helping teams and processes throughout the university operate more efficiently and to improve user experience.</td>
<td>Students First, A Distinctive Kent State, Organizational Stewardship</td>
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<tr>
<td><strong>Helped improve front office efficiency by Introducing cutting-edge Office 365 tools</strong></td>
<td>The launch of Teams and other Office 365 tools enabled Kent State staff to work more efficiently and collaborate more with increased use of cloud-based applications.</td>
<td>Organizational Stewardship</td>
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STATEGIC THEMES

Students First
Student success is ultimately at the heart of what drives Information Technology. We partner with academic affairs and student affairs staff on a regular basis to continuously improve the systems and applications that enable our students to achieve their diverse goals. We engage in projects that directly promote student success through the use of technology. Additionally, IT places a significant focus on back-to-school-related events and outreach events throughout the year.

A Distinctive Kent State
Information Technology is committed to representing the distinctive identity of Kent State University through user-centered applications, a bold online web presence and exceptional services. IT plays a significant role in distinguishing Kent State University as a premier institution regionally, nationally and globally.

Global Competitiveness
Information Technology strives to ensure that faculty and students are equipped with the necessary tools to create an engaging, connected and vibrant learning environment. IT staff is continuously evaluating current and future technologies that can enrich learning communities at all eight Kent State campuses. With distance learning taking a more prominent role in the higher education landscape, the need to stay current and relevant is great. Students, faculty and staff around the world have many choices when it comes to where to learn and work. Our efforts help ensure that Kent State University is at the top of the list.

Regional Impact
Information Technology engages with the Kent State community on many fronts and takes pride in meeting its numerous needs. Whether meeting with faculty advisory committees, providing a broad training program or working with stakeholders to deliver applications that enhance their experience at Kent State, we have embraced the vision of “ONE UNIVERSITY.”

Organizational Stewardship
Information Technology partners with the university community to evaluate existing processes and identify opportunities to improve efficiency and effectiveness, and to develop streamlined solutions that result in productivity improvements for faculty, staff and students on all eight Kent State campuses.
KEY ACHIEVEMENTS

Established the IT Leadership Team to Address the Changing Needs of the University and a Dynamic Digital World
We added three new departments to our existing organization that are foundational to developing strategy and deliverables to help lead Kent State forward. We have aligned ourselves to focus on mission needs, business and academic processes and a coordinated approach to delivering the technology and services that support the needs of our students, faculty, staff and research enterprise. Key areas of focus include continual improvement of the digital user experience, a greater analysis of our portfolio to best coordinate and leverage the application of our core investments and resources, structured data and information architecture, and heightened cyber security and privacy strategy and actions.

Established Partnerships with NEOMED and Youngstown State University and Further Established Kent State as a Leader in the Region
In partnership with the Provost’s Office, we signed a Shared Services agreement with NEOMED, allowing for the creation of an online pharmaceutical master’s program delivered by NEOMED. Through this agreement, course content will be hosted on the Kent State learning management system and video hosting platform. We also collaborated with Youngstown State University (YSU) on an agreement to transition its database management tasks and responsibilities to Kent State staff, providing both schools with learning opportunities and shared resources. Both agreements resulted in new service coverage for partner institutions and an improved financial posture for Kent State.

Completed a Cost Analysis to Leverage Kent State’s Valuable Resource
We worked with the University Budget Office and the Department of Procurement to analyze costs of IT positions and equipment internal and external to the division, analyzed costs of internal and external IT positions and equipment university-wide to identify potential efficiencies. Contacts and reporting are now in place to be able to repeat the analysis in the future.

Students First
Focuses on meeting the ever changing needs of students and faculty

Global Competitiveness
Allows for more innovation for the division to support new learning opportunities

Organizational Stewardship
Helps guide our efforts to ensure they align with university needs

A Distinctive Kent State
Establishes Kent State as an IT leader in Ohio Higher Education

Regional Impact
Expands Kent State’s resources and strengthens ties with a partner institution

Supports efforts related to the governor’s efficiency task force

Organizational Stewardship
Creates the foundation for instructional design and course hosting services to be offered to other institutions

Creates additional revenue options for Kent State

Global Competitiveness
Leverages expenses to provide state-of-the-art technologies that attract a global audience

Organizational Stewardship
Analyzing costs helps find opportunities for money-saving budgetary adjustments
KEY ACHIEVEMENTS

Focused Attention on Culture and Leadership Development to Represent IT as a University Partner and Work More Effectively as a Team
Developed and implemented a 25-week IT Leadership Seminar designed to increase the proficiency and cohesiveness of the IT leadership team. The team participates in open discussions and activities around relevant topics geared toward enhancing their leadership.

Further established IT as a university partner by hosting the inaugural Education Elevated Conference
We forged a partnership with the Center for Teaching and Learning, the Office of Continuing and Distance Education, Student Accessibilities Services and University Libraries to create an instructional technology conference that gave faculty a platform to share how they have leveraged technology to elevate instruction. This event allowed for an exchange of ideas and approaches across disciplines, led to a stronger relationship between IT and its academic partners and provided a showcase for the instructional talent at Kent State.

Improved the Search Experience for kent.edu Users
Using an artificial intelligence engine, we launched a new modern and extensible web search tool for the kent.edu website.

- A Distinctive Kent State
  Train and maintain the best leaders

- Organizational Stewardship
  Increasing proficiency and cohesiveness will benefit the university as a whole

- Students First
  Enabled collaboration and exchange of ideas among faculty to improve the integration of technology into instruction to benefit students across all disciplines

- A Distinctive Kent State
  Highlighted how Kent State leverages technology to improve the educational experience

- Regional Impact
  Helped to strengthen relationships with our strategic partners and set a precedent of showcasing instructional talent at Kent State

- Students First
  Easier and more modern experience to locate services vital to admissions, enrollment and advising

- Distinctive Kent State
  The new search tool on the university website helps students, faculty and staff find relevant information more quickly.

- Organizational Stewardship
  Faster and more accurate discovery of Kent State information
**KEY ACHIEVEMENTS**

**Took Preliminary Steps Toward Sharing Data Across the University and with Other Institutions**
We are exploring the use of Ethos, the new integration framework from Ellucian. We partnered with four Ohio institutions to create a development group of shared resources to collaborate to build and leverage common technology and solutions. We have completed a proof-of-concept (POC) using the Ethos platform, which enables sharing of data across Kent State and partner institutions. The POC required several upgrades for prerequisite software to enable the creation of Application Programming Interfaces (API), which allow communication between two applications. Based on results from the POC, Ethos has the potential to improve our return on investment with Ellucian through more modern and efficient processes and interactions.

**A Distinctive Kent State**
Provides a unique approach to addressing common issues within Ohio schools and Higher Education generally

Recognition of our collaborative and innovative approach gives credibility and visibility to our university

**Regional Impact**
Expands Kent State’s reach and improves the quality of education offered by expanding resources through collaboration with other institutions

Supports efforts related to the governor’s efficiency task force

**Organizational Stewardship**
Took steps toward increasing the effectiveness and efficiency of the data sharing processes

**Reduced Cyber Risk and Improved the University’s Cyber Security Posture**

**Research Education Networking Information Sharing and Analysis Center (REN-ISAC) Assessment**
The center, providing risk assessments to more than 600 higher education and research member institutions world-wide, performed a peer assessment of Kent State’s cyber security efforts. The assessment found that we are doing “good work” in many areas, providing a roadmap for future improvements.

**Graham, Leach, Bliley Act (GLBA) Assessment**
Internal Auditing performed an assessment of our financial areas using the Federal Financial Institutions Examination Council Cyber Assessment Tool (FFIEC-CAT). The suggested improvements include a stronger focus on programmatic policies, auditing, risk management and vulnerability management.

**Healthcare Information Portability Accountability Act (HIPAA) Assessment**
The HIPAA assessment was performed on Kent State’s five covered entities: University Health Services, the Cleveland Foot and Ankle Clinic, Human Resources, the Speech and Hearing Clinic and Athletics.

**Global Competitiveness**
Improved awareness of and support for global privacy regulations, enabling Kent State to be in good standing globally with management of data privacy

**Organizational Stewardship**
Measures the effectiveness of existing cyber security procedures and products at Kent State and identify areas for improvement
Expanded the Lean Culture at Kent State

The Lean Kent State Office

The Lean Kent State Office, housed within the Division of Information Technology’s Process Evaluation and Improvement team, was formed on the foundation of the work begun in Finance and Administration and will share Lean philosophies and practices across the university. Its goal is to help create a Lean culture at the university where everyone feels empowered to identify and make improvements. The Lean Practitioner and Lean Leader certification programs will continue to be offered and expanded to other divisions. As our Lean community grows, a Lean Liaison will be identified for each division, who will work closely with the Lean Kent State Office.

Conducted Lean Toolkit Training

We led the Institute for Excellence Lean Toolkit Training with more than 36 participants from across the university.

36 participants

Completed Certifications and Training

- Certifications achieved for one Lean Leader and two Lean Practitioners
- Five IT staff completed Lean Problem Solving training

Completed the following eight process evaluation exercises

- Student Financial Aid Enrollment Plans process evaluation (Enrollment Management)
- Unwanted Sexual Contact (Academic Affairs, Student Affairs, Athletics)
- Regional Campus – Home Campus
- Tutoring Services Process Evaluation (Academic Affairs)
- Upward Bound Program Process Evaluation (Diversity, Equity and Inclusion)
- OCDE 5S Day facilitation (Academic Affairs)
- Student Accessibility Services Process Evaluation (Student Affairs)
- FlashLine Password Resets (IT)

Helped Improve Front Office Efficiency by Introducing Cutting-edge Office 365 Tools

We launched Teams, Planner and other collaborative tools that are integrated with Office 365 to all faculty and staff in fall 2018. The tools feature individual and group chat conversations and provide for a seamless collaboration and use of productivity tools. To help areas transition to these tools, we provide customizeable group training and support.

- Over 1000 active users collaborating in Teams on a daily basis
- 5+TB of files shared and stored in OneDrive via Office 365 Groups and Teams since December
- 150,000+ Teams chat messages sent in the past month

Students First

Aims at improving process and user experience

A Distinctive Kent State

Efforts in place to help establish Kent State as a leader in efficiency and user experience

Organizational Stewardship

Enables efficiency for how departments perform their day-to-day functions

Focuses on people and process to better enable the value of technology solutions
Reduced Waste by Implementing Online Workflows

Gift-Reporting Workflow
Previously, all reporting was done on paper forms and sent through campus mail or scanned and emailed. Moving to the electronic workflow provides the necessary information to comply with federal income tax reporting requirements, creates a centralized location to store gift information, eliminates paper forms, improves tracking and supports faster processing time.

Banner Detail Code Workflow
The existing request process was paper- and email-based between various groups. The new electronic workflow decreases errors, improves tracking and reporting, decreases the time it takes for request completion and makes the entire process more intuitive for the end user.

Financial Aid Adjustment Workflow
The previous process was a time-consuming paper workflow between multiple departments that was prone to errors and hard to track. The new workflow has expanded visibility and workload sharing between departments and automated routing between the Bursar’s, Grants and Loans departments. There is automatic document imaging and storage at the end of the new workflow, whereas in the previous process, all imaging was done manually at the end of the year. Automated alerts are also sent out every 45 days to help ensure compliance.

Salary Redistribution Workflow II
We enhanced the existing Salary Redistribution Workflow, creating the ability to document 90-day approval, adding attachments at the approval step, increasing character count in processing notes and allowing users to sort out actionable items only.

Organizational Stewardship
Electronic workflows increase efficiency, communication and organization

Students First
The Financial Aid Adjustment Workflow uses automation to streamline the process and provide students with regular updates

<table>
<thead>
<tr>
<th>Gifts Reported</th>
<th>Submitted</th>
<th>Completed</th>
</tr>
</thead>
<tbody>
<tr>
<td>594 gifts</td>
<td>291</td>
<td>792</td>
</tr>
</tbody>
</table>
Improved Usability and Customization within FlashLine

Theming and personalization improvements

- Built the theme as a template that can be easily altered for additional color variations with simple CSS changes and without the need for additional code, making it very flexible
- Focused on accessibility of the theme
- Created a dark theme as a highly requested addition to the FlashLine redesign
- 17,000+ active users on the dark theme

My Dashboard Made Easier to Configure

The ability to manage your own dashboard is one of the unique features of FlashLine. The new My Dashboard features:

- Smoother positioning of elements
- Improved organizational functionality
- Role-based filtering options
- Newly added list view

Implemented Just-in-Time Support for Learn

We launched a service allowing for on-demand support of faculty and students inside the Learning Management System (LMS). The service gives access to knowledge base articles and allows users to start a chat with an agent, open a ticket or call the Kent State Helpdesk without leaving the LMS. It can also be used for system announcements and pop-ups to help guide students and faculty to certain tools and features.

Couldn't find your answer?

We can help you personally, how would you like to contact us?

Support Requests 📝  Call 📞  Live Chat 📣

2,500+ interactions per week
**Students First**
Enhances the learning experience for students by incorporating technology

**A Distinctive Kent State**
Faculty can provide a multimedia-rich instructional experience to their students

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**Expanded the Digital Literacy of the Adobe Creative Cloud among Faculty**
We held an event for faculty and instructional designers on integrating the Adobe Creative Cloud suite into their curriculum. The event was led by guest speaker Todd Taylor, English faculty member at UNC, Chapel Hill. The discussion focused on ways to integrate digital approaches into nontraditional areas — for example, how one might leverage digital video editing in storytelling classes.

**Simplified Vacation/Sick Time Donation Submission and Approval Through an Online Process**
We created an online process for employees to donate their sick and vacation time to others, and for the donation to be approved online. This also enables the University Benefits Department to go online and enter information it receives from employees without online access.

**Redesigned kent.edu to Focus on Student Recruitment**
We redesigned the university homepage and landing pages to improve performance updates and module cleanup and to increase focus on student recruitment via Calls to Action and facts and figures relative to Student Overview, Academic Excellence and Faculty Excellence.

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**Students First**
Designed to facilitate student involvement

**Globally Competitive**
Provides informative, user-friendly resources to promote learning

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**Organizational Stewardship**
Saves approximately four work hours per pay period
University-wide Information Management Made Easier by ERP Administrative Environment Upgrade
The ERP Administrative pages, used by administrative and academic departments on all Kent Campuses, were upgraded to the most recent product version in October 2018. The new pages offer an enhanced user interface and an Application Navigator tool for improved page navigation. The primary use of the pages is to perform day-to-day business functions. Examples include the management of student information, financial information, financial aid information, alumni/advancement data and human resource information.

Improved Transparency of IT Operations by Launching a Metrics and Measures Dashboard
We created and published a PowerBI-based metrics and measures dashboard, providing a perspective on Key Performance Indicators measuring customer experience with technology and services provided by the Division of Information Technology.

Standardized Network Infrastructure on the Tuscarawas Campus
The Information Technology Network Team updated the switch network for the Kent State Tuscarawas regional campus network environment, replacing end-of-life equipment with a supported platform. This replacement provides a more stable, reliable network environment for campus business users.

Organizational Stewardship
Collection of monthly data to provide transparency and improve upon the customer experience

Regional Impact
The updated switch network supports educational activities at the Tuscarawas regional campus

Students First
Improved network capabilities provided students with reliable technology
Improved Document Management through Automation
Improving document management processes are part of Finance and Administration’s Lean project initiative. This project has greatly improved efficiencies for Human Resources, Academic Personnel, Procurement, Payroll and Career Exploration and Development. Over 10,000 electronic documents have been created since the implementation, with automation creating more time for strategic activities. Human Resources estimates they will experience and annual savings of 204 working hours and 28,000 sheets of paper.

Streamlined the Athletic Eligibility Process
A more modern process was created for Athletic Eligibility to provide course data to the Student Registrar’s Office that allows the office to clear a student to compete in intercollegiate athletic competitions. The process leverages more automation to provide data that aligns us with NCAA rules. We have eliminated the need for duplicate equivalency information, increasing the quality of the data by using a single source. Kent State has over 480 athletes impacted by this process.

Improved Support for Student Financial Planning
We aligned with Finance and Administration to implement a new rate structure starting for fall 2018. This new tuition structure is a cohort-based, guaranteed undergraduate tuition program adopted in accordance with Ohio Revised Code §3345.48. Kent State University’s Tuition Guarantee provides all eligible new first-year undergraduate students and their families the certainty that resident tuition, program fees and room and board charges will not increase over the ensuing four academic year period from their first enrollment as a degree-seeking student. The Kent State Tuition Guarantee will apply to all new degree-seeking undergraduate students enrolling at any Kent State University campus.
**Organizational Stewardship**

**Significantly Reduced Costs and Improved Efficiency by Automating Compromised Account Process**
Compromised user names and passwords have become the top security threat to universities. The faster a compromised account is identified and handled, the more secure our users are. In 2018, Kent State experienced over 2,400 compromised accounts, requiring various levels of engagement from the Helpdesk and security team. We have implemented an automated method to detect and remediate compromised accounts that makes our students, systems and data safer, while improving efficiency and reducing hourly costs by a projected $12,000 per year.

Reducing yearly costs by **$12,000**

**Commenced Work to Improve the Admissions Process**
We are actively participating in two projects to support critical processes for university student admissions. With short-term goals in mind, the admissions application in Banner is being adjusted to better support the needs of Kent State undergraduate, international and Regional Campus admissions. We are also working closely with the VP of Enrollment Management on a project to consider the long-term direction of the overall student admissions process.

**Students First**
Allows for a better experience for all students during the admissions process

**Global Competitiveness**
Eases the admissions process for international students, making it easier for them to attend Kent State

**Regional Impact**
Eases the admissions process for Ohio residents and augments the image of Northeast Ohio as a result

**Increased Data Interaction and Analysis with Enhanced Expense Reporting**
We created a system using tools in our portfolio to monitor expenses against budget. The system enables the user to interact with data and more closely monitor expenses.

**Organizational Stewardship**
Analyzing costs helps find opportunities for money-saving budgetary adjustments
Increased Student Safety by Implementing More Security Cameras
To support the safety of Kent State University students, we partnered with the Kent State Police Department, Residence Services and Regional Campuses in the last year to deploy over 150 additional security cameras in various locations across the university.

150 SECURITY CAMERAS

Improved Efficiency through User Experience Research
User research and design is learning about the behaviors, attitudes and motivations of our community and building better products to support it. The goals of our user-centered approach include streamlining tasks, creating efficiencies through digital solutions and designing intuitive, beautiful interfaces.

Our UX research and design practices for the past year yielded:
- 20 user interviews
- 5 surveys
- In-depth usability testing for 5 products and 5 product features
- 4 focus groups
- 3 ethnographic studies
- Several dozen prototypes that informed direction for numerous IT projects and products
Improved User Experience by Developing New Mobile Apps and Enhancing Existing Ones

KSUMobile App
- Improved Accessibility (WCAG 2.0)
- Residence students can view their roommate and RA/GA's contact information

KSU Kickoff App
This application eases students' transition to the university by providing information about the Kickoff event to new Kent State students, including a list of events, a customizable agenda, campus maps, a live bus tracker and student information.

Kent Homecoming App
Prior to the mobile app, there were challenges in tracking Alumni attendance and engagement on campus during the annual homecoming event. The application helps the KSU Alumni office engage with Alumni that attend the event and provides information related to bus routes, area attractions, specific event details, interactive contests and more.
- 800 user installations and 12,500 views on homecoming day

KSU Commencement App
The application provides time and location information as well as maps and directions for ceremony guests. It includes in-app notifications and up-to-date ceremony details.
- 2,300 total user installations

Students First
The mobile applications improve students’ on-campus living experience and guide students from their first days through to commencement

A Distinctive Kent State
Uses technology to increase engagement with alumni

Organizational Stewardship
Leverages common KSU Mobile application to extend value in specific use cases
Streamlined and Enhanced Administrative Processes

Streamlined Destination Kent State Application
We improved the Destination Kent State student orientation program by providing additional time slots for advisors and real-time methods for updating application settings used to manage the one-day and two-day events for new students and their guests.

Implemented Annual Changes for the University Open Enrollment Benefits Program for Faculty and Staff

Created Digital Case Management System for Student Ombuds
We developed case management for student ombudsmen to initiate a case via multiple methods for more effective management. This project replaced manual processes and enhanced communication for supporting staff, imaging and reporting.

Increased Efficiency of the Banner Access Process
We streamlined the process of requesting and approving access to the Banner ERP system by providing a modern digital interface for initiating the request process and ensuring that appropriate security administrators approve the access request before access is granted. Annually, over 1,200 Banner Security Workflows are processed, and the latest version now supports the ability to:
- Enhance search functionality that includes searching by name/username of the requestor or approver and the option to select more than one record status and date range of submitted workflow
- Ability to select users’ primary or secondary job if they have multiple jobs
- Ability to submit workflows for users that have been removed from the system (great for audits)
- Ability to temporarily disable users’ access while they are on leave/vacation or for student employees

Organizational Stewardship
Correctly provisioning and removing access to users of the ERP system in a timely manner is important to the university. The workflow speeds up the process, especially for new faculty and staff.

Students First
The new technology guides students during their orientation program and simplifies the case management process for student ombudsmen

Organizational Stewardship
The new administrative processes streamline the case management process for student ombudsmen and provide a quick and convenient way for students to schedule advising appointments during orientation.
Implemented Enhanced Cyber Training and Awareness Campaigns
We achieved “Beyond Compliance” Certification for our Security Awareness Training Course and Webinar series and implemented Inspired E-Learning cyber training online. We also worked with University Events to have a table with handouts on how to handle identity theft and cyber compromise.

Assisted Procurement to Significantly Reduce the Cost of Printing Across the University
As part of the university’s strategic response to the Governor’s Affordability and Efficiency Report, the Comprehensive Office Print Initiative (COPI) is an ongoing effort to provide departments with newer and more efficient printing technology and improve the quality of services. It leverages Xerox’s superior ink technology, which conserves raw materials while generating 90% less waste and reducing energy consumption by as much as 50%.

90% less waste
50% less energy

Updated Kent Campus Infrastructure to Improve Stability and Enhance the User Experience
We upgraded several critical products and services in the technical infrastructure environment to ensure a supported portfolio of products. Examples include an upgraded data center network infrastructure, a document management product upgrade, additional cellular service improvements in the Kent Student Center lower level and upgrades in several residence halls and academic buildings.

A Distinctive Kent State
We provide Security Awareness training and practices to all constituents in new and exciting ways

Organizational Stewardship
Through consolidation of our printer fleet and default print settings, Kent State is poised to save an estimated $400,000 annually.

Students First
Provided improved technology performance across the campus and improved living and learning for our student population

Organizational Stewardship
The technical infrastructure upgrades improve productivity for students, faculty and staff
Enhanced the Look and Feel of Blackboard Learn
We updated the Blackboard Learn user interface to incorporate the Kent State colors and branding. This will help reduce any confusion our students may have had as well as promote Kent State as we form partnerships with other universities. Other updates have improved the overall user experience, which will help online and study abroad students.

Identified Areas of Improvement through a Penetration Testing Exercise
Our vendor, Trusted Sec, performed an enterprise-wide penetration and vulnerability test including external facing websites, internal network and software/applications testing. Findings focused on the vulnerabilities inherent in the use of commercial off-the-shelf software, credential compromise and access controls.

199 vulnerabilities resolved

Students First
Supports Kent State students abroad

Global Competitiveness
The enhanced user interface supports distance learning, which is becoming increasingly important in the higher education industry

Organizational Stewardship
Analyzed existing security measures and identified areas for improvement
Improved Efficiency with CampusWorks Batch Hiring
CampusWorks is the on-campus student employment system. Previously, CampusWorks only processed one job offer at a time. A more efficient method was created that allows a department to send a list of students to hire at once instead of hiring them individually.
- Improves the hiring experience for departments such as Residence Services, which hire large quantities of students within a short interval
- Residence Services has hired 200-300 students since implementing this feature.
- Newly hired students have a quicker turnaround rate between the application and interviewing processes and are notified as soon as they can work

Students First
Improves experience when acquiring an on-campus job.

Organizational Stewardship
Improves administrative process and reduces load on hiring departments.
Process is better than before by addressing a gap that was identified by the clients.

Enhanced our Firewall to Improve the University’s Security Posture
The previous approach to restricting the flow of nefarious traffic was very manual and required that distinct blocking rules be defined. Today, we are leveraging next-generation tools to perform autoblocking, blacklisting of unwanted traffic and application-sensing technologies at the border firewalls.

Organizational Stewardship
Demonstrates continuous improvement by strengthening the university’s security posture

Improved Privacy Statement to Include More Recent Regulatory and Industry Norms for Data Privacy
General Data Protection Rights (GDPR) is the standard for data privacy in the European Union that has implications for Kent State. We updated policies to highlight existing privacy controls and their applicability to data privacy rules such as GDPR.

Students First
Informs students about the privacy of their information at Kent State

Global Competitiveness
Assures constituents that Kent State complies with European Union standards

Organizational Stewardship
Improves awareness of Kent State's privacy controls
Eased the Process of Adding a Preferred Name for Faculty and Staff
We partnered with Academic Affairs and the Human Resources Division to enhance the preferred name application to allow faculty and staff the ability to identify a preferred name. This name is displayed in the email and collaboration suite, the phone display and the FlashLine Employee portal. More systems will be added in the coming months. Approximately 330 faculty and staff have identified a preferred name through the system since the launch in October 2018.

Took Initial Steps to Form Kent State’s First Data Governance Council
We have defined the structure of Kent State’s first Data Governance Council responsible for the upcoming Data Governance program. Invitations to serve on the council have been extended. The program is designed to elevate the quality and integrity of Kent State data in order to empower system wide deep analytics with the view of dramatically enhancing insightful decision making and forecasting.

Improved WKSU Process Efficiency through CRM Implementation
We implemented Salesforce CRM for WKSU enabling them to manage Leads, Accounts, Contacts and Opportunities. We also eliminated account duplication via duplicate check mechanisms and provided ability to track calls, emails, to-do's and follow-up tasks. Representatives can update opportunity status to track progress and forecast against monthly goals. Outlook and mobile application integration allows team members to complete activities off-site. We developed reports and dashboards for sales management and sales representatives to track sales goals. Account, Contact and Opportunity data was cleansed and loaded from the existing system into Salesforce.

A Distinctive Kent State
This application strengthens the diversity and cultural competence of the university community by allowing faculty and staff to choose a preferred name and have it reflected in specific instances.

Organizational Stewardship
Creates consistency in how faculty and staff are referenced

Organizational Stewardship
Lays the foundation for data-informed decision making

Organizational Stewardship
The Salesforce CRM improves efficiency by evaluating existing processes to eliminate duplication
New Group Created to Provide Ongoing Support to the University’s Research Initiatives
The new Enterprise Research Technology Group partnered with Computer Science Chair, Dr. Javed Khan, to submit two new grant proposals, totaling more than $1.5M:
- NSF Grant Proposal for Campus Cyber Infrastructure
- Cisco Grant Proposal “Science DMZ Research Network Support with Software Defined Networking”

Launch a New VPN to Improve Security and Usability
Working in conjunction with Network Services, the Cyber Security and Privacy team assisted in the replacement of legacy Virtual Private Network (VPN) technology with newer VPN technology that drove better usability, a more intuitive user interface, greater access control and more secure transmissions of data.

Improved the User Experience by Implementing a New IT Billing Platform
Implemented the Software as a Service (SaaS) app to reduce/eliminate infrastructure maintenance and provide reliable, intuitive reporting.

Additional Noteworthy Achievements

- **Distinctive Kent State**
  Supports the university to build a culture of research and innovation

- **Global Competitiveness**
  As we partner with Computer Science, we enhance the visibility of Kent State to receive grants for enhanced cyber infrastructure

- **Organizational Stewardship**
  Helps the university with responsible spending by pursuing grant dollars to use towards cyber infrastructure

- **Organizational Stewardship**
  Improves data security and increases efficiency with an updated user interface

- **Organizational Stewardship**
  Increases efficiency and reduces costs by reducing infrastructure maintenance
Improved Digital Accessibility in Major Apps

Digital accessibility is becoming a top priority in the higher education space, driven by an increasing reliance on information technology as the primary means for delivering inclusive and engaging experiences. In order to meet the needs of a diverse university community, the team has made accessibility enhancements to the following university technologies:

FlashLine
- Restructured menus for clear and consistent navigation
- Improved keyboard support
- New themes mindful of color contrast and screen size
- Better labels on images and action items

KSUMobile
- Improved compatibility with screen readers
- Added headings for easier page navigation
- Better labels on images, inputs and buttons
- Enhanced color contrast

Many of these enhancements were the result of feedback received directly from end users and serve to make the digital experiences we provide as user-friendly as possible.
POINTS OF PRIDE

► **IT Staff Present at eLive Conference**

The Enterprise Applications team extended the relationship with Kent State and the Ellucian ERP vendor by presenting material in two sessions at the annual Ellucian eLive conference in April 2019. This conference is attended by educational institutions from around the world. Team members shared information on an integration effort for two document management products and the results of a proof-of-concept project using a new Ellucian data integration tool.

**Presentation titles:**
- Bridging the divide between Banner Document Management (BDM) and DocuSign
- Kent State’s Ethos Journey: From Proof of Concept to Production

► **Kent State hosted the 2018 Ohio Banner User Group (OBUG) meeting**

Kent State University hosted the 2018 Ohio Banner User Group (OBUG) meeting in October 2018. Over 250 attendees from higher education institutions in Ohio joined Kent State and Ellucian for the all-day conference event, including a keynote speaker in the area of data science and 40 breakout sessions.

► **Institute for Excellence Participants**

This year’s participants: Chris Bues, Gautam Gupta, Jacqueline Jackson, Cindy Roberts, Sherri Stephens, and Scott Stillisano.

► **OHECC Presentation**

“Aligning Technology with Strategic Plans”
John Rathje, Jennifer Stedelin

“Creating a Cyber Security Program from Scratch”
Nikki Brooks, Kimberly Price

“The Support Center (powered by Eesysoft): Improving user experience by providing an on-demand LMS support solution”
Rachel Bungo, Andrew Martineau

“Network Automation”
Anthony Chiccarino, Michael Geist

“How Kent State DoIT Does Digital Accessibility”
Doug Flower

“Integrating the UX Process into Agile Product Development”
Jade Green-Gamble

“An Opportunity for Effective and Collaborative Outage Communications”
Amanda Kelley

“Build, Launch, Fail, Learn, Refactor, Repeat”
Altai Otgonyin
Data Management and Analytics received the Talend Data Masters Award

Information Technology was recognized for transforming Kent State’s IT systems to become more agile and responsive, while reducing overall IT costs and maintaining a strategic priority on an exceptional user experience for existing and prospective students. Specifically, we were acknowledged on a global stage for our efforts implementing the CRM for an integrated student-to-alumni relationship, and a student information portal for admissions applications.

Education Elevated Conference Presentations

John Rathje gave a keynote presentation at the inaugural Education Elevated Conference, and Tom Mahon presented “Creating Dynamic Web Stories with Adobe Spark Pages” for faculty attendees.

ACUHO-I Conference Presentation

Jonathan Prenosil presented at the ACUHO-I Conference on Agile Methodologies: From Theory to Practice. ACUHO-I is the Association of College and University Housing Officers - International.
Operational Excellence

Operational Excellence is achieved through technology effectiveness and process efficiency, and is the foundation to a reliable, durable, sustainable and secure delivery of digital services. It ensures that our team is well prepared and positioned to be a horizontal integrator in a meaningful way throughout the university. Being operationally sound is foundational to becoming a trusted business partner, which then progresses to a strategic and engaged ally.

Leverage

Leverage is about considering our current landscape before beginning something new; about understanding our resources and engaging them thoughtfully to enhance and innovate. Leverage results in cost avoidance, process advantage and speed to solution.

Digital Everything

Digital Everything is the idea that we are in an age of digital transformation, which is more focused on the use of technology to achieve goals than on the technology itself. We must design solutions to meet today’s business needs and to address the future. Digital everything recognizes that technology is advancing around us and is not driven by us. It suggests that data is central to our survivability and emphasizes the origination, transaction, availability, transformation and use of data in the context of people, process and business need. The result is a more agile organization where technology is not the rate limiting factor.

Great User Experience

Great User Experience is not measured by Information Technology, but by those with whom we engage and by those who expect technology to support their day-to-day needs. This suggests we more tightly integrate with the business to understand the gaps in our organizational support and to deliver consistent services on any device. Providing a great user experience involves personalization, relevance based on role, time of year and location of request. Anticipating needs and leveraging technology to improve engagement, self-sufficiency and experience will be the end result.

Leadership

Leadership means that we lead change, lead engagement and lead Information Technology to be the type of division that is not only important, but critical to every element of business at Kent State, including the development of university strategies. It is about knowing ourselves, our teams and our organization to create an environment in which we all want to belong. It is about our peers throughout Kent State seeing us as not only important to the operation, but strategic in our direction.
**Operational Excellence**

- Define Divisional Standard Operating Procedures
- Update and implement a modern incident management response plan
- Create and implement a problem management and root cause analysis plan
- Replace Data Center general use and enterprise compute and storage environments
- Create an inventory of enterprise equipment and assets
- Design an updated, more modern, disaster recovery process
- Upgrade critical enterprise applications to maintain support and provide current features and functionality to business areas
- Evaluate and renew (as appropriate) the web-hosting environment to better support renewed content strategies and findability
- Continue the implementation of software testing automation to develop testing plans for key systems
- Implement Cyber Risk Management Framework
- Implement Cyber Incident Response Program
- Implement Vulnerability Management Program
- Publish Enterprise Cyber Security Roadmap and Strategy
- Implement data privacy and standardization guides
- Update and improve existing security-related documentation such as IT Policies and Procedures

**Leverage**

- Renegotiate the Helpdesk agreement to ensure maximum value to the institution
- Improve existing security monitoring capabilities
- Investigate ability to expand utilization of Microsoft Teams into academic spaces
- Implement Teams Rooms to deliver technology training sessions to regional campuses
**Digital Everything**

- Convert the IT Back-to-School experience to a purely digital effort
- Provide a modern campus network to support university and division goals
- Develop and implement a push-notification messaging gateway to enable message and event delivery on the KSUMobile app and other appropriate digital channels
- Improve automated security tools to address issues like credential compromise
- Investigate use and benefit of proximity cards and enhanced authentication measures
- Improve and expand single sign on across the web-facing applications

**Great User Experience**

- Extend value for Adobe purchases by providing Adobe certification courses and exams
- Convert lynda.com to LinkedIn Learning
- Develop a Classroom, Mediated Room and Educational Technology Strategy
- Enhance the help desk experience by integrating a screen sharing / remote desktop solution
- Provide Adobe Certification testing options to students, faculty and staff
- Expand our social media presence by leveraging additional channels
- Develop and deliver a digital accessibility initiative that ensures ease-of-use and compliance for key technologies while also providing necessary training and audit instruments for the workforce
- Continue developing AI-based search improvements and expand implementation to mobile and portal channels
- Implement Microsoft enhanced authentication solutions for password reset and multi-factor authentication
- Conduct a usability study on the service catalog to ensure content is easy to access for all constituents

**Leadership**

- Continue to formalize the Education Elevated Collaborative effort
- Identify the correct LMS platform during our RFP/LMS review
- Grow Adobe utilization and digital fluency on campus by coordinating closely with academic and administrative areas
- Plan and execute a University Technology Showcase event
- Partner with RCET on their educational technology conference
- Develop a UX advisory panel in collaboration with faculty and staff to coordinate efforts towards usability and user interface improvements.
- Establish Cyber Security Working Group
- Establish Cyber Security Incident Response Team