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It has been an exciting year, a year of success amidst notable change – change in leadership, organizational change, and the everchanging technologies the university community relies on every day. What is unwavering is the Division of Information Services’ drive to advance the mission of Kent State University with a focus on student success, stewardship, and building the foundation for anticipated needs.

The Kent Campus is home to over 6500 students. Information Services affords our students a more home-like experience by allowing them to connect many of the electronic devices to which they are accustomed, such as gaming systems, smart TVs, and virtual assistants. To accommodate the influx of such devices, our team made updates to the network and installed numerous wireless access points resulting in more reliable service, greater availability, and improved performance.

$2.6 Million. That is the hardline documented savings that just two collaborative and innovative measures will save Kent State over the next five years. Not only will strategic relationships help with cost avoidance, but long term strategic relationships are important as we develop the foundation to enhance our academic mission, research enterprise and administrative operations. In today’s highly competitive market, students have choice. Information Services will continue its strong stewardship focus to maintain Kent State as a recognized leader and distinctive among its peers – to enhance Kent State’s reputation throughout the state, the nation, and beyond.

Creating a safe and secure computing environment is a top priority for Information Services. Our team implemented a new, modern firewall to improve protection for our constituents through increased security of our digital assets. In the first three months after the new firewall was installed, over 30 million threats – classified as critical and high – were blocked, affording staff the time to focus on other important security measures. The division has also made updates to the core network to provide additional bandwidth and capacity in preparation for anticipated needs: storage, research initiatives, additional data center support, and areas of collaboration.

I am honored to be leading such a skilled and passionate team, and I am proud of both their collective and individual accomplishments. We know that there is much more to be done, and with a new year comes new opportunities. We look forward to the year ahead, focusing on the design and discovery of solutions that inspire students and enable faculty, researchers, and staff to do the extraordinary, helping them Go On with Purpose.
Recruiting CRM Implementation
A Constituent Relationship Management (CRM) was implemented for all eight recruiting units, resulting in one consolidated platform with a single student record of engagement. Kent State now has the unique ability to see the entire engagement with students across all campuses. This provides the ability to better serve the student’s needs in terms of programs and locality. It also provides the opportunity to reduce duplicative costs and effort with outreach and ability to have insight to real return on investment.

218k+ Recruitment Life Cycle Records

Innovative Agreement Saves Money
Information Services executed an innovative enterprise agreement for the Adobe Creative Cloud suite, offering the platform to students, faculty, and staff at significantly reduced rates.

- Average departmental savings of 50%
- Student savings of up to 80% per seat
- Total student savings forecasted to be over $750,000
- Actualized savings FY18 for students is ~$182,000

"The Adobe Enterprise agreement is a true game-changer for our academic programs, faculty and students. Incorporating the software with student laptops and with the excellent learning resources from the Lynda.com license provides a real edge for our students. And, we have a commitment from Adobe to work with us on making effective use of a broader range of software in the Creative Suite."

- Jeff Fruit, Director, School of Digital Sciences

Students First
One consolidated platform provided a consistent message across the university

Organizational Stewardship
Provided the opportunity to reduce duplicative costs and effort with outreach and ability to have insight to real return on investment

Students First
Significant student cost reduction

Distinctive Kent State
First institution in Ohio to adopt this licensing program

Organizational Stewardship
Significant departmental cost reduction
TOP 10 ACHIEVEMENTS

Renegotiated Contracts Reduced Costs
Renegotiated contracts with our Ellucian ERP vendor to extend our relationship and reduce the overall cost of ownership. This renegotiation saves $1.7 Million over five years for Kent State University.

Saves $1.7 Million over 5 years

Organizational Stewardship
Negotiating a $1.7M 5 year savings is a sustained benefit for a critical enterprise application that is used university-wide

Launched Template for Online Courses
In partnership with the Office of Continuing and Distance Education, Information Services launched the Kent State Online Template (KSOT) building block in Blackboard Learn, which automates the process of installing and configuring the university standard course template. The use of the template structures course materials in a consistent, predictable way which has often been a concern cited by students. To date, 178 summer courses have adopted the KSOT, which represents a 350% increase in adoption since launch.

178 Summer Courses = 350% ↑

Students First
KSOT created based on student feedback and desire to improve student experience

Distinctive Kent State
Building block used to deliver KSOT to faculty was created in house and has been viewed extremely positively by leadership at Blackboard

Improved Wireless Service in Residence Halls
Improved wireless network stability and performance in the Residence Halls by adding over 240 wireless access points in Lake Hall, Olson Hall, Allyn Hall, Clark Hall, Manchester Hall, and Fletcher Hall, with an average of 40 additional wireless access points added in each building. The addition of these access points improved students’ ability to access wireless and enables them to have a home-like experience in the residence halls.

Students First
Provided improved wireless stability and performance across the campus in Residence Halls. Improved living and learning for our student population
TOP 10 ACHIEVEMENTS

Transfer Kent State - Process Evaluation and Implementation

Conducted a process evaluation exercise to capture the current state of the orientation program for incoming transfer students (TKS), brainstormed new ideas and implemented them to serve as a base for the remaining orientation events. TKS events were created in the CRM and provided a dynamic link in FlashLine on the student’s checklist, which delivers them their college-specific event options. QR codes were also set up, allowing the TKS team to scan, thus marking the student as attended. All activities are integrated with the Recruitment Life Cycle allowing Admissions to communicate effectively with transfer students.

Within 10 Weeks of Implementation

61
Events Created

177
Students Attended

New Features for KSU Mobile

The KSU Mobile application was completely rewritten, redesigned with a modern user interface, and enriched with new features such as real-time usage and cost information for select parking lots.

- Projected to have over 5.7 million sessions per year
- Projected to have an average of 75 new users install and open the app each day

Students First
Provided a personalized user experience for our transfer students to enroll in orientation

Organizational Stewardship
Eliminated manual steps used to host these events in the past

Students First
Students have direct access to their information, without navigating multiple complex systems
TOP 10 ACHIEVEMENTS

Increased Security for Digital Assets
Dramatically enhanced the network perimeter security visibility and protections by installing a border firewall. Within 3 months’ time, the firewall has prevented over 30 million malicious attacks.

One Stop for IT Services
Information Services launched a new IT Service Catalog on support.kent.edu. This effort consolidated numerous disparate ticketing systems and simplified the process that constituents use to request services and provided an increased level of visibility on our self-service utilities.

Common App and CollegeNET Data Integration
Information Services supported the Admissions Office by developing integrations for CommonApp (undergraduate admissions applications) and CollegeNET (graduate admissions applications), which eliminated the need for manual entry and streamlined the admissions process while increasing our pool of applicants.

<table>
<thead>
<tr>
<th>CommonApp applications received</th>
<th>12,016</th>
</tr>
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<tbody>
<tr>
<td>CollegeNET applications received</td>
<td>6,128</td>
</tr>
<tr>
<td>CollegeNET decisions made</td>
<td>3,962</td>
</tr>
</tbody>
</table>

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

Distinctive Kent State
Clear perspective of service health and user focused web presence

Global Competitiveness
Supported the intake of new user friendly applications to our domestic and international student populations

Organizational Stewardship
Streamlined the intake process to leading to quicker admissions decisions for our applicants
STRAEGIC THEMES

**Students First**
Student success is ultimately at the heart of what drives Information Services. 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, Information Services places a significant focus on back to school related events and outreach events throughout the year.

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

**Global Competitiveness**
Information Services strives to ensure that faculty and students are equipped with the necessary tools to create an engaging, connected, and vibrant learning environment. IS 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 are helping to ensure that Kent State University is at the top of the list.

**Regional Impact**
Information Services engages with the Kent State community on many fronts and takes pride 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 Services partners with the university community to evaluate existing processes to 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

Consolidation of IT Websites
Merged the Information Services departmental website and support websites. We also included a new feature highlighting system availability. The new site simplifies our digital footprint and provides quick access to user focused tools, such as the service catalog, self-service information, and real time chat.

Students First
Allows for a greater user experience for our student body who generate over 4,500 monthly visits.
KEY ACHIEVEMENTS

Preferred Name for Students Supports Diversity
Information Services partnered with the Division of Student Affairs and the University Registrar’s Office to provide an application that allows students the ability to identify a preferred name. This name is displayed on the class roster, grade roster, student directory, and in Blackboard Learn. The ability to access the preferred name has also been provided to Residence Services, Recreational Services, University Health Services, and Student Conduct. Approximately 250 students have identified a preferred name through the system.

Students First
This application strengthens the diversity and cultural competence of students systemwide by allowing them to choose a preferred name and have it reflected in specific instances.

Evolving the Helpdesk
The Helpdesk is committed to responding to the changing needs of our constituents. Chats have increased 46% year over year, while calls have decreased 12% year over year. Over the last year, we fielded a total of 20,546 interactions.

Students First
Positioning our support channels to ensure we are interacting with our core constituents that is both convenient and relevant.

Proposals for Campus Cyber Infrastructure Grants
Information Services collaborated with Javed Khan from the Computer Science department to write two proposals for campus cyber infrastructure grants.

Distinctive Kent State
Supporting 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
Helping the university with responsible spending by pursuing grant dollars to use towards cyber infrastructure
**KEY ACHIEVEMENTS**

### Students First

**Self-Service Financial Aid Award Letter Request**

Information Services created a self-service option for students to request and print their Financial Aid Award Letters in PDF format, eliminating the manual process to print and email the documents.

**Increased Safety for Students**

Information Services partnered with the Kent State Police Department and Residence Services over the last year to deploy more than 300 additional security cameras in various locations across the Kent campus.

70% ↑ **Security Cameras**

### Advancement Engagement Initiatives

In support of Institutional Advancement’s efforts to engage and increase donor and alumni contributions, Information Services collaborated with Institutional Advancement to implement several technical initiatives that encompass the following projects:

- **CRM/Classy Implementation** – Doubled Giving Tuesday gifts, $1 Million raised
- **Marketing Cloud Implementation**
- **Social Studio Implementation** – Social engagements with Advancement constituents

### Organizational Stewardship

Helped build alumni and philanthropic engagement, streamlined university communications and the engagement yielded by those communications, and helped build alumni and donor engagement.

**Students First**

Students can request their award letters online without waiting for US Mail delivery

**Students First**

Supports and improves the safety of Kent State students
KEY ACHIEVEMENTS

Streamlined and Enhanced Administrative Processes

Streamlined administrative processes through the creation of several custom applications and workflows.

- Created a dynamic checklist that gives employees a real-time status update on tasks that need to be completed within 30 days of their hire date.

- The Tuition Waiver workflow allows employees who meet the eligible benefit requirement to submit and immediately be approved for tuition waiver. In the old workflow, the approval needed to be manually verified first.

- The cost transfer workflow allows for improved tracking, decreased processing times as well as compliance with federal regulation A-21, stating that any grant or cost share must have a documented reason for the transfer and appropriate approvals.

- The Regional Campus Security Reporting application gives security officers across Kent State’s Regional Campuses the ability to report incidents (Title IX, clery, etc) in one application. It is also used for reporting as well as notifying appropriate areas (legal, Title IX, etc), that there has been an incident related to their area on a Regional Campus.

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Real Time Tracking

Wait Time & Delays

Paper Footprint

Distinctive Kent State
Ensures a signature experience for new hires, so that their needs immediately following their hire are met without delay

Organizational Stewardship
Leads to efficient allocation and tracking of university resources
KEY ACHIEVEMENTS

Kent State Power Plant Optimization System Software
Information Services collaborated with the management at the Kent State Power Plant and Johnson Controls to deploy Enterprise Optimization System (EOS) software. This new software introduces predictive cost optimization technologies at the Power Plant, and assists with automating the operation for centralized heating, cooling, and power generation plans, systems, and equipment.

Security Awareness at Regional Campuses
Information Services hosted a security awareness table at each of the "Kent State Appreciates You" events held at each Regional Campus. These were a great outreach opportunity to share security awareness knowledge with folks from all of the campuses.

Secure File Transfer Protocol for Kent State Brazil
Information Services partnered with Academic Affairs to establish a secure file transfer protocol site for PUCPR University to upload data files and documents to support Kent State Brazil Admissions.

Distinctive Kent State
The Power Plant facility is distinctive to Kent State

Regional Impact
Enhances the engagement efforts across all of our campus locations, and ensures that similar information is shared widely

Global Competitiveness
This process supports admissions from PUCPR University in Brazil to increase enrollment of international students
KEY ACHIEVEMENTS

Improved User Experience Online
User Experience continued to be a priority, and this year several projects provided new or improved experiences to Kent State constituents.

- FlashLine was redesigned to update main navigational components and improve user access, experience, and accessibility. It was also enhanced with a new Dining Services meal plan purchasing interface, that integrates with the Dining Services software (CS Gold), allowing students to sign-up for meal plans directly from FlashLine.

- The Step Up Speak Out app was updated to align with new information for the Step UP Speak Out program.

- A Content Delivery Network (CDN) was added to www.kent.edu to enhance global delivery of site content and to provide protection and mitigation caused by aggressive scanning of the site as well as Distributed Denial Of Service (DDOS) attacks.

Completed Process Improvement Exercises
Information Services completed nine Process Improvement exercises to understand and improve our current processes. This helped departments identify opportunities and create an action plan to put improvements in place. For the exercises that were a precursor to a development project, the result was starting development with a clear understanding of the current business process and the desired future state.

- Students First
  Enhances the SUSO program by providing increased awareness of mental health concerns, including risk factors for suicide

- Global Competitiveness
  The CDN distributes our website geographically so that web page performance is fast regardless of which country you are visiting our website from

- Organizational Stewardship
  Using direct feedback from FlashLine users over the last several months, various improvements were made leading to easier navigation and findability
KEY ACHIEVEMENTS

Promoted Online Video Training
Through promoting the use of the training site, Lynda.kent.edu, we increased the number of videos viewed from 125,629 to 210,040. Videos on the Lynda site provide instruction on topics ranging from how to edit videos in Adobe Premiere to how to develop online marketing strategies.

Promoted Cyber Security Awareness
During Cyber Security Awareness Month in October 2017, IS presented to various university groups and hosted several events for the university community to share knowledge and reinforce good digital security practices. This year’s activities included the inception of the Security Awareness Escape Room.

Students First
Providing and advocating for self-service training creates a culture of digital literacy among our students.

Organizational Stewardship
Leveraging Lynda to provide instructional scaffolding on technical tools allows faculty and instructors to focus on more important topics.

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

167% ↑
Videos Viewed
KEY ACHIEVEMENTS

Streamlined Computer Repair Process
Implemented RepairShopr, a new point of sale platform for the TechHelp Service and Repair Center. This allows for a more polished user experience for faculty, staff, and students looking to get their personally owned computers and devices repaired.

Responding to the Needs of Faculty
Kent State faculty increased utilization of our video hosting platform, Kaltura. Information Services supported this by making use of the tools available to Kent State and provided a quota-less storage solution, increasing video storage from 4.6TB of storage to 25.4TB of storage.

Kaltura Video Content Migration
Successfully migrated all video content in Blackboard Learn from our legacy system to Kaltura.

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Students First
The new platform allows for implementing robust customer satisfaction analysis, allowing Information Services to effectively gauge the customer experience

Organizational Stewardship
The new platform allows for sophisticated reporting, allowing for data driven business decision making on pricing, service offerings, and staffing

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Distinctive Kent State
Faculty are able to provide a multimedia-rich instructional experience to their students

Organizational Stewardship
Reduces infrastructure and operational costs for the university

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Students First
Leveraging one video platform provides a consistent student experience

Organizational Stewardship
Making use of the tools available to Kent State University to reduce infrastructure and operational costs

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Video Storage

25.4 TB

6,000 Videos Migrated
KEY ACHIEVEMENTS

Florence, Italy Contractor Banner Accounts
Information Services partnered with the Office of Global Education to provide a way to request Banner accounts for the independent contractors working with the University for the academic programs in Florence, Italy.

Free Training Workshops Offered
Over 318 trainings covering over 50 topics were delivered to students, faculty and staff covering topics such as the Microsoft Office suite, the Adobe Creative Cloud suite, Banner, and more. Our workshops had a collective attendance of over 2,600 faculty, staff, and students.

Release of Manage My Program
Released a new application improving a student’s program changes. It steps them through the process via a complex rules engine designed to allow/prevent actions based on their current or future program.

Global Competitiveness
Contractors in Florence, Italy can represent the university in a more official capacity, and have better access to the data and systems they need to be successful.

Students First
Open to all students, free of charge

Distinctive Kent State
Trainings are done with academic curriculum in mind, with offerings designed to help provide scaffolding to students in programs that require technology skills (i.e. Adobe Photoshop, InDesign, etc).

Students First
Streamlined the program change so that students can focus on the experience

2,600 Attendees
**Up-and-Coming Security Professional Award Nomination**

Matthew Boehlke, from the Security and Access Management team, was nominated for the 2018 Information Security Leadership Awards Government “Up-and-Coming Security Professional” award. The focus of the award is to recognize security leaders who are committed to initiatives, processes, and projects that have led to improvements in the security posture of a department, agency, or the government (local, state, or federal). Innovative processes considered for the award, such as Matt’s, contribute toward our goal of continuously improving the efficiency of our security processes at Kent State University.

**Information Services Staff Member Joins CAEST Industrial Advisory Board**

Todd Ryan is a new member of the College of Applied Engineering, Sustainability and Technology’s Industrial Advisory Board (CAEST IAB). They provide advice, assistance and support to the dean to fulfill the mission of CAEST. Members represent the technology direction and skills needed in their relevant industries. The CAEST IAB, as a whole, is responsible for vision, program review and advice. Individual members of the IAB contribute to the growth, development, and impact of the College with Industry and Community Outreach, serve as a conduit to companies and a primary source of contacts for their sector of industry, and assist the college in arranging appointments with their company’s key personnel.

**Institute for Excellence Participants**

This year’s participants (from left to right) James Taylor, Matt Williams, Mike Papania, Jona Burton, and Jay Frye (not pictured).
### Points of Pride

#### New Process Evaluation and Improvement Offerings
Three new Process Evaluation and Improvement Lean offerings were added to promote lean thinking and support University initiatives - 5S Day facilitation, Decision Making exercises, and Rapid Prototyping.

#### OHECC Presentation
Shelley Sherwin, Thom Clark  
“Connecting the Campus with Community Cloud”

#### Salesforce Higher Ed Summit Presentation
Mike Papania and Barb Boltz  
“Implementation of a Comprehensive Event Calendar and Student Incentive Program”

#### Cisco Certified Network Professional
Michael Geist, from the Network team, renewed his Cisco Certified Network Professional (CCNP) Routing and Switching certification.

#### Highly Rated Technology Workshops
Information Services training workshops have been consistently highly rated by attendees. Overall satisfaction rates a 4.79 out of 5 with an instructor rating of 4.9 out of 5.

#### Adobe Software Savings
With academic schools and departments implementing required student purchases of Adobe as part of their programs, it is estimated there will be a minimum of 2,000 new purchases of Adobe software. This translates to over $570,000 of student savings.

### Certifications Earned

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<tr>
<th>#</th>
<th>Certification Earned</th>
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<tbody>
<tr>
<td>1</td>
<td>Lean Higher Ed Practitioner certification</td>
</tr>
<tr>
<td>6</td>
<td>Green Belt Certifications</td>
</tr>
<tr>
<td>1</td>
<td>Kaizen Facilitator Certification</td>
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<tr>
<td>1</td>
<td>PMP Certification (more in other areas)</td>
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<tr>
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<td>Talend Developer Certification</td>
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<tr>
<td>1</td>
<td>Salesforce Data Architecture and Management Designer</td>
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<td>Salesforce App Developer Certification</td>
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<tr>
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<td>OutSystems Mobile Certification</td>
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<tr>
<td>1</td>
<td>OutSystems Professional Developer Certification</td>
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<tr>
<td>1</td>
<td>OutSystems Associate Certification</td>
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<tr>
<td>1</td>
<td>Platform App Builder</td>
</tr>
<tr>
<td>2</td>
<td>Certifications in Blackboard Learn API Development</td>
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<tr>
<td>2</td>
<td>Certifications in ITIL, the framework that aligns IT and Service Management with business needs</td>
</tr>
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</table>
Our theme for FY19 is EaaSy IT (Everything as a Service) with a YES attitude and collective abilities – YESability. EaaSy IT will be supported by five pillars that will help focus our direction in support of the university community. These pillars will be used to help guide Information Services as we strive to provide the best service possible to the university, and as we continue to support the university’s Roadmap for a Strategic Kent State.

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 Services, 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 Services 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

- Conduct a full audit and review of our knowledge base to ensure self-service articles are accurate, helpful, and relevant.
- Implement a classroom technology refresh schedule to ensure classroom downtime due to technology issues are minimized.
- Complete a digital accessibility assessment of FlashLine and KSU Mobile, and make necessary improvements to achieve compliance with the WCAG 2.1 AA standard.
- Partner with REN-ISAC and Indiana University to perform a Cybersecurity and Network Assessment of campus network infrastructure.
- Develop Organizational IT Governance.
- Identify, monitor, manage, and publish key operational metrics.
- Complete an assessment of our disaster recovery plan.
- Develop Information Technology budget model to achieve parity with Public Research Universities in accordance with the most current EDUCAUSE Core Data Study.

Leverage

- Expand utilization of Kaltura, our University’s video hosting platform, to include the hosting of WebEx / conference recordings.
- Develop an advisory group comprising of the appropriate units and departments that play a role in the user lifecycle and engage them to improve consistency and value of digital investments and services.
- Deploy the Microsoft Office suite for productivity tools and authentication-related products to leverage current investments and replace other products in the technology portfolio.
- Consolidate Enterprise Monitoring tools to leverage fewer products more fully and achieve cost savings.
- Implement a more robust, less expensive address cleansing software product that can be used by both our ERP and CRM.
- Enhance partnership with the University of Toledo, Wright State, Youngstown State, and Miami University to co-develop common interfaces and leverage mutual intent in Ellucian Banner ERP.
FY19 DIVISIONAL GOALS

Digital Everything

- Improve capacity and availability of core network technology services.
- Grow our support channels to include social media to ensure that our core constituents (students, faculty, and staff) are able to engage with us in ways that are relevant and convenient.
- Enhance university-wide document management solution for greater efficiency.
- Record and analyze user actions (touch points) across major systems to formulate a plan to deliver a more cohesive digital experience.
- Enhance the replay experience for athletic events at Dix Stadium by providing updated sideline and booth technology.
- Collaboratively develop organizational data dictionary for improved integration and foundation for reporting and analytics delivery.
- Improve university business and academic office functional engagement to better align digital goals to the needs of the university.

Great User Experience

- Deploy a “Just in Time” support bridge on the university’s LMS, Blackboard Learn, to allow for instant, on demand help.
- Overhaul the Information Services website to ensure users are able to get quick help, service availability information, and relevant information by constituent type.
- Develop standard style guides to drive a consistent user experience across our major platforms and products (FlashLine, Self-Service Banner, SalesForce, OutSystems, KSUMobile, etc.)
- Implement new Banner 9 Administrative Pages, which will provide an updated user interface that also meets accessibility standards.
- Implement new Telecom billing software product to improve and streamline billing statements and the distribution of related information.
- Implement improvements to the kent.edu website specifically around search and discoverability; integrate search across multiple enterprise systems to offer a better user experience.

Leadership

- Begin offering Adobe certification courses and exams in our training facility.
- Align teams to be cross-disciplinary so that team members are cross-trained in a variety of skills and technologies, minimizing skill silos.
- Support the COPI project, a joint effort with Finance and Administration, to roll-out Comdoc Xerox printers at all Kent State campuses.
- Develop and announce key Information Services leadership positions – Deputy CIO/CTO, Chief Data Officer, Chief Information Security Officer.
- Develop and deliver internal leadership summit.
- Develop CIO Digital Leadership Academy.
- Support and endorse Information Services team for local, regional, and national leadership opportunities.