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LETTER FROM THE CIO

I am thrilled to present you with the University Information & Technology Services 2015 At A Glance Booklet. UITS plays a critical role at Columbus State University by embracing the University’s vision of being a first choice institution for discerning students who seek challenging programs, engaged faculty, and a vibrant, globally-connected campus culture. We are committed to providing technological services for students, faculty, and staff for use in accomplishing the mission and meeting the goals established by the University.

UITS is dedicated to stimulating innovation and applying new technologies to create a cutting-edge teaching and learning experience at CSU. In collaboration with the Student Government Association and Information Technology Utilization Committee, we are capable of maintaining a forward momentum by providing and integrating new technologies and state of the art equipment in classrooms all over campus.

We invest in our staff throughout the year with training, development and education, inspiring increased productivity, knowledge, loyalty, and contribution to the CSU community.

As the University advances, we will be working hand-in-hand with various project teams to complete renovation of Howard Hall, Arnold Hall, the College of Education and Health Professions new building, as well as the University’s network infrastructure (both wireless and wired). These initiatives, and others in progress, will help us create a more cohesive, robust learning environment for students, faculty, and staff alike. With the many technology advances taking place and planned, we hope to greatly improve experiences for all who walk onto campus.

UITS employs approximately 25 students per semester (Fall and Spring) in various units of the department. The student workforce brings a great pool of talent, energy, excitement and diversity to our work environment. They work as technology ambassadors, programmers, networking staff, helpdesk support staff and lab support staff.

The accomplishments in this report are made possible by the dedication and hard work of our UITS team, along with CSU community partners that have collaborated with us, given input and feedback, and helped make our IT initiatives the best solutions for our customers’ needs. I am excited about the enormous potential UITS has before us to be the strategic partner and IT service provider, and to provide the best experience to all our academic and administrative users in this University.

Abraham George
Vice President of Information Technology/CIO

Abraham George
The University of Information and Technology Services (UITS) is committed to providing technological services for faculty, students, and staff for use in accomplishing the mission and meeting the goals established by the university. Our goal is to provide a best-in-class technology platform and information-based services.
GOALS

FOCUS #1
Becoming a “First Choice Institution

PRIORITY #1
Attract a higher percentage of students with the motivation and preparation to complete a degree

GOAL #1
Improve Columbus State’s name recognition, academic reputation, and ranking

GOAL #2
Increase the number of student scholars

GOAL #3
Continue to offer a “best value” educational experience

PRIORITY #2
Employ more creative instructional methods

GOAL #1
Improve the quality of instruction through improvements in classrooms, labs, professional development instructional quality and instructional technology

PRIORITY #3
Increase student academic and social engagement and sense of belonging

GOAL #1
Promote student participation in Columbus State’s global, academic, and experiential learning programs

GOAL #2
Cultivate student participation in Columbus State’s cultural and social activities

GOAL #3
Focus more on student satisfaction and well-being

FOCUS #2
Driving Sustainable Growth

PRIORITY #1
Sustain the University’s growth by focusing resources in areas with strong potential based on emerging opportunities

PRIORITY #2
Improve faculty/staff retention, job satisfaction, and productivity

PRIORITY #3
Improve stewardship through leadership in sustainability programs, the efficient use of resources, and external partnerships

GOAL #3
Continue to offer a “best value” educational experience
The UITS Department held initial strategic planning meetings as a department on November 11th and 12th, 2014. These sessions were facilitated by the Leadership Institute at Cunningham Center. The outcome of the sessions was a SWOT Analysis (Strengths, Weaknesses, Opportunities, and Threats). Action Teams have been formed to address each of the areas.

On March 17th, 2015, a UITS Strategic Planning Session was held with leadership from across the campus to review ideas submitted for consideration as part of our three year strategic planning initiative. Fifty seven ideas were submitted and reviewed in the session and have been categorized by level of importance. The list was reviewed by the IT Utilization Committee and we are currently in the process of prioritizing the initiatives that are not already actively being implemented. A list of all ideas submitted can be found on the UITS website.
The UITS Department held initial strategic planning meetings as a department on November 11th and 12th, 2014. These sessions were facilitated by the Leadership Institute at Cunningham Center. The outcome of the sessions was a SWOT Analysis (Strengths, Weaknesses, Opportunities, and Threats). Action Teams have been formed to address each of the areas.

<table>
<thead>
<tr>
<th>Strengths</th>
<th>Weaknesses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Human Capital – Culture of hard work</td>
<td>Employee Satisfaction Concerns</td>
</tr>
<tr>
<td>Transaction Excellence: Doing more with less</td>
<td>Compensation</td>
</tr>
<tr>
<td>Positive Work Environment</td>
<td>Communication</td>
</tr>
<tr>
<td>Excellent Customer Service</td>
<td>Lack of Defined Policies &amp; Procedures</td>
</tr>
<tr>
<td>Management/Leadership</td>
<td>Poorly Defined Core Purpose</td>
</tr>
<tr>
<td><strong>SWOT Response Team</strong> - Valerie Alexander-Spicer (Lead), Barbara Psalmond, Ed Schevey, Keith Grier, Alvin Harris</td>
<td><strong>SWOT Response Team</strong> - Steve Roach (Lead), Jessica Macon, Tony Harris, Brandon Lindley</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Opportunities</th>
<th>Threats</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employee Retention</td>
<td>Losing good employees</td>
</tr>
<tr>
<td>Additional Services</td>
<td>Public Relations/Communication</td>
</tr>
<tr>
<td>New updated technology</td>
<td>Budget/Funding</td>
</tr>
<tr>
<td>Collaboration/Partnerships</td>
<td>Process/Policy Improvements</td>
</tr>
<tr>
<td>Cross Training</td>
<td>Rapidly Changing Technology</td>
</tr>
<tr>
<td><strong>SWOT Response Team</strong> - Andrew Turner (Lead), Bryce Jackson, Vincent Gammage</td>
<td><strong>SWOT Response Team</strong> - Casey Hergett (Lead), Tonya Wright, Loretta Marshall</td>
</tr>
</tbody>
</table>
UITs has been involved in several key initiatives that have or will have a significant impact on the campus. They include an upgrade of the wireless infrastructure network across both the Main and RiverPark campuses, at a cost of over $750,000, state of the art technology upgrades in 9 classrooms in the Center for Commerce and Technology, and state of the art technology for the newly renovated Howard Hall.

There are currently 106 active projects on the UITS project list. The top twenty projects to the Department/University, in terms of importance and resources expended, are listed below.

<table>
<thead>
<tr>
<th>Project Name</th>
<th>UITS Dept</th>
<th>Start Date</th>
<th>Due Date</th>
<th>% Complete</th>
<th>Scope</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cunningham Web Sites (1)</td>
<td>Web</td>
<td>01/01/15</td>
<td>06/30/15</td>
<td>75%</td>
<td>Create portal that houses 4 websites for Cunningham, currently resides on another server (.com and .org domains outside of CSU domain). Complete redesign.</td>
</tr>
<tr>
<td>Data Center Storage Upgrade</td>
<td>Infrastructure</td>
<td>01/27/15</td>
<td>06/30/15</td>
<td>20%</td>
<td>Upgrade storage systems to larger capacity and higher performance systems.</td>
</tr>
<tr>
<td>Develop Data Governance Model</td>
<td>UITS Admin</td>
<td>03/02/15</td>
<td>08/28/15</td>
<td>5%</td>
<td>Work with IR to develop and deploy a data governance standard across the university.</td>
</tr>
<tr>
<td>LANDesk Anti-Virus Deployment</td>
<td>Desktop Support</td>
<td>12/01/14</td>
<td>06/30/15</td>
<td>30%</td>
<td>LANDesk Security Suite Module - AVK (Anti Virus) - Develop reports.</td>
</tr>
<tr>
<td>LD - Anti Virus Installation &amp; Testing (Security)</td>
<td>Information Security</td>
<td>01/01/14</td>
<td>06/01/15</td>
<td>5%</td>
<td>LANDesk Security Suite Module - AVK (Anti Virus) - Develop reports.</td>
</tr>
<tr>
<td>UITS eQuest Re-engineering</td>
<td>Help Desk</td>
<td>01/05/15</td>
<td>12/18/15</td>
<td>10%</td>
<td>Goal is to establish SLA’s and processes within UITS and across campus community to improve quality of delivery of service.</td>
</tr>
<tr>
<td>VA Attendance/Enrollment Certification</td>
<td>Enterprise Software Apps</td>
<td>05/08/15</td>
<td>05/29/15</td>
<td>75%</td>
<td>Create an automated process (using Argos) for faculty to report attendance and update Banner SFAREGS (for VA Compliance).</td>
</tr>
<tr>
<td>Business Continuity/Disaster Recovery</td>
<td>UITS Admin</td>
<td>01/01/15</td>
<td>01/31/16</td>
<td>10%</td>
<td>Develop a plan and strategy for Business Continuity and Disaster Recovery for CSU.</td>
</tr>
<tr>
<td>COEHP Relocation to Downtown</td>
<td>UITS Admin</td>
<td>01/01/15</td>
<td>10/31/16</td>
<td>0%</td>
<td>Provide technology required to relocate the College of Education and Health Professions to the River Park campus.</td>
</tr>
<tr>
<td>CSU Catalog-Phase 1 (2)</td>
<td>Web</td>
<td>01/21/15</td>
<td>06/01/15</td>
<td>50%</td>
<td>Fact finding stage on exploring how to revamp the CSU catalog with the aid of DegreeAdmin - Update 2015-2016 online catalog.</td>
</tr>
<tr>
<td>eQuest Upgrade/Replacement</td>
<td>Help Desk</td>
<td>01/05/15</td>
<td>08/01/15</td>
<td>0%</td>
<td>Needing to upgrade to the latest version.</td>
</tr>
<tr>
<td>HP Device Lease</td>
<td>Desktop Support</td>
<td>02/02/15</td>
<td>09/01/15</td>
<td>50%</td>
<td>Replace older purchased computers with leased computers on a 4 year refresh cycle - Approximately 385 devices.</td>
</tr>
<tr>
<td>Implement Forced Password Reset</td>
<td>Enterprise Software Apps</td>
<td>02/01/14</td>
<td>07/31/15</td>
<td>90%</td>
<td>Implement system to force users to update every 90 days. Make other changes like 10 digit length and using more special characters.</td>
</tr>
<tr>
<td>Network Equipment Refresh</td>
<td>Infrastructure</td>
<td>10/31/14</td>
<td>07/31/15</td>
<td>0%</td>
<td>Replace older/over switches on our network.</td>
</tr>
<tr>
<td>Howard Hall Renovation</td>
<td>UITS Admin</td>
<td>10/20/13</td>
<td>07/31/15</td>
<td>50%</td>
<td>Complete renovation inside and outside - 2 + classrooms will new collaborative spaces on the 2nd floor, increase forum area on 1st floor.</td>
</tr>
<tr>
<td>Implement Active Directory</td>
<td>Infrastructure</td>
<td>09/01/14</td>
<td>06/30/15</td>
<td>65%</td>
<td>Installation, configuration of MS Active Directory.</td>
</tr>
<tr>
<td>LD - PC Vulnerability Management Patching</td>
<td>Information Security</td>
<td>12/01/16</td>
<td>06/30/15</td>
<td>0%</td>
<td>Through LD Reporting discover, mitigate and monitor patching on pc’s.</td>
</tr>
<tr>
<td>Network Printing</td>
<td>Desktop Support</td>
<td>04/01/13</td>
<td>07/01/15</td>
<td>20%</td>
<td>Network Printing adoption - Complete pilot to show savings and position to move campus wide.</td>
</tr>
<tr>
<td>Oxbow Redesign</td>
<td>Web</td>
<td>06/01/15</td>
<td>07/30/15</td>
<td>10%</td>
<td>Redesign of the Oxbow website, including make it easier to get to events and field trip forms.</td>
</tr>
<tr>
<td>WC ONLINE (SSO)</td>
<td>Enterprise Software Apps</td>
<td>12/28/14</td>
<td>04/01/15</td>
<td>50%</td>
<td>SSO integration with 3rd party software. Eliot Rendleman is Dir Teaching and Writing Center.</td>
</tr>
</tbody>
</table>
OPERATIONS AND INFRASTRUCTURE

- Main campus single mode fiber optic infrastructure upgrade completed
- Riverpark campus single mode fiber optic ring completed
- Voice-over-IP infrastructure transition completed
- CATV vendor transition completed
- CSU TV Mediacom channels activated
- Provided network connectivity at new Riverpark dorm locations and Yancey and Oglethorpe
- Provided network connectivity at the new Riverpark Rankin Deli & Market location
- GTA Phone line audit progress: almost $13,000 projected monthly savings Infrastructure services team assumes database services responsibilities
- Upgraded wireless infrastructure in CCT, Jordan, Illges, Arnold, Library and Davidson
- Provided network infrastructure for new mail services location
- Started data center clean up/reorganization
- Added an additional 56TB of enterprise class storage to the SAN
- Completed professional WiFi site surveys of 6 additional buildings - providing information about where to place wireless access points and give information about sources of interference, signal strength, etc.
- Assisted Student Rec Center with implementation of new access control system
- Upgraded to unlimited enterprise license for RedHat Enterprise Linux

A. Web Services

The Web Services team develops and maintains web sites for CSU. Takes clients requests for upgrades and design. Creates content management systems for CSU.

- Launched Responsive CSU design 156 sites 160+ pages in 6 months
- Created master templates for external and internal facing webpages which compliment CSU main web presence
- CSU Homepage Version 1.01
- All-State Art Symposium Website
- Omni Update Migration to V10
- Faculty/Staff Silo for Web Pages
- Graduate Programs Mobile App
- University Relations Digital Strategy Components
- Consultant for Curricunet Implementation
- Digital version of Faculty Handbook
- International Web Presence campaign
- Designed inaugural CSU Equestrian Eventing Team Website
B. Business Intelligence

Business intelligence (BI) is a broad category of applications and technologies for gathering, storing, analyzing, and providing access to data to help the CSU community make better business decisions.

- Released Phase 1 of Business Intelligence Dashboards. The dashboards included Student Enrollment, Retention/Graduation, Progression, Degrees Awarded and Faculty Load Dashboards.
- Built and Released Phase 2 of Business Intelligence Dashboards which included Applications, Financial Aid and Financials Dashboards.
- Completed Predictive Analytic on retention of entering freshmen.
- Began working on D2L Analytics.
- Built and Released Phase 1 of the College of Education and Health Professions reporting dashboards.
- Created and maintained Data Warehouse to provide data for all created dashboards.
- Developed proof of concept for information discovery using Oracle Endeca
- 74 Licensed users for current Dashboards

C. Enterprise Software

Supports all enterprise software that students, faculty and staff access. Completes programming for ease of use and functionality while also performing upgrades and maintaining software to be compliant with current version type. Keeps all software operational 24/7/365.

- Re-design functionality/look class schedule
- ROAR Freshman Learning Community Registration Process
- Students check in at orientation using mobile devices.
- Academic Advising Record
- Advising records tracks new core requirements.
- AdAstra upgrade to version 7.5.7
- ICCure Access Control System
- Health Center tracks how many students visit the center.
- Math Readiness
- Test taken to determine math class placement.
- ParScore upgrade
- Early Book Program
- Allows student to get voucher with no waiting for book purchases.
I. Enrollment Technology Services

UIT's Enrollment Services Technology Support Services is a dedicated and committed team working to provide support to Enrollment Services. The Enrollment Services Technology Support team also assists with:

- Data-entry for all aspects of Enrollment Services
- Banner/ISIS Account Creation and Account Management
- Document Imaging maintenance and support
- Banner Student System and related systems process support
- Project management and process improvement
- Student ID Scanners
- COB Passport Scanning System
- Ellucian Action Planning Strategic Review
- Automation of OFFice 365 Deployment
- Human Resources SkillSoft Training System

II. Data Entry

Data Entry Department is responsible for the scanning, indexing, processing and storage of all paper and electronic documents submitted by students to CSU for all enrollment purposes to include registration, financial aid and other administrative processes. We strive for 100% accuracy and take pride in our attention to detail when it comes to handling confidential and imperative student documents and data. 36.14% September YTD 2014 over YTD 2013

- There is a sizable increase in the number of electronic documents processed 2014 over 2013 for October (55.22%) and year-to-date (37.65%)
- Overall documents processed YTD exceed last year by 6621 or 7.95%.
- Hard copy documents are up in October by 960 or 31.39% but are relatively flat year-to-date by 994 or 1.98%.
- Data Entry only began breaking down hard copy applications into various types with the start of 2014.
A. CSU Help Desk
The Help Desk provides assistance to all students, faculty, and staff. We assist them with their technical inquiries, CSU account problems, or general questions. We have two locations; Main campus in CCT 124 and Dillingham Place on RiverPark Campus.
- Completed 75 Speed Techs
- Provided support for 96 orientations
- Assisted over 20,000 customer inquiries
- Established Help Desk on RiverPark Campus

B. Student Repair Shop
The CSU Repair Shop is a free computer repair service geared towards helping currently enrolled students. Students are able to get three free repairs on their computers per semester. We perform hardware and software upgrades, execute advanced troubleshooting techniques, and perform virus and malware removal. We have recently expanded our services to include computer repairs for faculty, staff, and also mobile device repairs.
- Provided 600 student computer repairs
- Completed 15 Smart phone and tablet repairs
- Completed 1500+ quick computer assists
- Provided maintenance and repair services for 1,802 ResNet Connections
- Completed 40 ResNet Service calls

C. Classroom Technology & Instructional Support Services
To support the university’s retention and recruitment initiative, UITS has invested significant resources to build technology rich classrooms and adequately equipped computing labs. Offering training for faculty on the use of the technology in the classrooms is one of the services we provide, along with describing how to integrate the technology into their course design. Classroom Support not only provides faculty assistance but also has a 3 year Classroom Refresh plan in place.
- New Classroom projectors in the CCT building
- Installed 30 new instructor workstations
- Installed 20 new video projectors in classrooms
- Upgraded all AV in the 4 Clearview Center classrooms.
- Installed AV system in Schwob Library Forum Area
- Completed 120 training sessions on use of instructor workstations and gave out 120 keys to kiosks
- Installed 25 new computers in Lenoir 126 open lab
- Installed Smartboards in the School of Music, Jordan Hall, and Lumpkin
- Assisted with the Desire2Learn upgrade with training
D. Desktop & Mobile Technology Services

UITS Desktop Support Services is a dedicated and committed team working to provide IT support, software installation, and technology consulting to faculty/staff IT needs. We support Most Windows and Apple OS versions. Support extends from Main campus, River Park, OxBow and Ft. Benning.

- Installation of supported new equipment, including arranging for the transfer of existing software and data if required
- Operating Systems Software support for desktop computers running currently supported Macintosh or Windows operating systems
- Support for various CSU related software applications
- Hardware and Software Procurement
- Assistance with purchase and installation of handheld mobile devices.
- Office technology and software procurement Technology recycle program
- Installation, use, troubleshooting, and updating software and hardware.
- Consulting services and advising on new technology needs and/or projects
- Provided Office 365 for enrolled students
- Pitney Bowes Send-Suite
- Tracking software and Management tier of LANdesk.

E. Digital Media Production

Digital Media Production Services is responsible for assisting students and faculty with the process in which digital files are set up, edited, supported, and distributed. This position is dedicated to handling many services, including, but not limited to, video and audio production, computer graphics, conversion of analog materials to digital formats and photographic services.

- Over 50 video editing sessions for student-teachers in the School of Education who are preparing required assessment material
- Over 15 audio/video production projects, including videography and follow-up editing
- 2013 & 2014 Faculty/Staff Appreciation Award video for the Alumni Association
- Live web streaming of all CSU graduations
- Video recording the Diversity Conference keynote speakers including Francys Johnson (the newly elected Georgia NAACP president)
- Three AV (Audio Video) non-CSU support events (all in University Hall Auditorium)
- Four teleconferences with Georgia Regents University in support of our advanced nursing degree partnership
- Live Web streaming for the Jim Blanchard Leadership Forum Simulcast
The Office of Information Security provides CSU students, faculty, and staff with timely information as it relates to data security. The Office of Information Security is responsible for ensuring information confidentiality, data integrity and systems availability.

- Educating the campus community about security related issues
- Developing and enforcing policies and routinely reviewing those policies
- Utilizing the strongest technical measures possible to protect campus resources
- Developing measures to react to incidents and events that endanger the institution’s information assets.
- 2014 National Cyber Security Alliance Data Privacy Champion University
- 2014 National Cyber Security Awareness Month Champion University
- 2014 Educause Proposal Reviewer Recipient
- Member of University System of Georgia Security Advisory Group (SAG)
- Member of ISC2 Certified Information Systems Security Professional (CISP) Organization
- Member Higher Education Security Round Table (HE-SRT)

UITs STUDENT TECHNOLOGY AMBASSADORS

The UITS Student Technology Ambassador program exists to assist CSU Students in navigating through the ever-changing world of technology. The UITS Student Technology Ambassadors are on campus to act as representatives of UITS in answering student’s questions in regards to Mobile Apps, software, hardware, cyber security, and all other technology needs. The UITS Student Technology Ambassadors will help you explore the CSU Web Site and how to find courses, grades, tutorials and special events. As part of their movement to educate the students on the technology and services available on campus, they created several promotional videos, graphic designs for UITS. They have reached out to numerous students on both our main and downtown campuses, getting their feedback on the IT services provided by CSU.
IT INNOVATION CENTER

VISION
Commercially market technological innovations from Columbus State University’s (CSU) IT staff through the CSU IT Innovation Center, which promotes student success and institutional leadership in partnership with the CSU Research and Service Foundation.

GOALS
1. Joint research to enhance private, public partnerships
2. Provide experiential learning opportunities for student marketability
3. Offer advanced IT services to state & regional small businesses
4. Build CSU’s reputation as an education technology leader
5. Develop and launch 2-3 innovations per year (During first three years)
6. Create an environment to promote excellence within IT staff and allow them to work with leading edge technology

TEAM STRUCTURE
The IT Innovation Center will function as part of Columbus State University’s Information and Technology Services with funds being processed through the CSU Research and Service Foundation. Specific role responsibilities are as follows:

• Vice President of Information Technology/CIO – Serves as the liaison between the IT Innovation Center, Clients and the CSU Executive Leadership Team. Provides general support to team and Administrative Coordinator as needed. Ensuring adherence to vision and goals.

• Executive Director of Operations & Infrastructure – Along with the Vice President of Information Technology/CIO, serves as a liaison between the IT Innovation Center, Clients and the CSU Executive Leadership Team. Provides general support to team and Administrative Coordinator as needed. Ensuring adherence to vision and goals.

• IT Innovation Center Advisory board will advise the IT Innovation Center leadership on improvement and strategies for success. The board consists of five members represented from executive leadership of CSU and external organizations approved by President and Vice President of Information Technology/CIO.

• Administrative Coordinator - Assist with SOW, MOUs, and all Operating Agreements created between clients and CSU. Compiles meeting minutes. Monitors communication with clients. Manages all aspects of meetings conducted on site, including identification of meeting location, keeping meeting on schedule, compiling documentation and correspondence with clients and providing feedback when requested. Manages all administrative duties as needed.

CHARTERING AUTHORITY
The IT Innovation Center is informally chartered by CSU Research and Service Foundation of CSU and will provide progress updates as appropriate to the Executive Leadership Team through the Vice President of Information Technology/CIO.

TIME COMMITMENTS
The IT Innovation Center Team will meet every Tuesday as needed to update members on the standing of any ongoing projects. Meeting dates and times may be adjusted as needed at the consensus of team members. Time for completion of work will vary based on the individual needs of each project.

IT INNOVATION CENTER TEAM
Team consists of designees from UITS. Each department from within UITS may designate appropriate individuals with the requisite skill, understanding, and commitment to effectively contribute to the IT Innovation Centers project.
ADVANCED ANALYTICS INITIATIVE

- Knowledge Management
- Benchmarking
- Data Mining
- Data Visualization
- Measurement Analysis
- Reporting
- Collaboration Platform
Overview
- The Data warehouse is updated nightly from Banner SIS (On Site) and PeopleSoft Financials (At USG ITS).
- The Desire 2 Learn data is downloaded from the USG ITS Servers every Sunday evening and our LMS is updated each Monday morning.
- The platform used is the Oracle ODI and OBIEE reporting tools.
- Argos is a report creation tool used for the purposes of selecting report factors from pre-created Data Blocks. This is “real-time”.

Dashboards Available
- Student applications to CSU analysis by time, college, programs, etc.
- Current Fiscal Year Overview – Student and financial.
- Degrees Awarded.
- Executive dashboard is high level covering all colleges and departments.
- Faculty dashboard drills down to their specific department and course of study.
- Financials dashboards cover the PeopleSoft finance area for the university.
- Progression dashboards show how well students are moving toward degree completion.
- Retention & Graduation dashboards show where students are leaving and struggling. Also shows our overall graduation accomplishments.
- Student Enrollment dashboards show the current status of all students taking classes.
- Student Advising Portal Dashboards displays all advising particulars in a one page design. Has early warning alerts to notify if student(s) has not been doing well in academic study.

Predictive Analysis
Completed the Freshman Retention model to identify reasons why and when to intervene with first year students.
Financials Dashboard: The Financials Dashboard pulls data nightly from PeopleSoft and allows for departments to follow their budget and forecast their funds.
Financial Aid Dashboard: The Financial Aid Dashboard shows the amount of aid offered accepted, denied, and paid by day, term and year for each Fiscal Year. Using the provided dashboard prompts, this data can be viewed by college, department, program and major.
D2L Dashboard: The Desire 2 Learn Dashboard shows students participation in forums and grades posted in D2L with warning indicators for students who are not meeting standards.
The Student Advising Portal was developed by UITS for use by the CSU Academic Center of Excellence. Its purpose is to trigger early warnings to the counselors so they can intercede quickly to assure the student is getting the help that is needed.

The Advising Portal was created in the Summer of 2014, and was in Beta testing for Fall, 2014 and Spring, 2015 semesters. It was initially tested with five Academic Center of Excellence (ACE) advisors, one administrator, and approximately 2,800 students. The testing was expanded to include select faculty and staff advisors in the Spring, with representation from all colleges.

ACE advisors check their list of students with new alerts daily in the portal. Within 24 hours they contact the student, via email, phone, text, depending on the student’s preference. The advisor would then refer the student to an appropriate resource based on the alert. This could be a referral to another campus resource (i.e. tutoring) or the creation of an action plan to monitor the student and hold them accountable. The advisor would then log all activity in the notes section of the portal.

The Portal has assisted the ACE in their aid in the success of CSU students by helping to retain, progress, and graduate the students they advise.
ARGOS REPORTING TOOL

OVERVIEW:
Argos is a user-friendly enterprise web-based reporting solution providing quick access to information in a professional format. Argos meets all reporting needs from simple ad-hoc queries to advanced reports, dashboard, and data cubes.

BENEFITS:
- Single solution that delivers operational real-time and quick access to information
- Used through the current CougarNet/ISIS Reporting Solution (Single Sign On)
- Easy end-user application
- Used for day-to-day functions (i.e. processes, letter generation, emails, etc.)
- Unlimited number of users, user types, database types, and database connections
- Works with any database (Oracle, MY SQL, DB2, Access, etc.)
OVERVIEW:
Banner Workflow is a web-based flexible solution that launches processes, provides information, facilitates communication, and people thus improving processes, reducing errors, automating tasks, and improving customer service. Banner Workflow is a business process management system within and outside of Banner to support functions and processes.

BENEFITS:
- Improve the university's internal processes reducing delays and bottlenecks
- Reduce and replace the use of paper and internal forms
- Deliver improved customer service to faculty, staff, and students
- Complete tasks and processes more quickly and efficiently
- Improve accountability and consistency
- Improve communication through notifications of key processes
### UITS BY THE NUMBERS

<table>
<thead>
<tr>
<th>Category</th>
<th>2014</th>
<th>2013</th>
<th>2012</th>
<th>2011</th>
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<td>CSU Staff (FT 517 (PT 251 Total: 768)</td>
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<td>Local Printers</td>
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<td>Computer Labs Supported With &gt;10 Computers</td>
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<tr>
<td>Computer Labs Supported With &lt;10 Computers</td>
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<td>Computers in Labs</td>
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<td>Media Equipped Classrooms - To Include Tegrity Enabled</td>
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<td>156</td>
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<td>Howard Hall Closure</td>
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<td>Tegrity Lecture Captured Classrooms In Use</td>
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<td>Software Titles</td>
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<td>132,500</td>
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<td>Mobile Apps</td>
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<td>File Servers Physical/Virtual</td>
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<td>8/160</td>
<td>164/10/154</td>
<td>126/20/106</td>
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<td>ResNet Connections</td>
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<td>Campuses</td>
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<td>Remote Sites</td>
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<td>Buildings</td>
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<tr>
<td>Buildings with Wireless Network Access</td>
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<td>64</td>
<td>Campus-Wide</td>
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<tr>
<td>UITS Student Workers</td>
<td>24</td>
<td>24</td>
<td>26</td>
<td>26</td>
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<tr>
<td>UITS Employees</td>
<td>57</td>
<td>53</td>
<td>50</td>
<td>56</td>
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</tbody>
</table>
PROFESSIONAL DEVELOPMENT

UITS SOCIAL ACTIVITIES INCLUDED:
Chili Cook off
Movie Day
Holiday Party in December
Quarterly Birthday Recognitions with Cake/Refreshments
Monthly Anniversary Recognitions
Quarterly Peer Recognition of 2 UITS Employees
Staff Appreciation Breakfast – Quarterly
Staff Appreciation Lunches – Departmental and Area

CONFERENCES AND TRAINING:
People Map Leadership & Management Session – 100% participation
Lean Six Sigma – 7 Staff Yellow Belt, 1 Staff Green Belt
Rock Eagle - Over 13 Presented, 23 Staff Attended
Georgia Summit – 2 Presented, 8 Staff Attended
TAP: 8 enrolled/enrolling for Summer 2015
UITS CERT Team Members: 7

AWARDS AND CERTIFICATIONS:
TAG Award for Business Intelligence and Analytic Team
Chancellor’s Annual Service Excellence Award:
Gold - Infrastructure & Telephone Cost Control Team
Bronze – CSU Student Computer Repair Shop
2014 Faculty/Staff Appreciation Award – Derek Olson
Repair Shop Master Technician III Specialist Certification – Andrew Turner

CUSTOMER SUPPORT:
Speed Tech Sessions: 165
eQuest: Resolved over 12,000 requests
Help Desk: Assisted with over 16,000 inquiries taken at the Help Desk

UITS REPRESENTATION AT THE FOLLOWING EVENTS:
Legacy Banquet
Diversity Conference
Jim Blanchard Leadership Forum
CSU Day of Service
Student/Parent Orientation Days
CSU Move in Day
USG Chancellor’s Golf Tournament

TOTALS:
Conferences 29 Multiple Attendees
Webinars 115 Multiple Attendees
Lunch-n-Learn 12 Multiple Attendees
Certifications 15
On Campus Training 112
Off Campus Training 23

UITS Mentorship Program 29 mentor/protégé pairs with 15 UITS staff members
35 external to EITS and 22 external to UGA
The Columbus State University RiverPark campus opened in 2001 with two buildings: the Schwob School of Music inside the Rivercenter for the Performing Arts and the Rankin Building. Since that time, the RiverPark campus has grown into a full-service campus.

**RIVERPARK COLLEGE UNITS AND LOCATIONS**

**COLLEGE OF THE ARTS**
- College of Letters & Sciences
- Schwob School of Music (Rivercenter)
- Department of Art (One Arsenal, Carpenters, Corn Center, Seaboard Depot)
- Department of Communication (Carpenters, Dillingham)
- Department of Theatre (One Arsenal, Riverside Theatre Complex
- Bo Bartlett Center (Corn Center)
- Pasaquan Complex (Buena Vista, GA)* Coming Soon

**COLLEGE OF THE ARTS DEVELOPMENT OFFICE (RANKIN)**
- History & Geography Department (One Arsenal, Dillingham)
- Coca-Cola Space Science Center

- Campus Bookstore (Rankin)
- Continuing Education (Rankin)
- Counseling Center (Broadway Crossing)
- CSU Foundation Executive Board Room and President Emeritus Office (One Arsenal)
- Degree in Three (One Arsenal)
- Honors College (One Arsenal)
- NPACE Center (Carpenters)
- Plant Operations (Dillingham)
- Rankin Dining Hall (Rankin)
- Residence Life (1011 Broadway)
- Student Affairs (1011 Broadway)
- Student Health Center (Broadway Crossing)
- Student Recreation Center (Dillingham)
- The Market on Broadway (Broadway Crossing)
- UITS (Dillingham)
- University Police (1013 Broadway)
### CSU Classroom Technologies

<table>
<thead>
<tr>
<th>Building Name</th>
<th>Academic Spaces</th>
<th>Seats</th>
<th>Computers</th>
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<tbody>
<tr>
<td><strong>MAIN CAMPUS</strong></td>
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<tr>
<td>Arnold Hall</td>
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<td>Command College</td>
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<tr>
<td>Center for Commerce and Technology</td>
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<tr>
<td>CCT Open Computing Lab</td>
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<td>Cunningham Center</td>
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<tr>
<td>Faculty Office Building</td>
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<td>84</td>
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<tr>
<td>Health &amp; Wellness Building</td>
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<tr>
<td>Howard Hall</td>
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<td>Illges Hall</td>
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<td>Jordan Hall</td>
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<td>Lenoir Hall &amp; Annex</td>
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<td>479</td>
<td>115</td>
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<tr>
<td>Library - Open Lab</td>
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<tr>
<td>Frank G. Lumpkin Jr. Center</td>
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<td>Ft. Benning</td>
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<td><strong>Total</strong></td>
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