

## CHIEF INFORMATION TECHNOLOGY OFFICER

### MISSION STATEMENT:

The Division of Information Technology's mission is to provide comprehensive, reliable and secure technology resources and services that support and advance the University's commitment to academic excellence, administrative efficiency, local and global outreach, a diverse and service-oriented community, and promote and enable meaningful student engagement in a digital age. Delivery of excellent customer service is a guiding principle. The rapid pace of change in technology and the opportunity to improve the University's competitive position by strategically adapting and deploying new technology requires we innovate and regularly evaluate our current portfolio of IT systems and services in the context of new teaching and learning initiatives and educational trends. We must continually ask "Are we doing the right things, the right way?" with technology to further the University's mission, focus and its *Challenging the Spirit* Action Plan.

### PROGRAM INFORMATION:

Information Technology has approximately 120 professional staff and is comprised of six departments including the Office of the Chief Information Technology Officer. Reporting to that office are the following departments each of which is headed by a Director: Enterprise Systems, Enterprise Applications and Programming, Academic Technology, Technical Support Services, and Communications Technologies. These departments include important functional areas such as Desktop Support; Resnet; Help Desk; Learning Management Systems with Blackboard; Training; Telephony; Network Design and Infrastructure Services; Interactive Video Course Services; Audio Visual Services; Cabling; Student Technology Centers (Computer Labs); the Technology Resource Center; core administrative and academic systems and programming support; enterprise web development; and commodity services support and operations such as email, file storage and print, and directory and identity services.

### GOALS/ANTICIPATED PROGRAM ACTIVITIES:

In support of WKU's *Challenging the Spirit* Action Plan across all four strategic goals, but particularly Goal 1 (Foster Academic Excellence) and Goal 4 (Support the Core Mission with a Robust Campus Infrastructure), our major priorities for 2015-2016 include the following:

- Ensure WKU maintains a reliable and scalable network infrastructure with capacity to respond to high-bandwidth and increased utilization demands. User bandwidth demand has dramatically increased over the last two years and the state-level subsidy funding model for KPEN is changing July 1, 2015 such that our costs will increase. We will continue to use our available budget resources to ensure we have adequate and redundant external and internal bandwidth capacity to serve the main and regional campuses.
- Continue improvements in and assessment of IT network and systems security. The protection of our data and other digital assets is ongoing, ever-changing, and expensive. The threat landscape for universities is proliferating. The extensive usage of mobile devices has introduced more security complexity and potential exposure which we must continue to assess and address with such things as Mobile Device Management Systems and real-time monitoring solutions like SIEM (Systems Information and Event Management analysis).
- Strategically upgrade our Network, Data Center, and Disaster Recovery equipment and operations. Certain segments of this infrastructure are aging and need replacing as soon as possible. We will continue to evaluate and prioritize upgrades to these areas based on available funding and replace equipment where feasible. Examples are core network routers, switches, wireless access points, enterprise storage and offsite cloud services.
- Strategically manage our IT resources to support the substantial current and future campus construction and renovation projects. IT provides network and audio visual design, installation and ongoing support and maintenance to all campus construction projects. This is resource intensive and logistically complex.

- Continue the deployment of the Cisco VOIP phone system. Currently we are 40 percent deployed. This initiative is replacing our current analog phone system and provides additional capabilities such as video phone and automated emergency notification.
- Support the following Academic and Administrative initiatives which require substantial technology involvement:
  - Campus-wide evaluation of Blackboard and alternative learning management systems and complete new LMS contract in conjunction with other Kentucky public universities (current Blackboard contract ends July 2016);
  - Hosting the 2015 Kentucky Convergence Conference, the premier statewide conference for higher education professionals in information technology, distance learning, and libraries, for the first time at WKU Knicely Center;
  - WKU participation in KY Commonwealth College and the launch of our first competency-based program (CBE) offerings through DELO, support the first non-credit courses on Blackboard through DELO's CPDOnline; both opportunities require us to make innovative adaptations to the way we currently use Blackboard;
  - Implementation of the Ex Libris Alma library management system as the next-generation replacement for WKU's Voyager (TOPCAT) system and Primo as our discovery and delivery solution for WKU Libraries;
  - Selection and implementation of new Lecture Capture Services which support distance learning and outreach;
  - IT provides substantial custom designed technology to assist with SACS reaffirmation of accreditation review process and ensures ongoing compliance between assessments;
  - Custom Relationship Management System implementation to enhance our ability to recruit and retain qualified students;
  - Scholarship Management System implementation to better manage and fully allocate scholarship dollars;
  - E-Catalog System implementation to better manage the online course catalog in the Graduate School;
  - Evaluate Managed Printing Services to centralize and standardize printing, copying, faxing and scanning, for possible cost savings;
  - University Bookstore POS and Inventory Systems implementation;
  - Advising and Retention task force initiative to fully automate and enhance online Change of Major processes; and
  - Evaluation and implementation of enterprise WorkFlow system.

**FINANCIAL INFORMATION:**

	<b>2014-15 Revised Budget*</b>		<b>2015-16 Proposed Budget</b>	
	<b><u>Pos.</u></b>	<b><u>Unrestricted Budget</u></b>	<b><u>Pos.</u></b>	<b><u>Unrestricted Budget</u></b>
<u>Educational and General</u>				
Personnel/Fringe Benefits	100.6	8,131,355	104.1	8,451,236
Operating Expenses		4,654,873		4,414,649
Less: Interdepartmental Charges		1,625,000		1,620,000
Capital Outlay		933,739		764,969
Total Expenditures		12,094,967		12,010,854
<u>Auxiliary Enterprises</u>				
Personnel/Fringe Benefits	2.0	122,173	2.0	127,965
Operating Expenses		119,259		119,259
Capital Outlay		90,000		89,292
Total Expenditures		331,432		336,516

\*For comparison purposes, the 2014-15 Revised Budget figures have been adjusted to reflect University reorganization.