2014-15 was a year of remarkable achievement for the women and men of T&C. We replaced the entire campus network, completed the launch of an entirely new and award-winning web presence, offered a new and innovative place for faculty to incorporate technology into their teaching, and expanded our social media presence worldwide. On behalf of these talented and hardworking colleagues I am pleased to present our annual report.

- A. Michael Berman, Vice President
$8,261,957 Budget

- 48% Salaries
- 26% Operations & Maintenance
- 22% Fringe/Other
- 2% Travel
- 2% Capital Equipment
## Expenditures by function

<table>
<thead>
<tr>
<th></th>
<th>Information Technology</th>
<th>Communication &amp; Marketing</th>
<th>Subtotal</th>
<th>% change from 2013-14</th>
</tr>
</thead>
<tbody>
<tr>
<td>Capital Equipment</td>
<td>148,602</td>
<td>-</td>
<td>148,602</td>
<td>318%</td>
</tr>
<tr>
<td>Operations &amp; Maintenance</td>
<td>1,955,579</td>
<td>298,239</td>
<td>2,253,818</td>
<td>47%</td>
</tr>
<tr>
<td>Travel</td>
<td>149,698</td>
<td>17,334</td>
<td>166,032</td>
<td>178%</td>
</tr>
<tr>
<td>Salaries</td>
<td>3,700,178</td>
<td>408,136</td>
<td>4,108,314</td>
<td>14%</td>
</tr>
<tr>
<td>Fringe/Other</td>
<td>1,717,121</td>
<td>200,859</td>
<td>1,917,980</td>
<td>27%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>7,670,178</strong></td>
<td><strong>924,568</strong></td>
<td><strong>8,594,764</strong></td>
<td><strong>28%</strong></td>
</tr>
<tr>
<td>Income</td>
<td>(342,555)</td>
<td>(0)</td>
<td>(342,555)</td>
<td>-1%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>7,337,389</strong></td>
<td><strong>924,568</strong></td>
<td><strong>8,261,957</strong></td>
<td><strong>29%</strong></td>
</tr>
</tbody>
</table>
Unit Reports
Teaching & Learning Innovations/Academic Technology
Key statistic:

700+

# of visitors to FIT Studio
Top 3 Accomplishments

1. FIT Studio: Over 700 faculty and staff visits

2. Online Teaching Preparation Program (OTPP) (Cohort 3&4)/ Blended Learning Preparation Program (BLPP) (Cohort 5)

3. CI Keys Pilot: Over 650 unique sites created
Top 3 Goals for 2015-16

1. Continue and expand professional development programs (OTPP/ BLPP; New Faculty Orientation)

2. FIT Studio: increase support & bring in additional unique visitors

3. CI Keys: Expand use beyond WordPress; formalize e-portfolio option
Application Services
Key statistic:

1306

# of work orders completed
Top 3 Accomplishments


2. Completed 18 Maintenance Packs, 92 Clones for Development/Testing, and 51 new or retrofitted PeopleSoft customizations.

3. Re-allocated resources for Business Intelligence/Data Warehousing and Institutional needs for data and reporting.
Top 3 Goals for 2015-16

1. Hire Foundation Analyst/Programmer for Human Capital Management Module and work on staffing plan for next 3-5 years.

2. Implement Blackboard Student Management Suite and integration of university “Data Cookbook.”

3. Establish a consistent process for managing and prioritizing workload to include handling tickets, common processes, and projects.
Communication & Marketing
Key statistic:

# of Creative Services and News Media Relations requests completed

480
Top 3 Accomplishments

1. Increased social media presence by 37% over the previous year with 16,239 followers and a 144% growth rate for YouTube.

2. Provided a breadth of services for prospective student enrollment initiatives.

3. Completed significant improvements to the Channel magazine including design/layout, quality of articles and photography/videography.
Top 3 Goals for 2015-16

1. Implement communication plan for the transition of University presidents.

2. Redesign C&M webpages to serve as a “newsroom” for journalists and the public including a new experts directory and social media presence.

3. Establish, identify and train staff for a Public Inquiry Center (PIC) to be activated during campus emergencies.
Technology
Infrastructure
Key statistic:

15,000+

# of devices connecting to our network daily
Top 3 Accomplishments

1. Network infrastructure upgraded: new switch gear, wireless access points, routers, firewalls and upgraded internet connection. Named CNI champs by the CO as quickest and most efficient campus to install the new gear.

2. Phone system upgrade: provides new capabilities including the use of “soft phones” (using your laptop or mobile device as a campus phone).

3. Upgraded collaboration suite - campus mail servers upgraded and Lync communication suite installed, providing access to instant messaging (IM), soft phone and screen sharing.
Top 3 Goals for 2015-16

1. Deploy Lync instant messaging (IM) to the entire campus

2. Implement de-provisioning (automatic closure/deletion of old student accounts)

3. Improve network monitoring
Information Security
Information security review is required for all software and software as a service purchases.
Top 3 Accomplishments

1. Completed 26 Security/Contract Reviews

2. Increased Campus Phishing Awareness

3. DLP (automated search for confidential information on campus computers) rollout (scheduled for Fall ‘15)
Top 3 Goals for 2015-16

1. NextGen Firewall Implementation

2. Multi-Factor Authentication (DUO)

3. Security “Deputy” Program
Project Management
Key statistic

56 active projects

- Technology and Communication: 23 projects
- Academic Affairs: 17 projects
- Student Affairs: 9 projects
- Business and Financial Affairs: 4 projects
- Office of the President: 2 projects
- University Advancement: 1 project
Top 3 Accomplishments

1. goCl v2.0 mobile app launch

2. Electronic document imaging and workflow system evaluation

3. TeamDynamix project management system
Top 3 Goals for 2015-16

1. Hire new Project Specialist

2. Complete Electronic Document Imaging and Workflow system procurement and hire IT analyst

3. Update and communicate project governance processes, including project intake and prioritization
User Services
Key statistic:

Average # of calls answered per month by the Solution Center

3400
Top 3 Accomplishments

1. CI Solution Center: migration of the help desk and the general campus number to Solano Hall

2. Creating an AV Group to support the growing need for audio-visual support.

3. Sierra Hall setup: over 300 new computers
Top 3 Goals for 2015-16

1. Establishing and supporting clearer processes and policies for the campus

2. Moving from Ghost to System Center (software that manages campus computers)

3. Preparing for a migration to Windows 10 for 2016-2017
Web Services
Key statistic:

+22%

Change in academic program page views due to CI web refresh
Top 3 Accomplishments

1. Launched redesigned CI web site, resulting in a mobile-friendly experience & increased engagement

2. Workflow Jr. system reduced or eliminated paper forms for Arts & Sciences, IRA application, and UNIV392 processes

3. Enhanced Schedule of Classes functionality
1. Expand Google Analytics program to gain better data about use of campus web site

2. Migration of Giving, Extended University, and Library web sites to mobile-friendly web design

3. myCI enhancements
Thank You!