



**WAYNE STATE
UNIVERSITY**
Computing & Information Technology

2019

Letter from the CIO

As an integral part of Wayne State University, Computing & Information Technology's primary goal is to provide the technology necessary for the success of our students, faculty, staff, researchers — and the surrounding community. In this annual review of our unit, you'll find updates in our major services, like Wi-Fi, desktop support, Banner, and more. You'll also see how we support our students with affordable laptops, the C&IT scholarship, and the Internship Program. I am honored to be surrounded by a friendly and hardworking group of individuals as we aim to make 2020 just as successful and innovative as previous years.



*Associate Vice President and
Chief Information Officer Daren Hubbard*

New Data Center

Construction of C&IT's new \$15 million data center at the corner of Cass and Antoinette is complete, and the central IT organization has migrated infrastructure into the new space.

The new construction houses all of Wayne State's computing equipment, and features an energy-efficient cooling system, state-of-the-art security, fire protection, and power back-up. A substation was built on the property to provide redundant electrical feeds from Detroit Edison, so facilities have truly reliable electrical power for the first time. This new building brings Wayne State into the future, and will help further support the success of students, faculty, staff, and researchers.



From left: Khary Price, Juan Richardson and Patrick Thompson during the 2019 Data Center Move.



Wayne State C&IT staff stand with one of the new wireless aerial towers. From left: Juan Richardson, Alex Ecklund, Laura Hendrick, Dave Fleig, Clare La Torre and Chuck Zuber.

Wi-Fi

C&IT's Wireless Upgrade Project is in its third phase. The Networking team has added new access points in areas with weak signals, and prepared existing infrastructure for outdoor support. They also added two wireless aerial towers to their support supply, which allows them to provide Wi-Fi access outdoors. The Networking team received recognition for work at the Anthony Wayne Drive apartment buildings and assistance with the DeRoy Apartments demolition during this project.

Banner

In 2019, C&IT made significant progress on the Banner Reimplementation Project, leading to improved efficiency across campus. Thanks to the upgrade, diplomas are being distributed faster, class registration moves smoother, and financial aid refunds are more accurate than before.

Customer Services

C&IT Customer Services added the Classroom Audiovisual Support team to their services, adding 180 computers to C&IT's inventory.

In addition, DeskTech added the Developmental Disabilities Institute (DDI) to their support, adding a total of 26 computers and 17 new customers.



Top: Heather King leads Banner Reimplementation Project members in a Banner-themed Press Your Luck trivia game at the fall Reconnect event.

Left: Rob Hayes from Classroom support trains Eric Greene from DeskTech.



STUDENT SUCCESS



The C&IT Internship Program

The C&IT Internship Program Committee hired nine new interns in fall 2019, bringing the program to a total of 15 Wayne State students. The program is designed to prepare students for work in a professional IT environment and provide them with the practical experience that may be applied to their studies. Interns work with employees in information security, database administration, system and service operations, and desktop support.



Top: Interns Greg, Khalid, Shaft, Matt and Annora are all smiles on their first day.

Bottom: Associate Director Larry Bott gives new interns a tour of the data center.

Scholarship Winner

Nicole Kada is the winner of the 2019 C&IT Scholarship, which was created to support student retention and degree completion. Nicole was born with Leber's Congenital Amaurosis and has been blind all her life.

"I had a room at my school designated for me because of how many volumes all of my books were, how loud the embosser was, and so that I had a place to go when meeting with the independent life skills teachers. With technology, I went from having a designated classroom to a backpack. All I need is a flash drive, Braille note, and laptop and with those, I am unstoppable," Nicole said in her winning essay.



Warrior Laptop Program

Wayne State Enrollment Management and Computing & Information Technology created the Warrior Laptop Program with support and direction from the Office of the Provost. The program offers Pell-eligible incoming first-time, first-year students the opportunity to claim a refurbished Dell laptop for free.

Wayne State hopes to offer affordable laptops to all full-time undergraduate students.

Top: Nicole Kada accepts her scholarship award and a new laptop from Dell at C&IT.

Bottom: Stephen Perteet delivers laptops from Dell to the Help Desk.



STUDENT SUCCESS

Help Desk 4 All

Outstanding customer service is part of C&IT's DNA: understanding what customers value, interacting with them in a respectful way, responding and fulfilling requests in a timely fashion, and going the extra mile whenever possible. C&IT launched the Help Desk 4 All program in August, which focuses on customer service — all C&IT staff spend at least one day per year at the Help Desk interacting with our campus directly by answering support calls. The Help Desk team provides training, and support for the tools and technology.



Left: Help Desk Analyst, Ryan Tate, trains Daren Hubbard at the Help Desk.

Right: Laura Hendrick presents at MMC.



Merit Conference

Four C&IT departments presented on their projects at the 2019 Merit Member Conference:

Michael Ward and Robert Thompson presented the C&IT Internship Program. Their presentation discussed the challenges and successes of the first year of the program.

Juan Richardson and Charles Zuber presented the Wireless Upgrade Project. Topics included: how they replaced 3,000 wireless APs during a single summer; new features; system metrics and design standards; and outdoor wireless.

Garrett McManaway presented the CodeCat, an application created by C&IT, which is the official set of standards for how custom source code, and the applications and integrations that it comprises, are developed and maintained.

Gary Morris and Laura Hendrick presented Wayne State University's Video Surveillance Project. C&IT installed and maintains over 1,500 security cameras which assist the WSU Police Department in keeping the campus safe.

Computer Science student, Carson, stops to take a phishing email quiz during a National Cyber Security Awareness Month tabling event in the Student Center Building.



National Cyber Security Awareness Month

During National Cyber Security Awareness Month in October, C&IT introduced the Warrior Secure campaign. Playing off the university's Warrior Strong campaign, our security and marketing teams worked together to educate the campus community through social media posts, emails, and conversation with students, faculty and staff directly through information tables.

With the assistance of the College of Engineering, they created 3D printed flash drives to raise awareness of social engineering scams, and to teach students how to protect themselves online.

High Performance Computing Grant

Wayne State University's Department of Physics and Astronomy and Computing & Information Technology were awarded nearly \$400,000 for high-performance computing hardware from the National Science Foundation's (NSF) Campus Cyberinfrastructure program.

This innovative hardware is used in Wayne State research projects in computational chemistry, models

of complex material, and nuclear physics, among others.

David Cinabro, chair of the Department of Physics and Astronomy, and Patrick Gossman, deputy CIO of C&IT at Wayne State, lead the project, titled, "Campus Computing and the Computing Continuum: Campus Cluster Resource: Expanded High-Performance Computing at Wayne State."

This NSF program has

contributed \$2,000,000 in high-performance computing and cyber infrastructure at Wayne State to date.

The HPC team also made several customer service improvements. Upgrades have led to increased job completion speeds and more storage. They also offer free consulting services for Wayne State schools, colleges, and researchers.

Campus Warriors

C&IT staff volunteer throughout the year to stay in touch with the campus community. From hosting STEM Day sessions for K-12 students, to cheering on graduates at commencements, C&IT staff enjoy giving back. In April, C&IT started a monthly collection of different items for The W Food Pantry, which supplies food and toiletries for students in need, and donated over 250 items in 2019. In December, the Campus IT community collected toys for the Bottomless Toy Chest, an organization that donates toys and activities to hospitalized pediatric oncology patients.

From top left: Rashad Thomas volunteers at a WSU summer camp; Curtis Kratt and Michael Ward deliver computer donations to Detroit Public Library; C&IT staff help students get set up with Wi-Fi and other tech during move in.



COMMUNITY
ENGAGEMENT



HELP DESK STATS

59,705 calls received

7,666 emails received

40,074 support tickets resolved

13,915 assisted password resets

21,772 self-service password resets

650 walk-ins