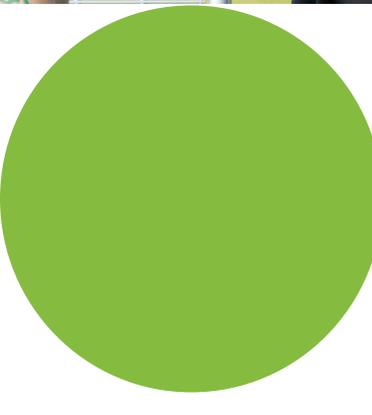
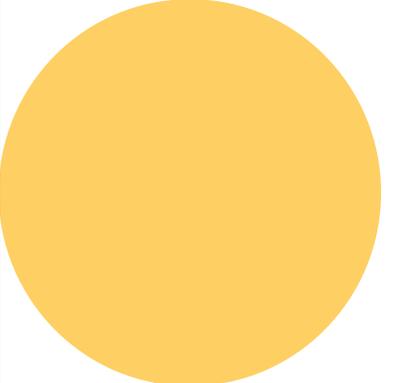
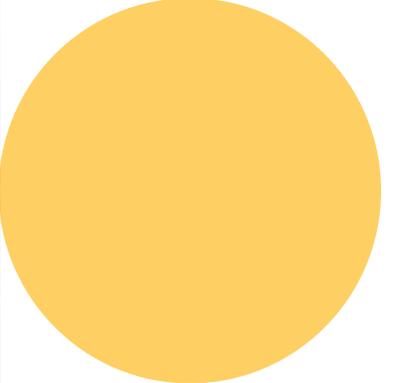
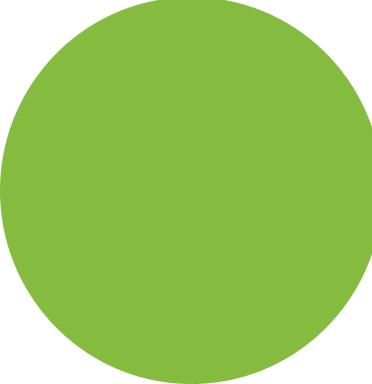
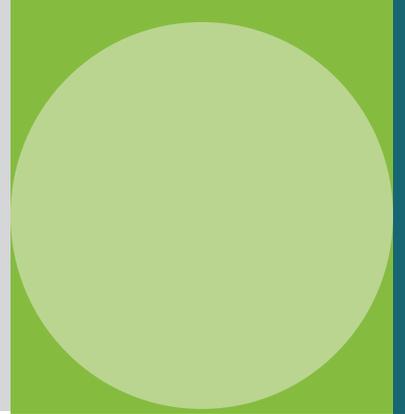


YEAR IN REVIEW

2017

WAYNE STATE UNIVERSITY
Computing & Information Technology







BIG THINGS HAPPENING AT C&IT

Access to technology is the biggest hurdle we must overcome to achieve our success. That's why my goal for Wayne State University Computing & Information Technology is to make it effortless for the entire university community to use technology here at Wayne State. Every service that C&IT provides is constantly evolving; we work hard every day to meet the changing needs of our students and keep up with the growing tech world.

2017 was full of firsts at C&IT—from DeskTech's expansion to support our first college to the groundbreaking of the new data center—and 2018 promises to be even bigger, bolder and more exciting.

Daren Hubbard

Associate Vice President and Chief Information Officer

2017 AT A GLANCE

96%

*Survey respondents
satisfied with IT support*

60+

*Volunteers at winter
commencement*

297

*Unsecured phishing
domains blocked*

5,500

*Phone lines
transitioned to VoIP*

MISSION

C&IT provides services and resources that support and enhance Wayne State's teaching, learning, research and administrative activities. C&IT's primary goal is to provide technology services that enable our students, faculty and staff to be successful. C&IT strives to provide excellent customer service, respond to the changing needs of the university community, and make it easy and convenient for everyone to use technology at Wayne State.

C&IT management empowers employees, treats them with respect and encourages innovation and open communication. The division explores new ideas, and employees are recognized for such efforts. C&IT also ensures that those in management not only have the technical qualifications for their roles, but also have the excellent skills needed for motivating and working with people.

VISION

- Be recognized among our peers for providing the best technology experience to students, faculty and staff.
- Build, enhance and maintain strong campus partnerships.
- Work together to continuously improve Wayne State University.
- Support a collaborative, innovative and creative work culture.

STRATEGIC GOALS

- Support and promote student success.
- Achieve transactional excellence resulting in reliable and responsive services.
- Maintain operational efficiency emanating from quality data and data access.
- Cultivate robust cyberinfrastructure and research support services.
- Ensure a secure computing environment and practices.

OUTREACH

Being a part of C&IT is more than just a job—working at Wayne State is about being part of a vibrant educational community. Many C&IT employees volunteer in their own way, and we are proud to support all of those initiatives, but we're truly proud when our team comes together to contribute to Wayne State's campus events.

This was the inspiration for the C&IT Campus Warrior initiative. The new program encourages all C&IT employees to devote one week a year to volunteering on campus.

Learn more about the Campus Warriors program and how to recruit C&IT volunteers for an event or initiative that your school, college or unit is hosting at tech.wayne.edu/campuswarriors.

“It makes me feel good to go to events and see C&IT people helping out and making a difference. It's a chance to be visible and to participate in the core mission of the university.”

— Daren Hubbard,
AVP and CIO



2017 WINTER COMMENCEMENT CEREMONIES

As the first formal C&IT Campus Warriors initiative, nearly 60 employees helped support the 2017 winter commencement ceremonies. C&IT welcomed the campus community to the Fox Theatre and helped students walk across the stage to accept their diplomas, creating a safe, secure and accessible environment for everyone involved.

FUNDRAISING

In 2017 the C&IT family helped raise nearly \$6,000.

- Every year, C&IT hosts the Chili Cook-Off, an event that helps finance the C&IT scholarship. In 2017, 14 chefs fought for the gold medal and helped to bring in over \$500.
- C&IT also has an annual presence at the Susan G. Komen Race for the Cure in Detroit. This year, C&IT raised \$4,830 at the event, and \$460 at our division bake sale.



DATA CENTER CONSTRUCTION

Wayne State has relied on the current data center since 1960, and the building itself dates back to 1915. Adaptations have been made to accommodate the evolving requirements of modern computing equipment, but the new facility positions Wayne State for the future.

The new building is at the corner of Cass Ave. and Antoinette St. and will be attached to the current Computing Services Center. It will house mechanical equipment, state-of-the-art security, fire protection, a power back-up system and network infrastructure. A new electrical substation will be built directly behind it to support all of Wayne State's computing facilities. This substation will include redundant electrical feeds from Detroit Edison to provide truly reliable power.

The final design and budget for the new facility was approved by the Board of Governors Oct. 6, 2017. Construction began Oct. 9, and is estimated to be complete by fall 2018.



“The new data center is an investment by the university to elevate our existing infrastructure to current best practice standards of an energy-efficient, high-performance and secure computing environment,” said Daren Hubbard, chief information officer and associate vice president. “Our goal with this new facility is to ensure that Wayne State is able to support the teaching, learning and research computing needs of today and tomorrow.”

The new Wayne State data center is part of a flurry of construction in Detroit's New Center neighborhood. The building is designed to complement existing structures in the area and landscaping plans will create a green space along Cass Ave. for all of Wayne State's neighbors to enjoy.

Learn more about C&IT hosting services and how to move your school, college or unit's computing systems into the new data center at tech.wayne.edu/hosting.



FUNDING

\$520

C&IT Chili Cook-Off

\$2,809

Fundraising

\$356

Online donations

C&IT SCHOLARSHIP

C&IT is proud to award an annual scholarship to a deserving undergraduate student. The selection committee recognizes scholastic achievement, encourages continued progress, and provides financial and technological assistance.

The 2017 C&IT Scholarship — combined with a new laptop from our partners at Dell — was awarded to Michanda Gant on Aug. 16. As a student of the School of Social Work, Michanda used her essay to express her motivation to put her degree into practice to help others overcome the same life obstacles she has faced.

“By investing in my educational journey, [C&IT] allowed me to concentrate on my dreams and goals of becoming a social worker without having to focus on my financial responsibility to the institution.”

Learn more at tech.wayne.edu/scholarship.



VOIP TRANSITION BY THE NUMBERS

5,500

Phone lines

102

Buildings

6

Call centers

24

Auto attendants

TRANSITION TO VoIP

In a three-year span, C&IT upgraded the majority of WSU telephones—more than 5,500 in over 100 university and affiliate buildings—to Voice over Internet Protocol (VoIP) systems. This system change eliminated 2,000 phone lines and reduced university expenditures by 10 percent.

In 2018, C&IT will focus on common use phone lines that remain on old technology, including landlines, fax lines and modems. Our goal is to eliminate or consolidate fax lines when possible, and encourage the use of scanning and email.

VoIP boasts crystal clear audio, free long distance calls, and enhanced call handling options.

Learn more about VoIP at tech.wayne.edu/voip.

TRANSITION TO CANVAS

C&IT and the Office for Teaching & Learning are hard at work upgrading Wayne State University's learning management system to Canvas. Selected instructors and students are already using Canvas as early adopters, providing regular feedback to help create the best online learning experience for our campus.

Canvas differs from Blackboard in a few key ways, most importantly in that users will experience fewer bugs and outages. The system was designed for reliability and is hosted by Amazon Web Services, the same service that powers Amazon.com, Netflix and Spotify. Canvas guarantees an uptime of 99.9 percent, which means fewer outages interrupting our courses.

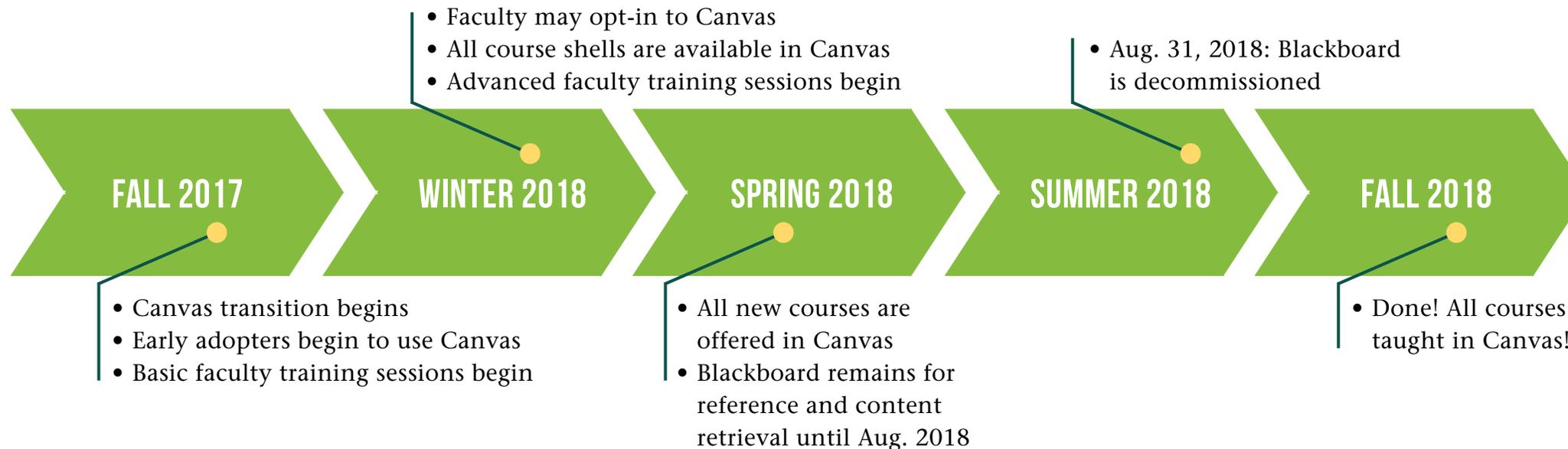
Canvas features are designed with ease-of-use in mind. Submitting assignments and taking quizzes is easier, grading is faster, and communication between students and instructors is more powerful and customizable.

Warriors on the move will appreciate that mobility is a key feature of Canvas development. Most Canvas features are accessible within both the Canvas Student and Canvas Teacher apps for Android and iOS.

Learn more about the transition at canvasproject.wayne.edu.

“*Canvas has made my life so much easier—all the grading, all the due dates, all student appointments are in one place. That assignment I asked a student to submit again? It appears on my to-do list when I log in, just one click away...*”

— Bin Li,
School of Information Sciences



KEY PLAYERS



Geralyn Stephens

Associate Professor,
College of Education

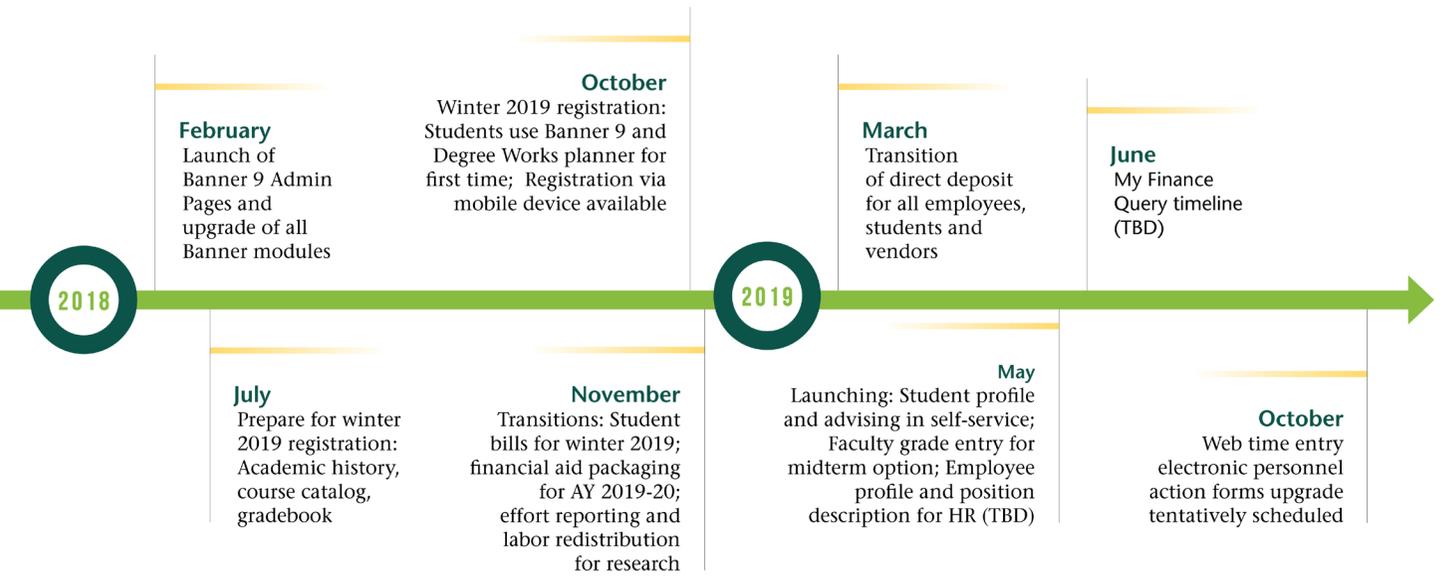
Geralyn worked with faculty to efficiently set up classes in Canvas and helped create a training course for students.



Michael Barnes

Associate Professor,
College of Fine, Performing
& Communication Arts

As C&IT Information Privacy Officer and faculty liaison, Michael documented his experiences with Canvas on his blog, ProfTech, at blogs.wayne.edu/ProfTech.



BANNER UPGRADE AND REIMPLEMENTATION

C&IT's Banner Tech Team is preparing for the upgrade to Banner 9, coming in February 2018. This upgrade simplifies access to the Banner Administrative System, enables new features for our customers, and lets us better manage the technical and security components of the Banner environment. C&IT is working with campus partners to make the process as easy as possible for customers, including preparing documentation and inviting Banner users to training sessions across campus. Following February's initial upgrade, more Banner 9 components will be upgraded throughout 2018 and in the years to come.

In addition to the Banner 9 upgrade, C&IT is a major participant in the Banner Reimplementation Project. This campus-wide initiative aims to re-engineer key business practices across campus to better serve students, faculty and staff. Through policy review, data cleanup, prioritization of best practices and more, Wayne State will become a more efficient and cost-effective institution. Over a dozen C&IT team members are participating across nine work streams to support the success of this project.

Banner is an integrated database system used to manage student and employee information and business processes. Learn more at newbanner.wayne.edu.

WI-FI EXPANSION

C&IT continuously works to address wireless network coverage and density, focusing on housing, classrooms and research labs. Highlights of projects include:

- Wireless was expanded in the top 25 highest usage classroom and research buildings. Over 300 wireless access points (AP) were added and/or changed, and select buildings were converted from 11n to 11ac wireless, doubling bandwidth capacity.
- School of Medicine facilities were converted to C&IT-supported wireless, adding or changing approximately 400 wireless APs in: Woodward Gardens, the Lande Building, Tolan Park Medical Building, Medical Education Commons and Scott Hall.
- Over 70 wireless APs were added in Manoogian Hall to support offices.
- The Faculty Administration Building and the Towers Residence Hall were both converted to 11ac wireless.
- Eduroam was implemented campus-wide. Eduroam is a global network access service that allows members of participating institutions to connect to wireless networks at universities, research labs, libraries and schools worldwide. Now students, faculty and staff may use eduroam to seamlessly connect to secure high speed Wi-Fi with their Wayne State credentials at other educational institutions.

Learn more about Wi-Fi at Wayne State at go.wayne.edu/wifi.

WSU WI-FI NETWORKS

The three primary SSIDs now available at all WSU locations are:

WSU-SECURE

WSU-PUBLIC

EDUROAM





DESKTECH EXPANSION

In 2017, Desktop Technology Services (DeskTech) support expanded to include the Eugene Applebaum College of Pharmacy and Health Sciences, its first supported college. Throughout the project, C&IT:

- Introduced 288 new staff and faculty and 592 endpoints to our well-managed environment.
- Migrated 11 TB of department, research and user data to our secure storage.
- Decommissioned 12 servers.
- Took inventory of all computers in the pharmacy domain and now maintains them in TS CMDB, an online database that is updated regularly.
- E-wasted and replaced nearly 300 desktops and laptops.
- Helped redesign research labs to better document and improve user satisfaction, and improve security.

C&IT also expanded DeskTech support to the Office of General Counsel, the Office of Equal Opportunity and the Office of Labor Relations. This project:

- Introduced 18 new staff members and 27 endpoints to our well-managed environment.
- Migrated the previously on-premises Worldox GX3 to Worldox Cloud GX4, which allowed us to minimize administrative overhead and decommission three servers.

Desktech is a division of C&IT that provides subscribing departments with complete management of desktop and laptop computers, including: purchases, updates, replacements, repairs and support. DeskTech agents are located throughout campus to provide personal support. Find a full list of DeskTech supported units and departments at kb.wayne.edu/261637.

BOBBI-313

You may have noticed C&IT's newest face, BOBBI-313, making an appearance around campus.

The new branding effort is the work of WSU's central Marketing and Communications office and the C&IT marketing team. BOBBI was created to add a personable, familiar and approachable identity to the C&IT Help Desk and other tech services.

BOBBI has become an integral part of the C&IT family and serves as a shining example of the integrity and innovation that has made C&IT the unit it is today.

EMPLOYEE RECOGNITION

BOBBI is also the star of C&IT's new employee recognition project. Our robot friend is awarded to a select employee for a recent display of outstanding work. After two weeks, they get to choose the next employee to be recognized for their efforts. Learn more at tech.wayne.edu/bobbi.



CONTACT THE C&IT HELP DESK

- 313-577-HELP
- SUITE 005,
STUDENT CENTER
- HELPDESK@WAYNE.EDU

2017 C&IT HELP DESK SERVICE HIGHLIGHTS

71,653

*Calls
answered*

19,544

*Assisted
password
resets*

15,113

*Self-service
password
resets*

47,178

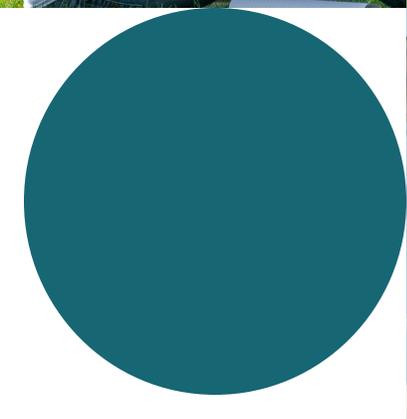
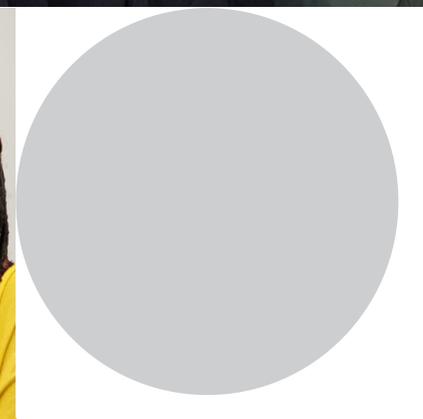
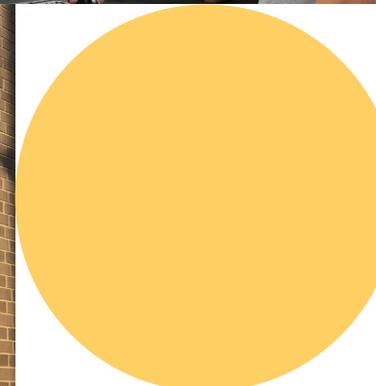
*Tickets
serviced
by agents*

3,018

*Walk-in
customers
served*

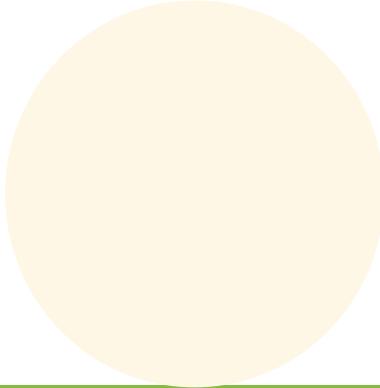
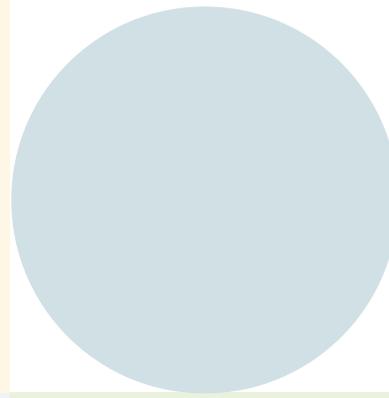
262

*Personal
computers
repaired*





5925 Woodward Ave.
Detroit, MI 48202



WAYNE STATE
UNIVERSITY

Computing & Information Technology

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