Technology Services
Road Map

Tech Day 2016
October 7, 2016
IT Governance Principles

- The decision making processes regarding all Information Technology used throughout the University must be straightforward, transparent, and effectively communicated to the entire University community.

- Research, education, and clinical missions must be able to employ information technology that is flexible and adjustable to foster innovation by the faculty; as close to the state-of-the art as necessary; and resourced and supported robustly.

- Administrative information technology must employ rigorous standardization, process integration, and efficiency with careful consideration given to total cost of ownership.

- All information technology must provide sufficient and expedient deployment, training, and support to the University community to ensure optimal utilization.

- All information technology decisions must adhere to relevant information technology security standards and best practices.
Advisory Committees Membership

Business Applications Advisory Committee
- Chair, Senate IT Committee
- Dean, School of Science and Engineering
- Dean of Libraries and Academic Information Resources
- Dean, School of Public Health and Tropical Medicine
- Dean, School of Liberal Arts
- Senior Vice President and Dean, School of Medicine
- Dean, Newcomb-Tulane College
- Dean, School of Social Work
- Dean, School of Continuing Studies
- Dean of the Law School
- Vice President for Student Affairs and Dean of Students
- Dean, School of Architecture
- Dean, A.B. Freeman School of Business
- Registrar

IT Architecture Advisory Committee
- Assistant Vice President Academic and Administrative Computing (chair)
- Information Security and Policy Officer
- Senate IT Committee Representative appointed by Chair of Senate IT Committee
- Representatives of the primary IT systems:
  - Advance
  - EBS- TAMS
  - EBS- HCM
  - Banner- Registrar
  - Banner- Accounts Receivable
  - Banner- Financial Aid
  - Banner- Admissions
  - BDS
  - CMS

IT Infrastructure Advisory Committee
- Assistant Vice President IT Infrastructure (chair)
- Information Security and Policy Officer
- Senate IT Committee Representative appointed by Chair of Senate IT Committee
- Membership appointed by the VP of IT
Infrastructure Services

Leo Tran
CISSP, CISM, CRISC
Deputy Chief Technology Officer & AVP for Technology Infrastructure Services

10/07/16
IT Infrastructure Advisory Committee

- Assistant Vice President IT Infrastructure (chair)
- Information Security and Policy Officer
- Senate IT Committee Representative appointed by Chair of Senate IT Committee
- Membership appointed by the VP of IT

10/07/2016
IT Infrastructure Advisory Committee

• Will work on centrally coordinated, shared IT services that provide the foundation of the Tulane’s IT capabilities such as: Network, Servers, Storage, Printer, Database as well as infrastructure experience, knowledge, skills, policies, standards.
Infrastructure Services

- Preparing server hardware and storage to support IT Governance
  - Server hardware: 4,256 cores & 84.16TB of RAM
  - Storage: 4.5Pb for Enterprise - 1PB for HPC & 350TB for Hadoop Big Data Analytic
- 100Gb Core
- 200Gb to LONI
- Firewall/ Palo Alto
Internet Access

- Approaching 4Gb
Infrastructure Services Roadmap

- Internet Bandwidth demand will continue
  - Phone carriers now use Wi-Fi offloading
  - Entertainment providers such as AT&T will provide content over Wi-Fi. AT&T announced DirecTV Now streaming service

- Bringing Ubiquitous Wi-Fi Connectivity to Campus
  - Support connected learning application for the modern digital classroom
  - Can provide location service

- Unlimited Storage Crashplan backup for desktop
- Unlimited Box Storage
Academic and Administrative Computing Projects

Mary Walsh

AVP for Academic Computing and Administrative Computing
Projects - 2016

- Canvas
- Faculty Technology Lab
- Student Preferred Name
Canvas LMS

• TIMELINE
  • Pilot Fall 2015 and Spring 2016
  • General availability Fall 2016
  • Spring 2017 - Canvas LMS
Canvas LMS

- Current usage
  - 1,031 courses
  - 688 instructors
  - 9,380 students
  - 7,583 assignments
  - 3,142 discussion topics
  - 27,678 files uploaded
  - 659 media recordings

10/7/2016
Canvas LMS

- Training
  - guide.tulane.edu
  - Instructional Technology Team
    - Mike Griffith
    - Bobbie Garner-Coffee
    - David Akirtava
Faculty Lab

- Updates to the Faculty Lab - 301 Howard Tilton Library
  - One Button Studio
  - Microsoft Surface
  - New Media Seminar series
Student Preferred Name

- Preferred Name displayed
  - Gibson - and Class Roster
  - Banner Student System - online and reports
  - Online Directory
  - Card Services
  - Student Health
  - Academic Advising
  - All other campus systems...
New Projects - 2017

- Canvas LMS - Spring 2017
- Student Employee Automation - January 2017
- eProcurement - January 2017
Canvas

- Training
  - guide.tulane.edu
  - Instructional Technology Team
    - Mike Griffith
    - Bobbie Garner-Coffee
    - David Akirtava
Student Employee Automation
Student Employee Automation

Tulane student employees make up 37% of our workforce, we have over 3100 student employees in over 4000 student jobs and we hire them through a paper-based process.
SEA Project Goals

To provide the University community with an efficient and effective student employment process that will:

- integrate with existing systems
- enhance the student onboarding experience
- eliminate paper
- drive compliance
- ensure data integrity and security
- provide departments with access to hire, update or terminate student assignments
Project Webpage

Student Employment Automation (SEA) Solution

We are preparing to launch a new, paperless Student Employment Automation (SEA) Solution that will be more secure, more efficient and more accurate. It will be mobile-friendly for students and streamline the hiring and rehiring process for Departments. Coming January 2017.

Implementation Timeline

Click on the project tracker sections below for specific information:

- Spring 2016: SEA Solution Design
- Summer 2016: Feedback
- Fall 2016: Preview
- January 2017: Launch

We asked. You spoke. We heard.

- You Spoke: SEA Hiring Manager Survey Results
- We Heard: SEA Survey – WFMO Action Plan

The winner of the survey drawing is Heather Marinaro. Congratulations, Heather!
SEA Training Plan

- **Dates**: October 18th – November 17th
- **Locations**: 1555 Poydras and University Square
- **How**: Registration link will be emailed
- **What**: Hands-on session of 2 hours, includes Labor Distribution
- **Why**: Training required for HCM Student responsibilities
- **Support Resources**: How-to videos, job aids, Q&A, PAF decoder on the SE website. Go-live workshops.
eProcurement
eProcurement Project Goals

- Easy to use catalog shopping for various commodities.
- Provides Tulane with much improved data collection of vendor sales for future negotiation of pricing discounts.
- Reduce costs through the use of a single, approved catalog
- Reduce the variety of PCs and printers, creating ongoing savings
- Reduced costs through faster vendor electronic payments.
- SciQuest uses formal workflow to route requisitions for appropriate approvals automatically.
- Initially we will have catalogs for: Dell, CDW, Fisher Scientific, Airgas, Bio-Rad, BD Biosciences, Qiagen, Millipore Sigma, Grainger, and Staples.
eProcurement

• Cloud based e-procurement system
• “Amazon Like” experience
• Browse Tulane-approved, Tulane-priced catalogs online
• Fully integrated with TAMS
• Reduces the need for P-Cards
• Soft go-live in October for selected users/groups
  • Full go-live in early 2017

10/7/2016
eProcurement

- Vendors included at go-live
  - Fisher Scientific
  - Airgas
  - BD Biosciences
  - Bio-Rad
  - Sigma-Aldrich
  - Qiagen
  - Dell
  - CDWD
  - Grainger
  - Staples
eProcurement

• Vendors to be included after go-live, dates TBD
  • Agilent
  • Perkin Elmer
  • EMD Millipore
  • Apple
  • Graybar
  • Wesco
  • Lowe’s Home Improvement
Enterprise Services

Tom Gerace
AVP for Enterprise Services

tom@tulane.edu
504-988-8512

10/7/16
## Enterprise Services

| Technology Support                      | • Network Operations Center (NOC)  |
|                                       | • Help Desk                        |
|                                       | • On-site support                   |
| Computer Lab & Classroom Technology    | • Computer labs and student printing services |
|                                       | • Technology-enabled classrooms and meeting rooms |
|                                       | • Technology lending services       |
| Enterprise Technologies                | • Software licensing                |
|                                       | • Enterprise video and web conferencing |
Network Operations Center

Visibility
Enterprise systems & network monitoring
Proactive incident alert and resolution

Support
Telephone technology support to students, faculty, and staff on all campuses
Network Operations Center

- 2015-16 Academic Year: 15,206 calls; ~1520 calls/month
- 88% of calls resolved on first contact (first call resolution rate)
Service Catalog

- support.tulane.edu
- Anytime/Anywhere self-service
- 45,784 Knowledge Base article views in AY 2015-16
Enterprise Services

- Goals FY 16-17
  - Consolidate decentralized IT services
  - Increase the presence of standardized student print kiosks
  - Be the Go-To resource for technology-enabled classroom design
Cowen Institute partnership

• Earn & Learn Program
  • AY14-15: 4 apprentices working with On-site support
  • 2016: 6 apprentices working with On-site support, networking, and telecommunications
  • 2017: continued participation
Information Security
Office
Hunter Ely
CISSP, CFCE, GCIA, CRISC
Information Security & Policy Officer
hunterely@tulane.edu
504-988-8566
Information Security Updates

- Network registration
  - Technical implementation issues
- OpenDNS to LONI
  - Security intelligence shared with state research network
- Camera system
  - Over 600 cameras managed within single system
- Palo Alto Firewall
- Two factor authentication for Data Center
Security’s Role In IT Governance

- Sit on both Architecture and Infrastructure Committees
  - Allows for holistic view of new projects
  - First step in University-wide data governance
  - Explore alternative implementation scenarios for best security/usability balance

- Align with industry best practices to implement new initiatives securely

- Implement change control as part of every project
Questions?