A YEAR IN REVIEW

3,623,346
phone calls coming into, out of, and across campus

30,445
total calls auto-routed through the voice response unit

~387,000,000
total emails filtered to protect the SIU community

907,829
long-distance telephone minutes used

36,000
feet of CAT 6 network cable installed

1,362
students assisted at the SalukiTech Solution Center

382,951
pages printed supporting students

10,321
incidents resolved by SalukiTech

4,000,000~
total number of CPU hours on BigDawg

1,925
software packages distributed
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## The OIT Organizational Chart
Every year the Office of Information Technology (OIT) is given new challenges. Using our combined expertise, commitment, and perseverance—the best of our professionals’ combined skills and talents—the OIT successfully meets the University’s technology needs.

In 2019, the Network Engineering and Telecommunications teams developed innovative strategies to support and/or improve critical systems and infrastructure. Use of new installation methods to replace the entire data network in Woody Hall resulted in far better Wi-Fi service, while judicious hardware selection dramatically reduced replacement costs.

Cross-team collaboration headed by the Project Management team, and between every area of OIT including Technology Services, Enterprise Applications, Enterprise Systems, and Network Engineering led to the successful completion of major projects such as implementation of the new Identity and Access Management system.

Enterprise Applications’ Student Information Systems completed Phase I of the Slate project, a new student recruitment tool, laying groundwork for Phase II. Administrative Information Systems brought the former, paper-based Performance Evaluation process online and integrated the process with E-Business Suite.

The OIT started new, multi-stage projects such as the push for Microsoft Teams, followed by Telecommunications’ efforts to launch a successful Teams/VoIP “phone system” prototype, both laying the foundational elements for movement toward a unified communication system across campus.

In support of these efforts, Client Relations and Communications made the campus aware of our initiatives and services, and developed value-added services such as Teams, VoIP, and Security Awareness Training.

Then came the COVID-19 pandemic; uncertainty quickly escalated to concern, and then began transitioning into what could have become chaos. And yet, when it became clear that unprecedented change was inevitable, and thousands of students and staff would be studying or working from home, the OIT stepped up and focused on what needed to be done.

Within days, each unit of OIT rapidly determined its contribution to establishing technology resources off campus, and did the work needed to make this migration successful. Project Management, Technology Services, and Enterprise Systems pulled together information and resources in preparation for an unknown wave of technology needs. Network Engineering and Telecommunications prepared for infrastructure needs if the campus was commandeered for community support during this crisis. Enterprise Applications and Information Security supported vital campus needs without a glitch, as University staff moved off-campus and settled into remote work locations. The OIT’s diligent efforts made this seamless transition possible.

The efforts and progress we made in 2019-20 address the OIT’s key responsibilities: supporting the University’s mission, promoting academic success, and providing the technology tools, services, and methods needed to promote efficient operations.

Although the future is as uncertain as any of us have seen in our lifetimes, I say with pride, that I am confident in our ability to meet “challenge” with innovative solutions. It is our people who have and will continue to make this possible. I look forward to seeing what we can accomplish in 2020-21.

Scott Bridges,
Interim Assistant Provost and Chief Information Officer
ABOUT OUR DEPARTMENT

WHAT WE DO
The Office of Information Technology (OIT) partners with administrative and academic units on campus to ensure that SIU has the technology tools, services, and security needed to support the University’s mission and its business as a competitive academic and research institution. The OIT is critical in the University’s efforts to propel students and researchers toward opportunity and success. Our professionals provide faculty and staff with the technology tools needed to support the teaching and business activities of the University. Additionally, the OIT leadership team offers SIU administration with innovative ideas and keen perspectives to address future needs with technology-based solutions.

OUR VISION
To be an essential and valued technology partner for Southern Illinois University Carbondale.

OUR MISSION
To provide technology leadership and guidance to Southern Illinois University Carbondale in direct support of teaching, learning, research, and organizational needs. At our core, we offer University clients perspectives and guidance on technology solutions, information security, and continuous improvement through technology. We also work daily to achieve high-quality, practical solutions through cost-effective design, development, and application of information technology. Fundamentally we challenge ourselves to provide excellent service, deliver professional results, and engage and work with colleagues within and beyond the campus to foster key partnerships. Strategically we work in support of the University mission and strive to be an essential contributor to the success of Southern Illinois University Carbondale.

OUR VALUES
As a department, there are nine primary values that we believe in and promote. These values are meant to serve as guidelines and aspirations for all of our employees to embrace. So, what do we value?

- Appreciation
- Diversity
- Innovation
- Integrity
- Communication
- Diligence
- Accountability
- Respect
- Excellence
Then came the COVID-19 pandemic; uncertainty quickly escalated to concern, and then began transitioning into what could have become chaos. And yet, when it became clear that unprecedented change was inevitable, and thousands of students and staff would be studying or working from home, the OIT stepped up and focused on what needed to be done. Within days, each unit of OIT rapidly determined its contribution to establishing technology resources off campus, and did the work needed to make this migration successful. Project Management, Technology Services, and Enterprise Systems pulled together information and resources in preparation for an unknown wave of technology needs. Network Engineering and Telecommunications prepared for infrastructure needs if the campus was commandeered for community support during this crisis. Enterprise Applications and Information Security supported vital campus needs without a glitch, as University staff moved off-campus and settled into remote work locations. The OIT’s diligent efforts made this seamless transition possible.

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Scott Bridges,
Interim Assistant Provost and Chief Information Officer

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**OUR WORK: IN DOLLARS**

The OIT provides reliable technology tools and services in an industry that changes every day. Faculty, staff, and students are familiar with and expect state-of-the-art tools for their work and studies. The OIT has managed to keep pace with industry standards, and constituent demands despite ever-moving targets and budget cuts. In fact, using 2014 as a baseline with a budget of ~$16.8 M, the OIT has seen annual budgetary declines, which now total over $17 M. To meet the department’s business responsibilities and to support the University mission, OIT executive staff and teams have developed innovative ways to increase productivity, reduce costs, and maintain service. People continue to be our key to success, but again, with budgetary cuts, our annual salaries are ~$1.5 M less than salary expenditures in FY 2014.

**OUR WORK: IN EMPLOYEES**

**FULL-TIME STAFF**

The OIT staff produces and maintains all essential technology services for centralized University departments. They also assist and collaborate with professionals from decentralized technology areas across campus.

In FY 2020, the OIT recruited several skilled professionals to fill crucial positions and assist with maintaining essential day-to-day functions across our internal departments. The addition of these new members to the OIT team brings the workforce to 98 valuable members.

Although the OIT is still operating with a lean workforce, we continue to rise to the challenge. Our professional staff has developed and implemented innovative solutions to use our resources more effectively. Collaboration with one another has also evolved into new projects, innovations, and services which will enhance support of the campus community.

**STUDENT EMPLOYEES**

Student employees are crucial members of the OIT workforce. They are a direct link to our most essential clients: the SIU student body. As such, they provide insightful information and perspectives while also fulfilling their primary roles within their OIT departments.

In FY 2020, the OIT employed 125 student employees and graduate assistants. We rely on these student employees to fill the gaps in our workforce, as well as extend and expedite our services. Student employment with the OIT is a reciprocal relationship—students provide us with the hands and minds that we need to accomplish our mission—and we provide students with the opportunity to learn and practice workplace skills.

OIT student employees graduate with a toolbox of truly marketable skills and go to work for some of the most desirable technology employers in the nation.
COVID-19 VIRUS: OUR RESPONSE

The COVID-19 virus has been devastating in so many ways—and times remain uncertain. Early in 2020, faculty, staff, and students were forced to quickly transition from campus life as we knew it to a “new normal.” The campus community has and continues to adapt to new ways to work and study. The OIT has played an important role in this transition.

OIT team members rose to the initial challenge in a time of great uncertainty. The OIT staff met each new development with a sense of determination, taking on additional responsibilities to meet new and immediate areas of demand. The OIT proactively installed new infrastructure to meet the predicted needs of the University and the community, while managing budgetary constraints. OIT teams spent countless hours creating new resources and tools for the University community—many of which were up within 24-48 hours of receiving updates and requests from University administration.

Out of necessity, most of the University shifted to remote work and online education. The OIT provided temporary laptops, ordered additional devices, and pushed out Virtual Desktop Infrastructure (VDI) to support faculty, staff, and students as they made this unprecedented transition. We have continued to do so through this pandemic. Because this new way of working is heavily reliant on technology, the OIT has and continues to provide extensive customer service and technology support.

Although the immediate technology needs have been met, this has also been a stressful and emotionally demanding time for our staff. As a department accustomed to working with each other, the OIT has had to find new ways to communicate and collaborate. The OIT had advocated use of Microsoft Teams as a communication and collaboration tool prior to the pandemic and have found the tool invaluable in maintaining our working relationships. We are now collaborating via chats, file sharing, and remote meetings. Most importantly, we have learned to be patient, check in on one another, and lend assistance whenever possible.

The OIT’s ability to shift focus and assist each other, the University, and the community in the face of uncertainty is something WE ARE PROUD OF

With that in mind, here is a look back at what we accomplished TOGETHER.

- Provided support for faculty and students to continue the spring and summer semesters online.
- Provided user guides, videos, and live Q&A sessions for faculty and staff who began using Microsoft Teams or OneDrive while working remotely.
- Kept several Computer Learning Center (CLC) labs open for students who needed them to access software or printers.
- Made Virtual Desktop (VDI) access widely available for those with specific software or computer classroom needs.
- Developed an infrastructure plan to convert the Recreation Center into a make-shift hospital to support the community if the need arose—thankfully, it never did.
- Designed and installed fiber and copper cabling in the Recreation Center.
- Coordinated with Saluki Cares and the Provost office to order and provide laptops for students needing technology devices.
- Procured computing devices and peripherals for both the Carbondale and Springfield campuses.
- Delivered required software and submitted software renewals to allow faculty, staff, and students to continue work/studies remotely and without interruption
- Kept BigDawg (our High Performance Computing Cluster) operating, allowing researchers to log 300,000 CPU hours in April alone.
- Offered BigDawg for COVID-19 research; granted student access for drug research.
OIT DEPARTMENTS AND TEAMS

Within each department, the OIT has developed teams that manage specific tools and services—some as finite projects and others as ongoing resources. Members of each team work within one of the OIT’s departments to perform the day-to-day tasks that are essential to University business or our students’ progress. OIT teams also work collaboratively, and with other areas of campus, to plan, develop, and implement enterprise-wide technology tools and services to meet the University’s ever-evolving needs.

ADMINISTRATIVE AND BUSINESS SERVICES
- Accounting
- Inventory Management
- Personnel Services

CLIENT RELATIONS AND COMMUNICATIONS
- Internal/External Communications
- Technology Events
- Training Initiatives
- Web Development

ENTERPRISE APPLICATIONS
- Administrative Information Systems (AIS)
- Enterprise Applications Architecture
- Foundation Services (FSS)
- Student Information Systems (SIS)

ENTERPRISE SYSTEMS
- Data Center
- Linux
- Web Infrastructure
- Windows

INFORMATION SECURITY
- Cyber Security
- Risk Mitigation

NETWORK ENGINEERING
- Network Architecture
- Wired/Wireless Networks

PROJECT MANAGEMENT
- Audit Compliance and Response
- Change Management
- CIO Project Portfolio
- Disaster Recovery and Continuity
- Project Management and Oversight

RESEARCH COMPUTING AND CYBERINFRASTRUCTURE
- BigDawg HPCC
- XSEDE Campus Champions

TECHNOLOGY SERVICES
- SalukiTech
- Computer Learning Centers (CLCs)
- Desktop Support
- Service Management

TELECOMMUNICATION SERVICES
- Voice Services
- Cable Plant Services
OIT DEPARTMENTS AND TEAMS

ADMINISTRATIVE AND BUSINESS SERVICES

Administrative and Business Services (Business Services) manages all financial accounting, record-keeping, and budgeting for the OIT in the most efficient way possible. Business Services supports individual areas within the OIT to allow each business unit to focus on providing service to the University as an organization, and to the faculty, staff, and students whose work depends on reliable technology tools. This centralized approach allows Business Services to provide the CIO with a clear overview of the departmental budget.

DEPARTMENTAL HIGHLIGHTS

- Used SCCM, Administrative Information Systems (AIS), and known procurement records to assist departments with annual inventory and locate “missing” computers. Locating missing computers is essential to maintaining SIU asset and data security.
- Negotiated ~$276 K in savings on Dell orders for all departments on SIU Carbondale and Springfield campuses.

CLIENT RELATIONS AND COMMUNICATIONS

Client Relations and Communications (CRC) leads communication efforts for the OIT—distributing information from the department to the campus and to the community. The team also prepares the campus community for technology change by providing information and tools to foster confident and comfortable technology implementation. The CRC also shares the OIT’s successes with both the campus and external constituents. Through communication and interaction with constituents, the CRC elevates the department’s brand and perceived value. The CRC is a collection of creative and talented OIT advocates who are determined to elevate the OIT as a University partner and an essential resource for academic excellence.

DEPARTMENTAL HIGHLIGHTS

- Trained the OIT staff on Teams/VoIP as part of the VoIP prototype implementation. Developed a complete Teams Training Program and ongoing Teams Training.
- Reworked “live” Teams training to online Q & A sessions to support the campus during the COVID-19 disruption.
- Developed security training content for the campus community including Security Training month and Ransomware presentations as well as the Security Awareness Training program.
- Produced the third OIT Annual Report.
- Created a customized Access database tool to automate Strategic Plan development.
Enterprise Applications (EA) engages with University constituents to understand their business requirements, and then proposes and/or develops technology solutions to meet those and future needs. EA manages and maintains the computer systems that run the business of SIU, particularly those used for administrative, student, and Foundation/Alumni Association work. This unit integrates applications within other OIT units such as Enterprise Systems, Technology Services, Network and Telecom, and Administrative and Business Systems. EA also integrates enterprise-wide applications with departments that function independently of the OIT, such as Athletics, Department of Public Safety, Office of Special Projects, Student Health, and the Rec Center. EA staff includes application developers, SQL developers, configuration specialists, business analysts, project coordinators, and database administrators.

DEPARTMENTAL HIGHLIGHTS

- Completed multiple patches and enhancements to the AIS and SIS systems to improve the staff and student experiences in using these software tools.
- Coordinated with and assisted in the implementation of the recruiting tool, Slate, used in Admissions.
- Coordinated the procurement of and began implementation of the SIU Foundation CRM tool, BlackBaud Raiser’s Edge.
- Integrated student and employee information with multiple security and functional applications across campus, reducing the need for dual data-entry and opportunities for error.

Enterprise Systems (Systems) manages the operating systems and hardware, as well as data and backup storage for hundreds of University servers and systems, both on and off campus. This includes central storage, as well as the public and private cloud systems that support critical software infrastructure servers. Enterprise Systems’ work keeps SIU business, office productivity, and communication systems functional and secure. A variety of applications, systems, and services (managed by various SIU units) are built on top of these servers. The Systems’ staff includes system administrators, system operators, and technical support specialists with expertise in server hardware, as well as Windows and Linux operating systems.

DEPARTMENTAL HIGHLIGHTS

- Launched Phase 2 of the Identity and Access Management (IAM) re-architecture, which included the effort of multiple OIT teams.
- Implemented Microsoft Teams over IP for the entire OIT department in partnership with Network Engineering and Telecommunications.
- Replaced the existing backup solution with an enhanced Cohesity backup platform.
- Migrated the AIS and SIS server operating systems from Red Hat 6 to Red Hat 7.
- Enhanced security on the Campus Web Database server.
- Replaced Research Computing’s High Performance Computing Cluster node (now BigDawg) with Dell components to improve security and reduce costs.
OIT DEPARTMENTS AND TEAMS

INFORMATION SECURITY

Information Security (Security) works continuously and diligently to reduce cybersecurity risks across campus—those that have the potential to affect our institutional systems, as well as those affecting our students, faculty, and staff. Information Security’s work is critical to the University because cybercrime can have a catastrophic impact on University assets and on SIU’s reputation. Additionally, cyber threats are relentless; the number of threats and their level of sophistication increases every day. Because threats come through systems, across the network, and from University and personal devices, Information Security works closely with all areas of the OIT to intercept or eliminate threats. This team is staffed with technology experts who are trained and certified in various types of security management. Their staff also includes a number of student employees and graduate assistants pursuing degrees in SIU’s Computer Science (CS), Electrical and Computer Engineering (ECE), and Information Systems Technology (IST) departments.

DEPARTMENTAL HIGHLIGHTS

- Conducting Phase II of deployment of the new Identity and Access Management system (IAM) to allow optional self-service, two-factor authentication for all campus users.
- Assisted in the deployment of SecureWorks to monitor potential security threats in or out of the campus network.
- Automated the workflow for detecting, tracking, and remediating vulnerabilities and sensitive data exposure on campus systems.
- Implemented Security Awareness Training and distributed a 12-module training assignment to all faculty and staff.
- Presented multiple sessions during Security Awareness Month to train campus users about security threats and preventive measures.
- Presented executive sessions on Ransomware to engage and inform Administration on potential risks and current threats.

NETWORK ENGINEERING

Network Engineering (NET) provides the campus data network which includes the planning, implementing, maintaining and upgrading of the network. Although their work is behind the scenes, Network Engineering ensures that students, faculty, and staff have a stable, reliable, and secure system to connect with people across campus and around the world. Network Engineering provides the secure infrastructure needed to support the academic and administrative functions of the University at the most fundamental level. This unit also implements, maintains, and supports wired and wireless networks. Network Engineering professionals consult with other campus units, internal and external, that have an interest in the University network.

DEPARTMENTAL HIGHLIGHTS

- Completed 19 small- and medium-scale data network projects for campus departments. Saved the University over ~$50 K in two data network purchases.
- Upgraded Faner Hall’s complex wired and wireless network with an innovative plan that provided better service and connectivity.
- Replaced the entire data network in Woody Hall to performance and network speed, while increasing security. Upgraded the Data Center and Internet firewalls to maintain security in critical areas and prevent unauthorized network access.
OIT DEPARTMENTS AND TEAMS

PROJECT MANAGEMENT OFFICE

The Project Management Office (PMO) works internally with OIT departments to help all teams manage resources and people better. The PMO provides team members with the skills and techniques needed to understand their individual roles and responsibilities within a project, to communicate within and across departmental lines, and to work toward agreed upon project results and completion dates. On large implementations, the PMO plays a similar role between the OIT, other University departments, and campus constituents. The PMO consolidates information about top-priority OIT projects in the CIO portfolio, and then maintains information about the progress and completion of each project. This document helps top-level management understand departmental priorities and manage toward them. The CIO Portfolio is also a valuable communication tool to show OIT work to University decision makers.

DEPARTMENTAL HIGHLIGHTS

- Lead implementation of Identity and Access Management (IAM) Phase I and Phase II, which includes improved-service functionality and two-factor authentication.
- Managed the CIO portfolio of projects, which includes over 40 critical and high-priority OIT projects, as well as dozens of projects in each of the OIT units.
- Lead the OIT state audit compliance effort for the annual FY2019 and FY2020 audit cycles; this is a considerable effort that involves coordination with both internal OIT units and staff as well as various external University departments and areas.
- Hired a new project manager to lead the Slate and Cherwell projects.

RESEARCH COMPUTING

Research Computing and Cyberinfrastructure (Research Computing) is an asset to the University in its quest for continuous ranking among research universities; it is invaluable to SIU researchers whose work requires extreme computational speed and power. At SIU, the High Performance Computing Cluster (HPCC), BigDawg, is available without cost or restriction to researchers, as well as to SIU faculty and supervised students. This is highly unusual as most universities with HPC clusters control time on their systems and judge the value of projects before granting access to what is an expensive and limited resource. BigDawg is included in XSEDE’s list of university-based high-performance clusters. The Research Computing staff includes computer science and engineering experts in computational computing.

DEPARTMENTAL HIGHLIGHTS

- Added five new compute nodes to replace the existing aging nodes.
- Integrated the BigDawg password system and Network ID system for ease of use and increased functionality.
- Implemented Duo two-factor authentication on all BigDawg accounts.
- Implemented SurveyMonkey to collect direct feedback on the benefits of BigDawg projects.
- Developed the "BigDawg HPC Cluster" Microsoft Team to store instructional material, as well as, provide virtual workshops and new-user training.
- Created an OpenHPC cluster in a development environment to teach others how to create and manage an HPC cluster.
TECHNOLOGY SERVICES

Technology Services provides customer service and assistance to future, current, and past students through SalukiTech. Desktop Support, another Technology Services unit, serves University administration, faculty, and staff. Technology Services provides value-added service and support to the campus community. This unit also provides support for centralized areas that rely on the OIT for technology resources. Technology Services is the largest OIT unit, consisting of professional staff and a large number of student employees.

DEPARTMENTAL HIGHLIGHTS

- Collaborated with the Center for Teaching Excellence (CTE) to transition Tier 1 support for D2L and CTE to SalukiTech.
- Automated the fulfillment of software title deployments (already saved over eight work-days’ time).
- Automated the workflow for detecting, tracking, and remediating vulnerabilities and sensitive data exposure on campus systems.
- Initiated a campus-wide project to encrypt MacOS devices to protect data.
- Upgraded over 1,400 computers to remove Windows 7 from campus providing a more secure, updated experience for SIUC.
- Created interactive dashboard for critical IT services using Splunk.
- Adjusted staffing to accommodate the budget shortfall without eliminating positions.
- Participated in the Identity and Access Management project, which improves self-service and Tier 1 customer support.
- Worked in collaboration with other University teams to transition the entire campus to remote work and teaching in response to COVID-19 disruption.

TELECOMMUNICATIONS

Telecommunications (Telecom) is a small-scale “telephone company” that provides voice services to the SIU Carbondale campus. Telecom works diligently to maintain the campus voice system and cable plant. Its top goal is ensuring excellent customer service. On-going strategic plans include the replacement of two key components: the phone switch and air core cable.

DEPARTMENTAL HIGHLIGHTS

- Implemented Microsoft Teams over IP for the entire OIT department in partnership with Enterprise Systems and Network Engineering.
- Installed over 36,000 feet of copper cable.
- Routed over 907,829 long distance call minutes.
- Processed 30,445 IVR Calls (Interactive Voice Response).
- Routed 2,156,264 inbound and 1,467,082 outbound calls.
STRAIGHTGOALS AND PROGRESS

With another year coming to a close, so too, do many of our projects. In the 2019-2020 fiscal year, we pursued a wide variety of goals and overcame several unforeseen challenges. We also continued to persevere despite budgetary constraints through innovation, collaboration, and as always—our determination. We made a concentrated effort to work collaboratively on a variety of projects and reinforced the idea that when we work together, we can accomplish great things. The following section shows major goals and accomplishments during the 2019-2020 fiscal year. While many of these goals were met, several others remain works in progress or are recurring.

GOAL 1: SUPPORT THE UNIVERSITY MISSION

**RESEARCH SUPPORT** 100% Annual Effort
Provided access and computing power to computationally heavy research in Agriculture, Business, Chemistry, Computer Science, Curriculum and Instruction, Electrical and Computer Engineering, Fisheries, Forestry, Geography, Geology, Mechanical Engineering, Microbiology, Neurology, Physics, Physiology, Plant and Soil Science, Plant Biology, Political Science, Quantum Methods, Wildlife, and Zoology.

**MENTORSHIP AND STUDENT INCLUSION** 100% Annual Effort
Employed 125 students and graduate assistants. Created opportunities for these students to learn work habits, build IT-centric skills, and gain professional experience. In 2019-20, the OIT participated in career development activities with Career Services to enhance student development. Several members of the OIT are passionate about mentorship and go above and beyond to give students experience to increase their professional skills and open career opportunities for them.
STRATEGIC GOALS AND PROGRESS

GOAL 2: ENHANCE UNIVERSITY OPERATIONS

TEAM IMPLEMENTATION WITH VOIP PROTOTYPE 30%
Implemented Microsoft Teams, and then prototyped "calling" using Voice Over Internet Protocol (VoIP) within the OIT on the Teams platform. This successful trial lays the groundwork to both replace the University's aging "phone system" and to provide a unified communications and collaboration tool (with chat, conferencing, calling, meetings, secure file sharing and storage) for the entire University.

IDENTITY MANAGEMENT TRANSITION 70%
Implemented and pushed forward on Identity and Access Management (IAM) Phase I and Phase II. This effort provided faculty, staff, and students with enhanced self-service options to correct ID issues, without assistance, 24/7/365. This project also moves SIU toward two-factor authentication (a powerful step forward in system security).

SLATE IMPLEMENTATION 100%
Implemented SLATE, a new Customer Relationship Management (CRM) tool to support Admissions. SLATE provides tools to streamline Admissions’ processes and increase staff efficiency. The tool also promises to be valuable in recruiting students and improving admissions processes for all students. The Student Information Systems (SIS) team continues to provide assistance to Admissions in the stand up process.

TECHNOLOGY REFRESH INITIATIVE 10% Annual Effort
Reinstituted strategic desktop replacement. This is one of the most common questions to the OIT: "When will I get a new computer?" Replacement efforts started again in 2018, and continue to date with almost 503 units being replaced. Secondary to device replacement is evaluating requests to continue use of outdated equipment, and securing older machines to prevent network intrusion. Replacing technology throughout the department and the OIT data center(s) is a secondary part of this initiative.

GOAL 3: MANAGE AND DELIVER QUALITY

PMO CIO PORTFOLIO DEVELOPMENT 100% Annual Effort
Created the CIO Portfolio, a comprehensive, living list of OIT “projects” used to provide the CIO and constituents real-time information on projects. The list also keeps OIT staff informed, accountable, and moving forward.

PROJECT MANAGEMENT EFFORTS 80% Ongoing
Implemented project management as a concept, and are now learning to lead projects to meet timelines, manage stated scopes, and deliver results. Accountability at all levels is a key focus.

PMO STANDARDS TRAINING 100% Annual Effort
Provided multiple educational sessions to educate staff of the practices and standards used to keep formal projects on-time, within scope, and aligned with client expectations.
### STRATEGIC GOALS AND PROGRESS

#### GOAL 4: ENSURE TECHNOLOGY INFRASTRUCTURE INTEGRITY

<table>
<thead>
<tr>
<th>Objective</th>
<th>Progress</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>VOIP PLANNING AND INSTALLATION</strong></td>
<td>50%</td>
</tr>
<tr>
<td>Moved toward VoIP as the University “phone” system. This move is intended to replace aging phone technology, which becomes increasingly prone to failure and could leave SIUC without voice services for weeks/months. Started the VoIP proof-of-concept in 2018-19 and will expand that effort to OIT staff in the coming fiscal year. Conversion to VoIP will ultimately be more affordable and more manageable for Telecom. The transition will take a good deal of work with the University staff and faculty to ensure a smooth transition across campus.</td>
<td></td>
</tr>
<tr>
<td><strong>DATA CENTER FIREWALL UPGRADE</strong></td>
<td>100%</td>
</tr>
<tr>
<td>Upgraded the Data Center Firewall to maintain security and prevent unwanted access.</td>
<td></td>
</tr>
<tr>
<td><strong>DATA CENTER UTILIZATION</strong></td>
<td>55%</td>
</tr>
<tr>
<td>Promoted the virtualization of server infrastructure to the Wham Secure Data Center. The OIT offers all departments/units on campus the opportunity to use the OIT equipment or to move their own technology equipment to our Tier 3 data center. This cost-saving opportunity provides reliable onsite monitoring and off-site backup of equipment in a climate controlled and virtually secure environment.</td>
<td></td>
</tr>
<tr>
<td><strong>AIR CORE CABLE REPLACEMENT</strong></td>
<td>5%</td>
</tr>
<tr>
<td>Started the replacement of the air core cable used by all campus voice services users. Lifespan for the air core is approximately 20 years—SIU’s air core is 32 years old. The most efficient and cost effective replacement plan is to convert to VoIP first and then replace the air core cable.</td>
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</tr>
<tr>
<td><strong>HARDWARE DEVICE REMOVAL/REPLACEMENT</strong></td>
<td>100%</td>
</tr>
<tr>
<td>Removed or replaced many end-of-life hardware devices to improve performance and reduce security vulnerabilities.</td>
<td></td>
</tr>
<tr>
<td><strong>EDGE AND CORE NETWORK UPGRADE</strong></td>
<td>55%</td>
</tr>
<tr>
<td>Continued upgrades to “The Edge,” where the campus network connects to the internet. These core networks are used by everyone on campus. Upgrades are a multi-year process to improve performance and reduce costs.</td>
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</tr>
<tr>
<td><strong>VIRTUAL DESKTOP INFRASTRUCTURE (VDI)</strong></td>
<td>95% Ongoing</td>
</tr>
<tr>
<td>Pursued VDI with the goal of restructuring lab (centralized and departmental) use across campus. Purchased VDI infrastructure and licenses to replace 300 physical workstations in our CLCs and the AIS/SIS lab in the Northwest Annex. Infrastructure installation and configuration are complete and the team has built the virtual machines with the appropriate applications to support the labs. Expanding course and software specific environments in 2020.</td>
<td></td>
</tr>
</tbody>
</table>
GOAL 5: EVALUATE AND IMPLEMENT COST-SAVING MEASURES

ENTERPRISE APPLICATIONS COST REDUCTIONS 100% Annual Effort
Negotiated immediate and multi-year savings on new and existing contracts. Savings: ~$478 K.

INFRASTRUCTURE COST REDUCTIONS 100% Annual Effort
Replaced and enhanced existing infrastructure while reducing costs by reevaluating components and suppliers. Savings ~$77 K.

TECHNOLOGY PROCUREMENT 100% Annual Effort
Procured technology devices, peripherals, products, and services for SIU and leveraging the department’s buying strength to negotiate costs and contracts. Savings ~$276 K.

ADDITIONAL SAVINGS 100% Annual Effort
Reductions and savings over various units by carefully comparing and evaluating products and services as well as selective spending. Savings ~$15 K.

Total savings to the University: ~$846 K

GOAL 6: ELEVATE OIT COMMUNICATIONS

OIT ANNUAL REPORT 100% Annual Effort
Developed and published the Annual Report to provide a comprehensive overview of the OIT’s efforts and accomplishments during the fiscal year.

CIO BLOG AND OIT COMMUNICATION TEAM 100%
Set up the CIO Blog and initiated adoption of an internal Microsoft Teams site to allow direct communication from the CIO to all OIT team members, and as a common, cross-unit, information sharing location for the entire staff.

COMPREHENSIVE COMMUNICATION EFFORTS 100% Annual Effort
Promoted the visibility and value of OIT projects. Provide comprehensive communication for critical OIT initiatives to administration, campus constituents, faculty, and staff. Enhance communication between internal teams and external colleagues.

MICROSOFT TEAMS ADOPTION 20%
Propelled/Enhanced communication of Microsoft Teams/VoIP to the OIT staff, in preparation for cross-campus deployment and eventual campus-wide adoption. Communicated with users to understand the user-side of the adoption process. Created quick-start documentation to get the prototype group up and running. Developed and provided extensive end-user Teams training.
STRATEGIC GOALS AND PROGRESS

GOAL 7: ENHANCE INFORMATION SECURITY

DESKTOP AND LAPTOP ENCRYPTION 100%
Continued installation of Microsoft Bitlocker Administration and Monitoring (MBAM) software to encrypt desktops in centralized areas. Decentralized areas are using MBAM to encrypt laptops. Currently limiting network access to all non-encrypted devices before fall 2019. Will be expanding efforts to MacOS and Linux machines in FY 2020.

INFORMATION SECURITY POLICY DEVELOPMENT 100%
Increased information security throughout the OIT in software, hardware, systems, and networks. Promoted security awareness across campus. Developed the necessary framework to systematically mitigate risks posed to informational assets of the University.

PROOFPOINT ENHANCEMENT 100%
Maintained and added to the Proofpoint security system.

PROOFPOINT SECURITY AWARENESS SYSTEM 100%
Worked with Enterprise Systems to stand up Wombat, the Proofpoint Security Awareness Platform. Now involved in customizing module content and engaging Administration for campus-wide adoption.

SECURITY AWARENESS TRAINING/EDUCATION 100% Annual Effort
Provided Security Awareness training sessions during the month of October in conjunction with National Cybersecurity Awareness Month. Held five staff-focused, security training sessions through the month to inform SIU staff on security threats to University assets, to the campus community, and to themselves. These are show-and-do sessions where SIU staff learn about security risks and work through scenarios.

GOAL 8: IMPROVE SERVICE MANAGEMENT

ESTABLISH AN IT SERVICE MANAGEMENT (ITSM) PROGRAM 35% Ongoing
Explored the Information Technology Infrastructure Library (ITIL) as our service management (ITSM) framework. Continued the internal effort to identify ITIL concepts that seem most important to the OIT and applicable within the current institutional culture.

ITSM TOOL ENHANCEMENTS 100%
Made incremental improvements to the IT Service Management (ITSM) tool resulting in a more complete Self Service Portal and better technician dashboards for managing workloads.
# STRATEGIC GOALS AND PROGRESS

## GOAL 9: MAINTAIN A SKILLED WORKFORCE

<table>
<thead>
<tr>
<th>Objective</th>
<th>Progress</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>STAFF OPTIMIZATION</strong></td>
<td>90% Ongoing</td>
</tr>
<tr>
<td>Continued increasing staff to optimal levels for performance, with an emphasis on filling expertise gaps.</td>
<td></td>
</tr>
<tr>
<td><strong>PROFESSIONAL DEVELOPMENT</strong></td>
<td>60% Ongoing</td>
</tr>
<tr>
<td>Encouraged the use of Pluralsight, an online training tool that was purchased last year to establish and enhance skills for the OIT staff. Allowed employees to select needed or desired training. Several employees were able to attain certification based on Pluralsight training. Maintaining and increasing use is the challenge for 2020-2021.</td>
<td></td>
</tr>
<tr>
<td><strong>OIT HIRING PLAN</strong></td>
<td>90% Ongoing</td>
</tr>
<tr>
<td>Worked diligently to attract, hire, and retain qualified technology experts. The OIT has developed and is on the verge of implementing its strategic hiring plan in an effort to reach appropriate staffing levels, elevate salaries, and engage and retain current staff.</td>
<td></td>
</tr>
<tr>
<td><strong>MICROSOFT SOFTWARE TRAINING</strong></td>
<td>40% Ongoing</td>
</tr>
<tr>
<td>Developed and began presenting Microsoft Teams training in preparation for campus-wide adoption and Team/VoIP deployment. Reconfigured the format as a virtual Teams Q &amp; A forum to assist with the rapid transition to a remote workplace. Began developing Microsoft OneDrive and Outlook training materials with the eventual goal of providing this service for each Microsoft Office application.</td>
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</table>

## GOAL 10: IDENTIFY AND PROVIDE INNOVATIVE SOLUTIONS

<table>
<thead>
<tr>
<th>Objective</th>
<th>Progress</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>STRATEGIC PLAN TOOL</strong></td>
<td>100%</td>
</tr>
<tr>
<td>Developed and then implemented a customized database tool to automate OIT’s Strategic Plan development.</td>
<td></td>
</tr>
<tr>
<td><strong>BIGDAWG ENHANCEMENTS</strong></td>
<td>90% Ongoing</td>
</tr>
<tr>
<td>Enhanced the new BigDawg High-Performance Computing Cluster (HPCC) to further increase security and enhance scheduling efficiency. Added a duplicate System Management Server for redundancy and more efficient software testing. Working on optimal accommodation for the growing pool of users.</td>
<td></td>
</tr>
</tbody>
</table>
NEW EMPLOYEES
In the 2019-2020 fiscal year, the OIT welcomed several new employees to the team. These employees brought with them a wide range of skills, knowledge, and expertise that make them excellent additions.

JONATHAN COHEN
Team Lead, Desktop Support—Extended Campus

BENJAMIN MCGUIRE
Support Associate II, Desktop Support—College of Engineering

JOHN DAVIS
Communication Technician III, Telecommunications

TAYLOR REED
System Administrator III, Enterprise Systems

JORDAN JOHNSON
Support Associate II, Desktop Support—College of Education

LAURA ROSE
Application Developer, Administrative Information Systems

AMELIA KETZLE
IT Manager/Project Coordinator, SalukiTech

EMPLOYEES IN NEW POSITIONS
While we welcomed several new employees to the team, we also had several others move into new positions. With each new role comes a new set of responsibilities and skill requirements—these individuals have risen to the occasion and for that, we acknowledge them.

GAIL ODANNIELL
Administrative Assistant, Business and Administrative Services

ADAM STALLMAN
Associate Director, Administrative Information Systems

AMANDA ROSENE
Applications Developer, Administrative Information Systems

HEATHER SWETZ
Team Lead, Telecommunications
SPECIAL ACKNOWLEDGMENT

The OIT values the hard work and achievements of all of our employees. In the past year, several of members of our staff have been recognized for going above and beyond in their roles. We want to take the opportunity to thank them again for their efforts. This was our first year acknowledging employee achievements. We look forward to recognizing the exceptional accomplishments of our staff in the coming year.

BEN ANDERSON
ITSM Tools/Cherwell Administrator, Technology Services

LISA THRELKE LD
Project Coordinator, Client Relations and Communications

ERIC EVANS
ITSM Tools/Cherwell Administrator, Technology Services

TOP PLURALSIGHT USERS

This year, the OIT has placed a renewed emphasis on refining our skills and developing new ones. Many of our employees have embraced Pluralsight as a learning tool, while several of them have gone above and beyond in their use. We encourage each of our employees to take advantage of this educational platform and want to acknowledge those who have taken the initiative.

<table>
<thead>
<tr>
<th>Name</th>
<th>Hours and Minutes</th>
</tr>
</thead>
<tbody>
<tr>
<td>STEPHEN JONES</td>
<td>41 hours 37 minutes</td>
</tr>
<tr>
<td>JORDAN JOHNSON</td>
<td>40 hours 38 minutes</td>
</tr>
<tr>
<td>LETITIA BULLARD</td>
<td>26 hours 8 minutes</td>
</tr>
<tr>
<td>MICHAEL CALLONI</td>
<td>24 hours 23 minutes</td>
</tr>
<tr>
<td>BENJAMIN ANDERSON</td>
<td>24 hours 23 minutes</td>
</tr>
</tbody>
</table>

85 unique courses viewed

250 hrs and 50 min of watch time. That's like watching every episode of Friends (1994) twice.

95% of our OIT employees use the tool
CONFERENCES, WORKSHOPS, AND TRAINING ATTENDED

CONFERENCES

Adobe DITAWorld 2019
ADOBE DITA WORLD CONFERENCE
Jennifer St. Louis

Cherwell
CHERWELL HIGHER EDUCATION USER GROUPS
Wil Clark

2019 clear
CLEAR
Wil Clark

EDUCAUSE
EDUCAUSE
Wil Clark
Michael Shelton
Brian Skouby
Jerry Richards

HDI 2019
HDl
Olinda Hubbs,
Conference Speaker

PEARC 2019
PRACTICE AND EXPERIENCE IN ADVANCED RESEARCH COMPUTING
Chet Langin

Microsoft Ignite
MICROSOFT IGNITE
Stephen Jones
Jerry Richards

PINK 2020
Olinda Hubbs,
Preconference Workshop Presenter

SUPERCOMPUTING 2019
Chet Langin

WORKSHOPS

AZURE FUNDAMENTALS
Stephen Jones

DATABASE DESIGN AND PROCESSING
Shannon Newman

EPSON HARDWARE
Tugiyanto

EXCELLING AS A MANAGER OR SUPERVISOR SEMINAR
Rodney Emery

GETTING STARTED WITH POWER BI
Wil Clark

HPC SYSTEMS PROFESSIONALS
Chet Langin

SQL WORKSHOP
Stephen Jones
Due to unforeseen circumstances and the necessity for social distancing, most events and training sessions were canceled in the later part of the fiscal year. However, many OIT employees were able to attend valuable conferences, workshops, and training sessions before these circumstances arose.
CONFERENCES, WORKSHOPS, AND TRAINING PROVIDED

PRESENTATIONS

ADOPTING ONEDRIVE FOR BUSINESS: INCREASE DATA CONTROL, SECURITY, AND ACCESSIBILITY
Wil Clark

COMMUNICATE WITH IMPACT: ELEVATE YOURSELF AS A LEADER
Olinda Hubbs

INTRODUCTION TO MICROSOFT TEAMS
Rodney Emery

ROBOCALLS: FROM SALES NUISANCE TO SECURITY RISK
Olinda Hubbs

THE DARK WEB—IT’S A VERY SPOOKY PLACE
Steven Aldridge

WHALING, PHISHING, SMISHING, AND VISHING...DON’T BE THE CATCH OF THE DAY!
Jeff Squibb

WORKSHOPS AND TRAINING

BIGDAWG SPRING CAMPAIGN 2020
Chet Langin

BIGDAWG USER TRAINING
Chet Langin

COMMUNICATE WITH IMPACT: ELEVATE YOURSELF AS A LEADER WORKSHOP
Olinda Hubbs

MICROSOFT TEAMS TRAINING
Rodney Emery
Olinda Hubbs
Jennifer St. Louis
Lisa Threlkeld

CLASSROOM TECHNOLOGY FOR TEACHERS
Tugiyanto

VOIP TRAINING
Rodney Emery
Olinda Hubbs
Jennifer St. Louis
Lisa Threlkeld

MICROSOFT TEAMS Q&A SESSIONS
Rodney Emery
Olinda Hubbs
Jennifer St. Louis
Lisa Threlkeld

As external companies began to cancel events, so too, did the University. The OIT had several events and in-person training sessions planned for the later part of the year. While some of these events were able to transition into an online experience, several others will be rescheduled once it is safe to do so. We hope to offer several events in 2021.
DEGREES AND CERTIFICATIONS

DEGREES

The OIT recognizes all of our employees (both students and full-time staff) on their accomplishments. Since the traditional graduation ceremony in the spring of 2020 was canceled, we would like to extend an additional mention of congratulations to those on this list who were impacted—graduation may have been different, but your achievements are just as great. We hope you are as proud of your accomplishments as we are of all of you.

<table>
<thead>
<tr>
<th>ARCHITECTURE, MS</th>
<th>ELECTRICAL AND COMPUTER ENGINEERING, MS</th>
<th>LAW, BS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ashley Hemmen</td>
<td>Sai Surekha Nurusimhadevra</td>
<td>Tokunbo Fashawe</td>
</tr>
<tr>
<td>Tinguan Lou</td>
<td></td>
<td></td>
</tr>
<tr>
<td>ARCHITECTURAL STUDIES, BS</td>
<td>HEALTH ADMINISTRATION, MS</td>
<td>MANAGEMENT, BS</td>
</tr>
<tr>
<td>Timothy Helfer</td>
<td>Melissa Pierce</td>
<td>Shane Laughland</td>
</tr>
<tr>
<td>Tomi Peri</td>
<td></td>
<td></td>
</tr>
<tr>
<td>CRIMINOLOGY &amp; CRIMINAL JUSTICE</td>
<td>HEALTH INFORMATICS, MS</td>
<td>MECHANICAL ENGINEERING, BS</td>
</tr>
<tr>
<td>Adeola Johnson</td>
<td>Tommie Williams</td>
<td>Naomi Amuli</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Merrill Dennison</td>
</tr>
<tr>
<td>COMPUTER SCIENCE, BS</td>
<td>HEALTHCARE MANAGEMENT, BS</td>
<td>MICROBIOLOGY, BS</td>
</tr>
<tr>
<td>Matthew Kim</td>
<td>Amy Salgado</td>
<td>Blaine Calloni</td>
</tr>
<tr>
<td>Jaya Tumurru</td>
<td></td>
<td></td>
</tr>
<tr>
<td>ELECTRICAL AND COMPUTER ENGINEERING, BS</td>
<td>INFORMATION SYSTEMS TECHNOLOGY, BS</td>
<td>PROFESSIONAL MEDIA AND MEDIA MANAGEMENT STUDIES, MS</td>
</tr>
<tr>
<td>Tre Cassidy</td>
<td>Juan Barboza</td>
<td>Daniel VanOverbeke</td>
</tr>
<tr>
<td>Tyler Harrel</td>
<td>Jacob Howard</td>
<td></td>
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<tr>
<td>Gage McPhail</td>
<td>Kenneth Jones</td>
<td>SOCIAL WORK, BS</td>
</tr>
<tr>
<td>Kamil Molczyk</td>
<td>Moses Kelly</td>
<td>Elizabeth Heniff</td>
</tr>
<tr>
<td>Cade Neumann</td>
<td>Black Lauder</td>
<td>Soriah Taylor</td>
</tr>
<tr>
<td>Sean Smith</td>
<td>Emilio Martinez</td>
<td></td>
</tr>
<tr>
<td>Austin Stallman</td>
<td>Prit Patel</td>
<td>Noel Tindall</td>
</tr>
<tr>
<td></td>
<td>Brent Schaper</td>
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<tr>
<td></td>
<td>Robert Shaw</td>
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</table>

CERTIFICATIONS

The OIT would also like to recognize those individuals who worked hard to receive special certifications this year. Your efforts have not gone unnoticed!

<table>
<thead>
<tr>
<th>CORPORATE TRAINER</th>
<th>EXOS CAMPUS SWITCHING AND ROUTING</th>
<th>AECCOA CAMPUS SWITCHING AND ROUTING</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lisa Threlkeld</td>
<td>Jay Anderson</td>
<td>Jostelina Torre</td>
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<td></td>
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<td></td>
</tr>
<tr>
<td>EXOS CAMPUS SWITCHING AND ROUTING</td>
<td>MECHANICAL ENGINEERING, BS</td>
<td>SOCIAL WORK, MS</td>
</tr>
<tr>
<td>Jay Anderson</td>
<td>Naomi Amuli</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Merrill Dennison</td>
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<tr>
<td></td>
<td></td>
<td>SOCIAL WORK, MS</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Robert Shaw</td>
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<tr>
<td></td>
<td></td>
<td>Noel Tindall</td>
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<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>MICROSOFT OFFICE SPECIALIST</td>
<td>INFORMATION SYSTEMS TECHNOLOGY, BS</td>
<td>PROFESSIONAL MEDIA AND MEDIA MANAGEMENT STUDIES, MS</td>
</tr>
<tr>
<td>Amy Salgado</td>
<td>Juan Barboza</td>
<td>Daniel VanOverbeke</td>
</tr>
<tr>
<td></td>
<td>Jacob Howard</td>
<td>SOCIAL WORK, MS</td>
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<tr>
<td></td>
<td>Kenneth Jones</td>
<td>Elizabeth Heniff</td>
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<td>Robert Shaw</td>
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</tbody>
</table>
ORGANIZATIONAL CHART

INTERIM CHIEF INFORMATION OFFICER
Scott Bridges

ADMINISTRATIVE AIDE
Stacey Vinson

BUSINESS MANAGER OF BUSINESS SERVICES
Laurie Holley

ASSOCIATE DIRECTOR OF CLIENT RELATIONS AND COMMUNICATIONS
Olinda Hubbs

DIRECTOR OF ENTERPRISE APPLICATIONS
John Ahrens

DIRECTOR OF ENTERPRISE SYSTEMS
Jerry Richards

DIRECTOR OF INFORMATION SECURITY
Scott Bridges

DEPUTY DIRECTOR OF NETWORK ENGINEERING AND TELECOMMUNICATIONS
Michael Shelton

ASSOCIATE DIRECTOR OF PROJECT MANAGEMENT
Brian Skouby

ACTING DIRECTOR OF RESEARCH COMPUTING
Chet Langin

DIRECTOR OF TECHNOLOGY SERVICES
Wil Clark

EXPAND PARTNERSHIPS AND COLLABORATION
The OIT has enjoyed a collaborative relationship with the Administration and our campus constituents. We are positioned to build and enhance these relationships in service to the University mission.

- Guide and support new leadership
- Strengthen collaborative relationships
- Lead essential technology conversations
- Merge technology efforts with business objectives
- Elevate client service and satisfaction
- Build communication pathways and relationships

LEVERAGE EFFORT AND RESOURCES
The OIT continues to function as a lean organization. To support the University mission, and more specifically, to support the faculty, staff and students who rely on us, we must focus our efforts and leverage our skills and resources. We must become experts in selecting projects, managing resources, and working toward specific results.

- Focus on high-priority projects
- Establish quality standards
- Produce exceptional results
- Commit to essential future needs
- Understand/fulfill client needs
- Follow project management standards

BUILD A HIGH-QUALITY, HIGHLY MOTIVATED WORKFORCE
The world around us is changing faster than at any other time in history. With this change comes new perspectives on work, the workplace, and the people in it. In the coming year, we are committed to diversity, employee satisfaction, and professional growth.

- Support professional development
- Foster professional growth
- Pursue diversity in hiring
- Increase employee satisfaction
- Explore “new normal” workplace alternatives