

WESLEYAN UNIVERSITY

Information Technology Services
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To: The Board of Trustees

From: Dave Baird
Vice President for Information Technology & Chief Information Officer

Date: September 7, 2017

Subject: Information Technology Services Goals for 2017-2018

Wesleyan 2020 Goals:

1. Energize Wesleyan's distinctive educational experience
2. Enhance recognition of Wesleyan as an extraordinary institution
3. Work within a sustainable economic model while retaining core values

Major goals (one per team) for the coming year are outlined below, together with their relationship to the three overarching goals detailed in the "Wesleyan 2020" framework for strategic planning. These are followed by a partial listing of other significant projects, both new and continuing, within Information Technology Services.

Major Goals and Initiatives (listed alphabetically by team)

1) Academic Computing: New Collaborations & Pedagogical Innovations *(Ties to goals 1,2)*
Following last year's reorganization, we are building on our increased capacity. First, we are adding to the team a media specialist to spearhead efforts to incorporate multimodal storytelling and multimedia resources in teaching and research. Secondly, we are establishing closer, collaborative relationships with other departments on campus, including but not limited to the Libraries and the Center for Pedagogical Innovation. We are also launching an Innovation Fund, a competitive, internal grant designed to assist faculty in enhancing their research and teaching at Wesleyan through the innovative incorporation of digital scholarship tools and methods. Finally, we are embarking on an outreach campaign to increase awareness among faculty of the new Academic Technology, its staff, and the services it provides, while also soliciting feedback from faculty on how we can improve our support through a series of meetings and focus groups.

2) Administrative Computing: Fundraising Engine Replacement *(Ties to goal 3)*

During fiscal year 2018 we will replace the 19- year old advancement (fundraising) system (Millennium) with Affinaquest. This cloud-based, Salesforce platform will provide a nimble, 360-degree view of our constituents. It will provide staff with dashboard views relative to their specific role, enabling them to focus on key elements of prospect management and constituent engagement. In addition, we are working with EverTrue to launch a Volunteer Management platform as well as a new Giving platform. Event management platforms are being reviewed for use in Spring, 2018. These software enhancements will address the current needs of University Relations as they gear up for a new campaign.

3) Auxiliary Services: Amazon lockers and home mail delivery to seniors *(Ties to goal 3)*

In fall, 2017, mail services will give students living in wood frame houses the option of receiving mail and packages at their residence, as opposed to waiting in line at the Usdan post office. In addition, all Wesleyan community members will have the option of shipping Amazon orders to a new Amazon locker installation outside Bennett Hall. Both of these initiatives are aimed at providing better service to students while reducing the workload for staff who have seen a 20% per year increase in package volume in recent years.

4) User Services: Migration of email to Office 365 in the cloud *(Ties to goals 1,3)*

Wesleyan currently provides Microsoft Office 365 to all faculty, staff, and students. Following the successful migration of email and calendaring services for several administrative departments (e.g. ITS, Communications, and others), we will work to migrate the remaining active accounts for faculty, staff and alumni during the 2017-2018 academic year. Student accounts will not be affected as they use Google for email and calendaring. These changes will improve the reliability and capability of our communications, as users will have access to email and calendaring even if our network were to go offline temporarily. We will also reduce the number of supported email solutions from three to one, increase mailbox sizes from 2GB to 50 GB, improve our security and spam protections, and reduce budget for on-campus server hardware.

5) Technical Services: Freeman Data Center and Bandwidth Upgrades *(Ties to goals 1, 3)*

Disaster recovery (a.k.a. Business Continuity) planning is part of our ongoing risk management efforts. We are gradually improving our resiliency toward unplanned power/network outages by building redundant facilities and services in a small data center located in the Freeman Athletic Center. Specifically, this year we will install a redundant internet connection and replace our 10-year old network firewalls and gateway routers. This will accommodate our planned doubling of internet bandwidth, and bring new capabilities for mitigating malicious network traffic.

Additional Projects of Significance:

- Wrap up WesPortal replacement of ePortfolio – migrate remaining ePortfolio applications to WesPortal and archive/retire ePortfolio applications and servers
- Re-hire Chief Information Security Officer and reinvigorate cyber security programs at both Wesleyan and Trinity
- Implement and monitor a technology awareness campaign for students via Lynda.com

- Evaluate commercial solutions for a Wesleyan mobile app, serving prospective students and parents, enrolled students, and alumni
- Continue developing data analytics to inform decisions of resource allocations
- Upgrade PeopleSoft Student Module to current supported version
- Audit campus printing services and propose reductions to fleet of multi-function devices (savings to be used to reduce printing charges for students with highest financial aid)
- Pilot project to utilize high definition videoconferencing technology to connect faculty with media, students to recruiters, etc. to reduce carbon footprint associated with travel