



# FY 2015 Annual Report

## Introduction

At the beginning of the year, the IT Division made a commitment to focus our efforts on the right things. We studied the concept of "Start With Why" created by Simon Sinek, which he wrote about in his book with the same title. We held meetings, working sessions, and leadership retreats to develop our own personal Why statements as well as one for the IT Division. We sought counsel with President Wight about the University's Why to align our own. From the University Why, "We help students transform their lives for good" and with suggestions from President Wight, we decided that our IT Division Why would be "IT makes it possible for people to do the right thing." The projects we undertook for the year, some of the most impactful, which are outlined in this report, exemplify our commitment to following our Why.

This has been a banner year for the IT Division in terms of providing support for student learning and access as well as in initiatives designed to improve university administration. We have leveraged the latest technology and design methodologies to allow students to more easily envision their path to degree completion, to get back on track when they have stumbled, and to get off to running starts in developmental course work. We were integral to the first MOOC provided by the University. We provided the administration and faculty the ability to dive deeper and more accurately into the vast amount of student data we collect allowing University management to make more informed observations and decisions about student experiences. We retooled the University's website to become more mobile friendly providing the campus community better access to University resources on the go. We also provided automated tools to aid University travelers in keeping track of travel expenses and to more easily and accurately file for travel reimbursement upon returning home. All in all, we completed over 62 projects and countless smaller service items that have led to improved student experiences and staff and faculty efficiencies.

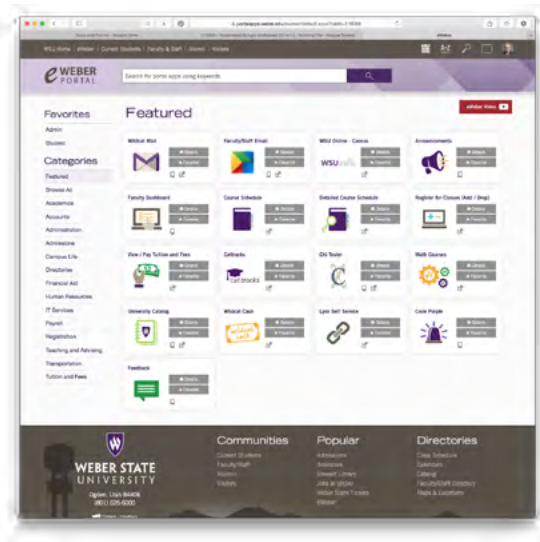
As you read about each of the projects in this report, we believe you will see that we have, indeed, committed ourselves to making it possible for "people to do the right thing." Through these efforts we have, possibly more directly than ever in the past, helped "students, faculty and staff transform their lives for good."

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## Weber.edu and eWeber Redesign

Students, faculty, and staff have become more reliant on mobile technology, so it was necessary to develop a University portal and website that was responsive to the mobile environment. The IT Division's web development team undertook a project this year to redesign both environments to not only have a more modern and clean appearance, but also be responsive to its varied sets of users and the multitude of different mobile platforms being utilized today. Special care was taken to organize the information presented on the site to be easily found by both prospective and current students, depending on the need. Login was streamlined so that a user only has to login once in order to use the many available portal apps. The search capability was enhanced to include keyword searches that make it easier to find information. Navigation was reorganized to minimize the necessity to search through multiple subfolders when looking for apps and other information. Finally, the eWeber Portal and Weber.edu were more closely integrated to provide a smoother transition from one to the other.

Response to the redesign has been overwhelmingly positive across all facets of the University population as evidenced by the customer feedback that has been received:



"I like the new website and portal, it's a lot less cluttered than the older one."

(Jonathan Tarancon – Student)

"I like the look of it. The interface is less cluttered and easier to find what you want. It is also modernized and a lot of people will enjoy that."

(Zackary Baker – Student)

"I've tested the new eWeber and I think it'll be great for students on mobile devices."

(Mitchell Weaver – Student)

"I like the new look. Much easier to find where you're wanting to go. Not as many clicks, and it seems to be a little faster."

(Randi Robinson – Student)

"I have tried the new eWeber and overall it's quite impressive and fun to use."

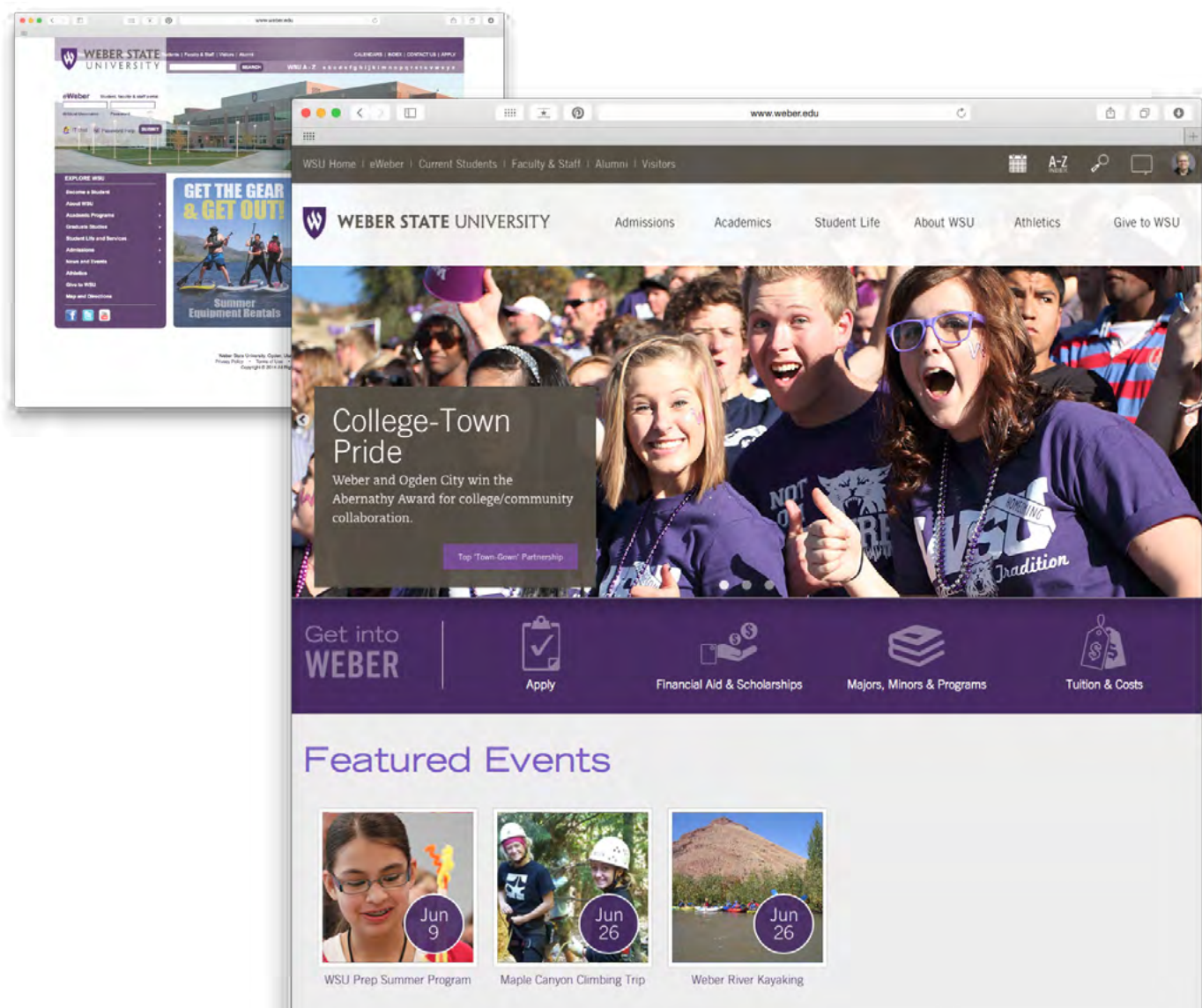
(Tom Matthews – Faculty)

“I definitely like the new navigation and organization. Very easy to find everything I looked for.”

(Carrie McCloud – Staff)

“This layout is 1000 times better than the old version. I’m planning to use this as much as possible. Thanks!”

(Adam Johnston – Faculty)



# “Microbes Rule The World” MOOC

In the Fall of 2014, two WSU professors combined their talents and knowledge to create and deliver the University’s first Massive Open Online Course (MOOC) entitled “Microbes Rule The World: Effects of Disease on History.” This is a free course taught entirely online to anyone who wishes to register. It provided an avenue for the University to showcase all three of its core themes: Access, Community, and Learning.

The IT Division’s Creative Academic Technology Solutions (CATS) team was instrumental in making the course a success. They consulted with the course development team to produce several impactful graphics for the course pages and produced 46 video vignettes used to present the course material and explain concepts.

The MOOC, the University’s first interdisciplinary course, was so successful that the University administration and Board of Regents voted it to become part of the WSU core

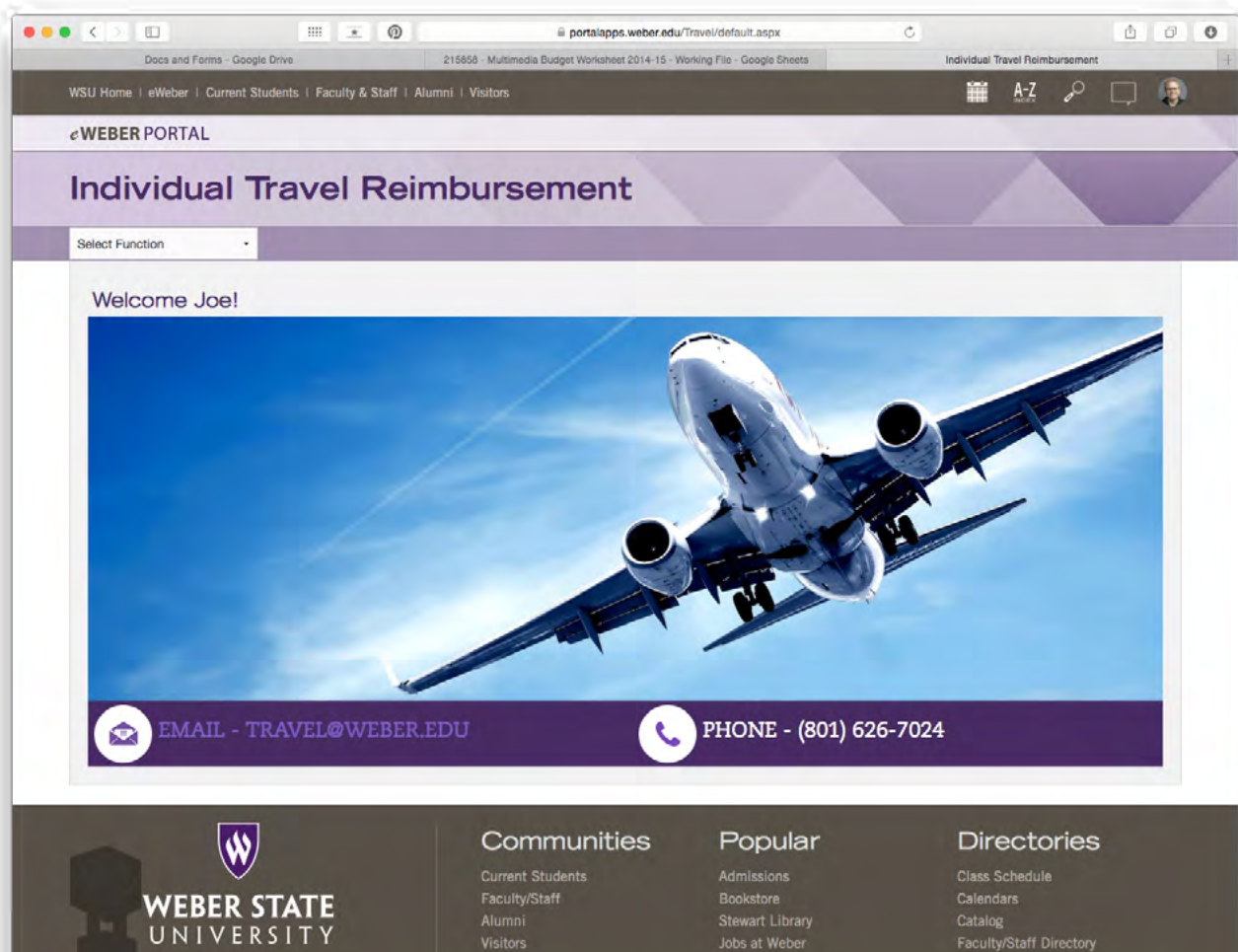
curriculum. Additionally, the Division of Continuing Education awarded the 2014 Collaboration Award to the MOOC team.

The screenshot shows a web browser window displaying the Canvas LMS page for the course "Microbes Rule the World: Effects of Disease on History". The page features a green-tinted image of various microorganisms. The course title is prominently displayed, along with the dates "Jun 8 - Jul 11, 2015" and "Cost per enrollment: Free". An "Enroll" button is visible. Below the course information, the Weber State University logo is shown. The page includes a detailed description of the course, listing topics covered (Week One to Week Five), prerequisites, textbook and material requirements, technology requirements, course expectations, and quizzes. Two instructors are listed: Gene A. Sessions and Craig J. Oberg, each with a small portrait photo and a brief biography. The page also includes social media sharing options for LinkedIn and Twitter.

## Travel App

Travel for University employees historically meant maintaining hard copies of their travel receipts, performing reimbursement calculations manually on their travel envelope, and trips to the cashier's office to receive their travel pay either by check or cash. This process was fraught with errors, time consuming, and inconvenient.

The IT Division partnered with the budget and purchasing offices to devise an automated system for travel reimbursement that alleviated all of these problems. The end result was the Travel App that can be located in the eWeber Portal. Through this application, travelers can request new travel, view their travel history, upload digital copies of their current travel receipts, and enter in all expenses and other details of their travel. The application will automatically calculate per diem based on the information they enter about their travel, obtain all the approvals needed, and submit their final travel for reimbursement authorization. Once the reimbursement has been authorized, the system will pay the traveler through direct deposit to their bank account. Additionally, this application has eliminated the need for employees to maintain their travel envelopes for auditing.



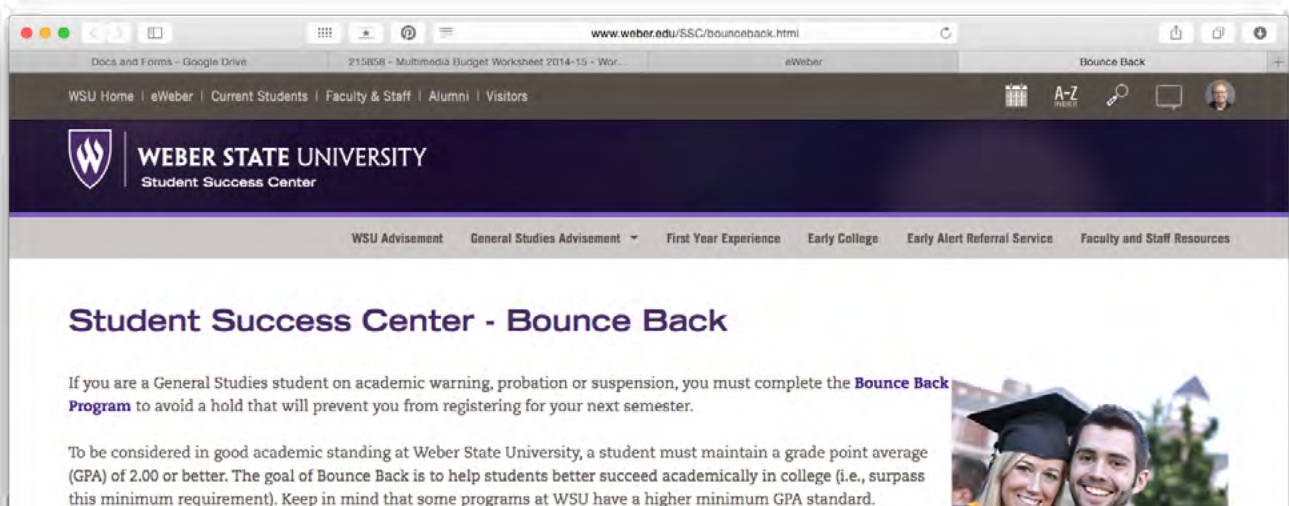
# Bounce Back

The Bounce Back program, administered by the Student Success Center, was initiated as a way to help struggling students who have fallen below the minimum 2.0 GPA requirement in order to remain enrolled at WSU. Once a student is identified as failing to meet this minimum, they may enroll in the program and undergo a rigorous assessment/evaluation and complete an online workshop designed to foster better study habits and to create a semester study plan. Upon successful completion of the program, any academic holds for the student are lifted so that they may register for the following semester.

Due to the resource intensity of administering the program manually, it was only offered to one out of the 120 majors offered at WSU. Recognizing a need to automate and expand this program, the IT Division partnered with the Student Success Center to leverage a newly acquired tool called ServiceNow to develop a web-based application that allows students to enroll in the program and complete their requirements online. It also provides the program administrators with valuable automated student data, in a dashboard format, that allows for on-the-spot assessment of student progress, as well as an assessment of how well the program is working.

“Service-Now was implemented in Fall 2014 and began managing a large portion of the manual tracking of each Bounce Back student’s progress in the program (i.e. online workshop completion, self-assessment completion, tracking of one-on-one appointments, hold expiration, and correspondence). Now, advisors only need to manage the scheduling of appointments, one-on-one appointments and the expiration of holds through ServiceNow.” (Amie Doepking - Academic Advisor)

Due to the success of the newly automated program, five of the seven colleges at WSU have committed to adopting the program for their struggling students.



## Developmental Math Placement

In May 2014, a new scoring system was initiated to determine placement in developmental Math and English. The new system accounted for a host of different inputs including: high school GPA, ACT, SAT, AP, Accuplacer, Math Mastery, and other scores. It also took into account WSU and transfer credits with grades of "C" or higher. Historically, the placement data was kept in spreadsheets with reports that were manually created, a process which was prone to errors and made it difficult for the student to determine which classes they should be taking.

In approximately two months, again utilizing ServiceNow, The IT Division was able to automate the placement process. Students, departments, and advisors can now instantly see where a student has placed and set their course load accordingly. Tight integration with Banner and CatTracks has also made it possible for the student's placement to automatically update as test scores, grades, and credits change. Because of this, admissions no longer has to place holds on students for compliance issues.

## GradMAPs

Earning a bachelor's degree can be expensive, so it is often important to complete the degree requirements as efficiently as possible. It can be difficult to do this if the student does not know an acceptable path for completing all of their requirements. A graduation map, a chronological order of courses to take by semester, can help make decisions much easier for students when concerning which classes to take and when to take them. Historically, individual departments kept paper copies of suggested graduation paths that the student could consult. However, changes in course offerings often made them obsolete, and they would have to be both recreated and reprinted in order to make them available.

In approximately two weeks, the IT Division was able to create an application that allows students to search for graduation maps for their major online. This system allows faculty and staff to submit suggested graduation paths directly through the application search page and receive notifications when they are available. Students and parents can now search for their own graduation map without having to physically visit their respective college offices, simply by clicking the distinctive GradMAPs icon found throughout the weber.edu website. It also makes it much easier to provide more up-to-date information to the student for making registration decisions.

## Data Warehouse

Even though the University has collected information on various aspects of student experiences and success for many years, the reporting of that data in any useful and accurate way was extremely limited. Producing the needed reports was often an arduous and time consuming task that made it extremely difficult to use the data in a proactive way. To address this issue, the Data Warehouse Core Team was created and contained members from the IT Division Database team, University Relations, Budget, and Provost, who were charged with developing a responsive and accurate solution.

The IT Division Database team, having the technical expertise to put several modern tools in place, provided the means for University administration to mine the vast amounts of collected data, analyze trends, produce professional reports, and create useful and easy-to-read dashboards. Report creation time was reduced from several minutes down to only a few seconds. The data reported is now accurate and timely, and can be used to predict the probability of student success, while also predicting the need to intervene, expand course offerings in near real-time, and make other proactive decisions.

According to Rachel Ruiz, Institutional Analyst with the Budget office, "Not only is the data warehouse more efficient to write against and retrieves data faster, but the data stewards now have confidence in the data."

## Banner Data Defense

Security breaches have never been more visible than they have in the last couple of years. Companies of all sizes and disciplines have been impacted in very negative ways when their data, much of it Personally Identifiable Information, was illegally accessed. We take the protection of University data very seriously, so we decided to take an in depth look at how secure our databases were against a possible breach of student, payment, and staff information. Our analysis led us to the purchase and installation of Ellucian's Banner Data Defense product to secure our databases.

Through this product, we gained access to Oracle's Advanced Security product, which allows us to protect not only Banner data, but also all of our Oracle databases. Once the decision to purchase was made, we sent our database administrators to intensive training and worked both on-site and remotely with Ellucian consultants to ensure the product was installed correctly and provided the protection we needed.

In addition, we are currently working on setting up and tailoring Oracle's Audit Vault and Database Firewall. These products provide us with the ability to proactively detect and respond to breach attempts when they are occurring, in order to be better able to defend against them.



## Other Accomplishments

In addition to the items highlighted above, the IT Division was heavily involved in other facets of University administration and student experiences. The tables below represents our body of work over the last year:

Title	What and Why	Those Involved	Customer(s)	Impact
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### Network & Communication

WBWirelessUpgrade	Refreshed existing access points. Added more wireless density to service high loads of student use.	Luke Jenkins, Jonathan Karras, Tristan Rhodes, Gilbert Green (FM)	School of Business	Improved wireless accessibility during evening classes.
ETWireless Upgrade	Refreshed existing access points. Added more wireless density to service high loads of student use.	Luke Jenkins, Jonathan Karras, Tristan Rhodes, Gilbert Green (FM)	COAST	Added wireless coverage in building. Prior to upgrade building basically had no wireless.
PSBuildingNetwork	New building on campus.	Jonathan Karras, Tristan Rhodes, Luke Jenkins, Chad Downs (FM)	Police & Parking	Moved business network & public safety network into new building on time with no unscheduled down time.
New fiber optics to Dee Center	Installed new single mode fiber from R1 to Dee Events Center. Replacing old multi mode fiber to allow faster speeds at longer distances.	Jonathan Karras, Tristan Rhodes, Luke Jenkins, Gil Green (FM)	Dee Center / IT	Dee Center and UV will now be capable of 10Gig speeds. It also allows us to upgrade phone systems in Dee Center and UV.

### Database Service Operations

AiM upgrades	Upgrading the AiM system	Mark Green	FM	Keeping software up to date with latest version
AiMIQ upgrades	Upgrading the AiMIQ system	David Fernelius	FM	Keeping software up to date with latest version
CRC/CWA upgrades	Upgrading the CRC/CWA systems	David Fernelius	Loan Servicing	Keeping software up to date with latest version
Data Warehouse Phase 1	Created a new Data Warehouse for Weber using the newly purchased software Red Scape	David Fernelius, Lucas Jones, Aisha Anderson, Mark Green	Anyone needing to create reports using Weber's data	Giving report writers the ability to generate accurate reports quickly
Data Cookbook	Initial setup and implementation of the DataCookbook	David Fernelius, Lucas Jones, Aisha Anderson	Report users, Report Creators	The Data Cookbook will allow users to see what Weber data is available to report on and how it is obtained or generated.

Title	What and Why	Those Involved	Customer(s)	Impact
Imaging file reorganization	Imaging file reorganization	Mark Read	IT	More efficient storage of imaging files
FMimagingmigration	Migrated FM's imaging system into Weber's imaging system	Mark Read	FM	FM no longer has to maintain their own imaging system
New Imaging applications for Housing and VA	VA	Mark Read	Housing and VA offices	This will allow the Housing and VA offices to image their documents
DatabaseFirewalland Audit Vault	Installed and configured theDatabase Firewall and AuditVault	Mark Read, Van Nguyen, Mark Green	Everyone using the Banner systems	Secures the Banner data and allows us to create audit security reports.
EMS patching/upgrading	Upgraded/patched the EMS system	Mark Read	EMS users	Keeping software up to date with latest version
Report Publishing	Published 100+ new and revised Argos reports to production	Mark Read, Aisha Anderson	Report users, Report Creators	Giving users access to newly created and revised reports
Bosscars upgrades	Upgrading the Bosscars system	Van Nguyen	Parking Services	Keeping software up to date with latest version
SciQues/eProcurement	Implementation of theSciQues/eProcurement system	Van Nguyen	Purchasing	New system to replace the Banner purchasing software
Ellucian Mobile App	Implementation of Ellucian Mobil Apps	Van Nguyen	Registration	New mobile solution for Registration and other Banner applications
Banner XE Registration	Implementation of Banner XE Registration in TEST	Van Nguyen	Registration	This will allow the Registration office to test the new Banner XE Registration module and prepare for a go live this fall.
Banner XE Faculty Grade Entry	Implementation of Banner XE Faculty Grade Entry	Van Nguyen	Faculty	This allows the Faculty to enter their grades into Banner via a web application
Oracle Web Logic upgrades	Upgraded Oracle Web Logic to latest version	Van Nguyen	Banner users	Keeping software up to date with latest version
Clean Address Geographic install	Implementation of the Clean Address Geographic module	Lucas Jones	IR, Report writers	This will allow reports to be written based on geographic locations
Oracle Database Upgrades	Upgraded all Oracle Databases to 11.2.0.4	Lucas Jones	All apps on Oracle Databases	Keeping software up to date with latest version
Lenel upgrade	Upgraded Lenel to 6.6	Lucas Jones	Lenel users	Keeping software up to date with latest version
Tableau server implementation	Implementation of the Tableau server	Lucas Jones	Report writers	Allow publishing of Tableau dashboards publicly

Title	What and Why	Those Involved	Customer(s)	Impact
Banner upgrades	Applied 49 Banner upgrades	Mark Green	Banner users	Keeping software up to date with latest version
Banner patches	Applied 43 Banner patches	Mark Green	Banner users	Applying required patches to fix bugs in software

## Support Operations

Campus Police Support	Created a dedicated team to support needs of Campus Police. Assisted with the move to the new PS building. Learned Police Department's specialized systems, software, and needs.	Quin Dixon, Stephen Cain, Kirk Barlow	Campus Police	The Campus Police now feel more secure in our technical support abilities. Systems are operating as expected, and we have a team that knows how to support them.
Service Desk Incidents Handled	Service Desk handled over 22,000 incidents over the past year.	IT Service Desk	Faculty, Staff, and Students	Campus community assisted with technical issues and challenges. Users were able to do the work they needed to do without having technology get in the way
Active Directory implementation to campus	Service Desk assisted in the Active Directory roll out and implementation to all campus computers. Helped CTC members with their areas, as needed.	Quin Dixon, Stephen Cain, Kirk Barlow, Daniel Gajeski, IT Service Desk techs	All Weber State employees	(using SCCM)
SCCM client configuration, testing, training, and support	Authoring and testing applications, roles, and system processes	Quin Dixon, Matt Cain	All Weber State employees	SCCM helps to manage software on desktops and to enables us to remotely perform tasks such as automatically removing McAfee anti-virus and installing the new System Center Endpoint Protection.
Send Word Now updates	Assumed responsibility for updating Send Word Now data	Cindy Sorensen, Allison Knowlton	Weber State faculty, staff, and students	User information is kept current in the CodePurple emergency notification system. The Service Desk is now able to help people who call in and need to have updates made to their record that they cannot make themselves.
Web migration assistance	Migrated user rights.	Cindy Sorensen	Faculty and staff with sites hosted on web servers	Impact of transition on end users was much less severe

Title	What and Why	Those Involved	Customer(s)	Impact
Parallels Mac Management	Mac computers covered by the ITSD. Trained CTCs on usage and troubleshooting.	Quin Dixon	Weber State employees that use Mac computers and are covered by IT Service Desk	Allows users to use the Parallels Application Portal to easily install campus licensed software themselves. It also extends the same administrative SCCM functionality that exists on Windows to Mac computers. It also allows client install to the ITSD's imaging workflow to ensure Macs are regularly receiving the client.
Identity Finder	Managed the organization and deployment of Identity Finder to all areas covered by the ITSD. This has involved creating communication lines with department heads to discuss procedures as well as tracking progress of installs to ensure all computers are addressed. Included initial testing and planning.	Quin Dixon	All Weber State employees covered by the Service Desk	Helped fulfill President's Council's initiative to install and run Identity Finder on all Weber State computers
Phonetic Operator upgrade	Worked with Network team to implement an upgrade to the Phonetic Operator. Set up new server in preparation for removing the current outdated server.	Jeremy Jackson, Kyle Stoddard, Jonathan Karras	All Weber State University callers	New Phonetic Operator will have more features and will offer a better user experience. It will pull data from AD and will not need manual staff listing updates. New server will replace old server which is on old and non-secure operating system.
ServiceNow ITSM expansion	Expanded ServiceNow ITSM use to three new areas outside of IT. Created customized environments for groups to use.	Allison Knowlton	CE support, STAs, WSU Online	Allows the groups listed to have an intuitive and efficient method of tracking incidents
Operations Monitoring	Assumed operations monitoring responsibility	Service Desk	Network, Systems, DBAs	Ensures that systems, hardware, and temperatures are monitored 24 x 7 and that system outage notification occurs in a timely manner.

Title	What and Why	Those Involved	Customer(s)	Impact
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## Web Development

eWeber 2.0 - 2.3	Customizable favorite lists; Powerful keyword search; Mobile friendly and responsive UI; Push notifications, including such things as password expiration notices, Code Purple updates; An open portal experience, giving you the ability to browse apps without logging in first	Clay Hymas, Peter Waite, Ben Barraza, Christian Goodrich, Levi Slade	Faculty, Staff, and Students	Improved access and consistent UI for students, faculty and staff
Weber.edu 2015 Redesign	Consistent and modern UI and design, including an array of new Site Manager templates for use across the university	Clay Hymas, Peter Waite, Ben Barraza, Christian Goodrich, Levi Slade	Faculty, Staff, and Students	Improved access and consistent UI for students, faculty and staff
Find My Advisor 2.0	Responsive design, consistent and modern UI	Peter Waite, Levi Slade	Students	Improved access and consistent UI for students
TemplateDesigner1.0 & SDK	Online template designer tool and SDK for use by campus designers to create custom templates	Peter Waite, Christian Goodrich, Ben Barraza	Campus Web Designers	Easier creation of templates for use by university departments and colleges
Foundation 5.5 Upgrade	Responsive design, consistent and modern UI	Clay Hymas, Peter Waite, Ben Barraza, Christian Goodrich, Levi Slade	Faculty, Staff, and Students	Improved access and consistent UI for students
Alert.weber.edu Redesign	Responsive design, consistent and modern UI	Clay Hymas	Faculty, Staff, and Students	Improved access and consistent UI for students
Disaster Recovery Exercises	Semi-annual disaster recovery exercise, allowing eWeber and Weber.edu to operate from Richfield data center	Peter Waite, Ben Barraza, Christian Goodrich, Levi Slade		Consistent and reliable access for students, faculty and staff
Continuing Education Forms & Payment Projects	Resolved security issues and updated web forms used by CE	Ben Barraza, Christian Goodrich		Secure and reliable access for students
Techguide Site Migration	Updated UI and design	Clay Hymas	Faculty, Staff, and Students	Consistent and responsive design for students, faculty and staff
Password Self Service UI Enhancement	Consistent user interface and modern design	Clay Hymas	Faculty, Staff, and Students	Secure and reliable access for students, consistent navigation elements and design

Title	What and Why	Those Involved	Customer(s)	Impact
Telecom Site Migration	Updated UI and design	Clay Hymas	Faculty, Staff, and Students	Consistent and responsive design for students, faculty and staff
Wellness Saves	New application for use by university employees participating in the Wellness Program	Peter Waite, Levi Slade	Employees	Enhanced participation and easy access by university employees
UI Design Standards Guide	Consistent user interface components for use by campus designers and Site Manager users using the open-source Foundation framework	Clay Hymas	Faculty, Staff, and Students	Consistent approach to designing responsive, mobile friendly pages using the open source Foundation framework
Site Manager 3.1	Upgraded file upload management tools, among other improvements	Clay Hymas, Peter Waite, Ben Barraza, Christian Goodrich, Levi Slade	Faculty, Staff, and Students	Easier updating of university web pages from anywhere with a browser
Wellness Pays	New application for use by university employees participating in the Wellness Program	Peter Waite, Levi Slade	Employees	Enhanced participation and easy access by university employees
Season Tickets Upgrade	Simpler UI and interface for use by university employees	Levi Slade, Ron Jensen	Employees	Enhanced participation and easy access by university employees
Resource Tier Server Upgrade	Moved servers to new hosting tier	Peter Waite, Ben Barraza, Mark Buxton	Faculty, Staff, and Students	Reliable web services
Ellucian Mobile	New university campus app, includes the ability to register for classes, view course schedules and view grades. Also provides access to responsive eWeber applications.	Clay Hymas, Peter Waite, Ben Barraza, Christian Goodrich, Levi Slade	Faculty, Staff, and Students	Mobile access to important information for students, faculty and staff on the go.
Web Accessibility Training	Training about best practices to help disabled users and conform to ADA and Section 508 laws	Clay Hymas, Peter Waite, Ben Barraza, Christian Goodrich, Levi Slade	Faculty, Staff, and Students	Reliable and consistent access for students using eWeber and Weber.edu

Title	What and Why	Those Involved	Customer(s)	Impact
<b>System Administration</b>				
Remove data from AMS SAN to Compellent SAN to remain on supported hardware	Data migrated from SQL, VMware volumes and Xen volumes from AMS to Compellent	Mark B. and Debbie	University	
Duo authentication for remote access for system administrators	Two factor authentication integration to CAS and remote server access	Klint	System Administration	
XenDesktop upgrade	XenServer and XenDesktop were upgraded to latest versions	Debbie	Preparation for future use on campus	
Replace currently running Windows 2003 OS with 2008 or higher OS	removed. Still not fully completed but major portion is done.	System Admins	IT, CTCs	

## Creative Academic Technology Solutions (CATS)

Kaltura media content management system	Worked with WSU Online to learn, implement, and support Kaltura as the primary media content management system	Dustin Woodard, Bob King, Alan Ferrin	Faculty, Staff, and Students	The campus community now has a place to upload, share, and manage their media content
Media-beta media content management system	Dustin developed a process in his home grown media-beta system to support playlists, something Kaltura doesn't support	Dustin Woodard	Faculty, Staff, and Students	The campus community now has a place to upload, share, and manage their media playlists
Classroom capture	The group identified a new Extron controller that provides a streaming feature. The box was installed and tested and is now a standard for campus. Dustin is building automation and scheduling and is currently being tested in beta-form.	Bob King, Dustin Woodard, Alan Ferrin, CTS team	Faculty, Staff, and Students	The campus community (in room's where the technology is available) can now record their lectures and have the file immediately available to them. In the near future, they will be able to schedule and manage their media on media-beta via automation built into media-beta.

Title	What and Why	Those Involved	Customer(s)	Impact
Lampros studio upgrade	Renovated the Lampros Studio to make best use of limited space. Knocked out wall and moved sound studio to open area.	Joe Salmond, Alan Ferrin	Administration, Faculty, Staff, and Students	Green screen space increased. Photography areas increased, allowing full body and group shot options. Also able to shoot traditional studio shots as well with hanging drapes. Lighting now fits in the studio.
WSU drone policy	Worked with Dane LeBlanc and Abel Mkina to draft the drone use policy for campus, CATS being granted a full use permit.	Alan Ferrin, Bob King	Administration, Faculty, Staff, and Students	There is now a way to manage drone use on campus and protect the university community.
WSU's first MOOC's	Worked with the development team to produce the first MOOC's on campus. Microbe's Rule the World and Caring Science, Mindful Practice	Jim Godwin, Alan Ferrin, Joe Salmond	Faculty, Staff, and Students	Extremely successful MOOC opening class. So successful course was passed into core WSU curriculum. First interdisciplinary course on campus. We now have a process for creating online courses for faculty that are free of copyright concerns.
Under new management	Alan Ferrin was made the CATS Manager - the team went to work to identify our mission and purpose.	Alan Ferrin and the CATS team	CATS team	Our team has a vision for where we want to be as a team and where team members want to be professionally. This work resulted in a name change, new website, career matrix defined, collaboration tools, and all PREP's completed.
Homecoming photography	Took studio photographs of athletes, students, waldo, etc. for UCOM to use in marketing the university and homecoming week	Joe Salmond	University Marketing and Communication	New photos have been used during homecoming week and in various outlets promoting the university.
Wildcat Tech Expo rebrand	Designed the new branding look and the website to promote the Wildcat Tech Expo	Joe Salmond	Campus Stores	Helped promote the Tech Expo event and provided a clean website for th
Crystal Crest photography and rebrand	Took the photos and designed the new branding look, and created the live event presentation for the Crystal Crest event	Joe Salmond, Alan Ferrin	Crystal Crest Committee	A more polished and professional look for the event



Title	What and Why	Those Involved	Customer(s)	Impact
CAT BASH media production	CAT BASH event	CATS team	Athletic Department, studentathletes	The event resulted in the largest fundraiser for athletic scholarships at WSU
MOTC training and support	Provided hands-on training segments during the MOTC course. Also provided DIY support to help faculty complete projects, including their big final project.	CATS team	WSUOnline and Faculty	A new group of faculty more likely to use media technology in their online courses
Studiophotography headshots	Joe has already taken nearly 200 individual headshots in studio	Joe Salmond	Administration, Faculty, Staff, and Students	A more professional look for the campus community on websites, in social media, and for promotional materials.
Teamwork project managementsystem	Tested Service Now and Teamwork as tools to manage projects and collaborate with clients. Our CATS team is currently using Teamwork.	CATS team	Administration, Faculty, Staff, and Students	A more collaborative tool on managing projects and communicating with clients
SmugMug media contentmanagement system	Purchased and now usingSmugMug to manage mediaand distribute photographs to clients	Joe Salmond, Alan Ferrin, Dustin Woodard	Administration, Faculty, Staff, and Students	A professional way to manage and distribute media to clients
Image stabilization systems	Purchased and using DJI quadcopters and Inspire 1 drone along with the DJI Ronin image stablization systems in production	Joe Salmond, Alan Ferrin	Administration, Faculty, Staff, and Students	Opens a completely new world for video possibilities, adding motion to shots and aerial footage
CommencementA/V presentations	completely supporting this live event production now rather than outsourcing some support to Webb A/V	CATS team	Administration, Faculty, Staff, Students, and the community	A more professional look, entertaining event, and huge cost savings for the administration

Title	What and Why	Those Involved	Customer(s)	Impact
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## Academic Web Services

Webpage Design/Redesign	Handled 213 webpage support requests, fixed 158 pages post eWeber rollout, designed/redesigned 1,463 customer pages	Heidi Parker, Jeremy Harvey	Administration, Faculty, Staff	Web pages now fit within the new eWeber design and newly created and redesigned pages present a more professional image for the users.
VirtualLabsUpgrade	We installed the latest version of Citrix XenDesktop 7.6 to allow Virtual Labs to offer more up-to-date software	Heidi Parker, Jeremy Harvey	Faculty, Students	This upgrade allowed the Virtual Labs to host the latest version of 3M's Hospital Information Management software. This is very expensive software that the student wouldn't be able to afford. By hosting this software, we make it possible for students to train on the same software they will be using once they enter the workforce.

## Business Office

Cloud Storage Policy	Recognizing the need to provide a framework for safe use of cloud technologies on campus, we drafted the Cloud Storage Policy which was published as PPM 10-7	Vern Morgan, Andrea Grover, Stephanie Jaramillo, Stephanie Hollist, Patrick Thomas	All campus users of cloud technologies	We provided a more secure environment for cloud computing on campus where people know what technologies they can use with different types and classifications of data.
Information Security Policy Update	Updated Information Security Policy (PPM 10-1) to more accurately reflect current technology and campus environment while incorporating the Secure Computing Standard	Vern Morgan, Andrea Grover, Stephanie Jaramillo, Stephanie Hollist, Patrick Thomas	Campus computer system users	Shored up the security environment on campus and provided clarification on multiple security requirements through policy. We also modernized the language of the policy to more closely reflect current technology.

Title	What and Why	Those Involved	Customer(s)	Impact
DBA Program Review	Peromed a comprehensive review of DBA operations both internally and externally to better understand any issues with DBA operations and to garner an outside perspective on different ways to solve DBA problems.	DBA Team, Vern Morgan, Stephanie Fuller, Andrea Grover, Carol Ruden, April Sims, Casey Bullock, Bryce Yearsley, Royan Smania	IT Division	The IT Division and the DBA group had an opportunity to take a comprehensive look at the DBA operations and look for better way to serve customers and administer campus databases.
4 Disciplines of Execution Book	Managers read the book and discussed it in the Fall and Spring leadership retreats. Implemented WIGS and weekly leading measure reports	Division Managers	Division members and ultimately the projects that are done for the university	In the midst of the whirlwinds, important goals are being accomplished in a more timely manner
Start With Why Book	Division members read the book and began to identify and apply Why, How and What. ITVP met with each member of the division to discuss their why, how and what	Entire Division	Division members, President's Council and other university leadership	Better communication language now exists for leadership and employees to engage in the Why, How and What of career opportunities at WSU, in public service and at home
Disaster Recovery Test	Two disaster recovery tests	EBC, Lynx Team	The students and staff of Weber State University	We demonstrated that we can switch to the Richfield Data Center and back after entering data and have the data still available when we moved back to the Ogden Campus.
Board of Trustee Training for Box	The Board of Trustees has been trained to use Box for accessing their documents for meetings.	Board Of Trustees	Board of Trustees	The Board of Trustees is able to go paperless for their meeting documents. The documents are secure in Box allowing them to have privacy.
Documentation for Fall and Spring Leadership retreats	The team work focused 4 Disiplines of Execution was adapted for individual accountability in a less obvious and easier project manangement form that most users are used to.	Heidi Munk, Ty Naylor, Bret Ellis	IT Division	Project management and Important goals have been combined to help make sure that projects are accomplished with accountability for not completing a project.
Data Request form for Legal	There needed to be a consistant way to request iformation for Legal from the IT Division. We combined efforts and came up with a form that works for everyone and allows recording of requests and updating the information.	Stephanie Hollist, Patrick, Bret Ellis, Jonathan Karras, Matt Cain, Richard	Legal and IT Division	There is now a consistant way to request and record legal requests for information in Legal. It is recorded, dated and can be tracked for information givend and shared.

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Showbacks and Cost per Individual	The division spending was not consistently recorded in a way that reports could be written and data collected. A spreadsheet was created to track spending and costs per student for FY15 and will be rolled over into FT16	Heidi Munk, Bret Ellis, Lisa Nielsen	VP of IT	Reports on spending per student, faculty or staff member can be generated quickly and a greater understanding of the spending by the IT Division can be had. The spreadsheet will be informational in educating requests for funds, spending requests by and for the rest of the university in their IT needs and requests for budget increases in the future.
Leadership Retreats	Current and potential IT Division leaders were invited to a day-long event to learn about tools and procedures to help in their development as leaders.	25 of the IT Division's current and potential leaders.	IT Division members	ITD Leadership was introduced to division wide business goals and tools.
Wildcat Tech Expo	Day long event focusing on future trends in technology and education, with training and vendor presentations.	ATTP and EBC members of the IT Division, TLF, WSU Online and The University Bookstore	Faculty, Staff and Students of Weber State	Over 10,000 students, faculty and staff attended a day of Technology training, vendor demos and panel discussions on upcoming trends in technology
Travel App Training	Provided 10+ training sessions to highlight the features and functions of the WSU Travel App	CETE Office, Purchasing, Application Development	All campus faculty and staff	Faculty and Staff were able to understand the features and functions of a new, custom built application.
Campus Technology Coordinators	Meeting monthly with Technology Coordinators to discuss and plan upcoming projects for campus.	IT Division, CTC Members	CTC Members	Project updates and coordination with IT staff outside of central IT throughout the year
Career Ladders	Continued work on assessment of current IT Division roles and future advancement	ITD Members, Human Resources	IT Division Employees	Defining of career paths and compensation for professional development

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## Classroom Technology Services

Dev Math Computer upgrade at Davis	126 computers are ordered and in process of being replaced	Classroom Technology Services	Developmental Math students	Dev Math computers are in the process of being replaced with newer, faster and more stable computers. This allows less disruption in learning due to technology failures or issues.
Digital Signage @ Davis	Connected the electronic signage to the network allowing the data to be uploaded and managed from a central location.	Jerry Tracy	Davis Campus	Able to manage the data on all the signs at Davis Campus from a central location
SCCM for MAC's	Finalized the Mac version of SCCM client for all Macintosh computers on campus	Matt Cain	Faculty and Staff at WSU	Able to deliver Mac software over the network
Classroom support for College of Science	Took over the technology support of all the classrooms in the COS	Classroom Technology Services	College of Science Faculty	Faculty computers in the classrooms were configured by Classroom Technology Services so technology is standardized. Support can be provided in a timely manner minimizing downtime during classes.
Classroom upgrades at Davis	3 classrooms had all the technology upgraded, 2 of which allowed new functionality in the classroom	Russ Paige	Any and all personnel that uses these rooms	Newer technology was installed in all 3 rooms which included LED projectors allow better quality display while extending the lifespan of the projectors. Two of the classrooms now have the capability to display on the screen from wireless devices located anywhere in the room using Air Media technology.