

MAKING

IT

THROUGH

ANNUAL REPORT
FISCAL YEAR 2021



WEBER STATE UNIVERSITY
Information Technology



WEBER STATE UNIVERSITY
Information Technology

**R
I
S
E**



RESPOND

Be responsive to the current and future needs of the changing educational environment.

INNOVATE

Provide creative solutions to improve learning and increase accessibility.

SECURE

Provide training, information, resources, and tools which protect the confidentiality, availability, and integrity of University data.

EMPOWER

Empowering faculty and staff with tools to lead the University forward.



Dr. Bret Ellis
Vice President of
Information Technology

FROM THE DESK OF THE **VICE PRESIDENT**

As we begin to emerge from 2020 COVID-19, it is pretty clear that the IT Division was among many of the stars at the University. Extended hours for those working from home and those working to support virtual and physical learning environments. Compared to previous years, this report will reflect the many productive areas of the Division during this past year.

This report highlights a number of the critical, high-impact projects completed. Projects include: “student success,” training and support, information security, and risk. Over fifty (50) of the initiatives and projects were met or significantly moved forward.

The Division completed the fifth year of its strategic plan. The compilation of work completed in each of the years is impressive and essential to show how vital the work of the IT Division is in the development, growth, and success of the University.

Our Division employees continue to be our greatest asset, and their commitment to innovation and computing resource availability is valued.

We will continue our efforts to provide employees with the necessary tools to deliver University support during these unprecedented times.

A stylized, handwritten signature in black ink, appearing to be the initials 'BE'.

INFRASTRUCTURE SERVICES



David Fernelius
Associate Director &
Interim Senior Manager for
Database Services



Allison Knowlton
Senior Manager
Support Operations



Mark Buxton
Manager
Systems Administration Services



Jonathan Karras
Manager
Network & Communications

The main focus for the infrastructure services department is to implement and support IT solutions the University has selected. The four teams provide reliable computer systems to run the University's administrative applications to support faculty, staff, and students.

The Support Operations team is the front line contact for customers. The team helps resolve application problems and any technical issues with the technology being used.

The Systems Administration Services team provides reliable computer systems to run the University's administrative applications.

The Network & Communications team provides reliable and stable networks and telephone systems so that customers can connect to their needed applications and the Internet.

The Database Services team provides secure and dependable databases to house the University's mission critical data.

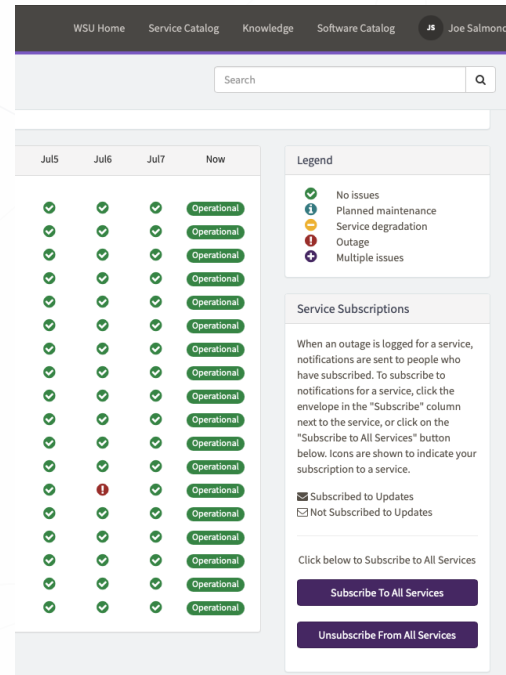
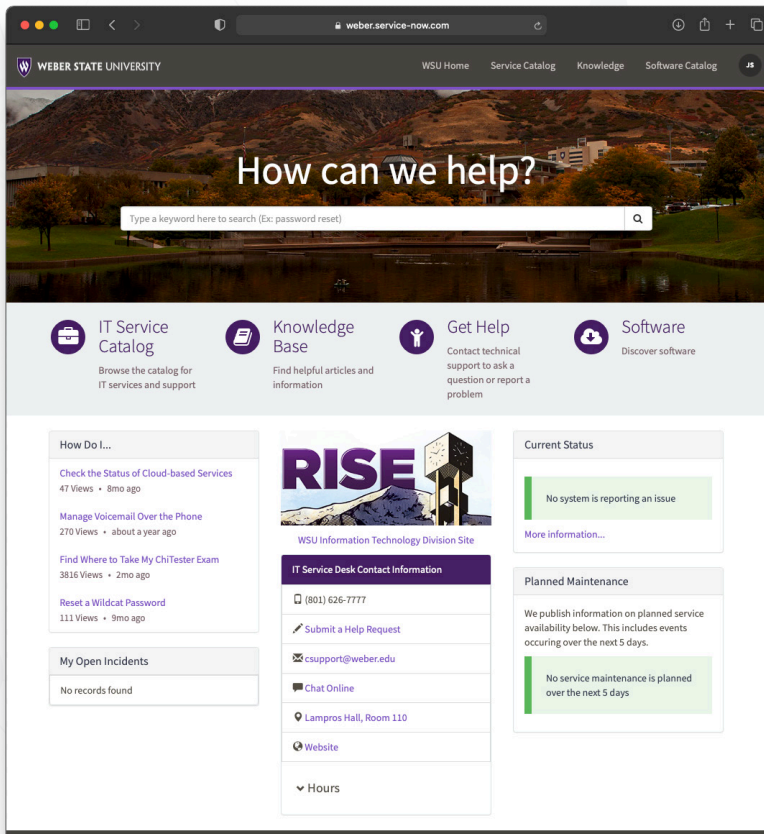
These four teams work very closely together to provide a stable and secure computer infrastructure so that customers are able to be more successful and productive at their jobs and to make sure that they have the support with quick resolutions to problems as they arise.

Initiatives	What and Why
<p>Service Portal Phase II (ServiceNow)</p> <hr/> <p>Customers: WSU Community</p>	<p>The IT Service Portal is an IT service resource accessible to students, faculty, and staff. It contains the IT Service Catalog, the Software Catalog, the public knowledge base, and self-service. The Knowledge Base offers helpful solutions, insight, and provides access to the tools users need to succeed in their academic endeavors.</p> <p>ServiceNow is Weber State University's IT Service Management tool. It is a cloud-based system that houses incident management, problem management, change management, IT knowledge bases, and the IT Service Portal.</p>
<p>IT Disaster Recovery (DR) Project</p> <hr/> <p>Customers: WSU Community</p>	<p>Performed table top (scenario based) exercises, created the Disaster Recovery (DR)Plan, and the teams with systems requiring DR created recovery playbooks. Each system requiring DR started to perform focused (single component) exercises (ex. Network team).</p> <p>Next Steps: Continue to perform various exercises; pending decisions on system cloud migration. To provide business continuity in the event of a disaster.</p>
<p>Replaced Ogden Compellent (Storage Area Network-SAN) Customers</p> <hr/> <p>Customers: WSU Community</p>	<p>Replacing the Ogden Compellent allows for improved data storage for growing needs and maintains an up-to-date infrastructure.</p>
<p>Replaced Disaster Recovery (DR) for a Storage Area Network (SAN) Customers</p> <hr/> <p>Customers: WSU Community</p>	<p>Replacing the SAN will allow DR workloads to run quicker and more efficiently by improving data storage for growing DR needs and maintaining an up-to-date infrastructure.</p>
<p>Degree Works Upgrade and Redesign Architecture</p> <hr/> <p>Customers: Students and Advisors</p>	<p>Major shift in the software to improve features, functionality, and user interface. The re-architecture made for a more responsive and resilient software service.</p>
<p>Security Improvements</p> <hr/> <p>Customers: WSU Community</p>	<p>Microsoft SQL Server-Shared Account Deprovisioning, Improved Ransomware Security Posture, Continuous Server Patching (400 servers patched weekly, monthly, or quarterly), Oracle Software Patching, Two-factor authentication implementation for Argos Xtender, Wireless Security Certificates, improved Firewall rules, authenticated Simple Mail Transfer Protocol (SMTP) server implemented, and implemented DNS Query rate limits.</p> <p>The security improvements helped maintain IT security levels throughout campus.</p>

IT SERVICE PORTAL

The IT Service Portal provides the WSU community with access to key IT services and resources. The Service Catalog allows users to request help and services seamlessly. The Knowledge Base offers helpful solutions and insight and provides access to the tools users need to succeed in their academic endeavors.

ServiceNow is Weber State University's IT Service Management tool. It is a cloud-based system that houses incident management, problem management, change management, IT knowledge bases, and the IT Service Portal. The IT Service Portal is an IT service resource accessible to students, faculty, and staff. It contains the IT Service Catalog, the Software Catalog, the public knowledge base, and self-service.



Operational dashboard (above) shows the availability of a wide variety of services that are widely used on campus and online.

WSU CLOUD SERVICES

Did you know the Information Technology Division at Weber State University has its very own version of Cloud Services? We can host your servers, applications, and databases right here on campus. Prices below are for a basic server configuration with an Operating System, two CPUs, 4GB of RAM, and 50GB of SSD storage including backups of your data. Have a look below to compare our prices. Database instances are extra. They also include backup and can have standby instances.

WINDOWS SERVER

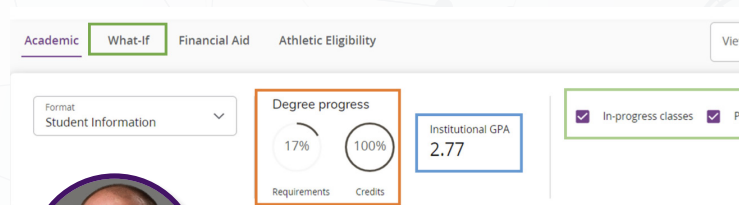
Provider	Their Cost	WSU Cost	WSU Advantage
AWS	\$1,711.44	\$718.03	58.05%
Azure	\$1,952.16	\$730.27	62.59%
Google	\$1,424.88	\$711.58	50.06%
Digital Ocean	\$720.00	\$673.00	6.53%

LINUX SERVER

Provider	Their Cost	WSU Cost	WSU Advantage
AWS	\$903.36	\$783.89	13.23%
Azure	\$1,146.24	\$796.13	30.54%
Google	\$724.08	\$777.45	-7.37%
Digital Ocean	\$720.00	\$673.00	6.53%

DEGREE-WORKS UPGRADE

Did you know the Information Technology Division at Weber State University has its very own version of Cloud Services? We can host your servers, applications, and databases right here on campus. Prices below are for a basic server configuration with an Operating System, two CPUs, 4GB of RAM, and 50GB of SSD storage including backups of your data. Have a look below to compare our prices. Database instances are extra. They also include backup and can have standby instances.



MATT DRIGGS
Associate Registrar Systems,
Weber State University

The latest upgrade makes it possible for students to access 'cat tracks (online degree evaluation platform) from any mobile device (mobile responsive), has better performance, and the webpage has a modern design layout. In the future, the upgrade makes going to the Cloud more seamless. The upgraded features have been beneficial to students, faculty, and staff.

ACADEMIC TECHNOLOGY SERVICES



Shelly L. Belflower
Director (ATS)
Academic Technology Services



Alan Ferrin
Senior Manager (CATS)
Creative Academic
Technology Solutions



Matt Cain
Manager (CTS)
Classroom Technology Services



Jeremy Harvey
Manager (AWS)
Academic Web Services

The IT Academic Technology Services (ATS) focuses on providing effective technology services to enhance and support academic learning.

Each ATS team focuses on the area of their expertise. The Classroom Technology Services (CTS) team provides reliable technology and classroom support. They work closely with Campus Technology Coordinators (CTC) to provide expanded service in classrooms and for events.

The Creative Academic Technology Solutions (CATS) team provides media to enhance classroom instruction as well as broader media coverage.

The Academic Web Services (AWS) team designs and provides frameworks for academic content in support of academic departments, programs, and events.

The ATS team looks for opportunities to design, promote, and support the University in academic technology endeavors with software and solutions to match needs with successful outcomes.

Project Title	What and Why
<p>Web Accessibility</p> <hr/> <p>Customers: WSU Constituents and Community</p>	<p>Improving website accessibility and project tracking for accessibility.</p> <p>Academic Web Services approaches every project with web accessibility in mind. The AWS team has been trained in WebAIM and Section 508 standards to assure maximum compatibility and compliance with screen readers and other disability related software. The team addresses page structure, alternative text, contrast, pdf attachments, etc. to make sure that all visitors viewing websites will be able to navigate the site and find what they are looking for. The team has also created a base code CSS style library for the use of all WSU web developers that maximizes accessibility, consistency, and usability.</p>
<p>Digital Fluency District</p> <hr/> <p>Customers: WSU Faculty & Students</p>	<p>Here are a couple of articles that talk all about the work completed this year in the Digital District, including quotes from stakeholders and an image archive.</p> <p>*New branding and signage in the building and all of the technology components of the building.</p> <p>*Adobe Creative Campus is a result of these efforts (The school's commitment to developing digital literacy among students, faculty and staff, which is demonstrated in its Digital District, is what helped it earn the distinction of an Adobe Creative Campus, according to Karen Steele, head of education in North America for Adobe.)</p>
<p>Adapting to Meet Virtual Needs: CATS, CTS, & AWS</p> <hr/> <p>Customers: Students, Faculty, Staff, Community</p>	<p>This year has been an amazing opportunity to find creative solutions! From virtual tours around geological sites in Utah, to live-streaming dance performances, to producing a COVID compliant Faculty Symposium and Storytelling Festival (daily updates to the website, recordings of the storytellers, and captioning). The ATS departments have been able to help many faculty and staff with new ideas and technologies for their remote and altered work at Weber State. CTS equipped 200+ classrooms for live streaming and helped implement Zoom across campus to transition online learning during the pandemic. The ATS teams also had the honor of celebrating WSU graduates and allowing their family and friends to see the celebration through streaming Weber State's commencements at the football stadium.</p>
<p>Virtual Lab Upgrade - CTS and AWS</p> <hr/> <p>Customers: WSU Faculty, Students, and Staff</p>	<p>The previous servers that were running the virtual labs were nine (9) years old. The upgraded servers provide a much more seamless and robust experience allowing more students and faculty remote access to greater computing resources and access to campus licensed software that they would not otherwise have.</p>
<p>Video Catalog - CATS</p> <hr/> <p>Customers: WSU Marketing, Library, Athletics and CATS Staff</p>	<p>Finding video resources can prove difficult and time-consuming as footage is captured on more devices than ever. The CATS team has lead the charge in implenting a system for cataloging and retrieving footage from within the video editing environment. Axle.ai has made the process of searching for footage more efficient, enjoyable, and collaborative. Users can make "bins" of footage that will be used for any given project and reduce the need to download multiple copies to individuals' computers for editing. The time savings alone has been tremendous.</p>

ADAPTING TO CONTINUE MEETING VIRTUAL NEEDS

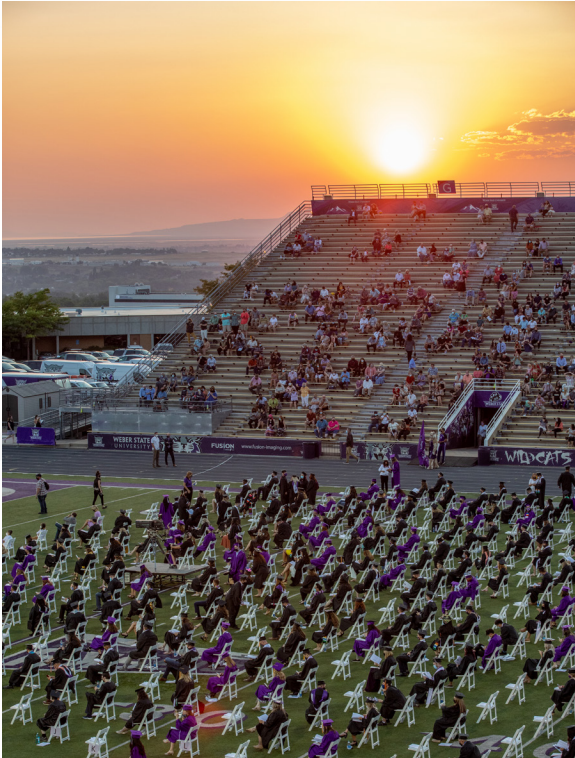


Dr. Colleen Packer and Dr. Brenda Kowaleski work with Rachel Cox and Madison McCandless during one of the many sessions shared over Zoom.

FACULTY SYMPOSIUM

NEW RESOURCES, TECHNIQUES AND TOOLS ARE DISCUSSED

The 2021 symposium was a great success both pedagogically and technically. Brenda Kowaleski, Associate Provost for High-Impact Programs & Faculty Development, welcomed several professors from various colleges and programs on campus to share insights on teaching during the pandemic. They used multiple new and updated spaces in Lampros Hall as part of the Digital District and the Teaching & Learning Forum. Lampros Hall now features an Innovation Studio, a Podcast Studio, the main level Service Desk, and a modern Media Viewing Room for immersive collaboration. During the Symposium, Weber State University received the distinction of an Adobe Creative Campus.



COMMENCEMENT AT STEWART STADIUM

COVID-19 GUIDELINES FORCED WSU TO ADAPT

President Brad Mortensen was determined to have an in-person commencement to properly recognize those who had completed degree work in Spring 2020. Stewart Stadium provided the space necessary to host the graduates and their close guests while keeping the requisite social distance. By working closely with a video production company, the production streamed from weber.edu.

Hundreds of graduates await their turn to walk for their degrees. Photo by Ben Zack.

STORYTELLING FESTIVAL

CLEVER COLLABORATION CONQUERED CHALLENGES

The 25th Anniversary of the WSU Storytelling Festival would have been very different if not for the efforts of the Academic Technology Services (ATS) teams. The Classroom Technology Services (CTS) team took the lead in arranging times for storytellers to visit Lampros Hall and record their tales in the DIY Recording Studio. Videos were trimmed and posted to Kaltura by team members of either CTS or CATS while the AWS team published a few stories each day.

WEBER STATE UNIVERSITY
Moyes College of Education

TEACHER EDUCATION

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25th Anniversary
Storytelling
festival

Weber State University Storytelling Festival
Celebrating Stories Past, Present, and Future

Thank you, one and all, for making the 25th annual Weber State Storytelling Festival a huge success!! We are grateful to all who participated and all those who viewed the stories. We have already begun planning next year's festival, so come back often to learn more as details for those events come together. Save the dates from **February 28 through March 2, 2022**. We hope to see you there!!

Also, if you enjoyed the festival and have not already done so, please, consider donating, so that we can continue this fabulous tradition.

[Check out our Regional Tellers!](#)

The Storytelling Festival webpage would feature new stories each day for two weeks. Presenters came from all over the state and region.

APPLICATION DEVELOPMENT SERVICES



Peter Waite
Director
Application Development Services



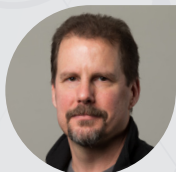
Roy Bradburn
Senior Manager
Student Application
Development Services



Ben Barraza
Senior Manager
Web Application
Development Services



Kevin Goodrich
Senior Manager
CE Application
Development Services



Stephen Guzzetti
Manager
Admin Application
Development Services

The primary focus of the four teams within Application Development Services is to provide the best possible digital experience and application access for students, faculty, staff, and the community.

The Student Application Development Services team supports many student systems—including Banner—and develops applications for partners in Admissions, Registration, and Advising.

The Administrative Application Development Services team provides support for Banner needs and develops custom solutions for partners in Human Resources, Payroll, Facilities Management, Finance, Accounts Receivable, and others.

The Web Application Development Services team provides support to the University eWeber portal, management of the weber.edu web site, such as Site Manager, and campus support for mobile apps.

The Continuing Education Application Development Services team develops, implements, and manages applications for Continuing Education, including marketing, course registration, and other support related activities.

Each of these teams work together on projects to rapidly meet the needs of campus partners, while maintaining functional expertise on systems and applications in their respective areas.

Project Title	What and Why
<p>Enhance the University Student Information System</p> <hr/> <p>Customers: Faculty and Students</p>	<p>Implemented Faculty Self Service (July 1st) and Student (Financial Aid) Self Service. These modules are important steps toward completing the implementation of Banner 9 Self Service. The remaining modules include Finance, Advancement, and Employee Self Service.</p> <p>Faculty Self Service includes a modernized interface for Faculty functionality in Banner 9, including new class rolls, new grade input screens, faculty schedules, assignment tracking, registration overrides, withdrawal status, and advisor dashboard. Student (Financial Aid) Self Service also provides a modern interface for students to track their Financial Aid applications, award information, and accept award funding.</p>
<p>Support Employee Giving</p> <hr/> <p>Customers: Employees</p>	<p>The Alumni department was in need of allowing employees to donate electronically to scholarships/initiatives. How: Ron and Mark created an online application in the eWeber portal for employees to donate. Impact: This project provided increased access and giving potential for employees.</p>
<p>Paciolan Ticketing System IT Implementation</p> <hr/> <p>Customers: Ticketing Office, Faculty, Students, Staff, and General Public</p>	<p>WSU's ticketing office needed a new system since the old version was no longer supported. Without the new ticketing system, WSU would no longer be able to buy tickets for various venues/events on campus.. The IT Division was involved in writing the automated feeds to Paciolin, creating the subdomain for ticket sales and network support for scan stations during events.</p>
<p>Registrar COVID Implementation</p> <hr/> <p>Customers: Faculty, Students, and Registrar Office</p>	<p>Worked closely with the Registrar office to meet urgent needs related to moving course sections fully online. Also developed applications to simplify the process for future semesters, so that such moves could be accomplished quickly and with less manual work.</p>
<p>CARES Act IT Implementation (Student Funding)</p> <hr/> <p>Customers: Students</p>	<p>IT stepped in to manage the technical process of awarding students CARES Act over \$1 million in federal funding and private funding. This involved putting together a web site and online report, building an emergency funding application to accept student requests for assistance, establishing file feeds and processes with Financial Aid and A/R on facilitating disbursements, and creating email notifications to award recipients.</p> <p>During the COVID crisis, this aid assisted students that were struggling with paying tuition, rent and other expenses and helped to keep students on track with their learning pathways.</p>
<p>ReUp - Student Stopouts Recruitment</p> <hr/> <p>Customers: Enrollment Services (Recruiting), Students</p>	<p>The impact is to students that have stopped-out by contacting them to understand why they stopped attending WSU and giving them a path to return to complete their education. This project is directly aligned to student retention as well as the number of registered students.</p> <p>Essentially ReUp was contracted to contact students that have stopped out for a number of semesters and work with them to understand their concerns/issues. ReUp will advise students and provide a path for them to return and register for classes.</p>

COVID RESULTS APPLICATION



Throughout the pandemic WSU has needed to regularly test students, faculty, and staff for COVID-19. The campus response team quickly set up the physical facilities and infrastructure to conduct the testing. But they soon found that communication of results in a secure and reliable way was extremely time consuming, often requiring that people work late into the night.

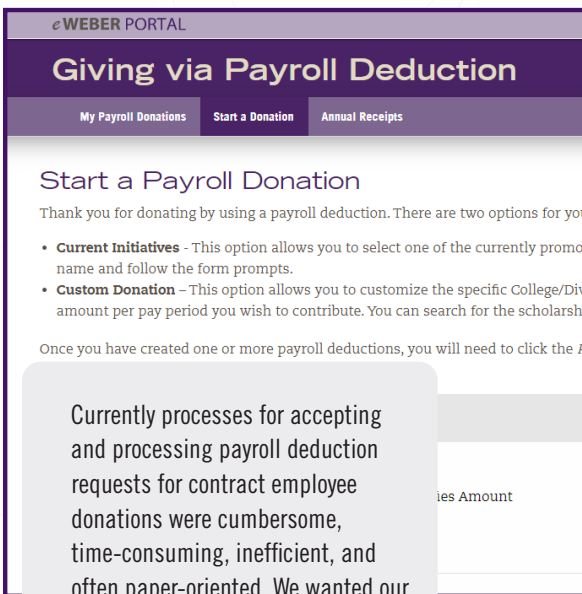
The COVID Results application allowed for coordinated integration between the registration, testing, communication of results, and contact tracing. The campus community was able to log in to eWeber and see their testing history including secure delivery of their latest results. The response and testing team had a single platform that allowed for users to check-in using their own devices and automated many of the steps that had been a manual process prior.

President Mortensen addresses the media at the COVID-19 testing site within the Shepherd Union Building.



GIVING VIA PAYROLL DEDUCTIONS

By creating an online process, the necessary steps can be managed through automation and minimal interaction with the system and only audits of the process will be necessary. The paper process and verification process currently used hinder an employee from making a donation by adding extra layers to making a gift as an employee of WSU. Additionally, this project provides increased access for an employee to their giving history and will likely increase giving by employees during future campaigns.



Currently processes for accepting and processing payroll deduction requests for contract employee donations were cumbersome, time-consuming, inefficient, and often paper-oriented. We wanted our payroll deduction form to be available online in the WSU Portal.



CAROL RUDEN
Executive Director of
Advancement Services

CHANGE PROGRAM OF STUDY

The Program of Study Application centralizes the declaration process, making it easier for departmental contacts to declare students in a program without directly accessing Banner. All declaration requests are in the same area, along with student information (the department can approve the request), including current declaration, past declaration requests, and current course load.

In the future, students will use the application to request declaration changes for themselves without having to search the Weber State website for the correct contact, form, or link for their desired program. Ensuring students are declared in the right program(s), making it easier for departments to take ownership of the students in their programs, and help academic advisors provide students with exact degree requirements.

REFLECTIONS ON THE PASSING OF CHRISTIAN GOODRICH

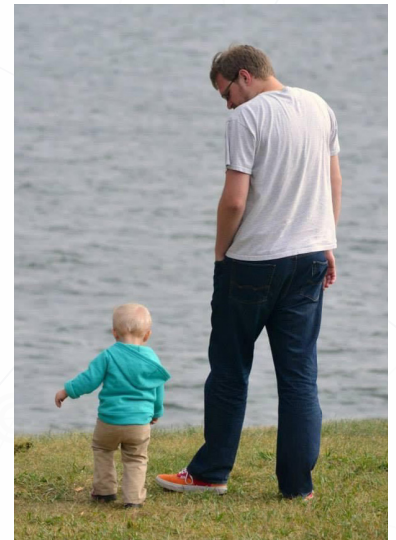


BEN BARRAZA
Senior Manager
Web Application
Development Services

Christian's passing hit us hard. We don't expect to lose our friends and colleagues in the prime of their life. We think of becoming grumpy and old. Christian had already perfected his sour old man frown and would use it to the delight of his nieces and nephews. He came to us at WSU, like so many others, in his late twenties after having attended several other schools pursuing then changing his program of study several times. Sometimes design. Sometimes programming. Back to design. Back to programming. Maybe art history. He finally found his academic and professional home here as a Wildcat.



Every time you see a web page on www.weber.edu, launch an application in eWeber, look up a name or number in a directory, Christian's code is there helping make it happen. His accomplishments, contributions, and awards are numerous. If we were to list them out, he would become shy and quickly try to downplay them or elevate the contributions of others. Secretly though, he would appreciate the recognition.



**"EACH DAY IS PRECIOUS:
A MOMENT CAN BE
EVERYTHING."**

—KARL JASPERS

When he was awarded the Application Development Services Employee of the Year for his contributions to Teacher Education and Honors, he was beaming.

We on his team miss him tremendously. In recent years he had mentored Peter and Kion helping them to make the same leap from student employee to full-fledged programmers. Half-joking, they could be heard shouting in a deliberately broken voice, “Christian!” when they needed his help. Levi and Christian at the start of every project would quickly and adeptly negotiate who would oversee broad swaths of development, “Do you want to do the database? Fine, I’ll take on the Banner integration.” And then they’d get it done. Sometimes it seemed like it would happen overnight like with the COVID Results application. With Clay, Christian had the design chops to keep up. They would spend hours in the office challenging ideas, pushing each other, and figuring out a third path forward that neither of them saw at the outset but was far superior. Whenever you find that you don’t have to think too much and an application “just works”, it’s probably because Christian and Clay collaborated on it.

Alan was the first in the IT Division to see Christian’s potential and quickly pulled him in as an intern into some challenging projects. Peter Waite mentored this can-do attitude and regularly gave him increasing responsibility. Peter believed in Christian and helped him with the right space and challenges to grow. The respect that Christian had for Peter combined with the opportunities given allowed him to flourish.

I’ll always treasure the talks we had at the end of the day. Many of these were technical, but just as often, they were strategic, they were funny, they were rants. I could trust him with anything. And even if something “broke”, he would quickly

own the problem and begin working on the fix. This combination of trust, friendship, accountability, and professional capability—inherent to the team and exemplified by Christian—allowed us to tackle anything.



Christian had the cherished opportunity of working with his father, Kevin Goodrich, for several years on campus. Their collaborations, Sunday dinner strategizing, and carpooling made the campus better. In 2017, WSU was in danger of losing all Concurrent Enrollment student registrations due to an unfortunate combination of policy and third-party technology failings. Christian’s heroic efforts and Kevin’s collaboration—among many other contributors—literally saved the day.

We are better for having experienced his brilliance, his determination, his creativity, his critical eye, his caring, and his humor. Christian had seen nearly all the United States, studied at other schools, received many job offers, and decided to make WSU his home. He did so because of the people and community here. Together we mourn. Together we share our deepest condolences with Kevin and the Goodrich family. Godspeed Christian.

INFORMATION TECHNOLOGY BUSINESS SERVICES



Shelly L. Belflower
Director
IT Business Services



Heidi Munk
IT Special Projects
& Process Manager



Jared Van Orden
IT Finance and Office Manager



Ty Naylor
IT Communication, Events,
Training, and Education Manager



Nancy Jarvis
Senior Policy and Planning
Administrator

The IT Business Services (ITBS) department focuses on communicating strategic information and planning through products, policy, training, and events to our Weber State University community and constituents.

Our vision includes:

- 1) Ensuring customers are aware of how to request IT services;
- 2) Providing the conduit for customer feedback to help enact improvement on products and services;
- 3) Ensuring every employee receives the training they need or access to training; and
- 4) Ensuring employees know and understand the policies and procedures for using technology.

We provide financial overview and solutions for IT projects.

Project Title	What and Why
Web and Digital Accessibility <hr/> Customers: WSU Constituents & Community-at-Large	Making all information more accessible and publicizing the Accessibility Implementation Plan and the Digital Web Guideline. Currently working on getting funding for a coordinator position while working towards captioning all videos and tagging all consumable information.
IT Employee Program <hr/> Customers: IT Leaders	Develop and implement: 1. A process and platform to identify and cultivate high potential employees in the IT Division for better retention and cross-development. 2. An employee recognition system that is agile and effective at increasing morale across the IT division.
Policy Updates <hr/> Customers: WSU Community	Collaborated with WSU Legal counsel and key stakeholders to update PPM's and IT Division procedures, standards, and guidelines.
Improve the Use of Office Management Processes <hr/> Customers: WSU Community	Implemented Adobe Sign across campus where p-card processes, alternative work arrangements, and other financial tracking documents needing official signatures could be handled digitally. To support this effort, training was developed and offered to teach Adobe Sign to campus employees.
Dashboards/ Transparency from IT Leadership <hr/> Customers: IT Leaders	The utilization of Dashboards for IT leadership in order to provide answers to questions. Providing data to the executive team helps steer the future direction of IT and gives clarity on crucial decision making.

LinkedIn Learning During COVID-19

January–March 2020

207 Hours Viewed

372 Users

84 Courses Completed

4286 Videos Viewed

July 2020–June 2021

1,873 Hours Viewed

761 Users

893 Courses Completed

36,729 Videos Viewed

INFORMATION SECURITY OFFICE



Florian Stellet
Manager

The Information Security Office (ISO) goal is to provide information, resources, and tools to provide confidentiality, availability, and integrity of University data. We accomplish this by developing and modifying policies and procedures, conducting an annual risk assessment, providing training to University employees, and working with multiple groups and individuals across the University and other institutions to obtain and disseminate information and resources. The ISO also works closely with internal groups to resolve identified risks and mitigate potential risks.

Project Title	What and Why
Integrate ISO Requests with ServiceNow Customers: Faculty and Staff	Using ServiceNow to track all work items and security incidents has allowed WSU to retain accurate historical records of work performed, actions taken, and mitigation steps that were implemented. ISO was able to migrate 80% of regular service requests into ServiceNow which allowed for streamlining of existing workflows. This greatly improved efficiency of work item completion.
NextGen Endpoint Protection Customers: Faculty and Staff	Improved security for users and IT resources against modern cybersecurity threats. Decrease vulnerability and exposure of users and organizational data through increased protection and enhanced visibility into the IT environment. The NextGen Endpoint Protection service is now fully deployed on all centrally managed workstations and servers and has been instrumental in preventing numerous small level malware incidents. The automated processes integrated with our NextGen Endpoint Protection have been a force multiplier for the ISO.
Redesign Vulnerability Scanning and Reporting Customers: Faculty and Staff	Reducing vulnerabilities in WSU's IT systems will increase the security of our environment. Vulnerabilities are often used as an attack vector by malicious actors, allowing them to gain a foothold in the network and systems. Our new Vulnerability Management System (InsightVM), which was purchased with HEERF funding, allows for a risk-based vulnerability management approach. This allows WSU to prioritize security on mission critical assets. The increased speed of vulnerability detection allows for better visibility and faster mitigation of risk.
SIEM Deployment Customers: WSU Community	Thanks to HEERF funding the ISO was able to deploy a Security Information and Event Management (SIEM) platform. WSUs SIEM (InsightIDR) is a cloud based tool designed to detect security events for both on-prem users as well as remote users. In the short time our SIEM has been active it has already been instrumental in identifying various security events such as breached user accounts, changes to admin users, fraudulent DUO pushes, and logins from unauthorized countries. As a result InsightIDR is set to become the central hub for security alerts and notifications at WSU.

THE CORONAVIRUS AID, RELIEF, & ECONOMIC SECURITY (CARES) ACT

The IT Division has worked to help the campus community navigate the technical challenges of teaching and working from home.

Passed by Congress and signed by the President, provided approximately \$14 billion to the Office of Postsecondary Education to support K-12 schools and institutions of higher education as the Higher Education Emergency Relief Fund, or HEERF.

The CARES Act funding has provided WSU with the equipment that has been essential and beneficial to allow the continued delivery of course content to the students. Hundreds of laptops, iPads, cameras, and headsets have been procured and delivered to faculty/staff and students to enable remote access. The IT Division will be retrofitting over 200 classrooms for high-quality beamforming microphones and Pan Tilt Zoom cameras. The retrofit will make it possible for social distancing and streaming/recording classrooms across Weber State's different campuses.



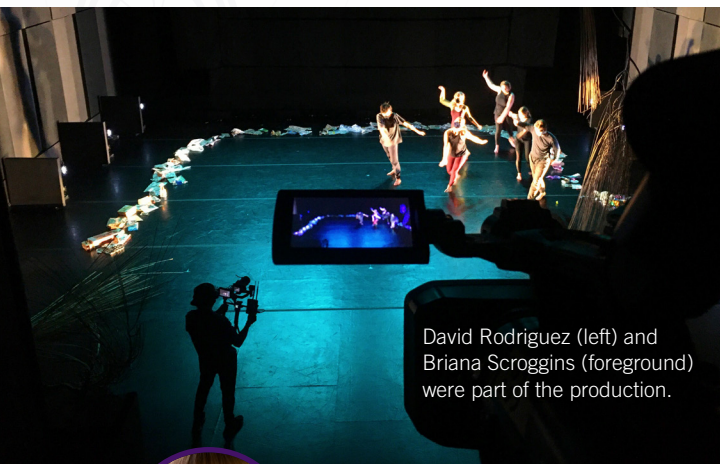
The IT Division developed an online application for students to apply for emergency funding, both CARES funds and private funds, awarded to students to meet the needs impacted by COVID-19 disruptions during Spring/Summer/Fall 2020. To get up-to-date information please go to: <https://www.weber.edu/FinancialAid/cares-act-report.html>



THE CORONAVIRUS AID, RELIEF, & ECONOMIC SECURITY (CARES) ACT

STUDENT SUPPORT WITH CARES & UETN FUNDING

The Coronavirus Aid, Relief, and Economic Security (CARES) Act assigned to the Utah Education and Telehealth Network (UETN) to provide much-needed funding for education has been instrumental to Weber State University (WSU) in providing students with the tools necessary to meet course requirements during the pandemic. The technological funding that has enhanced student learning is captured within this newsletter and demonstrates the ongoing commitment the IT Division has to student learning.



David Rodriguez (left) and Briana Scroggins (foreground) were part of the production.



AMANDA SOWERBY

Associate Dean of the Telitha E. Lindquist College of Arts & Humanities

“Without a doubt—and we discuss this often—we are building skills that will serve our students and our audiences in a post-COVID world.”

VIRTUAL DANCE CONCERTS

The funding for technology has been great for live streaming dance classes and performances.

The microphones, cameras, and additional audio/visual equipment purchased has been instrumental in both the dance studios and the theaters.

In the studios, the technology allows for connection, instruction, providing feedback, and building community in-real-time with students dancing in the studio and at home—simultaneously.

For dance performances, a combination of pre-recorded and live streaming events. Multi-camera shoots, enhanced audio, and pre/real-time performance editing have all given faculty and students a new world of options for presenting their creative work.

More people are watching and accessing on-line performances than were able to purchase tickets pre-COVID. The audience reach has been inspiring and something that will be pursued by the department post-COVID.

Lastly, the access to the enhanced technology has supported collaboration with both CATS (Creative Academic Technology Solutions) and the Department of Communications Digital Media Program making for a wonderfully creative and informative interdisciplinary research for the students.

ZOOLOGY AT A DISTANCE

As classes transitioned to a remote learning environment, many students found themselves learning in different ways.

The Zoology department purchased cameras to help facilitate distance learning. A Go-Pro has allowed for filming lessons of cadavers in an effort to provide a more immersive experience. The videos are used for quizzes and exams, as well as for teaching. Also, student instructors utilize the GoPro to record their dissections as a way to demonstrate how various anatomic structures are exposed.

Another camera was used to live-stream via Zoom from an “open lab” to accommodate social distancing and space constraints. During Fall semester 2020, thirty (30) instructors participated in the live stream in preparation to answer questions posed by students via Zoom chat (using the cadavers or anatomic models). Also, the camera was used to deliver lectures via Zoom, rather than a pre-recorded lecture. The same setup was used by the student instructors to deliver each lab lesson. The use of a tripod and microphone has greatly improved the production quality of these videos leading to better audience engagement.



STEWART LIBRARY

ONLINE RESOURCES FOR STUDENTS
MOVING TO ONLINE CLASSES

The additional seventy-eight (78) laptops and twenty-five (25) WiFi Hotspots have allowed the Stewart Library to better meet the technology needs of students to support remote coursework.



WIRELESS UPGRADES:

The Val A. Browning Center for the Performing Arts, Austad Auditorium, Allred Theatre, and Eccles Theatre gained new wireless coverage allowing students to use it as a space to work between classes while being socially distanced.

The Dee Events Center - Wireless was added to the upper concourse to allow students to use the space for social distanced work space between online and in-person classes. It now allows Weber-Morgan Health to have network access while they use the facility to administer the COVID-19 vaccine.

General Upgrades - Replacement of approximately two-hundred and three (203) older generation access points on campus allowing for faster speeds. Similarly, some housing areas were upgraded with access points and with new switches allowing for greater speeds and stability as students remotely attended classes from the dorms.

New wireless on-boarding software was purchased allowing for easier access to the network.



**OGDEN CAMPUS
WIFI MAP**



**DAVIS CAMPUS AND
OTHER LOCATIONS
WIFI MAP**



WILDCAT EXPRESS SHUTTLE
 527 Parking Passes | 1,300 Spots at the Dee
 Dee Events Center/Browning Center Loop
 Monday - Friday
 6:30 a.m.-7:45 a.m. Every 15 minutes
 7:45 a.m.-11:30 a.m. Every 20 minutes
 1:30 p.m.-5:30 p.m. Every 15 minutes
 801-626-7220 or 801-626-6294

ELECTRIC VEHICLE CHARGING STATIONS

BIKE LOCKERS

COMMUNITY GLASS RECYCLING

COMMUNITY GARDEN

BIKE FIX-IT STATIONS

GREEN BUILDINGS

SOLAR

GROUNDSOURCE HEATING & COOLING

WSU pledges to become CARBON NEUTRAL by 2050
weber.edu/sustainability

WEBER STATE UNIVERSITY
 3848 Harrison Blvd. Ogden UT 84408
 801-626-6000 • weber.edu

CARES FUNDING IN THE DCHP

ERIC BENNICK, CTC FOR THE DUMKE COLLEGE OF HEALTH PROFESSIONS

The Dumke College of Health Professions (DCHP) received twenty-four (24) wireless mics for checkout to faculty and staff to improve audio quality of streaming and recordings. In addition, five (5) PTZ cameras were purchased to add streaming to classrooms and labs which didn't already have the capabilities. There were also five (5) ACV 5100 conferencing soundbars installed to facilitate remote learning between smaller groups of students and faculty. Equipment was purchased to upgrade the classroom used by the Paramedic program. This room enables streaming labs and instruction to be sent to remote locations and is a critical component in the education and continuing education of first responders around the nation.



The Dental Hygiene Department operates a public clinic where students provide cleaning and dental services to members of the community. Twelve iPads were purchased with CARES money in order to implement a paperless system for patient forms and check-in. The iPads can be sanitized between uses, which reduces the potential spread of contagions when multiple parties handle and process large amounts of paper forms.



The Radiologic Sciences department received funding to purchase 10 Butterfly IQ Portable Ultrasound Probes. These probes connect to portable devices like a phone or iPads and allow students to practice their clinical skills. Labs can now be conducted with each student having access to their own equipment instead of all students sharing a couple of ultrasound machines. The Butterfly probes are also highly portable and enable remote instruction, allowing students to practice social distancing during labs.

Nursing purchased 48 wireless otoscopes, which is used to look at the outer ear canal and eardrum. The wireless otoscopes are distributed in lab kits to students and provide a valuable piece of equipment for students to practice clinical assessment of patients. Each student is issued their own device, this eliminates shared contact which can unintentionally spread pathogens like COVID.

IT DIVISION

AT A GLANCE: MANAGEMENT & STAFF

VICE PRESIDENT

Bret Ellis, *VP for IT*

INFORMATION SECURITY SERVICES

Florian Stellet, *Information Security Manager*
Monica Rager, *IT Security & Risk Analyst*

IT BUSINESS SERVICES

Shelly L. Belflower, *Director*

DIRECTED PROJECTS

Heidi Munk, *IT Special Projects & Process Manager*

POLICY, PLANNING, AND ASSESSMENT

Nancy Jarvis, *Senior IT Policy & Planning Administrator*

COMMUNICATION // EVENTS // TRAINING & EDUCATION

Ty Naylor, *Manager*
Kyle Peterson, *Associate IT Training Specialist*

FINANCE & OFFICE MANAGEMENT

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Linda Bender, *Administrative Associate*
***Sharon Dansie**, *Office/Web Content Technician*

APPLICATION DEVELOPMENT SERVICES

Peter Waite, *Director*

WEB APPLICATION DEVELOPMENT SERVICES

Ben Barraza, *Sr. Manager*
Clay Hymas, *Sr. UI/UX Developer*
Levi Slade, *Sr. Web Developer*
Peter Tran, *Associate Web Developer*
TBA, *Sr. Web Developer*
TBA, *Associate Web Developer*

ADMIN APPLICATION DEVELOPMENT SERVICES

Stephen Guzzetti, *Manager*
Mark Farrell, *Associate Programmer/Analyst*
Ronald Jensen, *Programmer/Analyst Architect*

STUDENT APPLICATION DEVELOPMENT SERVICES

Roy Bradburn, *Sr. Manager*
Martin Carver, *Programmer/Analyst Architect*
Cary Chapman, *Sr. Programmer/Analyst*
Lew Grant, *Web Developer Architect*
Mark Isakson, *Sr. Programmer/Analyst*
Jacob Wilson, *Programmer/Analyst*

CE APPLICATION DEVELOPMENT SERVICES

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Ian Niklason, *Programmer/Analyst*
Arturo Ordonez, *Associate Programmer/Analyst*

INFRASTRUCTURE SERVICES

David Fernelius, *Associate Director*

NETWORK & COMMUNICATIONS

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Luke Jenkins, *Sr. Network Engineer*

Ashley Light, *Associate Network Engineer*

Tristan Rhodes, *Network Architect*

Kyle Stoddard, *Telecommunications Sys. Engineer*

SYSTEMS ADMINISTRATION SERVICES

Mark Buxton, *Manager*

Stephanie Fuller, *Sr. Systems Engineer*

Klint Holmes, *Sr. Systems Engineer*

Edd Ramer, *Sr. Systems Engineer*

DATABASE SERVICES

David Fernelius, *Sr. Manager*

Christopher Colvin, *Assoc. Data Warehouse Developer*

Kyle Kawaguchi, *Sr. Database Administrator*

Tim McPhie, *Data Warehouse Developer*

Thanh-Van Nguyen, *Sr. Database Administrator*

Mark Read, *Database Analyst*

Christopher Sawaya, *Associate Database Administrator*

SUPPORT OPERATIONS

Allison Barton, *Sr. Manager*

Tricia Burton, *Assoc. Telecommunications Specialist*

Michael Buzon, *Assoc. Systems Specialist*

Stephen Cain, *Assoc. Systems Specialist*

Quinton Dixon, *Systems Specialist*

Joshua Ford, *IT Support Specialist*

Jeremy Jackson, *Associate Network Operations Specialist*

Alan Lewis, *Associate Systems Specialist*

Cindy Sorensen, *Systems and Access Specialist*

*Mitchell Weaver, *IT Support Technician*

ACADEMIC TECHNOLOGY SERVICES

Shelly L. Belflower, *Director*

CLASSROOM TECHNOLOGY SERVICES

Matthew Cain, *Manager*

Mark Ashby, *IT Support Professional II (CAH)*

Koby Byington, *IT Support Technician*

Sean Graham, *AV Engineer*

Nicholas Lambert, *IT Support Professional II (CSBS)*

Patrick Leavitt, *Technology Specialist (GSBE)*

Stephen Mason, *IT Support Technician II (NUAMES North)*

Nicholas Meldrum, *IT Support Specialist (COS)*

Dale Murry, *IT Support Professional II (NUAMES)*

Russell Paige, *Sr. Classroom Technology Administrator*

Scott Peterson, *Academic Technology Specialist V*

Raymond Ruiz, *IT Support Technician II*

Jonathan Warren, *IT Support Technician II*

CREATIVE ACADEMIC TECHNOLOGY SOLUTIONS

Alan Ferrin, *Sr. Manager*

Ryan Belnap, *Sr. Media Developer*

Jim Godwin, *Sr. Media Developer*

David Rodriguez, *Media Developer*

Joe Salmond, *Sr. Media Developer*

Briana Scroggins, *Media Developer*

ACADEMIC WEB SERVICES

Jeremy Harvey, *Sr. Manager*

Heidi Parker, *Academic Webmaster*

*Sydnie Knowlton, *Academic Front-End Web Developer*

*2020–2021 New/Transferred Areas



WEBER STATE UNIVERSITY

Information Technology