



**ANNUAL REPORT**  
FISCAL YEAR 2022



**WEBER STATE UNIVERSITY**  
Information Technology



**WEBER STATE UNIVERSITY**  
Information Technology

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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**

This report highlights a number of the critical, high-impact projects completed in fiscal year 2021-2022. 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 this year as you will read in this report.

The Division completed its first year of a five year strategic plan. The compilation of work for this year was 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 handwritten signature in black ink, appearing to be the initials 'BE' with a stylized flourish.

# INFRASTRUCTURE SERVICES



**David Fernelius**  
Director & Interim  
Senior Manager for Database  
Services and Data Warehouse



**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 five (5) 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.

The Data Warehouse team stores data and supports On-line analytical processing to generate data for preparing reports or insights that could be used for making decisions.

These five (5) 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
<b>Private LTE Project</b> <hr/> <b>Customers:</b> <b>Community</b>	Working with high impact programs and OgdenCan on outreach programs by bridging the digital divide in inner city Ogden by deploying hotspots to students in need. Working with Ogden City, Ogden School District, and OgdenCAN to find solutions to broadband issues in Ogden City.
<b>Unified Network - Ongoing</b> <hr/> <b>Customers:</b> <b>Faculty, Staff, and Students</b>	Support on-going building construction, aquisition, and upgrades allowing for a unified network experience at all WSU properties. <ul style="list-style-type: none"> <li>• FY 2021–August 2023: Noorda Building</li> <li>• ET Phase 1: FY 2021–2023</li> <li>• ET Phase 2: FY2022–2024</li> </ul>
<b>Data Warehouse Development</b> <hr/> <b>Customers:</b> <b>WSU Community</b>	Enabling decision-makers with the ability to use data in planning and improving student retention and completion: <ul style="list-style-type: none"> <li>• Identifying a Student’s Quantitative Math and English Competency: enabling analysts to measure to measure the likelihood of a student that needs to take college prep courses for either Math or English to succeed in a University setting. Are there better ways we can intervene as a University to identify and address a student’s needs? Are there identifiable levels of preparation that indicate the likelihood of success that can be communicated to advisors and students?</li> <li>• A New Data Staging Area: to act as an interface between the new Cloud data implementation and the on-premise data warehouse--keeping data in the Cloud with the advantages of security and redundancy that it provides, and has the data warehouse on-premise to facilitate performance and availability for analysts.</li> <li>• Bringing in Data from Recreation Facilities and Sports Activities: This data helps the university determine if involvement in these activities impacts student engagement and success.</li> <li>• Starfish: reconstructed elements of data to be more effective and accurate for advisors.</li> <li>• Accurately Measure a Student’s Academic Standing and Class Level: This was mainly achieved to standardize and simplify analysts’ processes to be more consistent, reliable, and faster for their analysis.</li> </ul>
<b>Dark Fiber IRU to Davis Campus</b> <hr/> <b>Customers:</b> <b>WSU Community</b>	Greater scalability of network capabilities between Ogden and Davis Campuses: <ul style="list-style-type: none"> <li>• Installed 20-year Dark Fiber IRU between Ogden and Davis campus. This enabled scaling of the network speeds between Ogden and Davis campuses (similar to buildings on the Ogden campus).</li> <li>• Dense Wave Division Multiplexing (DWDM): utilizing DWDM technology in conjunction with the Dark Fiber IRU made it possible to add nearly unlimited capacity and flexibility of network connections between the Ogden and Davis campuses.</li> <li>• Cost Savings: By utilizing one-time money to purchase the Dark Fiber IRU, annual costs were greatly decreased for the connections between Ogden and Davis campuses.</li> </ul>
<b>Ransomware Protection - Ongoing</b> <hr/> <b>Customers:</b> <b>WSU Community</b>	Continue to improve Ransomware Protection by mitigating ransomware attacks.
<b>Account Password Recovery</b> <hr/> <b>Customers:</b> <b>WSU Community</b>	Improved security of WSU user accounts and more flexible options for account recovery.

# WHAT IS EDUROAM

Education Roaming (eduroam) provides a worldwide roaming access service (internet connectivity) for participating institutions' students, faculty, and staff and has the most secure encryption and authentication standards. When configured for eduroam, wireless devices will automatically connect when individuals visit a participating institution. Similarly, students attending distance education classes at the WSU campus from other institutions, such as Utah State University, have connected seamlessly to the WSU wireless network due to eduroam.

With school closures in 2020, many districts accelerated eduroam adoption and allowed students (IdP) to access high-speed network services in more locations around the state. WSU has been configuring devices to use eduroam as a default configuration for a few years. WSU started making eduroam, instead of WSU Secure, the primary and only network on newly configured devices. A certificate-based authentication to the network was introduced in Summer 2020 which allows users to automatically connect in locations where eduroam is available. The migration was complete when all users migrated to the certificate-based authentication in August and September 2021.

Most K-12 school districts, technical colleges, libraries, and higher education institutions participate in eduroam.

Eduroam is also available on UTA FrontRunner and many State of Utah locations such as DMVs, DNR offices, State Capitol, USBE offices, and USHE offices. For a complete listing, visit the maps linked below.



US Map: <https://www.incommon.org/eduroam/eduroam-u-s-locator-map/>

International Map: <https://eduroam.org/where/>

## WIFI CERTIFICATE RENEWAL FOR EDUROAM



The Weber State Wireless Onboarding Tool is available to faculty, staff, and active students and will set up a device to automatically connect to secure wireless internet whenever it comes in range of any WSU campus or any other institution's eduroam network.



# PRIVATE LTE

## HELPING OUR PUBLIC SCHOOLS STAY CONNECTED THROUGHOUT THE COMMUNITY.



The greater Ogden area with the LTE signal strength overlays.

With the shift to remote learning in early 2020, many students lacked decent broadband options at home and relied upon on-campus WiFi or campus computer labs for Internet access. To help students with access needs, the Weber State University (WSU) Stewart Library started checking out commercial T-Mobile WiFi hotspots for students.

During the summer of 2020, Utah Education and Telehealth Network (UETN) started a Private Long Term Evolution (LTE) pilot program with a few K-12 school districts in the state. The private LTE is a custom cellular network setup for an organization's private use; this differs from an LTE/5G network set up by a cell phone provider like T-Mobile, Verizon, or AT&T.

This pilot led to Ogden School District (OSD) reaching out to WSU to partner with deploying the project in their footprint. WSU has partnered with both OSD and UETN to pilot a Private LTE network within the OSD boundaries.

The Higher Education Emergency Relief Fund (HEERF) allowed WSU to accelerate the OSD's Private LTE deployment by a few years to one summer by providing rooftop equipment for fifteen (15) locations within the Ogden School district. The project funding benefits both Ogden School District and Weber State students who live within the school district boundaries.

Events on the WSU campus needing data connectivity have service in more places than ever before. This network allows WSU to supplement the T-Mobile WiFi hotspots issued by the Stewart Library and The Community Education Center with units supplied to work with WSU's Private LTE network. Additionally, this network will facilitate better data connectivity around campus in outdoor situations.

# ACADEMIC TECHNOLOGY SERVICES



**Shelly L. Belflower**  
Director (ATS)  
Academic Technology Services



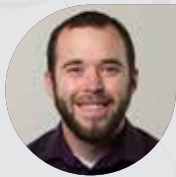
**Alan Ferrin**  
Senior Manager (CATS)  
Creative Academic  
Technology Solutions



**Nicholas Lambert**  
Functioning Manager (CTS)  
Classroom Technology Services



**Jeremy Harvey**  
Senior Manager (AWS)  
Academic Web Services



**Sean Graham**  
Functioning Manager (CTS)  
Classroom Technology Services



**Paul Dykman**  
Functioning Manager (CTS)  
Classroom Technology 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><b>Adobe Sign Usage Across Campus</b></p> <hr/> <p><b>Customers:</b> Faculty and Students</p>	<p>Maximizing purchase cost and empowering users with an approved tool and process by promoting a product WSU owns and can use to create and store signed official documents and contracts.</p> <p>329 Licensed Users 3593 Total Sends 3031 Completed 169 Unique Senders 214.1 Median Minutes to Completion 218 Canceled 344 In Progress 84% Completion Rate</p>
<p><b>Classroom Upgrades</b></p> <hr/> <p><b>Customers:</b> WSU Community</p>	<p>Implement classroom upgrades (meeting technology standards), provide equipment, and support focusing on the educational experience. This would include learning spaces in all areas students utilize. In addition to adding equipment to WSU classrooms, equipment is standardized to allow for consistency of software and technology tools where courses are taught in varying locations/buildings. Active Learning Classrooms (ALCs) are expanding across campus allowing more diverse options in teaching and class interaction. You can find out more about the ALCs and where they are located at: <a href="https://www.weber.edu/digitaldistrict/active-learning.html">https://www.weber.edu/digitaldistrict/active-learning.html</a></p>
<p><b>Diversity, Equity, and Inclusion (DEI) in Imaging, Print, and Digital Format</b></p> <hr/> <p><b>Customers:</b> Faculty and Students</p>	<p>Providing materials focused on diversity, equity, and inclusion in printed materials, imaging, and digital format. When developing websites and producing media, there's a focus on selecting assets displaying a more diverse population reflecting our local community. Implementation of these changes made in print, website materials, and videos. Collaborating with MarComm to ensure media development supports the mission of WSU to be an inclusive campus.</p>
<p><b>Equal Resource Access</b></p> <hr/> <p><b>Customers:</b> Faculty and Students</p>	<p>Creating standardized research environments (including labs) that are equipped with technology that meets the new technology standard allowing instructors to reach as many students as possible. The IT Division has updated more than 350 classrooms with microphones and cameras to enhance the experience for faculty and students both in the classroom and virtually. This includes a handful of conference rooms with similar upgrades.</p>
<p><b>Online Events</b></p> <hr/> <p><b>Customers:</b> Community</p>	<p>Providing community resources through online events (ie. streaming). Coordinating with the various multimedia teams in the IT Division to provide enhanced streaming and recording capabilities when needed at other WSU campus locations, such as the Davis campus. Providing support and access to Zoom Webinars allows users to reach a larger audience online. IT Division supported the hosting of more than 300 webinars, town halls, virtual conferences, and graduation ceremonies through live stream, Zoom webinars, and recorded sessions during the last year. Many of these online events were shared and available to community members and those on campus.</p>

# UTILIZING THE UPDATED DIGITAL DISTRICT



Participants in the “Dive into the Digital District” event mingle in the Creative Corridor in Lampros Hall as they wait to be assigned to teams and begin the fun.

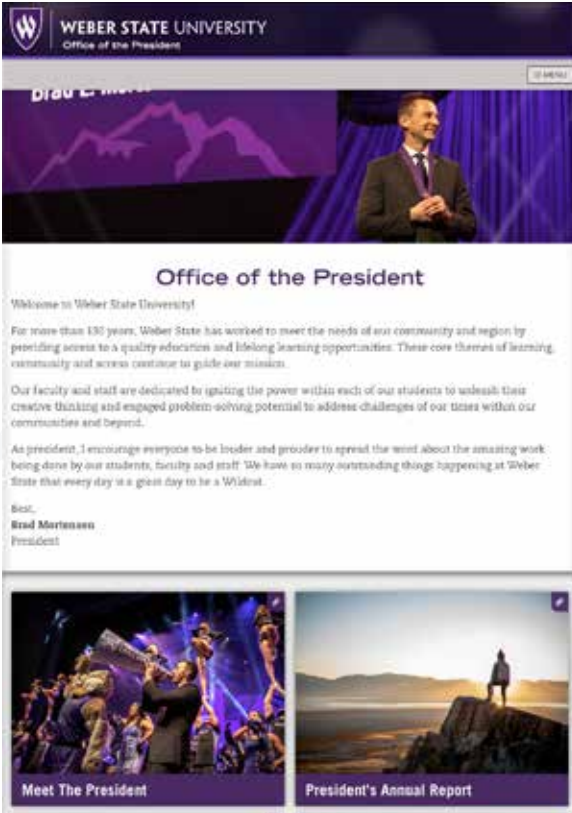
## DIGITAL DISTRICT EXPERIENCE

### WEBSITE AND HOW-TO VIDEOS ASSIST USERS WITH SPACES

The 2021 new faculty retreat included an experience to help faculty “Dive into the Digital District” by immersing them in an experience designed to walk through most of the tools and resources in Lampros Hall. Teams were made and the event was run as a type of escape room challenge that had items to complete in all the major rooms and areas of the Digital District. Classroom Technology Services (CTS), Academic Web Services (AWS), and Creative Academic Technology Solutions (CATS) worked to facilitate in the spaces and answer technical as well as workflow related questions as they arose.



[https://1533221.mediaspace.kaltura.com/media/1\\_n23fiu9z](https://1533221.mediaspace.kaltura.com/media/1_n23fiu9z)



## NEW AND UPDATED WEB PAGES

### PRESIDENTS OFFICE SITE GETS A MAKEOVER

AWS took on several large website projects this fiscal year. The President's Office needed an update to showcase mission statement and the various initiatives that have been established and are now in full-swing. The Academic Web Services team did a tremendous job of making the University communicate well online.

Other sites that were refreshed this year were:

<https://weber.edu/owl>

<https://weber.edu/issummit>



## STORYTELLING FESTIVAL

### IN-PERSON STORIES WITH ONLINE DELIVERY

The 26th Anniversary of the WSU Storytelling Festival came back strong following the pandemic with in-person festival events and online delivery of local, regional, and national storytelling artists.

The CATS team worked up a recording schedule and collaborated with CTS to leverage the technology in the rooms on campus to ensure great audio in the recordings. A beautiful intro graphic using the dragon and other illustrations was developed by Jim Godwin and attached to all the recordings to further engage the viewers and brand the experience.



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



## IT VISUAL ORGANIZATION CHART

### VIDEO PRODUCTION PROVIDES INTRODUCTION TO IT

The IT Division came together and collaborated amazingly as the CATS team arranged to highlight each of the departments in the division to inform viewers about the various departments and teams and their impact.

This project involved every department and team at one level or another and creates an easy to understand overview of the division and the broad work it does on campus.



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**Nicholas Lambert**  
Functioning Manager (CTS)  
Classroom Technology Services



**Sean Graham**  
Functioning Manager (CTS)  
Classroom Technology Services



**Paul Dykman**  
Functioning Manager (CTS)  
Classroom Technology Services

## CTS PERSONNEL CHANGES — FUNCTIONING MANAGERS

CTS Team Support and Changes - with the loss of the manager in late September, a lot of changes were made to improve the support and team dynamics. We build areas across campus adding duties to those who can handle the work without knowing how we will replace them with just one person.

We found that a big change needed to happen to be able to handle the workload one person was handling previously. This meant a three-way split of duties. 1) Focused areas of Classroom Technology Services were set up - AV-focused processes will be handled by the AV-CTS team, including classroom support, AV controlled systems, and event support. All hourly staff working

at Ogden and Davis as part of classroom support are a part of this team. 2) ITC-CTS staff (Information Technology Coordinators - or CTCs who report through IT) focus on college or location specific work and are assigned to support staff and faculty office and Dean needs. Both groups work closely with each other as well as 3) the Front-end Systems Engineer/Programmer role who handles campuswide supported software and systems like Citrix applications, encryption, and security oversight at the desktop as part of the CTS team.

Managers for the new smaller teams in CTS begin July 1st (ITC-CTS - Paul Dykman; AV-CTS - Sean Graham).

# IT WELLNESS CHALLENGE



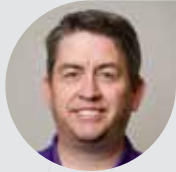
## BREATH OF THE WILDCAT HELPS IT STAFF LEVEL UP THEIR WELLNESS

Led by the IT Wellness Ambassador, Briana Scroggins, several IT staff members worked to improve and expand their overall wellness through a series of training and hands-on events held across campus.





# APPLICATION DEVELOPMENT SERVICES



**Peter Waite**  
Director  
Application Development Services



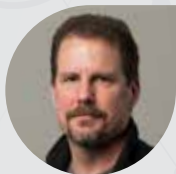
**Roy Bradburn**  
Senior Manager  
Student Application  
Development Services



**Ben Barraza**  
Senior Manager  
Web Application  
Development Services



**Ian Niklason**  
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
<b>Banner 9 Student eTranscripts</b> <hr/> <b>Customers:</b> <b>Staff and Students</b>	Implemented a new Banner eTranscript application to allow students to obtain transcripts electronically. The Banner 9 Student eTranscripts project team deployed a fully functional Ellucian eTranscripts v9.1 application meeting the requirements of the Registrar's office by deploying the application with minimum permissions required to make the application fully functional. The application also integrates with the National Student Clearinghouse.
<b>Banner 9 Finance Self-Service</b> <hr/> <b>Customers:</b> <b>Staff and Students</b>	Implemented mobile-friendly Banner 9 Finance Self-Service tools to better assist departments in managing their financial budgets and expenses.
<b>Mandatory New Student Orientation Application</b> <hr/> <b>Customers:</b> <b>Staff and Students</b>	Built enhancements to the New Student Orientation application to ensure that all new students attend an orientation which gives students a better understanding of the University and promotes student retention. The Objective/Goal was to add additional functionality to the third-party product ADG which places a student hold and sends communication requiring new students to take orientation. Once that requirement has been met, the hold is removed and communication is sent. The history of the communication is saved for retrieval if needed. A side objective was to update the ADG feed to include terms and values which allow for better reporting and grouping.
<b>Oracle NetSuite Bookstore</b> <hr/> <b>Customers:</b> <b>Faculty, Staff, and Students</b>	The Bookstore received notice that the previous management system (Sequoia) would no longer be supported. There was an urgent need to implement platform integrations for Oracle NetSuite to improve bookstore management processes for students, faculty, and staff purchasing textbooks and course materials. The implementation of the more advanced management system met the needs of the campus community in today's marketplace and into the future.
<b>Program of Study Declaration</b> <hr/> <b>Customers:</b> <b>Staff and Students</b>	Developed administrative applications for academic departments and the University Registrar's office to review and approve requests from students to change their program of study. Also created an eWeber application for students to easily request a change in their major(s).
<b>Student Vaccination Verification</b> <hr/> <b>Customers:</b> <b>Students and WSU Community</b>	Created a platform for students to enter their COVID vaccination information during the course registration process. This enabled the University to determine the percentage of students that had been fully vaccinated.
<b>Teacher Education Software</b> <hr/> <b>Customers:</b> <b>Staff and Students</b>	Developed new enhancements that allow students and the Teacher Education department to collaborate better remotely. Additionally, it provides both groups with more insight into how students progress through their program.

# ACCOUNT PASSWORD RECOVERY



In the past, users had to share sensitive information or come on campus to reset their passwords if they forgot their challenge questions. The Web Application Development Services team simplified the password recovery process by allowing users to reset their passwords via a recovery email address through the eWeber portal. Users can now specify an external email address, which they must prove they control, to recover their wildcat username password. The new system minimizes the number of calls to the Support Desk while at the same time empowering users to accomplish this occasional but critical task securely and reliably.

It's not often that a security change can make people's days easier and more secure, but that's what we were able to do with the Account Password Recovery project this past year. The Web Application Development Services team, the Support Operations team, the Information Security team, and the Systems Administration Services team came together to change how users manage their passwords and their ability to recover them when forgotten.



**BEN BARRAZA**

Sr. Manager,  
Web Application  
Development Services



[https://www.weber.edu/  
help/kb/password.html](https://www.weber.edu/help/kb/password.html)

# PROGRAM OF STUDY APPLICATION

The program of study application has been a long time coming. It was developed to address the issues surrounding students' declared majors. Many declarations were not entered into Banner correctly. The inherent flaw with Banner is that it cannot enforce policies and procedures. Therefore, many programs of study were incomplete causing issues for students when they were advised and graduating.

Furthermore, students seeking to declare a major had to understand the structural organization of the institution. Students had to have enough cultural capital to know that to change their major that they needed to go to the academic department. Moreover, students who needed to declare a major and minor needed to go to two different departments to complete the declaration.

The program of study project was to simplify the declaration process for students and the department. Instead of going to multiple departments, students can log into the portal and make the change. This application is meeting the institutional mission to meet students where they are.

The screenshot shows the 'Major Change Request' application interface. At the top, it says 'Welcome Waldo' next to a mascot image. Below that is a search bar and a table with columns for ID, Name, and Student/Dept. The main section is titled 'Declared Programs' and contains a table with columns for Degree, Program, Description, Type, Description, Catalog, Complete, and Priority. The table lists three programs: RADT Adv Radiology (AAS), RADT Radiography (AAS), and HHSB Health Sciences (BS). Below the table is a section for 'Add/Modify Major information' with dropdown menus for Interest (Optional), Major, and Degree. There are also links for 'Explore Majors, Minors & Programs' and 'Use the Grad MAPs to plan your degree'.

Degree	Program	Description	Type	Description	Catalog	Complete	Priority		
BS	2010BS	RADT Adv Radiology (AAS)	Minor	Advanced Radiology Sciences	2020-21	0%	1	Modify	Delete
Concentration: Advanced Radiology Sciences									
AAS	2011AAS	RADT Radiography (AAS)	Major	Radiography	2020-21	0%	2	Modify	Delete
BS	2011BS	HHSB Health Sciences (BS)	Major	Health Sciences	2017-18	0%	3	Modify	Delete

The development team worked closely with business leads throughout the project with the result being an application that satisfies the need of students as well as Enrollment Services.



**CASEY D. BULLOCK, PhD**  
Executive Director,  
University Registrar

# INFORMATION TECHNOLOGY BUSINESS SERVICES



**Shelly L. Belflower**  
Director  
IT Business Services



**Heidi Munk**  
IT Special Projects  
& Process Manager



**Jared Van Orden**  
Senior IT Finance and Office  
Manager



**Ty Naylor**  
IT Marketing and Training  
Manager



**Nancy Jarvis**  
Senior IT Policy and Planning  
Administrator & Co-IT Portfolio and  
Project Management Officer

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.

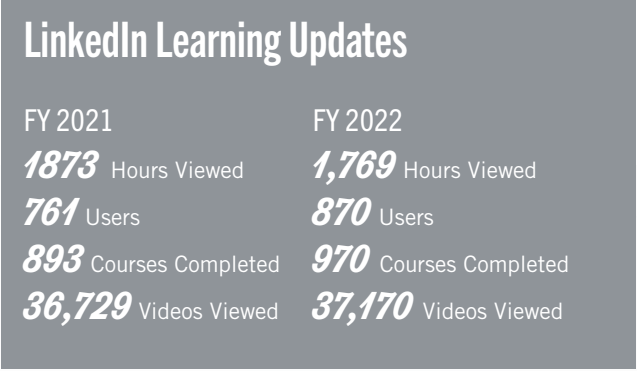
Our vision includes:

- 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
<p><b>Educational Training for Leadership</b></p> <hr/> <p><b>Customers:</b> Faculty, Staff, and Students</p>	<p>Employees in the IT Division who understand the value of educational training can better assist in helping the University’s mission because they understand its importance in the learning experience for students. IT Division staff use the campus systems such as LinkedIn Learning and Bridge to prepare and deliver training, encouraging focused groups to learn and discuss the same materials. Leadership in the IT Division is one group that regularly uses these systems for across-the-board training.</p>
<p><b>Focusing Budget Requests on tools purchased with one-time federal funds for tools that are proven valuable (Cost Management)</b></p> <hr/> <p><b>Customers:</b> Faculty, Staff, and Students</p>	<p>Sustain the technical leap that occurred on campus during the pandemic. With Federal dollars flooding the institution, The IT Division had to consider how the replacement of software, equipment, and tools might be replaced using institutional funding in the future. The IT Division gifted most of the equipment to departments to decide if or how those items would be replaced in the future, eliminating the responsibility for the IT Division to try and find the funding it helped to allocate. The IT Division also quantified what they would replace and has worked on methods to plan for future replacements/funding of those items found to be critical to keep moving forward.</p>
<p><b>Hiring Practices and Continuing to Communicate within the IT Division (IT Talent Pipeline)</b></p> <hr/> <p><b>Customers:</b> WSU Community</p>	<p>Including diversity as a hiring practice will encourage more applicants of diverse backgrounds to apply for jobs, thus increasing the pool and likelihood of hiring diverse employees. By focusing our hiring on including diversity preferences, the IT Division sees more diverse applicants and opportunities to hire. Development opportunities are provided to all employees within the IT Division; efforts are helping to influence the overall structure.</p>
<p><b>Identify, Purchase, and Implement Digital Learning Resources to Support Course Completion</b></p> <hr/> <p><b>Customers:</b> Faculty and Students</p>	<p>Instructors aren’t teaching the tools, but offloading instruction to the tool so the faculty can focus on the other learning objectives of the course. Faculty can better focus on teaching the curriculum to the students and allow the training provided by such learning systems as LinkedIn Learning to focus on teaching how the tools work.</p>
<p><b>Providing Faculty Experiences (Innovation Studio)</b></p> <hr/> <p><b>Customers:</b> Faculty and Students</p>	<p>Faculty are integrating well-designed learning objectives into their courses that are inclusive pedagogically. Students are learning new and innovative ways to use technology to aid in their steps towards graduation. Students and faculty connect as they learn how to use new and innovative technology products thus building the student/faculty relationship. Gathered statistics show that the platforms provided are being used and more than 60 faculty are being guided as to how best to incorporate LinkedIn Learning courses into their coursework.</p>



# INFORMATION SECURITY OFFICE



**Eric Bennick**

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
<b>Blocking Email from Non-Approved Third Parties</b>	Increases the trustworthiness of email messaging and reduces the effectiveness of phishing attempts.
<b>Customers:</b> WSU Community	
<b>No Security Breaches and Ransomware Protection (On-Going)</b>	Security Incidents and Data Breaches have a very serious impact on a companies reputation and branding. The average loss of customers and revenue following a large-scale security incident is 50%. Experiencing a serious data breach has the potential to seriously harm Weber State's reputation and prevent us from completing our mission of helping students. The CIS controls align with the NIST Cybersecurity framework, which was designed to create a common language for managing risk.
<b>Customers:</b> WSU Community	
<b>Device Encryption - Implemented the start to Phase 1 of 4</b>	Device encryption provides security for data at rest and is mandatory according to the guidelines set by the Utah System of Higher Education (USHE).
<b>Customers:</b> Faculty and Staff	

# SECURITY PLAN

**THE WHY** Cybercriminals use several types of malware (malicious software) to gain access to computers or software systems to steal data or inflict damage. When a cybercriminal compromises the data in a system, the data may not be trusted, or the system may become locked and unable to use. A secure campus provides stable, reliable, and available data and information.

**THE WHAT** The university provides multiple tools to protect the data from unauthorized access and modification. Most users are aware of strong passwords and two-factor authentication through DUO. The university employs many sophisticated tools to watch data coming and going from campus. With all of the technology we have at the university, one careless or uneducated user can open the door to a cybercriminal and our critical data can be compromised. We all depend on one another. We must all do our part to keep the campus secure.

**THE HOW** The Information Security Office (ISO) developed the WSU IT Security Plan to ensure that users are not our weakest link and to address cybercriminals' advances. This plan details the threats and the countermeasures deployed. Additionally, there are three critical security measures taken to help keep the campus secure:

## Annual Security Awareness

All faculty and staff, including adjunct faculty, are required to annually complete a multi-module review that provides users with reminders on how to be a safe computer user.

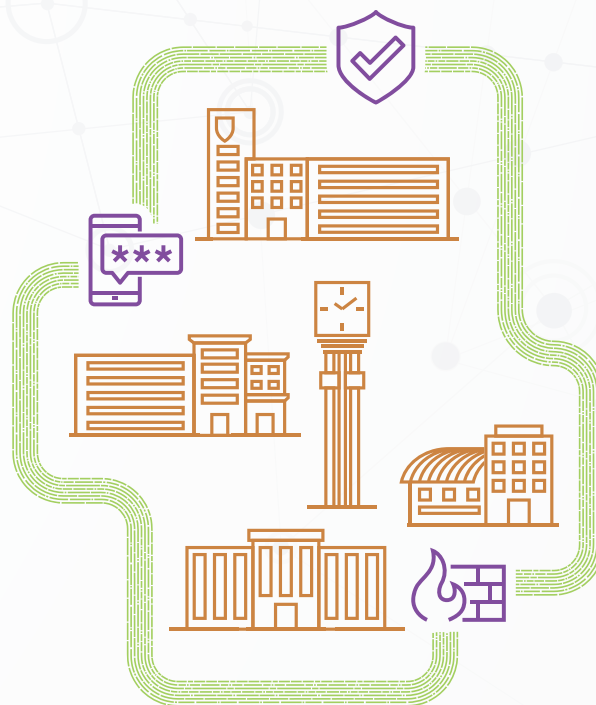


## Internal Phishing Campaign

Nearly 70% of the break-ins occurring to university information starts with a user clicking on a link or sharing information inadvertently with a cybercriminal. By phishing our users, we can determine how well we are at detecting phishing attempts and reduce the likelihood of cybercriminals getting access with this method.

## USHE Penetration Testing

To test our ability to detect and reject cybercriminal attempts to access our information, we participate with USHE in a regular event called pentesting or penetration testing. It's essential to learn where we have areas to work on to "harden" our perimeters.



# IT DIVISION

## AT A GLANCE: MANAGEMENT & STAFF

### VICE PRESIDENT

**Bret Ellis**, *VP for IT*

### INFORMATION SECURITY SERVICES

**Eric Bennick**, *Information Security Manager*  
Jonathan Warren, *IT Security & Risk Analyst*  
Dale Murry, *IT Support Professional II (NUAMES)*  
Joshua Ford, *IT Support Specialist*

### 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*

### PORTFOLIO AND PROJECT MANAGEMENT (PPMO)

**Peter Waite & Nancy Jarvis**,  
*Portfolio & Project Administrators*

### MARKETING & TRAINING

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

### IT FINANCE & OFFICE MANAGEMENT

**Jared Van Orden**, *Sr IT Finance and Office Manager*  
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 Architect*  
Peter Tran, *Web Developer*  
Randi Weston, *Associate Web Developer*  
TBA, *Web Developer*

### ADMIN APPLICATION DEVELOPMENT SERVICES

**Stephen Guzzetti**, *Manager*  
Mark Farrell, *Programmer/Architect*  
Caleb Henney, *Associate Programmer/Analyst*

### 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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Conner Christiansen, *Associate Programmer/Analyst*  
Arturo Ordonez, *Associate Programmer/Analyst*  
Lance Ure, *Programmer/Analyst*  
TBA, *Programmer/Analyst*



## IT DIVISION ORG CHART VIDEO

[https://1533221.mediaspace.kaltura.com/media/1\\_cxw5fbd](https://1533221.mediaspace.kaltura.com/media/1_cxw5fbd)

### INFRASTRUCTURE SERVICES

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#### NETWORK & COMMUNICATIONS

**Jonathan Karras**, *Manager*

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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

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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*

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

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#### CLASSROOM TECHNOLOGY SERVICES

**Matthew Cain**, *Manager*

Mark Ashby, *CTC Functional Manager*

Koby Byington, *IT Support Technician*

Sean Graham, *AV Engineer Jr./ Classroom  
& AV Support Functional Manager*

Nicholas Lambert, *Systems Engineer Programmer*

Patrick Leavitt, *Technology Specialist (GSBE)*

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

Nicholas Meldrum, *IT Support Specialist (COS)*

Russell Paige, *Sr. Classroom Technology Administrator*

Scott Peterson, *Academic Technology Specialist V*

Raymond Ruiz, *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

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Sharon Dansie, *Office / Web Content Technician*





# WEBER STATE UNIVERSITY

Information Technology