

This is



ANNUAL REPORT
FISCAL YEAR 2020



WEBER STATE UNIVERSITY
Information Technology



WEBER STATE UNIVERSITY
Information Technology

**R
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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

LETTER

FROM THE

VICE PRESIDENT

Wow, what a year. The beginning of the year was pretty typical. Although, no one anticipated the end of this year and the upcoming Fall semester. In the past few months, the IT Division members and systems have helped the faculty, staff, and students maintain learning, communication, and work anywhere and anytime. Many of the projects completed this year were either pre COVID-19 work or during the pandemic. We are pleased to present the annual report for the Information Technology (IT) Division for the 2019–2020 academic year. This year the focus has been on “student success” for the IT Division and the University. The last quarter was focussed on providing anywhere and anytime tools and services.

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

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 be successful in delivering University support even during these unprecedented times.

A handwritten signature in black ink, appearing to be 'Bret Ellis', written in a cursive style.



Kyle Peterson and RC Callahan address tools for online instruction.

IT RISES TO THE CHALLENGE OF COVID-19

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

The impact of COVID-19 has come with its challenges as Weber State University (WSU) moved to a high-risk stage on March 13, 2020.

WSU has been strategically stronger and more resilient while strengthening services to support student success. People will navigate the pandemic in three significant reflections; a before COVID-19, a during COVID-19, and an after COVID-19. We will be humbled to look back and remember the moments and memories we shared with family and friends before the pandemic. During this time, we are experiencing the cancellation of graduation ceremonies, weddings, and the loss of loved ones. Lastly, we will be stronger together as we look back after COVID-19.

The IT Division teams have collaborated with other areas on campus to make the transition from face-to-face to go virtual as seamless as possible. As we move forward, we will continue to strengthen our opportunities for navigating virtually.

SUPPORT OPERATIONS

Telecommunications Services

One big initiative was making softphones available to faculty and staff. A system upgrade was recently made and the softphone software hadn't been tested with the new system. Extensive testing and working out bugs before it was a workable solution that we could offer. The product was made available only a few days before the remote work announcement was made.

An extensive amount of work was made to get the Extension to Cellular (EC500) option configured for many users. Over two-hundred Softphone and EC500 requests were handled in the span of two weeks (a very steep increase in requests).

IT Service Desk

The Service Desk has a large pool of people staffing it (15 hourly employees and 8 full-time employees) and is at a 24x7 operation, so there were a few unique challenges heading into the pandemic.

The first concern was to figure out how to virtualize support and reduce the number of staff members in the office. A plan was made to transition as many employees to softphones and virtual support.

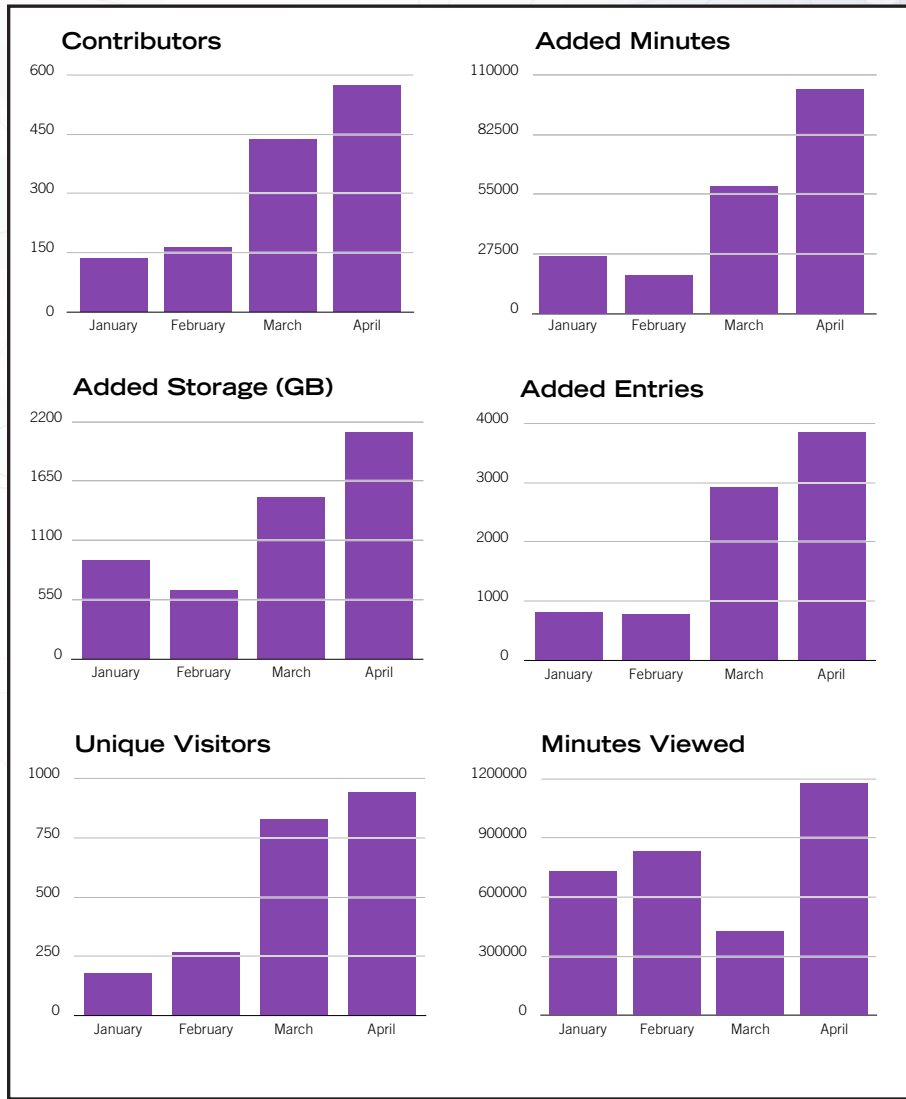
The second concern was figuring out how to support the campus community as it moved to a virtual-only presence. A lot of fast-speed trial, error, and training to get the team ready to support more requests related to Zoom, Canvas, webcams, and other remote business essentials.

An increase in the number of remote support tool licenses was for support in order to troubleshoot devices that could no longer be handled in person.

CREATIVE ACADEMIC TECHNOLOGY SOLUTIONS (CATS)

Kaltura Support

The CATS team continues to produce many videos to support academics and highlight great programs on campus. The need for delivering video instruction has been available for years, but this spring the system was put to the test as hundreds of new contributors and tens of thousands of videos were served. Below are some statistics from January through April.



WEB APPLICATION DEVELOPMENT SERVICES

The Web Application Development Services team in conjunction with Systems and Networking worked through an extremely important migration of the Windows Server environment. This project was initiated during the winter and the move to remote work came at a critical point. The team rallied and was able to coordinate a near-seamless move that did not disrupt any of the critical processes. The Windows servers that were involved power eWeber, nearly two hundred applications, and the entire WWW public website for Weber.

The team's primary project right now is the Division of Continuing Education Student Information System (DOCE SIS). This project requires an in-depth collaboration from multiple teams and stakeholders across campus. Because of the complex nature, the project team was well-positioned to make the transition to a virtual environment. The initial tasks and workflows that had to be prepared during February made for an easy switch in March. But more importantly, the team has been able to figure out how to keep the speed up on the project as the project moved into new phases of development.

CLASSROOM TECHNOLOGY SERVICES

When the University went from a face-to-face environment to transforming into an online environment, there was a huge need for electronic equipment (webcams, laptops, and iPads). The Classroom Technology Services team stepped up and was able to fill this need by making equipment

EQUIPMENT CHECKOUT

Equipment	Quantity
Webcams	32
Desktop	4
Doc Cam.	31
Headset	9
iPad.	10
Laptop	26
(not NUAMES)	
Monitor	3
Other	16

available to the entire campus. Faculty and Staff were able to check out the equipment by sending an email to CTS@weber.edu and then picking up the equipment from Lampros Hall. The following is a list of the equipment checked out to campus for Faculty and Staff:

Zoom became very popular with the entire campus community during COVID-19, it was a way for people to communicate online and have visual interaction through this software. The team was able to set up classrooms in Tracy Hall and the Wattis Building to have Zoom capability for faculty to instruct students. Faculty were still able to have access to whiteboards and other technologies that they normally use.

There have been 1,850 Zoom accounts issued to the campus community during COVID-19.



By purchasing a webinar we've been able to meet virtually with large groups and use the functionality of panels and disseminating large amounts of information.

During this time it became evident that Citrix needed to be expanded to allow students to access specialty software. For example, ArcGIS remotely, crucial software for Geography and Geoscience courses. Much of the course work for some of the upper-division courses cannot be completed without the software.

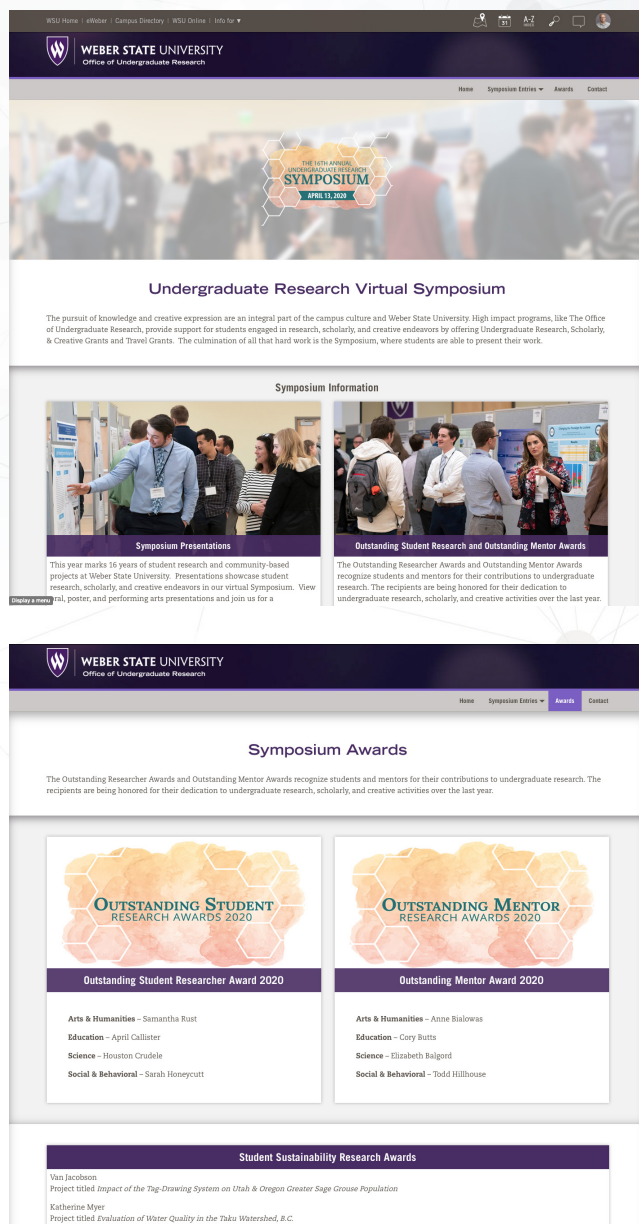


Zoom recordings are automatically transferred to Kaltura for permanent storage.

ACADEMIC WEB SERVICES

Undergraduate Research Virtual Symposium

The online symposium weber.edu/oursymposium is typically an event held on campus during the month of April. Due to COVID-19 it had to be canceled and created as an online showcase. The Academic Web Services team was able to fast track the project and complete the site in just two weeks.



in LEARNING

LinkedIn Learning During COVID-19

January–March 2020	Current
207 Hours Viewed	446 Hours Viewed
372 Users	391 Users
84 Courses Completed	341 Courses Completed
4286 Videos Viewed	10,518 Videos Viewed



ARIEL OLSON, M.ED
Academic Advisor

When I first learned that Weber offered employees access to LinkedIn Learning, I was so jazzed! Professional development opportunities are one of my favorite things about working for Weber--and this is something I can do in bite-sized chunks! My supervisor allowed me to add an hour of LinkedIn Learning time to my schedule each week, which has been incredible for someone who strives to be a lifelong learner! During this time of working from home due to COVID-19, I have leaned heavily on LL's more self-improvement type courses, so far having completed ones like *The Surprising Power of Seeing People as People*, *Being Positive at Work*, and *Behavioral Science Insights on How to Have a Great Day, Every Day*. Some people may not think these types of lessons are as important as the ones focused on phishing and Excel (which I've also done in the past), but I am lucky enough to work in an office that wants me to develop every part of myself, including the part of me that works with others on a daily basis! Being able to utilize the courses on LinkedIn Learning has helped me maintain a higher level of positive mental health while figuring out how to work from home as a very extroverted person.

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.

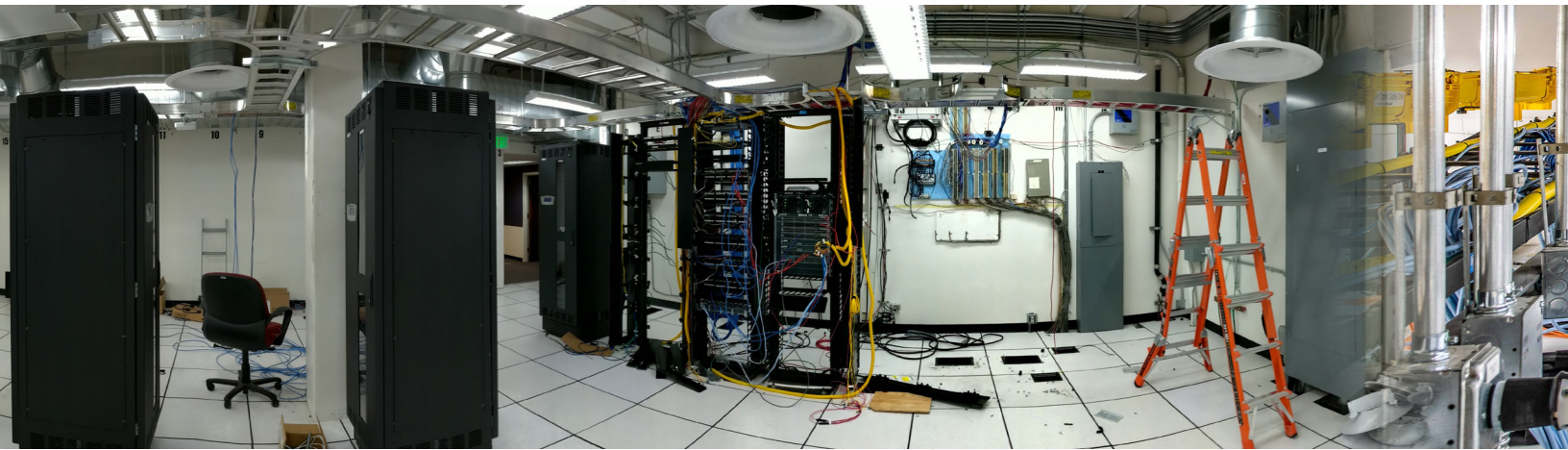
The Systems Administration Services team provides reliable computer systems to run the University's administrative applications.

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 (ServiceNow)</p> <hr/> <p>Customers: WSU Community</p>	<p>ServiceNow is Weber State University's 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 Public Knowledge Base, and Self-Service.</p>
<p>Data Center Move to the Hurst Center</p> <hr/> <p>Customers: WSU Community</p>	<p>The Technical Education (TE) building makes way for the new Noorda Engineering, Applied Science & Technology building and the Hurst Center has become the new home for the Data Center. The new location has created a more robust and scalable network for the campus community.</p>
<p>Phone Switch Upgrade</p> <hr/> <p>Customers: WSU Community</p>	<p>With changes in phone technology over the years, there has been a need to replace the older equipment and move to newer Voice over IP (VoIP) handsets. IT has replaced handsets with VoIP instead of analog and digital as buildings on campus have been replaced or remodeled. Because VoIP handsets run on-campus networks instead of a dedicated phone network, it reduces duplicate work and infrastructure, thus saving the campus money.</p>
<p>Avaya CM8 Upgrade</p> <hr/> <p>Customers: Faculty, Staff, & Students</p>	<p>Aged equipment needing to be upgraded. New hardware and software to be current with technological advancements. Provided new features and functionality such as the soft phone.</p>
<p>Load Balancer Migration (Cisco -> F5)</p> <hr/> <p>Customers: WSU Community (Enterprise Systems)</p>	<p>Aged equipment needing to be upgraded. New hardware and software to be current with technological advancements.</p>
<p>Expand Docker Container Environment</p> <hr/> <p>Customers: WSU Community</p>	<p>Having built Docker Containers last fiscal year has kept Banner 9 environment consistent with the deployment of other University web applications. Expanding the Docker Container environment has allowed for technology, system portability, and agility.</p>
<p>Oracle Database Migration to 18c</p> <hr/> <p>Customers: WSU Community (Enterprise Systems)</p>	<p>Migrated off of upcoming desuported software. The new functionality, features, and reliability with current technology and security features.</p>



DATA CENTER MOVES

Tech Ed to Hurst Center

The home of mainframes, servers, and data processing since the 1960s has changed dramatically. The Technical Education (TE) building makes way for the new Noorda Engineering, Applied Science & Technology building. In anticipation, the network team began slowly replacing fiber optic cables that had connected TE to other buildings on campus for years. The replacements created a more robust and scalable network the campus community enjoys today. Many of these new cables reside in existing space in the Hurst Center.

The Hurst Center became the new home for the Data Center. Working with Facilities management and the Campus Planning & Construction team, IT decided to expand the existing space. This new space has been designed with modern Data Center facility technology to allow for higher density use and to keep the servers in a comfortable climate.

The new space eliminates the use of raised floors and overhead cooling units. Now utilizing hot air containment and in-row coolers designed for use in data center environments. New redundant UPS units, automatic transfer switches, and generators installed to handle power outages. The UPS system utilizes a compact Lithium-Ion battery technology instead of seal lead-acid batteries. Overhead trays are separating copper cables from fiber cables to create a clearer pathway for cabling.

The new Data Center network infrastructure supports the latest speeds of 100Gig and 25Gig to servers.

With all of these upgrades and changes, space should meet WSU's needs in the foreseeable future.





PHONE SWITCH UPGRADE

The phone switch a bastion of stability and comfort. For many years the phone switch housed in Campus services and a few other locations on campus running on hardware from the mid-1990s. With changes in phone technology over the years, there has been a need to replace the older equipment and move to newer Voice over IP (VoIP) handsets.

Over the last five years, IT has worked with FM's Electronic Systems and Repair to relocate and condense traditional copper telephone usage. The replacement of old commercial refrigerator-sized phone switches with newer, more compact gateways. These gateways support those who are on analog, digital, and VoIP lines. IT has replaced handsets with VoIP instead of analog and digital as buildings on campus have been replaced or remodeled.

This change allowed for fewer installation of copper phone lines in the buildings and supported fewer back end gateways. Because VoIP handsets run on-campus networks instead of a dedicated phone network, it reduces duplicate work and infrastructure, thus saving the campus money.

The final phase of this work completed in September 2019 with the upgrade of the software supporting the phone switch. This upgrade allowed for new features like the softphone capability many are using due to COVID-19. This work was accelerated to allow many users to use it at home to continue their work.



ACADEMIC TECHNOLOGY SERVICES



Shelly L. Belflower
Director
Academic Technology Services



Alan Ferrin
Senior Manager (CATS)
Creative Academic
Technology Solutions



Matt Cain
Manager (ATS)
Classroom Technology Services



Jeremy Harvey
Manager
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 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
Implementation of Lampros Hall Room 113 Innovation Lab <hr/> Customers: WSU Community	<p>Showcase innovative technologies for faculty and staff to utilize in a classroom setting or other uses on campus. Providing a place where technologies can be tested for best use scenarios. This helps WSU faculty to be more innovative in the classroom and bring best of what they sample to their students. Students will be excited to use and learn with new capabilities of being taught and learn new technologies for their major(s).</p>
Active Learning Environment in Lampros Hall Room 201 <hr/> Customers: WSU Faculty & Students	<p>The classroom environment needs to keep up with technology and the learning habits of students. The Active Learning Environment classroom is one of the first of its kind on the WSU campus. Promoting group work and collaboration while being integrated with technology in a face-to-face environment. This space will also be one of the first centrally scheduled classrooms not owned by a particular academic department. Faculty will be able to reach students in a new way. Students will be able to potentially learn in a collaborative environment mirroring the workplace environment.</p>
Adobe Creative Cloud Rollout <hr/> Customers: WSU Faculty & Students	<p>The signing of the new Adobe agreement; adds students to the already available faculty and staff who can access industry standard software for creating media of every kind. This agreement solves the problem of getting the software into the hands of students. The IT Division is responsible for providing an efficient and reliable way of making sure WSU complies to the licenses currently held, and provisioning and de-provisioning students in a sustainable manner. Faculty will be able to train students on the industry standard software, giving students the ability to express themselves using these new creative mediums capable of driving change.</p>
Classroom Upgrades <hr/> Customers: WSU Faculty & Students	<p>The IT Division is working with colleges and Deans to upgrade classrooms and conference rooms. The upgrade will improve the compatibility of Bring Your Own Device (BYOD) and the education experience through better image and audio quality.</p>
EMS (Event Management System) Inventory <hr/> Customers: WSU Faculty & Students	<p>To understand our space utilization and utilizing EMS for centralized scheduling of all classrooms. Classroom Technology Services (CTS) has been tasked with identifying what technologies are available in every classroom space on campus. The Registrar's office will be able to identify and align courses into classrooms that have the necessary equipment.</p>
Facilities Management Website Redesign <hr/> Customers: WSU Community	<p>The overhaul of the facilities management website which was out date and needed changes now allows for better accessibility and mobile responsiveness.</p>
Web Design Base Code Consolidation <hr/> Customers: WSU Community	<p>Base code libraries are separated depending on the campus developer. The Web Design Group on campus is worked to consolidate the libraries into one library to be housed at weber.edu/webdesign with an instructional style guide included. The base code consolidation improves consistency, updates to accessibility, and keeps developers up-to-date with changes. This will greatly improve the consistency and feel of Weber websites as users go from site to site.</p>

DIGITAL FLUENCY PROPOSAL

A bit of history
In 2016, a group of administrators, faculty, and staff set out to identify industry expectations and the resources needed for students to be digitally fluent graduates, prepared for the workforce. A sub-committee of faculty, staff, and students representing all colleges and divisions across campus was then formed to determine space and other needs required to achieve this goal.

PROPOSED ENHANCEMENTS

One Button Studio
An easy-to-use video recording studio that allows users to make video recordings by pressing a single button. Video assignments are an increasingly popular way to teach students, providing an engaging and communicative experience. A One Button Studio makes the process simple, with little to any, technical support.

Innovation Studio
The Innovation Studio is designed as a makerspace approach for sharing innovative tools and hardware. We hope faculty incorporate technology into their teaching and learning. The studio provides a hands-on learning experience.

VISION
The Digital Fluency District provides coordinated teaching and learning spaces equipped with innovative technology tools and support services to empower faculty, staff and students to build a culture of digital fluency and creative exploration.

DIGITAL FLUENCY DISTRICT
CONSUME » COLLABORATE » CREATE

ADDITIONAL SPACES

- IT Service Desk** - Relocate the IT Service Desk from the second floor to the first floor—where the learning center is currently located—making it more accessible and functional.
- DIY Podcast Studio** - A sound-treated room with virtual audio equipment where one can produce high quality media.
- Media Writing Center** - Relocate a new Writing Center to help students with writing for digital media.
- Equipment Checkout Counter** - A counter where faculty, staff, and students can check out basic media production equipment needed for ongoing projects.
- Digital Fluency Information Counter** - Location where patrons can get information on where to receive digital fluency support and direct people to those resources.
- Project Showcase Space** - Areas where faculty, staff, and students projects can be presented, viewed, and discussed.
- Media Viewing Room** - A quiet private collaboration room where media projects can be viewed, viewed, and discussed.
- Faculty Meeting** - Collaboration spaces where faculty can prepare for teaching as well as meet with colleagues and students in an open and holding area.
- Active Learning Classroom** - A technology-rich classroom that provides innovative teaching and learning opportunities for faculty and staff for instruction and.
- Digital Fluency Director Office** - An office for the champion for digital fluency.

With all of these changes, the library can offer facilities, technology, and support for students and faculty to practice and build on the skills they learn in their courses and in the more specialized offerings in Lampro's Hall."
Wendy Huttlinger, Dean of the library

The Lampro's portion of the Digital Fluency District provides a centralized location for faculty to create and innovate, while being supported by experts in the field(s) of learning science."
RC Callahan, Director of WSU Online

The creation of a One Button Studio is unlike anything we have on campus, its uses are endless."
Katie Carter, student representative

Positioning the TLP in Lampro's Hall will encourage deliberate collaborations and provide much needed space for workshops, trainings, meetings, and faculty work space."
Colleen Packer, Director of Teaching & Learning Forum

Flyer designed by CATS with input from major stake holders and presented to influencing groups across campus.

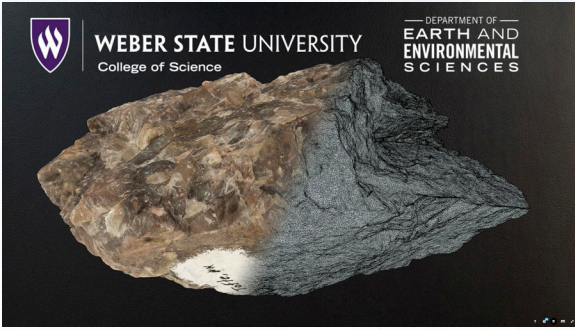
Several of the CATS team members have been serving on the Digital Fluency Committee, and chairing subcommittees. This past year the CATS team compiled feedback gathered through several years of research, field trips, and outreach to industry and other universities. This data and plan were crafted into a visual proposal to be used to highlight the plans of this movement. This Digital District brochure was shared with stakeholder groups across campus, including; President's Council,

Dean's Council, Faculty Executive Committee, Faculty Senate, Staff Advisory Committee, IT Council, Student Senate, Continuing Education Staff Meeting, among others. This proposal brought awareness and support for a project to help support digital fluency efforts across campus. This pedagogical support was thrust into the spotlight during the Covid-19 pandemic, as faculty explored creative solutions for delivering education virtually.



BRENDA MARSTELLER KOWALEWSKI
Associate Provost,
Weber State University

Enhancing our resources in the Digital Fluency District will ensure Weber State University is doing its part to continue the digital learning trajectory required to set graduates up for success as they enter a technology-driven workforce. I wholeheartedly support this committee's recommendation.



3D ROCK PROJECT,

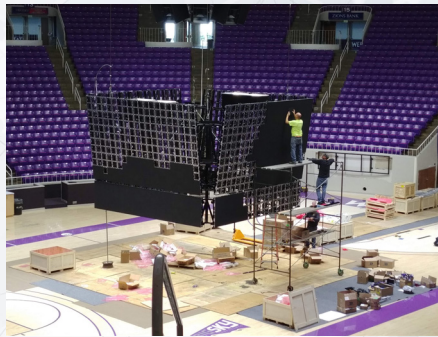
DAVE MATTY, PROFESSOR OF EARTH & ENVIRONMENTAL SCIENCES

Dr Matty wanted a way to bring experiential learning to his students. In the virtual environment, it's very difficult for students to explore the surfaces of rocks. The CATS team explored creative solutions to this challenge and came up with the 3D rock project. Our team takes a series of 75 high resolution images in our studio, imports them into a program that stitches them together and models them into a 3D object, from there it's adjusting the texture and skin of the virtual object, setting calls out points with information on the model – and uploading it to a hosting site. The plan is for over 200 of these virtual rocks!

NEW VIDEO BOARDS @ DEE EVENTS CENTER AND STEWART STADIUM

STEVE NEBOR & LANNY ELLIS, FINANCIAL SERVICES

Our video boards at the DEC and Stewart Stadium were very old technology and presenting problems with displaying content at high profile university events. Alan Ferrin was asked to serve on the RFP committee to determine technical specifications and select a vendor. CATS staff were also key in implementation of the new board and interfacing with existing technologies. The CATS team went a step further and created content for the board this first year to make sure they represented our campus community well to the public.



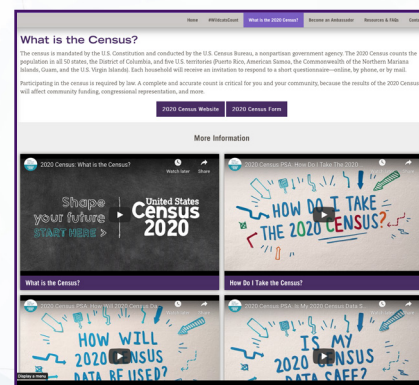
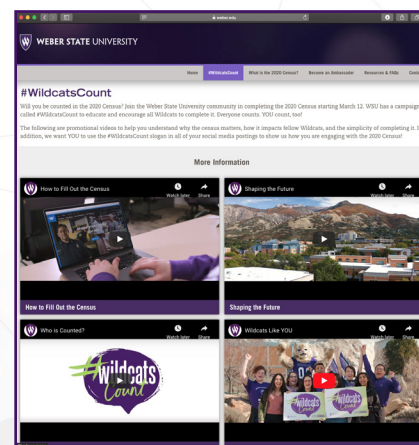
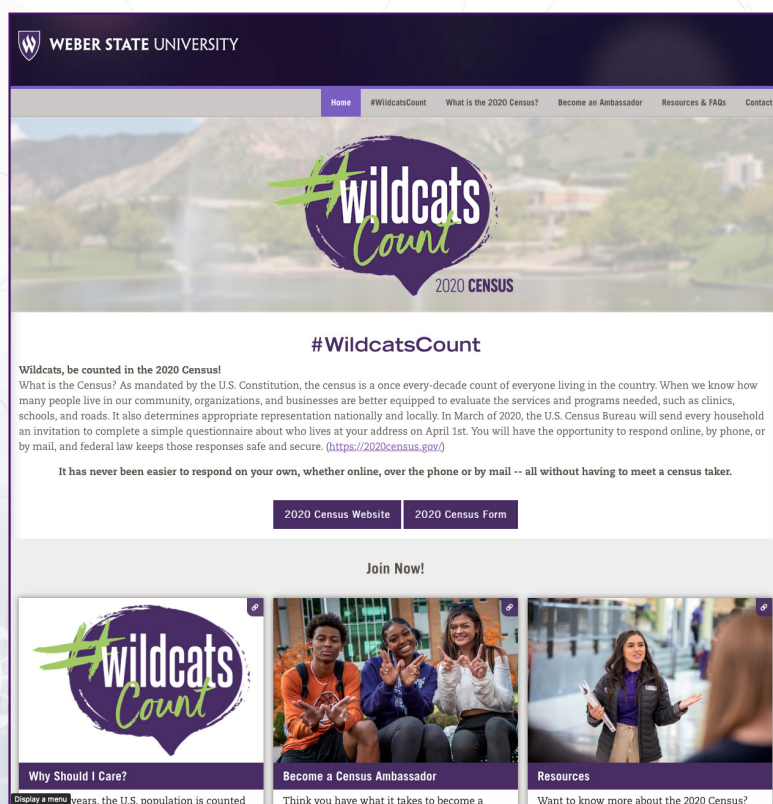
COLLEGE OF SOCIAL & BEHAVIORAL SCIENCES PROMOS

DEAN JULIE RICH

The CATS team was asked to produce several videos for the CoSBS, in support of their academic mission. One of these videos showcased several faculty members and students and allowed them to share their positive stories about diversity and success within the college.

CENSUS 2020 WEBSITE

From the moment the Academic Web Services team was contacted, the team was able to pull it all together with a turnaround time of one week. The project included getting the base code for the look of the site, the design, and being web accessible. It was a high profile site that was emailed out to all students, staff, and faculty on campus helping to get people involved in the 2020 Census and by helping complete their census information.



TERESA MARTINEZ
Coordinator, CCEL,
Weber State University

The AWS team rocks! The WSU 2020 Census Complete Count Committee requested their services with very little lead time for them to organize a professional-looking site. Their team made magic happen and gave the #WildcatsCount campaign a site that provided not only the resources and information our campus community needed to better understand the census but designed it in a way where it looked friendly, inviting, and engaging. I love working with this team and would definitely work with them again!

ACTIVE LEARNING CLASSROOMS



Active and group learning is a big part of andragogy or adult learning. During the winter break my team set up 2 brand new active learning classrooms EH 408 and LL 54. Both of these classrooms were modeled after Lampros Hall 201 where source content from any pod is able to be sent to any of the displays in the room. This allows faculty and students to collaborate in a way that they haven't been able to before in the classroom. These Active learning classrooms allow students to work together in small groups to brainstorm and teach each other. It also allows the group's work to be shared at a larger scale with all students in the class. These spaces all provide a place for faculty to get inspired with new ideas on how they can better facilitate the learning of their students.

Lind Lecture was also taken down during the break which meant setting up 11 new classrooms in the portables by Lind Lecture these were standard classroom upgrades and due to many setbacks for the construction teams CTS was only given 3 days to install and set up equipment for all

the spaces. This was a colossal effort by our team but we made it so that we had classes up and running for the start of semester. Many of the classrooms inside of Lind Lecture hall have the largest capacity that we have on campus and moving them into portables was not an easy task. The college of Science required a space that could fit 70 students which means utilizing the full length of a portable. This introduced several difficulties in terms of viewing angles and making it so students could properly see the presentations being made to the screens. CTS communicated with the College of Science faculty and was able to work with them to come up with a space that was able to facilitate the teaching of these large class sizes.



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 Application Development Services department is to provide the best possible digital experience and application access for students, faculty, staff, and the community.

Application Development Services is comprised of four teams: Student, Administrative, Continuing Education, and Web Application Development.

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

The Administrative Application Development provides support for Banner's administrative applications and develops custom applications for partners in Human Resources, Payroll, Facilities Management, Finance, Accounts Receivable and others.

The Web Application Development 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 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
CARES Act IT Implementation Customers: Students	Facilitation of the disbursement of CARES Act funding for students for Spring/Summer 2020. Developed an online application for students to apply for emergency funding, both CARES funds and private funds, awarded to students to meet needs impacted by COVID-19 disruptions.
Site Manager 5 Upgrade Customers: Faculty and Staff	Upgrade to Site Manager content management system for new features and enhanced usability. New features included upgraded editing and file management tools, tools for checking web accessibility for content writers, and new templates for expanded functionality.
Campus Announcements Customers: Faculty, Staff, & Students	Upgrade to the WSU Campus Announcements application for increased visibility and broader distribution of University communications for faculty, staff, and students. The objective was to provide more custom options to increase engagement and trust with the university and reduce the number of people who miss critical communications.
Training Tracker Upgrade Customers: Faculty, Staff & Students	Training Tracker is a valuable tool for learning management for many on campus. This upgrade was a comprehensive update to Training Tracker, providing new options for departments for tracking training, addressing known limitations with the existing system, expansion into online offerings with Canvas integration, and a process to make it easier for students taking a course to register and pay via an integrated payment billing system.
Bounce Back Phases I & II Customers: WSU Campus Advisors	Phase I project included data clean-up in ServiceNow, retirement, and export of data from the ServiceNow app, and the importing and processing of that data into the new .NET system. Phase II has been an agile project delivering new features since the launch of Phase I.
Sun Life Insurance Customers: Faculty and Staff	Phase I implementation of a new long term disability and life insurance platform, Sun Life for faculty and staff. Phase II will include self-service options with the integration of Sun Life into the open enrollment application for new employees.
Sparkpost for CRM Recruit Customers: Admissions Office	Implementation of a new mass email communication platform to support the university recruiting tool, Ellucian CRM Recruit. This platform uses predictive email intelligence to help predict and optimize email performance with enhanced data visibility. Includes powerful real-time analysis of email delivery and customer engagement as well as personalized email templates.
IDWorks Customers: Wildcard Office	IDWorks replaces the outdated Card system (IDMS) that was being used by the Card Office. Implementing IDWorks allows for direct database connections with Banner and provides more tools for the production of Wildcards. It also includes the submission of Wildcard photos remotely.
Residency Phase II Customers: Admissions Office & Students	The Phase II scope of the project consisted of additional functionality that required further work. Between Phase I and Phase II projects, the result was a Residency application that was much improved and provided other features that were not present in the application that it replaced.
SARA Customers: Academic Affairs & Students	The purpose of the SARA program is to provide an easily accessible resource for students looking at a program that requires licensure. This includes access to the determination of WSU's licensure status as well as outside resources they could reference for more information. It also provides a breakdown by US states and territories.

CARES ACT FUNDING AWARDED TO STUDENTS



CARES Act Funding Awarded to Students to Meet Needs Impacted by COVID-19 Disruptions

Facilitation of the disbursement of CARES Act funding for students for Spring/Summer 2020. IT developed an online application for students to apply for emergency funding, both CARES funds and private funds.



“We continue to stand with you as we navigate this unprecedented health challenge together. We are doing everything possible to help students in the path forward to continuing their education at Weber State, knowing an education is even more important in uncertain times.”

Brad Mortensen
President, Weber State University

To Date WSU has disbursed CARES Act funding in the following amounts:

Direct CARES Act Payments: **\$1,029,008** (Students 2,898)

CARES Act Emergency Payments: **\$455,140** (Students 998)

TRAINING TRACKER UPGRADE

HAPPY 20TH ANNIVERSARY TRAINING TRACKER



Training Tracker has been a part of the campus community for 20 years now and has delivered nearly 72,000 trainings to the campus community. In 2019-2020 The Web Application Development Services team engaged in a significant upgrade to Training Tracker by revisiting every part of the system. The upgrade made the platform easier to use on mobile devices, more accessible to individuals with disabilities, created more robust controls for instructors and supervisors, tighter integration capabilities with Canvas and Electronic Finance Feeds, and much more.

BOUNCE BACK PHASES I & II

Including its expansion university-wide, self-service semester loading, self-service user management, and improved integrations for the queued creation and release of holds, pulling academic standings, queued messaging, and enrollments in the workshop. Two projects have spanned this move. Phase I project included data clean-up in ServiceNow, retirement, and export of data from the ServiceNow app, and the importing and processing of that data into the new .NET system. The .NET system launched in production with the migrated data and expanded university-wide with the first-semester load several weeks later.

Phase II has been an agile project delivering new features since the launch of Phase I regularly at the end of two or three-week sprints. Some of the provided features include report and dashboard integration, email opt-outs, server-side searching/sorting/paging of records lists, UI improvements, etc.

Both phases have involved working closely with Student Success, Registration, and the Canvas team.

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
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.
Improved Use of Project Management Tools and Processes <hr/> Customers: IT Division Staff	Everyone can be focused towards a common goal when everyone is using the same tools and are speaking the same language. Improved communication means less time working on the wrong objectives.
Employee Profile Development and Implementation <hr/> Customers: IT Leaders	Centralized location for employee data. For a quick overview of current pay grades, growth, development plans, and any other items to help the IT Director's Council (ITDC) with any employee matters. The information allows for a faster way to view and develop plans for employee growth and health assessment of the Division, including identifying and cultivating high potential employees.
Digital P-card Processes <hr/> Customers: WSU Community	Why streamline the PCard process? Streamlining business office processes frees up employees to focus on where they add the most impact and Return on Investment (ROI) to the University.
Dashboards/ Transparency to IT <hr/> Customers: IT Division & WSU Campus Partners	The creation of Dashboards for IT leadership in order to answer questions. Providing data to the executive team will help steer the direction of the future of IT and help give clarity on crucial decisions.
Innovation Fund <hr/> Customers: IT Division Staff	Seed funding for ideas and initiatives that provide a Return on Investment (ROI). An innovative culture will be more fiscally sound, create a more impactful place to work, and give employees an outlet to work on a product or topic that they are passionate about.

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
Bring Your Own Device (BYOD) Policy Customers: Faculty and Staff	Safeguard the University and employees by protecting organizational data and improve stewardship through increased accountability. Bring Your Own Device (BYOD) allows for management of company resources on personal devices without compromising the privacy of employee's personal data. Decreasing risk to staff and WSU for potential legal action.
NextGen Endpoint Protection Customers: Faculty and Staff	Improved security for users and IT resources against modern cyber security threats. NextGen endpoint protection allows for discovery of constantly changing threats which remain undetected by traditional AntiVirus software. Decrease vulnerability and exposure of users and organizational data through increased protection and enhanced visibility into the IT environment.
Improved Email Security Customers: WSU Community	Email systems, specifically phishing attacks (solicitation of financial resources and personal information) have become one of the main threats to IT users. Traditional email systems allow large numbers of malicious messages to go undiscovered. Improved email security tools are able to substantially decrease the number of malicious messages that are currently undetected. Reducing the loss of financial resources, personal information, and reduced exposure of users to malicious actors.

IT DIVISION

AT A GLANCE: MANAGEMENT & STAFF

VICE PRESIDENT

Bret Ellis, *VP for IT*

INFORMATION SECURITY

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 Policy & Planning Administrator*

COMMUNICATION // EVENTS // TRAINING & EDUCATION

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

FINANCE & OFFICE MANAGEMENT

Jared Van Orden, *Manager*
Linda Bender, *Administrative Associate*
***Nicholas Meldrum**, *Office/Accessibility Technician*

APPLICATION DEVELOPMENT SERVICES

Peter Waite, *Director*

WEB APPLICATION DEVELOPMENT SERVICES

Ben Barraza, *Sr. Manager*
Christian Goodrich, *Sr. Web Developer*
E. Clay Hymas, *Sr. UI/UX Developer*
Kion Shamsa, *Associate Web Developer*
Levi Slade, *Sr. Web Developer*
Peter Tran, *Associate Web Developer*

ADMIN APPLICATION DEVELOPMENT SERVICES

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

STUDENT APPLICATION DEVELOPMENT SERVICES

H. 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

Kevin Goodrich, *Sr. Manager*
Spencer Harston, *Programmer/Analyst*
Arturo Ordonez, *Associate Programmer/Analyst*

INFRASTRUCTURE SERVICES

David Fernelius, *Associate Director*

NETWORK & COMMUNICATIONS

Jonathan Karras, *Manager*

W. Luke Jenkins, *Sr. Network Engineer*

Ashley Light, *Associate Network Engineer*

Tristan Rhodes, *Network Architect*

S. 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*

Daniel Gajeski, *IT Service Desk Specialist*

Jeremy Jackson, *Associate Network Operations Specialist*

Alan Lewis, *Associate Systems Specialist*

Cindy Sorensen, *Systems and Access Specialist*

ACADEMIC TECHNOLOGY SERVICES

Shelly L. Belflower, *Director*

CLASSROOM TECHNOLOGY SERVICES

Matthew Cain, *Manager*

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

Sean Graham, *AV Engineer*

Nicholas Lambert, *IT Support Specialist (CSBS)*

*Patrick Leavitt, *Technology Specialist (GSBE)*

Russell Paige, *Sr. Classroom Technology Administrator*

Scott Peterson, *Academic Technology Specialist V*

Raymond Ruiz, *IT Support Technician II*

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

Jonathan Warren, *IT Support Technician II*

CREATIVE ACADEMIC TECHNOLOGY SOLUTIONS

Alan Ferrin, *Sr. Manager*

Ryan Belnap, *Sr. Media Developer*

James Godwin, *Sr. Media Developer*

David Rodriguez, *Media Developer*

Joe Salmond, *Sr. Media Developer*

*Briana Scroggins, *Media Developer*

ACADEMIC WEB SERVICES

Jeremy Harvey, *Sr. Manager*

Adam Farrell, *Academic Frontend Web Developer*

Heidi Parker, *Academic Webmaster*

*2019–2020 New/Transferred Areas



WEBER STATE UNIVERSITY

Information Technology