

# IT DIVISION



# ANNUAL REPORT



# FISCAL YEAR 2019





**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

# LETTER

## FROM THE

# VICE PRESIDENT

We are pleased to present the annual report for the Information Technology (IT) Division for the 2018–2019 academic year. This year the focus has been on “student success” for the IT Division and the University.

This report highlights a number of the important, 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 allow them to be successful in providing University support.

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



# INFRASTRUCTURE SERVICES



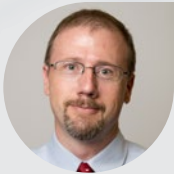
**David Fernelius**

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.

| Project Title  | What and Why   | Impact   |
|--|--|--|
| <b>Database Security Improvements (Oracle &amp; SQL Server)</b><br><hr/> <b>Customers:</b><br><b>WSU Community</b>   | <p>Improved password profiles for all direct database login accounts by adding increased password length (minimum 25 characters) and complex passwords, case sensitivity, and password random resets. Added increased security into Banner database.</p>   | <p>Added increased security to Banner database logins to ensure that the Universities Banner Oracle database is secure and best practices are being followed.</p>  |
| <b>SQL Server 2017 Upgrade</b><br><hr/> <b>Customers:</b><br><b>WSU Community</b>                                    | <p>The upgrade allows for flexibility, upgraded security features, and cross-platform capabilities.</p>  | <p>New functionality, features, and reliability with current technology and security features.</p>   |
| <b>Complete Banner 9 Installation and Move Off of Banner 8</b><br><hr/> <b>Customers:</b><br><b>All Banner Users</b> | <p>The Banner 9 upgrade ensures core applications are both user-friendly, accessible, and mobile enabled. The WSU Banner team road map has identified additional Banner 9 modules in Faculty, Finance, Financial Aid, and Employee to implement in 2019-2020.</p>  | <p>Expected to standardize the user interface across Banner applications, with screens accessible from any device. Presentation layer as well as new functionality are introduced in the new Banner 9 applications, making for a more intuitive user experience.</p> |
| <b>Backups to Amazon Web Services (AWS)</b><br><hr/> <b>Customers:</b><br><b>WSU Community</b>                       | <p>Converting from tape to cloud leverages the use of the cloud to modernize data protection. The AWS upgrade is a new approach to keeping data secure and accessible.</p>   | <p>Backup process and security improvements.</p>   |
| <b>Rewire of Several Buildings</b><br><hr/> <b>Customers:</b><br><b>WSU Community</b>                                | <p>Assisted in design and networking in the following buildings:<br/> Lindquist Hall (assisted with the remodel)<br/> Community Education Research Center<br/> Education Building network closets<br/> Network Equipment and System Upgrade:<br/> Shepherd Union Building, Student Services, and Annex 2 &amp; 3</p> | <p>Allows to expand network and system capabilities.</p>   |
| <b>Establish Docker Container Environment</b><br><hr/> <b>Customers:</b><br><b>WSU Community</b>                     | <p>Building Docker containers keeps the Banner 9 environment consistent with the deployment of other University web applications.</p>  | <p>More efficient use of IT resources, easier deployment, and cloud ready.</p>   |
| <b>Upgrade Network Firewalls</b><br><hr/> <b>Customers:</b><br><b>WSU Community</b>                                  | <p>Upgrade complete for the Technical Education Data Center to control the traffic that is allowed to enter and exit the network for increased control, improved security, and other essential features.</p>   | <p>Increased speeds from the Data Center and filling a much needed gap in modern security.</p>   |

# PREREQUISITE VERIFICATION DASHBOARD

Course Prerequisites (As declared in Banner (SCAPREQ/SSAPREQ)): (CHEM 1200 AND MATH 1010 ) AND (MATH 1050\* OR MATH 1080\*)

| W# | Name Full | Prerequisite Status | Term               | Registration Date     | Subject Code | Course Number | CRN   | Program of Study          |
|----|-----------|---------------------|--------------------|-----------------------|--------------|---------------|-------|---------------------------|
|    |           | Failed              | Fall 2018 (201920) | 4/16/2018 7:21:49 AM  | CHEM         | 1210          | 21123 | MICR: Microbiology-BS     |
|    |           | Failed              | Fall 2018 (201920) | 4/17/2018 8:29:55 PM  | CHEM         | 1210          | 21123 | ENGR: Pre-Engineering-BS  |
|    |           | Failed              | Fall 2018 (201920) | 6/19/2018 5:38:03 PM  | CHEM         | 1210          | 21124 | ENGR: Pre-Engineering-BS  |
|    |           | Failed              | Fall 2018 (201920) | 4/12/2018 9:22:13 AM  | CHEM         | 1210          | 21123 | MICR: Microbiology-BS     |
|    |           | Failed              | Fall 2018 (201920) | 4/27/2018 11:04:14 AM | CHEM         | 1210          | 21123 | ENGR: Pre-Engineering-BS  |
|    |           | Failed              | Fall 2018 (201920) | 5/24/2018 12:33:20 PM | CHEM         | 1210          | 21124 | General Studies-AA        |
|    |           | Failed              | Fall 2018 (201920) | 4/26/2018 12:58:42 AM | CHEM         | 1210          | 21123 | MICR: Microbiology-BS     |
|    |           | Failed              | Fall 2018 (201920) | 4/13/2018 7:19:21 AM  | CHEM         | 1210          | 21124 | BIO: Composite-BS         |
|    |           | Failed              | Fall 2018 (201920) | 4/10/2018 2:34:42 PM  | CHEM         | 1210          | 21124 | GEO: Applied Geology-BS   |
|    |           | Failed              | Fall 2018 (201920) | 4/21/2018 9:53:49 AM  | CHEM         | 1210          | 21124 | ATH: Athletic Training-BS |
|    |           | Failed              | Fall 2018 (201920) | 4/18/2018 12:01:14 AM | CHEM         | 1210          | 21124 | MFET: Manufacturing-BS    |
|    |           | Failed              | Fall 2018 (201920) | 5/1/2018 6:08:52 PM   | CHEM         | 1210          | 21123 | General Studies-AA        |
|    |           | Failed              | Fall 2018 (201920) | 4/10/2018 6:17:18 PM  | CHEM         | 1210          | 21123 | ENGR: Pre-Engineering-BS  |
|    |           | Failed              | Fall 2018 (201920) | 4/16/2018 6:33:05 AM  | CHEM         | 1210          | 21124 | General Studies-AA        |

14 items, 1 selected

Last Semester Enrolled/Admitted: **Fall 2018**  
 Full-time/Part-Time Status: **Part Time**  
 Class Status: **Sophomore**  
 Admissions Date: **6/28/2016**  
 Overall Institutional GPA: **3.03**  
 Total Hours Earned: **51**

QL Requirement Complete: **No**  
 Composition Requirement Complete: **Yes**  
 Current Math Placement: **5**  
 Highest ALEKS Score:  
 Current English Placement: **5**

High School:  
 High School GPA:  
 High School Grad Date:  
 ACT Composite Score:  
 ACT Math Score:



**CASEY D. BULLOCK, PHD  
& REGISTRAR TEAM**

Tim McPhie (Data Warehouse Developer) was the intellect in building the prerequisites into the Data Warehouse to create the Dashboard. The Prerequisite Verification Dashboard has a dual purpose:

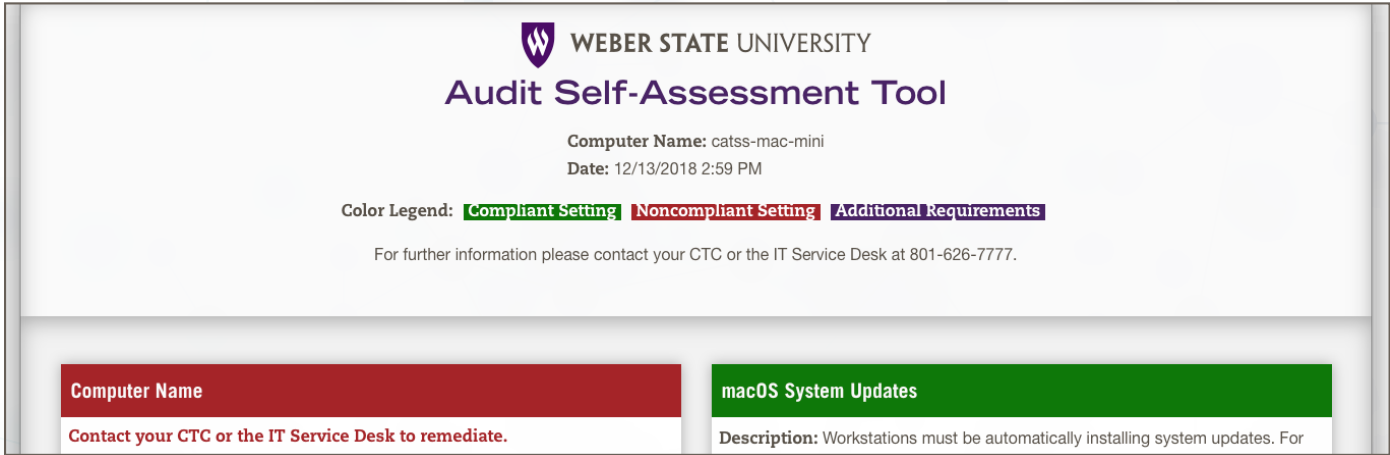
- (1) increase efficiency in verifying students' completion of prerequisites and,
- (2) more effectively enforce student compliance in completing prerequisites by identifying areas/ departments/users routinely overriding prerequisites.

The drop request workflow on the dashboard provides accurate and timely documentation to the registration office to be attached to students' files; critical protection for the University. Likewise, the override workflow on the dashboard reduces the number of users accessing screens in the SIS, which is also critical for protecting student data. These two workflows speed up the process so that students requesting appropriate overrides can more quickly be granted that override and register for courses.

The timeliness of the drop process is especially important because, without adequate time to find an alternative course, a student who has been dropped may end up with a minimal selection of classes available and may enroll in a course that does not help them progress toward completion.

We expect the number of departments to grow significantly through the Summer and Fall 2019 semesters as we provide more training opportunities and advertising to the departments about the capabilities of the dashboard. We expect to see a reduction in the time the academic scheduling and registration offices see troubleshooting prerequisite issues when more administrative specialists are trained and confident using the dashboard. Having said that, we expect to see an influx of drop reports to the registration office each semester as more departments come on board. We view this as a good thing because dropping the students who have not met the prerequisites earlier on gives them a better opportunity for alternative courses and helps protect accreditation for our programs.

# AUDIT SELF-ASSESSMENT TOOL



This project began when Quin Dixon (Systems Specialist) and Matt Cain (Classroom Technology Services Manager) had an idea to have a tool that users could use to identify settings that were outside of audit compliance. Giving users the confidence to know if their computer is in compliance, the power to understand what their machine needs, and the ability to identify non-compliance issues.

Two (2) stages have been initiated for development of the Audit Self-Assessment Tool and could evolve into additional stages as needed.

## STAGE 1 OF 2:

Allowing users the ability to run the tool themselves and identify settings outside of audit compliance.

- Windows version completed November 2017.
- Mac version completed October 2018.

## STAGE 2 OF 2:

Provides internal audit the ability to remotely initiate scans and a dashboard to review results

- In process - Anticipated Completion Date TBD
- Windows: Access it through the Software Center
- Mac: Access it through the Self Service Applications/Security & AntiVirus/WSU Audit Self- Assessment Tool

Internal audit has personnel download the tool prior to department audits. The tool also directs users to the following PPM's:

- 10-1 Information Security Policy
- 10-2 Acceptable Use Policy
- 10-7 Cloud Storage Policy

Approximately one hundred and fifty computers are audited annually taking about fifteen (15) minutes per computer to audit; a total of 37.5 hours annually.

With the new Audit Self-Assessment Tool, the report runs in seconds (by the user), and then internal audit asks follow-up questions based on the report; including a few questions regarding passwords and sensitive information.

The new process now only takes approximately five (5) minutes per computer allowing the user to run the tool with confidence and power to understand what their machine needs before the audit.

The new Audit Self-Assessment Tool saves internal audit 25 hours annually and will most likely provide fewer write-ups if individuals are proactive and use the tool periodically and then have any issues fixed by the IT Support Desk or their CTC.



# ACADEMIC TECHNOLOGY SERVICES



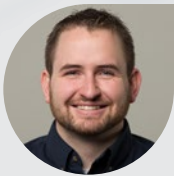
**Shelly L. Belflower**

Director



**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.

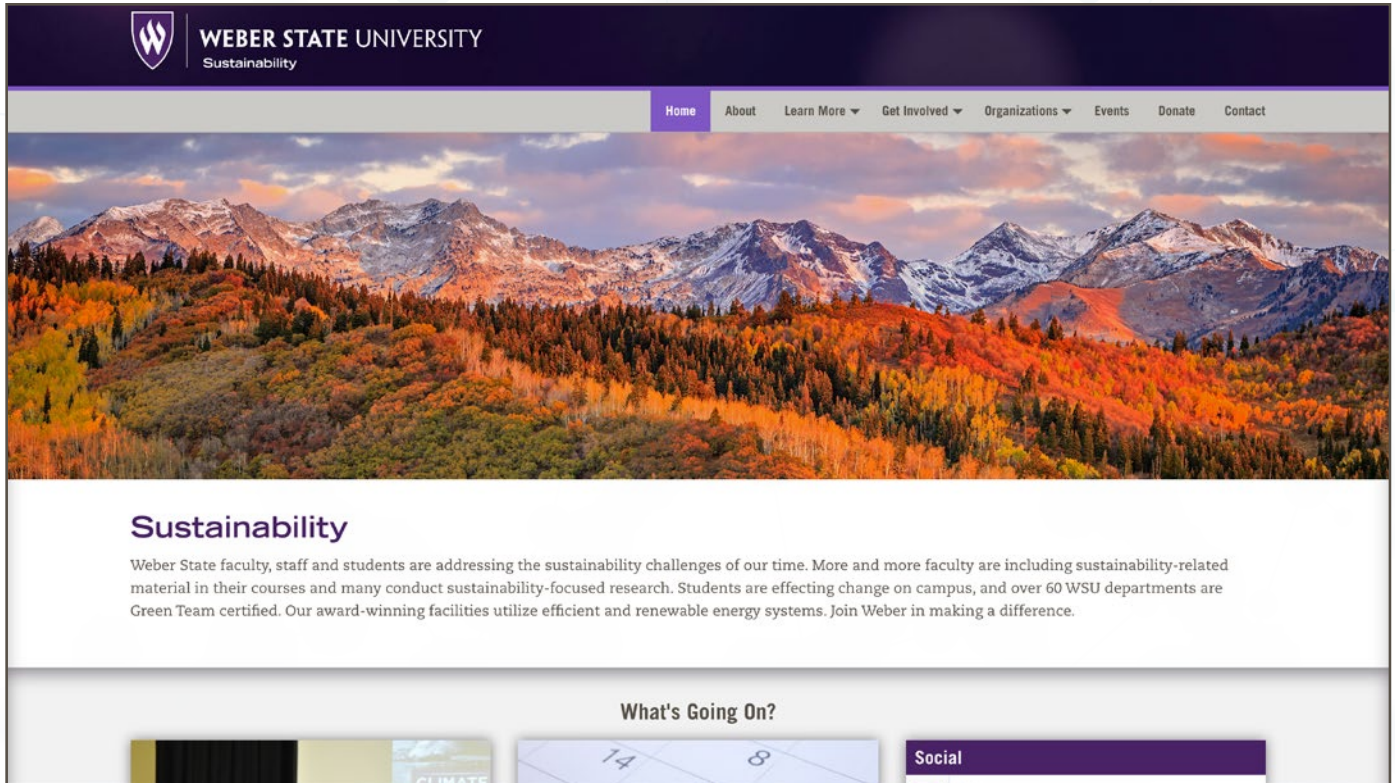
The Academic Web Services (AWS) team designs and provides frameworks for academic content in support of academic departments, programs, and events.

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  | Impact  |
|---|---|---|
| <p><b>Website Updates for Accessibility and Mobile Responsiveness</b></p> <hr/> <p><b>Customers:</b><br/>WSU Community</p>              | <p>Updating websites with the latest accessibility standards and mobile responsiveness. This includes Honors, Office of Undergraduate Research, Bachelor of Integrated Studies, Department of Criminal Justice, Dr. Michael Wutz faculty website, and many more.</p>                                  | <p>Accessibility compliance has become a common goal with web developers on campus. This is not only a benefit to all users but also improves search engine optimization for the website. Mobile responsiveness is also a priority so information is easily viewable and accessed on a multitude of devices with different screen sizes.</p>  |
| <p><b>Centralized Digital Fluency Center</b></p> <hr/> <p><b>Customers:</b><br/>WSU Faculty, Staff, &amp; Students</p>                  | <p>A committee of WSU faculty and staff are working collaboratively to create the vision and identify goals of a centralized digital fluency center (Lampros Hall). The building embodies a space where technology &amp; support services will be leveraged to enhance learning.</p>                  | <p>The facility offers choice and diversity to all graduate and undergraduate students independent of discipline or major. The goal is to provide an environment that will energize and enable students and faculty.</p>  |
| <p><b>IPE Programming for New Purchase Technologies</b></p> <hr/> <p><b>Customers:</b><br/>WSU Faculty, Staff, &amp; Students</p>       | <p>The goal of this project was to try and work with the Systems and ISO departments to provide student hourly employees who could help with the day-to-day tasks. This would alleviate much of the burden put on the engineers and analysts while providing valuable experience to the students.</p> | <p>IPE provided a new challenge in AV engineering as the rooms are setup as an entirely AV matrix-ed system allowing one classroom to share content with any other classroom. CTS involvement helped to save over \$300k in equipment costs by ensuring the right equipment was purchased with state contract pricing.</p>  |
| <p><b>Lindquist Programming for New Purchase Technologies</b></p> <hr/> <p><b>Customers:</b><br/>WSU Faculty, Staff, &amp; Students</p> | <p>Lindquist Hall was remodeled to better accommodate the needs of the College of Social and Behavioral Science.</p>  | <p>Lindquist Hall has had one of the most seamless integrations for setting up a new building and its AV technology. The new technology and setup for classrooms has made it easier for students to see and hear the materials being presented. CTS involvement helped to save approximately \$150k in equipment costs by ensuring the right equipment was purchased with state contract pricing.</p> |
| <p><b>Hourly Employee Onboarding Process</b></p> <hr/> <p><b>Customers:</b><br/>WSU Staff</p>   | <p>CTS generated a Canvas course for hourly employees to outline the University and department policies. Technical information is presented in a consistent manner to all new employees.</p>  | <p>The goal is to decrease the amount of time spent training hourly employees while providing a more complete training experience.</p>  |

# SPINNING AN ACADEMIC WEB



Have you ever wondered where you and colleagues on campus can go to create a Weber State University website? There's a team on campus that has the expertise to create virtually anything you need!

Academic Web Services helps faculty, staff, and departments create professional and modern websites that are accessible, mobile device responsive and easy to maintain. These websites provide enhanced learning and information for students, prospective students, and the campus community. Academic Web Services also provides and supports Virtual Labs offering access to excellent software that would otherwise be difficult for students to afford and access for their improved learning outcomes.

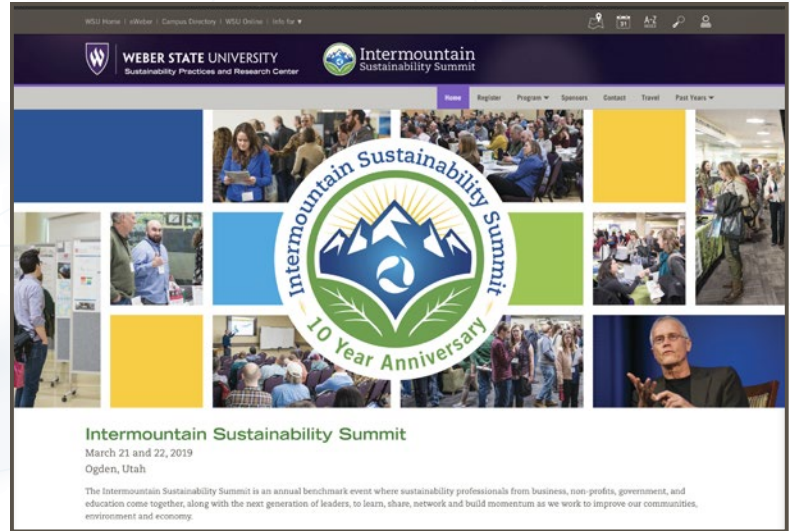
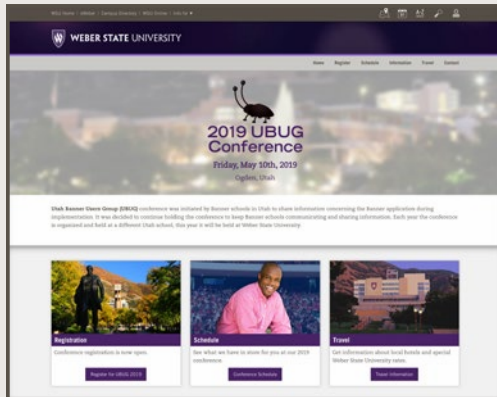
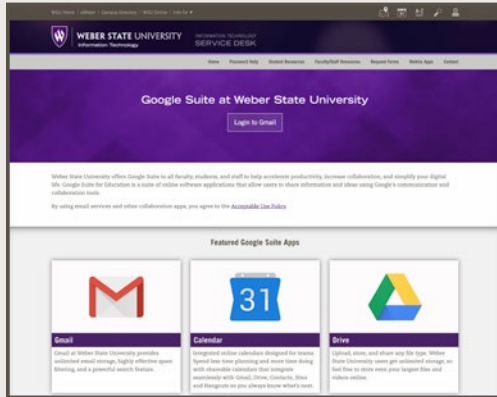
Please contact Jeremy Harvey for your web service needs: 801.626.7704 or [jeremyharvey@weber.edu](mailto:jeremyharvey@weber.edu).



Left to right: Adam Farrell, Sydnie Knowlton, Heidi Parker, and Jeremy Harvey



Examples include the recent Criminal Justice Department website redesign, Sustainability website redesign, Google Application Suite website, and the Utah Banner Users Group website.



## INTERMOUNTAIN SUSTAINABILITY SUMMIT WEBSITE

Adam Farrell (Academic Front End Web Developer) was able to take the previous website and migrate the content to Site Manager.



### BONNIE CHRISTIANSEN

Academic Sustainability Coordinator,  
Sustainability Practices and  
Research Center

Bonnie Christiansen in the Fall of 2017 with Intermountain Sustainability Summit came to Adam Farrell (Academic Front End Web Developer) in Academic Web Services to redesign their website

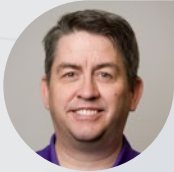
(<https://weber.edu/issummit>). Adam was able to complete the project in a quick turnaround time due to the Summit being held in Spring 2018.

The Academic Web Services team continues to support the website. The

previous website wasn't accessible, secure, and lacked user experience. Adam was able to get some security applications installed, updated to the latest version of WordPress, and implemented the security certificate.



# APPLICATION DEVELOPMENT SERVICES



**Peter Waite**

Director



**Roy Bradburn**

Senior Manager  
Student Application  
Development Services



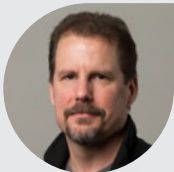
**Ben Barraza**

Senior Manager  
Web Application  
Development Services



**Kevin Goodrich**

Senior Manager  
CE Application 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  | Impact  |
|---|---|---|
| <p><b>CRM Recruit</b></p> <hr/> <p><b>Customers:<br/>WSU Students</b></p>                     | <p>“CRM Recruit is used for university admissions and recruiting purposes and integrates tightly with the Banner student information system. The focus since launch has been on creating workflows and configuration of the product. By deploying the required Ellucian Upgrades to Banner Event Planner (BEP) and Banner Recruit Integration Manager (BRIM) CRM Recruit has become a more stable and dependable product to the Admissions process.</p> <p>CRM Recruit will also be used by Admissions to process Concurrent Enrollment students once the USHE mandated project is approved and Ellucian contracts are signed.</p>  | <p>CRM Recruit from Ellucian was implemented in stages over the past two years to assist WSU in communicating with prospective students and helping them through the enrollment process. This new program has made it easier and more effective in helping students get to know WSU and has made it easier for them to get admitted in a timely manner.</p>   |
| <p><b>Teacher Education</b></p> <hr/> <p><b>Customers:<br/>WSU Faculty &amp; Students</b></p> | <p>Creating the next generation of educators is a hard work! There are over 100 new students per semester, 800 current students, and hundreds more that are working through the process of becoming a teacher at a slower pace. The Department of Teacher Education has to coordinate the on-boarding of new students, finding placements in the community for student teaching, and facilitating practicums and evaluations from supervisors; all on top of lectures, quizzes, and finals! The department had been coordinating all of this work through a home-grown system for more than 10 years. But it was time for a change and to take advantage of advances in technology. The new platform was designed from the ground up to help better collaborate and coordinate activities across students, mentors in k-12 schools throughout the state, and WSU Faculty and Staff.</p> | <p>Working together, the members of the academic department and the IT Division's Application Development department, led by the Web Team, WSU was able to create an all new platform to facilitate all of these activities. The new platform helps to free up resources and time for the members of the Teacher Education Department so that they can focus on teaching and advising, and less time on reporting and paperwork. The new platform is expected to serve the department's needs for a number of years, making the work of creating Utah's future teachers that much easier!</p>   |
| <p><b>Honors Program</b></p> <hr/> <p><b>Customers:<br/>WSU Students</b></p>                  | <p>What does Student Success mean to you? For some of our most ambitious students that are pursuing honors, success may seem like an innate trait. This group of students, along with the Honors Department and departmental advisors, has relied upon a sneaker-network and hand-delivered papers to enroll in Honors, track progress, and submit requirements for graduation. The Honors Department in collaboration with the IT Division, led by the Web Team, embarked on a project to modernize the way Honors students, advisors, and the Honors Department communicate and collaborate: the result is the Honors Platform. With an emphasis on an intuitive user-interface and experience easing the onboarding into the program, it is expected that we will see an increase in the total number of Honors students.</p>  | <p>Beginning in the Summer of 2019, students will be able to enroll in both University and Departmental Honors programs remotely collaborating with their advisor to craft a custom path to graduation that meets their personal, academic, and professional ambitions. While some departmental Honors paths are the same for every student, others have the opportunity to push into research, service, and professional activity. Facilitating the collaboration between this ambitious group of students and their supportive faculty is right at the core of Student Success!</p>   |
| <p><b>Report Gallery</b></p> <hr/> <p><b>Customers:<br/>WSU Faculty &amp; Staff</b></p>       | <p>As the regulatory and fiscal environment for Higher Education in Utah has changed, enabling a data-driven decision-making culture and a system for a quick turnaround in reporting has become an imperative. In addition to the changing regulatory and administrative environments, the technological environment has similarly been dynamic and active. The increasing complexity and fragmentation of data has required that users be able to navigate across multiple platforms and a sea of data to find the right questions and deliver the right answers. An ambitious group of leaders from across the university partnered with the IT Division, led by the Web Team, to advance data access across the campus.</p>   | <p>The Report Gallery is a virtual space that connects people to data from disparate systems. The platform was built with the future in-mind. As the technological environment continues to change, adding new data repositories, reporting requirements, supporting increasingly complex questions users will benefit from a stable launching point. Administrators will be able to plug in new web-based data repositories to facilitate the discovery and cross-platform access necessary to move data-driven questions and decisions forward. The pilot group of 15 reports addressing questions related to student success and interventions have been viewed nearly 4,000 times by individuals across campus. A road map describing future integrations and areas of inquiry has been created. We are excited to see the platform grow!</p> |

# TEACHER EDUCATION PLATFORM



Creating the next generation of educators is hard work! There are over 100 new students per semester, 800 current students, and hundreds more that are working through the process of becoming a teacher at a slower pace. The Department of Teacher Education coordinates the on-boarding of new students, finding placements in the community for student teaching, and facilitating practicums and evaluations from supervisors; all on top of lectures, quizzes, and finals! The department had been coordinating all of this work through a home-grown system for more than ten years. However, it was time for a change and to take advantage of advances in technology. The new platform was designed from the ground

up to help improve collaboration and coordinate activities across students, mentors in K-12 schools throughout the state, and WSU Faculty and Staff.

Working together, the members of the academic department and the IT Division's Application Development department, led by the Web Team, WSU was able to create an all-new platform to facilitate all of these activities. The new platform helps to free up resources and time for the members of the Teacher Education Department so they can focus on teaching and advising, and spend less time on reporting and paperwork. The new platform is expected to serve the department's needs for many years, making the work of creating Utah's future teachers that much easier!



**KRISTIN HADLEY**  
Department Chair,  
Teacher Education

“This Teacher Education Platform has enabled us to collect and report data in a complete and cohesive manner, integrated with data already resident in Banner. The IT team has been phenomenal to work with and is responsive as issues arise with implementation. Students now have an portal to use for all Teacher Education needs. Faculty can submit and review observations. It is all included in one secure system.”

## Teacher Education Portal

Applications

Help

### Program Information

Degree Type

Select

### Current Major

Art/General



# REBUILDING THE BRIDGE

We have all seen freeway construction projects here in Utah. Sometimes involving massive deconstruction and rebuilding of bridges and critical roadways. The amount of traffic does not stop or slow on many of these projects. Working through nights and weekends, the builders carefully plan, communicate, and design ways to update these bridges all while keeping traffic moving.

Similarly, upgrading two main areas of Banner 9 required the same careful planning, long nights, and weekends all while keeping the traffic of data of the University flowing, with as little impact as possible.

## SELF-SERVICE UPGRADE

Weber State began the process of upgrading modules of our over decade old student information system to Ellucian Banner 9 to improve productivity and communication and keep pace with changes in technology. Banner 9 benefits include a redesigned user interface for students and administrative users that is easy to use, accessible, and usable from any device. One of the first modules implemented was Banner 9 Student Self Service. This allows students to use self service functionality to register for classes on any device, provide advisors with dashboards to assist with planning and monitoring progress, course planning tools, and easy to use enrollment, grading, and course planning functions. This has been used successfully for the last four academic years. Planning for similar Banner 9 upgrades for Employees, Faculty, Finance, and Financial Aid are underway by the WSU Banner Team.

## ADMIN PAGES UPGRADE

In 2018, the University turned off the Banner INB system and replaced it with Banner 9 Admin Pages for Accounts Receivable, Advancement, Finance, Financial Aid, Human Resources, Payroll, and Student. Banner 9 Admin Pages are a unified set of administrative screens that are mobile friendly and accessible. These forms are the backbone of the student information system and critical for day-to-day processing. These screens are web native and can run in any browser.



CASEY D. BULLOCK, PHD  
REGISTRAR

The IT department and staff did a phenomenal job of upgrading to the Banner 9 system without disrupting the current processes and flow of students through our system.

# IT BUSINESS SERVICES



**Shelly L. Belflower**

Director



**Heidi Munk**

IT Special Projects  
& Process Manager



**Jared Van Orden**

IT Finance and Office Manager



**Ty Naylor**

IT Marketing  
& Training Manager



**Nancy Jarvis**

Policy and Planning  
Administrator



**Jesse VanWay**

Portfolio and Project  
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   | Impact  |
|---|--|---|
| <b>Policy Updates</b><br><hr/> <b>Customers:</b><br><b>WSU Community</b>  | Collaborated with WSU legal counsel and key stakeholders to update PPM's and IT Division procedures, standards, and guidelines.  | To protect and inform key stakeholders across campus to empower good decision making.   |
| <b>Increase Asana Usage for ITD by 50%</b><br><hr/> <b>Customers:</b><br><b>WSU Faculty &amp; Students</b>        | To increase the use of Asana for all ITD personnel to collaborate and track work.  | Improved usage of Asana will ensure projects and tasks assigned are tracked and managed to completion.  |
| <b>Establish Value Metric for Each of 8 Portfolios</b><br><hr/> <b>Customers:</b><br><b>WSU Staff</b>             | A lack of historic information makes it difficult to forecast project durations, required resources, and effectiveness of external and internal project rankings.  | Tracking the number of completed projects in a standalone spreadsheet gives improved visibility into internal workloads & staff utilization, process compliance, and the value provided to customers. These benefits are available not only to stakeholders, but to Project and Portfolio Managers.                       |
| <b>Deploy LinkedIn Learning</b><br><hr/> <b>Customers:</b><br><b>WSU Faculty, Staff, &amp; Students</b>           | LinkedIn Learning was deployed to Faculty and Staff on a one-year trial to evaluate its effectiveness at providing Just-In-Time trainings. LinkedIn Learning provides a wide variety of content, focusing on Business, Technology, Creative and other professional skills. Many faculty and staff are not able to attend trainings offered around campus due to time and work constraints. LinkedIn Learning allows the faculty and staff to learn at their own pace at their desk or on their mobile devices. | LinkedIn Learning was determined to be an effective training delivery tool. Thousands of videos and courses were watched during the pilot phase, and faculty and staff recommend that we continue with the service. To meet the future training needs of campus we purchased LinkedIn Learning for an additional 3 years. |
| <b>Affirmative Action/ Equal Opportunity Office Workflow</b><br><hr/> <b>Customers:</b><br><b>WSU AAEO Office</b> | The paper-based workflow changed to an electronic system.  | Electronic documentation has been created within the office to reduce paper forms and documents.  |
| <b>Property Control</b><br><hr/> <b>Customers:</b><br><b>WSU Community</b>  | The intake and inventory, and surplus work flows were mapped for Property Control.   | This allowed for a documented process.  |





# LEARNING WITH **Lynda.com**® CONTENT



**TY NAYLOR**  
IT Marketing and  
Training Manager

Over the past five months, all Faculty and Staff at Weber State University (WSU) have had the opportunity to explore and learn on the Just-In-Time development platform called LinkedIn Learning. With access to tens of thousands of courses, in areas of productivity, creativity and even soft-skills including custom WSU specific training, we are seeing broad adoption and excitement around this pilot program.

Pilot Update: With access to such a broad range of training courses available on this platform, individuals and groups have begun to experiment and incorporate this tool into department and committee objectives. One group that started to test the value of this tool in the goal for student success was the digital literacy committee.

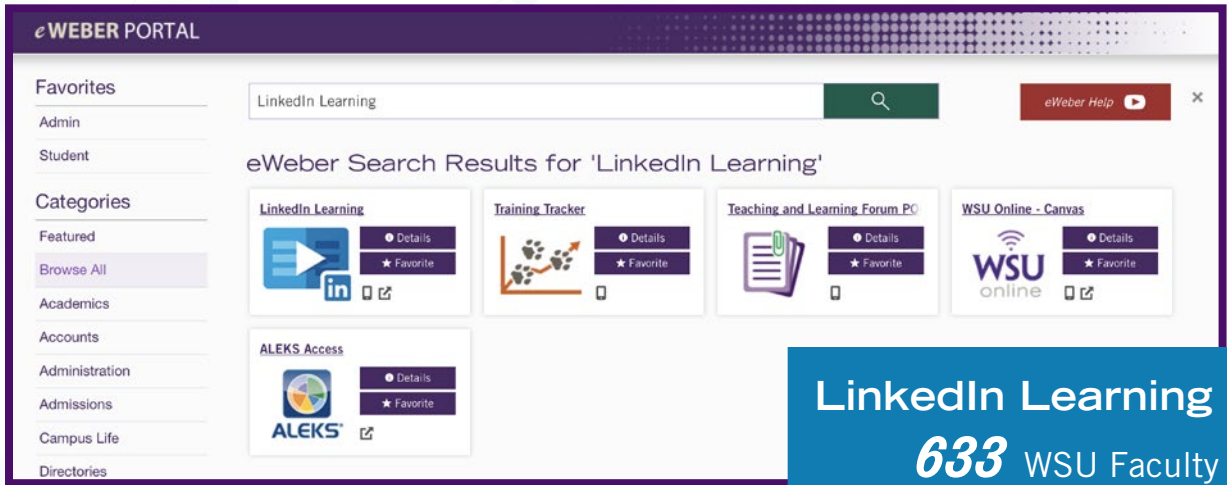
With the help of many on the committee, a grant was awarded to open incorporate the LinkedIn Learning platform into digitally enhanced Comm 1010 courses on campus. 600 students over the fall and spring semesters have been given access to powerful creative tools in the Adobe Creative Suite, with LinkedIn Learning providing supplemental and in-depth training content.

To date, the students this fall have watched over 450 hours of content on LinkedIn Learning for their first assignment. The students are using the service more than just for their assignments. Over the same amount of time, the students have viewed over 5,500 different videos in subjects varying from creative writing to cultivating a growth mindset.

We are pleased with the growing use of the learning platform.

We are scheduled to meet with many deans and department heads to pro-actively design and deploy this tool to more individuals across campus during this pilot.





Search LinkedIn Learning in the eWeber portal to access the full library of courses.

**LinkedIn Learning Stats:**

- 633** WSU Faculty & Staff
- 269** WSU Students
- 1,223** Courses Completed
- 6,118** Courses Viewed
- 58,433** Videos Viewed



# INFORMATION SECURITY OFFICE

## NEW IT DIVISION STAFF



**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.

### MEET FLORIAN

Florian will be working hand-in-hand with users and community members as part of the Weber State University (WSU) Information Security Office (ISO). With sensitive data and personal information under constant threat, the ISO will safeguard the innate right to privacy of WSU students, faculty, and staff by leveraging current industry standards and up-to-date technology. The emphasis of this focus will be through clear and concise communication of relevant information and actionable intelligence.

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Florian was born in Düsseldorf, Germany and grew up in a smaller town, called Ratingen. Following High School, he attended the University of Wuppertal to pursue their Safety Engineering program focusing on Ergonomics, Risk Management, and Catastrophe and Emergency Services Management. Moving to the U.S., he attended the University of Utah, where he pursued a degree in Information Systems while working as a student employee for the IT department. He advanced quickly to the position of Senior Engineer before coming to WSU. He is now a louder and prouder WSU employee, **#louderandprouder!**

Contact the Information Security Office at [801.626.7192](tel:801.626.7192) or by email, [security@weber.edu](mailto:security@weber.edu).



| Project Title   | What and Why  | Impact   |
|---|---|--|
| <b>Master List for Disaster Recovery</b><br><hr/> <b>Customers:</b><br><b>WSU Community</b>                       | <p>A master list to identify all critical applications and systems to recover in the event of a disaster and to provide continuity of operations for the University. The list has already been utilized to provide information for state audit, the USHE Security assessment, and the assessment of the Financial Aid Systems and Services.</p>   | <p>Improved security to recover in the event of a disaster.</p>  |
| <b>Information Security Awareness (ISA) Training</b><br><hr/> <b>Customers:</b><br><b>WSU Faculty &amp; Staff</b> | <p>Continue to provide monthly Information of Security Awareness (ISA) as part of the WSU New Employee Orientation training program. The ISA training is available to all WSU employees and a separate session is provided for all new supervisors.</p>   | <p>Improved security through user awareness.</p>   |
| <b>Risk Assessment</b><br><hr/> <b>Customers:</b><br><b>WSU Community</b>   | <p>The annual security risk assessment, incorporating recommendations from the information security task force, data security stewards, and CTC members to evaluate internal and external incidents and industry recommendations.</p>   | <p>A reduction of risks to the University by remediation or resolution of identified risks. The risk assessment provides a ranking system to determine which information security risks are greatest for the University.</p> |
| <b>Spirion</b><br><hr/> <b>Customers:</b><br><b>WSU Faculty, Staff, &amp; Students</b>                            | <p>Spirion is used to find and manage Personally Identifiable Information (PII) on workstations. We have a process to have Spirion run once a year in October, but more needs to be done as to training for the end-user and CTCs. We have a plan in place to send out a notification prior to the scan running and to train the CTCs on how to access and remediate their findings. Documentation for the processes and procedures was begun last fiscal year and will be completed within the next month.</p> | <p>Improved protection of users personal information.</p>  |

# 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**, *Policy & Planning Administrator*

### PORTFOLIO & PROJECT MANAGEMENT OFFICE

**Jesse VanWay**, *Portfolio & Project 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*

### 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**, *IT Platform 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

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**Jonathan Karras**, *Manager*

W. Luke Jenkins, *Sr. Network Engineer*

Ashley Light, *Associate Network Engineer*

Tristan Rhodes, *Network Architect*

S. Kyle Stoddard, *Telecommunication Sys. Engineer*

### SYSTEMS ADMINISTRATION SERVICES

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**Mark Buxton**, *Manager*

Gursharan Bakshi, *Systems Architect*

Stephanie Fuller, *Sr. Systems Engineer*

Klint Holmes, *Sr. Systems Engineer*

Edd Ramer, *Sr. Systems Engineer*

### DATABASE SERVICES

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**David Fernelius**, *Interim Sr. Manager*

Christopher Colvin, *Assoc. Data Warehouse Developer*

Tim McPhie, *Data Warehouse Developer*

Thanh-Van Nguyen, *Sr. Database Administrator*

Mark Read, *Database Analyst*

### SUPPORT OPERATIONS

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**Allison Barton**, *Sr. Manager*

Tricia Burton, *Assoc. Telecommunications Specialist*

Michael Buzon, *Assoc. Network Operations Specialist*

Stephen Cain, *IT Technical Support Specialist II*

Quinton Dixon, *Systems Specialist*

Joshua Ford, *IT Support Technician 2*

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

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**Matthew Cain**, *Manager*

Mark Ashby, *Associate Computing Specialist (CAH)*

Sean Graham, *AV Engineer*

Nicholas Lambert, *IT Support Specialist (CSBS)*

Russell Paige, *Sr. Classroom Technology Administrator*

Scott Peterson, *Academic Technology Specialist V*

Raymond Ruiz, *IT Support Technician II*

Christopher Sawaya, *Academic Computing Specialist (NUAMES)*

Jonathan Warren, *IT Support Technician II*

### CREATIVE ACADEMIC TECHNOLOGY SOLUTIONS

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**Alan Ferrin**, *Sr. Manager*

Ryan Belnap, *Sr. Media Developer*

James Godwin, *Sr. Media Developer*

David Rodriguez, *Associate Media Developer*

Joe Salmond, *Sr. Media Developer*

### ACADEMIC WEB SERVICES

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**Jeremy Harvey**, *Manager*

Adam Farrell, *Academic Front End Web Developer*

Heidi Parker, *Academic Webmaster*





# **WEBER STATE UNIVERSITY**

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Information Technology