Overview

- FY22 University Goals
- IT Footprint at NIU
- Innovation
- Support for Mobility
- The Future
University Goals

- **Empowerment and Shared Responsibility**
  - Administrative Efficiency Project Implementation

- **Student Recruitment, Success, Experience**
  - EAB Academic Planning/ One-Click Registration

- **Research, Scholarship, Artistry and Engagement**
  - Support for HPC v2.0
  - Support for High Bandwidth Needs

- **Resource Development and Fiscal Responsibility**
  - Classroom Technology Modernization
  - Telephone Modernization (Teams Voice)
## IT Climate...

### By the Numbers

<table>
<thead>
<tr>
<th>Key Statistic</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Full-Time DoIT Staff / Dist IT Staff</td>
<td>115 / 40</td>
</tr>
<tr>
<td>Part-Time / Students</td>
<td>50 / 60</td>
</tr>
<tr>
<td>Unique Account IDs</td>
<td>100K</td>
</tr>
<tr>
<td>Wireless Access Points</td>
<td>2,700</td>
</tr>
<tr>
<td>Service Requests / Year</td>
<td>18K</td>
</tr>
<tr>
<td>100Gbps Ring: DeKalb to Chicago</td>
<td></td>
</tr>
<tr>
<td>Downloads of Microsoft O365 Suite</td>
<td>28K</td>
</tr>
<tr>
<td>30Gbps ISP Capacity to Campus</td>
<td></td>
</tr>
<tr>
<td>Desktops / Laptops</td>
<td>4,500 / 2,500</td>
</tr>
<tr>
<td>Projects “In Flight” / “On Deck”</td>
<td>10 / 11</td>
</tr>
<tr>
<td>Incidents (break/fix) / Year</td>
<td>5K</td>
</tr>
<tr>
<td>DoIT Services Offered to Campus</td>
<td>18</td>
</tr>
</tbody>
</table>
Data Centers

Primary Data-Center
- **Primary** Data Center
- **Primary** Virtual Server Cloud
- High Performance Cluster
- New Generator (2013)

Telephone/Network Site
- **Primary** Telco Site
- **Primary** Fiber Hub
- Core Network Hub
- 3rd Party CoLocation
- New Generator (2013)
- 20Gbps ISP Capacity

Backup Data-Center
- Secondary Data Center
- Secondary Virtual Server Cloud
- Core Network Hub
- Broadband Hub
- 10Gbps ISP Capacity
- 3rd Party CoLocation
Innovation

- 2021 Comprehensive IT Assessment
- Administrative Efficiency Initiatives
- Classroom Planning and Implementation
- Support for new HPC
- Information Security
  - Employee Training / Self-Phishing / Vulnerability Management
- IPATHE Working Group
  - Dell / Adobe / Cyber / Teams Voice
Support for Mobility

• Teams Voice – this Summer/Fall!
• Strategic Deployment of Laptops
  – Institutional Plan
  – Targeted Deployments – COVID relief
• Targeted WiFi
  – Academic/Research Spaces
  – Housing
• Enhanced Virtualized App Delivery
The Future

- Sustainable/Funded Classroom Tech Footprint
- Mobility Everywhere
  - Supports Campus-wide Mobility
  - Flexible/Remote Work
- ERP to the Cloud (SW-as-a-Service)
  - Partnership with HRS
- Re-Think Space for IT
  - Embrace Flexible/Remote Work
Questions?
IT Functions/Services at NIU

**Enterprise Applications**
- Enterprise Resource Planning
- Document Management System
- Learning Management System
- Web Apps

**Infrastructure Services**
- Network
- Servers/Storage
- Field Services
- Broadband

**IT Operations**
- Service Desk
- Desktop Support
- Classroom Technology
- Print Shop

**Information Security**
- Incident Response
- Breach Response
- Access Control
- InfoSec Policies
Key IT Focus Areas

- Information Technology Alignment with Institutional Goals and Objectives
- Organization and Staffing of the Division of Information Technology
- Information Technology Processes and Services Provided to the Campus Community
- The University’s Technology Applications and Infrastructure (i.e. the IT "stack")
- The Information Technology Financial Model
TSI synthesized the input we received and expressed the sentiment in the tables below.

<table>
<thead>
<tr>
<th>Statement</th>
<th>Senior Roundtable</th>
<th>Deans</th>
<th>Key Stakeholders</th>
<th>CFAC</th>
<th>ITPC</th>
<th>DoIT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Information Technology Providers are transparent and trustworthy</td>
<td><img src="#" alt="Green" /></td>
<td><img src="#" alt="Green" /></td>
<td><img src="#" alt="Green" /></td>
<td><img src="#" alt="Green" /></td>
<td><img src="#" alt="Green" /></td>
<td><img src="#" alt="Green" /></td>
</tr>
<tr>
<td>Information Technology Units are Providing the Right Mix of Services</td>
<td><img src="#" alt="Green" /></td>
<td><img src="#" alt="Green" /></td>
<td><img src="#" alt="Yellow" /></td>
<td><img src="#" alt="Yellow" /></td>
<td><img src="#" alt="Yellow" /></td>
<td><img src="#" alt="Yellow" /></td>
</tr>
<tr>
<td>Information Technology Providers are Engaged with the University Community</td>
<td><img src="#" alt="Green" /></td>
<td><img src="#" alt="Yellow" /></td>
<td><img src="#" alt="Yellow" /></td>
<td><img src="#" alt="Yellow" /></td>
<td><img src="#" alt="Yellow" /></td>
<td><img src="#" alt="Yellow" /></td>
</tr>
<tr>
<td>Information Technology Providers are Consistent in Decision-making</td>
<td><img src="#" alt="Green" /></td>
<td><img src="#" alt="Green" /></td>
<td><img src="#" alt="Yellow" /></td>
<td><img src="#" alt="Yellow" /></td>
<td><img src="#" alt="Yellow" /></td>
<td><img src="#" alt="Yellow" /></td>
</tr>
<tr>
<td>Information Technology Providers Partner with Units in Meeting Strategic Objectives</td>
<td><img src="#" alt="Green" /></td>
<td><img src="#" alt="Green" /></td>
<td><img src="#" alt="Yellow" /></td>
<td><img src="#" alt="Yellow" /></td>
<td><img src="#" alt="Yellow" /></td>
<td><img src="#" alt="Yellow" /></td>
</tr>
<tr>
<td>Information Technology Policies are Current and Appropriate for the University</td>
<td><img src="#" alt="Green" /></td>
<td><img src="#" alt="Green" /></td>
<td><img src="#" alt="Green" /></td>
<td><img src="#" alt="Green" /></td>
<td><img src="#" alt="Green" /></td>
<td><img src="#" alt="Green" /></td>
</tr>
<tr>
<td>Information Technology Providers Have a Plan to Meet the Future Needs of the University</td>
<td><img src="#" alt="Yellow" /></td>
<td><img src="#" alt="Yellow" /></td>
<td><img src="#" alt="Yellow" /></td>
<td><img src="#" alt="Yellow" /></td>
<td><img src="#" alt="Yellow" /></td>
<td><img src="#" alt="Yellow" /></td>
</tr>
</tbody>
</table>

- **Green**: Meeting expectations
- **Yellow**: Generally meets expectations but more work could be done
- **Red**: Need to focus more energy on meeting expectations
### The Bad...

<table>
<thead>
<tr>
<th>Category</th>
<th>Senior Roundtable</th>
<th>Deans</th>
<th>Key Stakeholders</th>
<th>CFAC</th>
<th>TPC</th>
<th>DoIT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customer Needs are Understood by Information Technology Providers</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Information Technology Providers Possess the Right Skills</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Moving the University into the Future</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Information Technology Services are Easy to Access</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Information Technology Providers are Appropriately Resourced</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>The University is Proactive in Creating and Executing an Information</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Technology Strategy</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>The University Adopts New Technology at an Acceptable Pace</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Information Technology Providers are appropriately staffed</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

- **Meeting expectations**: Green face
- **Generally meets expectations but more work could be done**: Orange face
- **Need to focus more energy on meeting expectations**: Red face
IT Assessment – Key Findings

Findings

- **IT Governance** – Lack of Effective IT Governance (IT Steering) that limits participation and prioritization of IT Portfolio
- **IT Service Offering** - Some Confusion Exists Across Campus About Central vs. Distributed IT Services
- **IT Resources** - NIU Lacks Staff Capacity in Key Areas:
  - Information Security Management / Specific IT Functions Have NO Backup
- **Infrastructure** - NIU IT Infrastructure is Aging and has Key Vulnerabilities – WiFi/UPS/Telephones
- **Financial** - Current IT Financial Model is not Adequate for Sustainability
  - Inadequate Infrastructure Refresh Funding tied to Recharge/Central Funding
  - Lack of Equitable Laptop Refresh Across Campus
- **Financial** - No Institutional Visibility to Total Cost of IT (DoIT plus D-IT – comprehensive)