

Northern Illinois University

Division of Information Technology Key Strategies

FACFO May 2022





- 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)

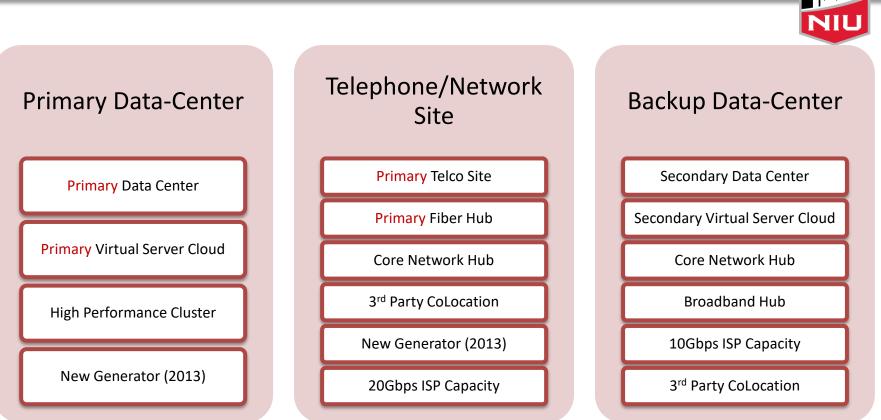
IT Climate...



By the Numbers

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

Data Centers



Innovation

- 2021 Comprehensive IT Assessment
- Administrative Efficiency Initiatives
- Classroom Planning and Implementation
- Support for new HPC
- Information Security
 - Employee Training / Self-Phishing / Vulnerability Management
- IPATHEWorking 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

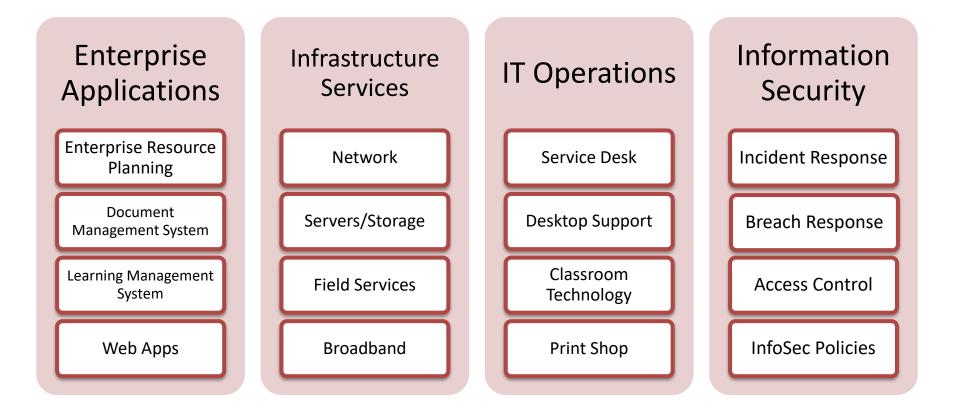
- Sustainable/Funded Classroom Tech Footprint
- Mobility Everywhere
 - Supports Campus-wide Mobility
 - Flexible/Remote Work
- ERP to the Cloud (SW-as-a-Service)
 - Partnership with HRS
- Re-Think Space for IT
 - Embrace Flexible/Remote Work





Questions?

IT Functions/Services at NIU



NIL

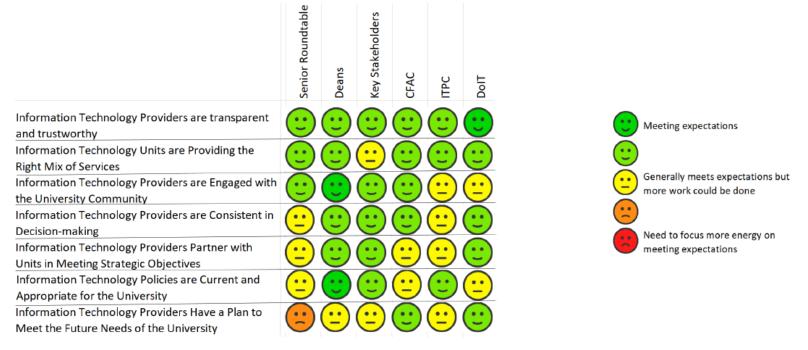
Key IT Focus Areas



- 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.



The Bad...



	Senior Roundtable	Deans	Key Stakeholders	CFAC	ITPC	DoIT
Customer Needs are Understood by Information Technology Providers	:	:	:	:	:	:
Information Technology Providers Possess the Right Skills Moving the University into the Future	:	:	<u>:</u>	<u>.</u>	:	::
Information Technology Services are Easy to Access	:	:	:	:	:	<u></u>
Information Technology Providers are Appropriately Resourced	:	:	:	<u></u>	:	::)
The University is Proactive in Creating and Executing an Information Technology Strategy	:	:	:	<u></u>	<u>.</u>	:
The University Adopts New Technology at an Acceptable Pace		:	:	:	:	:
Information Technology Providers are appropriately staffed	:	:	:	:	:	



IT Assessment – Key Findings



Findings

- <u>IT Governance</u> 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)