1) Improves Teaching and Learning Outcomes for Faculty and Students

This is our wheelhouse. With each discussion of a new service, process improvement, or a new project we need to think about how it enables and supports improved teaching and learning for faculty and students. Our success is a reflection of the successful transformational journey our students experience at Luther College. One indicator is when we contribute to student retention, improved graduation rates and students transition to their first “next step” after they graduate. We do this when we are providing technology literacy throughout the year but especially during the summer faculty workshop. We do this when we collaborate with groups leveraging services within our facilities such as the Digital Media Center. We do this when we facilitate the creation and nurturing of learning communities. We do this when we provide teaching and learning experiences for faculty and students that develop skills they need for beyond classroom work. We do this when we contribute to student life-skill building. A special focus for this year concerns growing our allocation of staff capacity for innovation and faculty support for our learning management system while simultaneously improving its reliability and overall quality of service.

2) Provides Differentiation for Prospective Students and Parents

Parents and students have a growing set of higher education choices. Parents have extraordinary concern about jobs and next steps after Luther (e.g. graduate school acceptance) and this is exacerbated by concerns regarding anticipated debt service. Changing demographics in prospective student populations will also influence decision making on services and investments. It is essential that the experience we offer is differentiated and valued by parents and students to the degree they will choose to come to Luther College. Within ITS we need to evaluate each new service, process improvement, or new project with an eye towards how it increases the likelihood that students and parents will select Luther College when our stories are told by Admissions, other students, faculty and also directly by us. This happens when our services are seen as mitigating/addressing the concerns of prospective students and their parents. We do this when we meet and exceed expectations in service levels in essential services compared with their alternatives. We do this when we show that ITS provides and enables the development of “know how” that transcends “know about”. We do this when we share stories of how learning we have facilitated has had a positive impact on graduates’ successes.

3) Improves Prospect of Differentiation for Graduates on Their Next Steps (service, job, vocation, graduate school, etc.)

Consider five guiding principles that we can use to think about how we create value for Luther College. These principles can help us think about the resources and skills for which we provide thoughtful stewardship. They can help us with investment decision making as well as with thinking about processes and projects and the services that ultimately are provided. They can inform decision making as we work through design and implementation.
There continues to be a heightened level of concern about students’ success in achieving their next step. For many that means getting a job. For others it means getting into a service program. For others it means getting into graduate school. When we think about what will help make our graduates differentiated and successful in achieving their desired next step we are serving a key interest of theirs (and their parents). We do this when we have facilitated teaching and learning that leads to additional resume entries or achieving essential skills and experiences that make a difference in their pursuit of “next steps.” An anchor value for our students is captured in the phrase “lifelong learning.” The environment we live in and the rate of change has led some researchers to say one of the most important things we can do is teach our students to learn to learn. This heightened level of metacognition happens when students learn new skills and reflect on that learning process.

4) Improves Relationships to Alumni/ae, Friends of the College

Our alumni/ae (alums) and other friends of Luther College have distinguished themselves by their high level of affection for Luther College. We can build on this by working to create a reinforcing positive growth cycle providing opportunities for them to continue their learning by our interactions and by leveraging their skills and experiences and their desire to manifest their affections through their stewardship of their time and talent. The power of communication and information technologies has broken historic barriers associated with time and distance. Our physical location need not inhibit collaborations that are of mutual benefit. Collaboration technologies can be leveraged to transcend distance. This happens when we support streaming of interesting events that enable a level of participation beyond the campus. We do this when we curate communities of interest around topics of substance that include graduates and other friends. We do this when we provide infrastructure to connect current students with alums and other friends of the college. Extraordinary examples of this are the streaming infrastructure support for Luther College’s first “Giving Day” and the streaming/recording support for graduation. We do this when we enable others to contribute to the mission in ways that leverage their gifts.

We have an opportunity to become more intentional about facilitating what could become much more symbiotic relationships that enhance teaching and learning, enhance relationships and connections of value to students and alums and enable our alums to contribute to the success of our students both on and off-campus and both during their time at Luther College and after their graduation. Our students would benefit from these interactions, our alums’ richer connections will lead to further encouragement for prospective students of which they are aware and provide further connections that lead to opportunities for our graduates. An example of this is staffing of our multimedia specialist position with a Strategic Fellow (recent graduate).

5) Provide effective and efficient information technology infrastructure for Luther College

We are charged with providing essential information technology infrastructure on which we can support and enable the processes of delivering higher education at Luther College. Our systems mediate much of what we do at Luther College. Leveraging systems also leads to dependencies and dependencies require a focus on IT related risks including security, availability, and performance. New and alternative architectures in networks and systems and services provide us choices and also complicate decision making leading to our need to make investments in skill building, experimentation and analysis. Over time these changes will suggest the need to revisit how we organize. This guideline captures an essential and resource intensive role ITS performs and a
set of technology related services ITS provides and supports. A focus is working on Emergency Planning and augmenting that with Disaster Recovery focus. An example is building out a tunnelled connection to Winnebago Medical Center where we can house our backup appliance to provide physical isolation from our on campus data center. We will continue to invest in our wireless network as well as the wired infrastructure on campus and into the Decorah Metronet which provides us access to Internet. Relentless and increasingly sophisticated “phishing” schemes are leading us to plan for two-factor authentication.

On February 10th, 2016, President Carlson and Dean Kraus shared their decision to restructure LIS effective March 1st, forming the Information Technology Services (ITS) organization. The library team will operate as an independent organization reporting to the Dean. The Dean has selected Ryan Gjerde to lead that team. Ryan will serve as leader for the librarians and the College Archivist. Circulation will move from User Services to the Library organization as well. User Services (minus Circulation), Software Development, and Network and Systems will make up ITS and continue to report to me as Executive Director of ITS. I will continue to report to the President with ongoing collaboration with the Dean and the VP for Finance and Administration. Additionally, I will assume some teaching responsibilities with a faculty appointment in the Computer Science Department beginning in Fall 2016.

Paul Mattson

Executive Director of Information Technology Services
Our Mission

Information Technology Services supports the work and mission of the Luther College community by providing:

- **access** to appropriate communication and information resources,
- **expertise and training** in the effective and efficient use of information and technology, and
- **places** to explore and express ideas, ourselves, and our community.

Results and Accomplishments for Goals and Objectives for 2015-16

1. Improves teaching and learning outcomes for faculty and students

   **Upgrade KATIE to a more secure and supported version of Moodle and stabilize Morsle. [Software Development]**

   **Accomplished:** The KATIE platform and technical support moved to eThink on May 27, 2016.

   **Going Forward:** Work will continue on Morsle, Google Apps integration work, with the open source community.

   **Participate in Moodle Learning Analytics (LA) development. [Software Development]**

   **Accomplished:** This has become a high priority for Martin Dougiamas, founder and CEO of Moodle. Six sessions were presented at the MoodleMOOT this June on this topic.

   **Going Forward:** Bob Puffer spoke to one of the leaders in this work who is writing her dissertation on LA. The data science going into it is far richer than anything currently coming from any other learning management system.

   **Review and update copyright policies, particularly regarding multimedia content, for students and instructors. [User Services]**

   **Accomplished:** Copyright website pages have been updated. Multimedia has re-introduced the Copyright Clearance Declaration form into KATIE video upload procedures going forward. Online video streaming database option Kanopy was chosen to cover some requests.

   **Going Forward:** Continued outreach to faculty about policy and procedures. Consideration to be given to other models for online streaming database services. Consideration as to how to respond to the demand for more streaming media requests, ie: faculty wanting to use a Netflix original documentary with their course.

   **Evaluate, select, and promote a classroom response system in collaboration with faculty and the Dean’s Office. [User Services]**

   **Accomplished:** A team comprised of individuals from the Dean’s Office, ITS, Book Shop, and members of the faculty researched options and selected the i>Clicker audience response system. Students may purchase or rent an i>clicker from the Book Shop. They have been used primarily for biology and chemistry courses during the fall and spring semesters.

   **Going Forward:** Additional courses in biology and chemistry will utilize the clickers in coming year, and they may be used in other disciplines as well.
2. Provides differentiation for prospective students and parents

Move Online Course Catalog to Reason by Summer 2016. [Software Development]

Accomplished: The Web Content Team, Software Development, Registrar’s Office, and a Reason developer from Carleton have the Colleague integration, data cleansing, and web content nearly complete. Transition to the new site is targeted for August 2016.

Going Forward: Enhancements to searching for course and general education requirements and ability to 'update my profile' are planned for the future development.

3. Improves prospect of differentiation for graduates on their next steps (service, jobs, vocations, graduate school, etc.)

A strong contribution is working directly with students within the work study program. [ITS]

Accomplished: Provided opportunities for professional growth among our ITS student staff.

Going Forward: Continue hiring, training, and developing professionalism of students through the work study program.

4. Improves relationships to alumni/ae, friends of the college

Provide networking to Soccer, Softball, and Baseball fields. [Network & Systems]

Accomplished: Planning work was completed during the 2015/2016 school year.

Going Forward: Implementation will occur during summer 2016, and will be complete for soccer games to be live streamed using the new network in the fall.

Provide off site backup by locating Data Domain at the Winneshiek Medical Center. [Network & Systems]

Accomplished: Work is in process to terminate necessary fibers to provide a dedicated fiber path between the Winneshiek Medical Center and Luther. Changes to the server network to accommodate this change are also in progress.

Going Forward: It is anticipated that our Data Domain appliance will be moved to the Winneshiek Medical Center during fall 2016.

5. Infrastructure

Enhance wireless in Brandt to accommodate density. [Network & Systems]

Accomplished: The wireless network in Brandt was improved during summer 2015. It now has an access point in every other room. In addition the building router was upgraded providing 10 gig connections to individual wiring closets in the building and to the rest of the network.

Plan wireless upgrades in Larsen and Farwell to accommodate increasing density. [Network & Systems]

Accomplished: These networks were planned. New Aruba wireless equipment was tested on one floor of Farwell. The decision was made to move forward using Aruba wireless equipment. Two controllers were purchased as were the needed access points.

Going Forward: The Larsen and Farwell wireless networks are being upgraded using the new Aruba equipment during summer 2016.

Make a secure wireless network for Faculty & Staff that authenticates against Active Directory. [Network & Systems]

Accomplished: Using consulting help a certificate authority has been set up as part of our Active Directory infrastructure. This is a first step toward accomplishing this goal.

Going Forward: We need to continue working on this objective to finish building a secure network that uses certificate based authentication.

Continue moving systems and services to Active Directory Authentication. Limit further dependency on OpenLDAP. [Network & Systems]

Accomplished: KATIE has moved from using OpenLDAP authentication to using Active Directory authentication. Work is in progress on moving workstation authentication to Active Directory.

Going Forward: Work moving workstations to Active Directory authentication will continue and conclude during the 2016/2017 school year. We will also continue moving more services to use Active Directory authentication.

Continue moving systems to VMs to improve operational effectiveness, improve our recovery posture and to save cost/power. [Network & Systems]
Accomplished: As of June 2016, we currently have 58 physical servers (45%) and 72 virtual servers (55%). The power load on our server room UPS was 17.4KW in June 2015 and was reduced to 17.2KW in June 2016.

Going Forward: Continue to migrate servers to virtual machines as servers are upgraded, and as appropriate for each situation.

Rebuild Citrix to remove dependency on Xen and be isolated from the server network. [Network & Systems]

Going Forward: This project was postponed during the 2015/2016 school year. It will be completed during fall 2016.

Continue working toward buildings having redundant connections to the rest of the network. [Network & Systems]

Accomplished: New Fiber was installed between Brandt and Preus Library and between CFL and Sampson-Hoffland. New routers have been installed in Brandt and CFL in preparation for this fiber to be connected, but it has not yet been put into service.

Going Forward: Make use of the new fiber by connecting links from Preus Library to Brandt and from CFL to Sampson-Hoffland.

Research and implement a two factor authentication system and begin having services use it. [Network & Systems]

Accomplished: Some research has been done into the possibility of using two factor authentication from Duo.

Going Forward: Further research needs to be done to determine how we’d use this two factor authentication with Ellucian Colleague before we begin to implement on any systems.

Migrate Colleague to MS SQL Server and implement WebAdvisor self-service enhancements. [Software Development]

Accomplished: The Software Development team continues to work with end-users on testing and reporting. SQL Migration go live is planned for August 5-8th.

Going Forward: Work will continue on many reports and enhancements for seasonal processes will continue for the following year.

Implement ImageNow document imaging for student records. [Software Development]

Accomplished: No additional offices are using imaging.

Going Forward: Software Development expects to have capacity to start the student records project in the Fall of 2016.

Move DOORS and Dining Services PCS to newer server. [Software Development]

Accomplished: Researching upgrade options and costs.
**Going Forward:** Researching the costs and savings of moving to a virtual machine for the next version (7) for both the DOORS and Dining Services card and point-of-sale system.

Move all Windows and Mac lab/classroom/podium workstations to authenticate using Active Directory and begin transitioning faculty/staff workstations. [User Services]

**Accomplished:** Windows and Mac lab/classroom/podium workstations were moved to authenticate with Active Directory Summer 2015 in preparation for the start of the Fall 2015 Semester. Most of the faculty and staff workstations were migrated Spring 2016.

**Going Forward:** The remaining faculty, staff, and student worker workstations will be migrated Summer and Fall 2016.

Research and select a viable solution for backing up data stored locally on faculty/staff workstations. [User Services]

**Accomplished:** Some research has been conducted to find a data backup solution, and a 10-seat pilot of Code42 Crashplan has been spun up to evaluate that product.

**Going Forward:** More intense research needs to be completed, including cost and benefits analysis and running more pilot programs. Once that is complete, we can better find the funds needed, or budget for this in the future.

Identify data that should not be stored locally on faculty/staff workstations and determine alternative workflows/locations for that data. [User Services]

**Accomplished:** Scans were run on the drives of some staff that handle Personally Identifiable Information (PII) when their workstations were upgraded this past year.

**Going Forward:** This data has not been fully analyzed yet, but when it is, it will be used to determine what workflows may need to be altered.

Research and plan implementation of PaperCut to be completed by the start of the Fall 2016 semester. [User Services]

**Accomplished:** The implementation team committed to PaperCut NG with CBORD interface and is planning for a low-disturbance implementation on August 1, 2016.

**Going Forward:** Implementation planning and testing is still underway. Students were transitioned Summer 2016.

Implement automated application patching for faculty and staff workstations. [User Services]

**Accomplished:** Completed. Windows and Mac faculty/staff workstations are now automatically patched in regard to Java, Flash, Google Chrome, Mozilla Firefox, Microsoft Office, Adobe Acrobat, Acrobat Reader, and OS Updates. For details, visit http://www.luther.edu/helpdesk/kbox-patching/.

**Going Forward:** Additional fine tuning will occur as appropriate.

Determine standards for use of the KBOX across departments (e.g. ITS, Document Center, Web Content) and within ITS. Formalize, identify best practices, and document. [User Services]

**Accomplished:** This objective was tabled until the next academic year.
ITS Team Reports

Network and Systems

During the 2015 - 16 academic year, the Network and Systems team included: Dennis Blake (Telephone and Network Technician), Adam Forsyth (Director of Network and Systems), Dave Huinker (Systems Administrator), and Chris Stuckman (Systems Administrator).

Services and systems improved during the 2015 - 2016 academic year include:

- Wireless has been improved in: Regents Center 305, Regents Center Pool Classroom, Regents Center Training Room, Union Peace Dining Room, Union Bunche conference room, Union Borlaug Room, CFL Recital Hall, Marty’s, and Brandt Hall.

- Several Network uplinks between buildings were upgraded including the links from: Dieseth to Union, Miller to Union, Miller to Dieseth, Brandt to Union, Union to Main, Facilities Building to Main, and Ockham House to Facilities Building.

- The wired Network was improved in the following areas: our server room, Brandt Hall, Koren, Union, and Jenson - Noble first floor.

- Building routers were upgraded in CFL, Union, and Brandt Hall.

- Through routine maintenance many services were upgraded to newer versions of software, and had their operating systems patched multiple times throughout the year.

- Our move to using Active Directory Authentication, DNS, and DHCP made great strides forward this year.

- Our backup system was enhanced with the addition of a Data Domain appliance. This allows nightly backups of servers to be completed much more quickly than in the past. It also enable saving running system images to facilitate faster recovery.

Software Development

During the 2015 - 16 academic year, the Software Development team included: Marcia Gullickson (Director of Software Development), Dustin Cote (Programmer Analyst and Database Administrator), Faust Gertz (Programmer Analyst), Nathan Porath (Programmer Analyst), Bob Puffer (Web Programmer Analyst), Jean Ryan (Programmer Analyst and Database Administrator), and Lane Schwarz (Technical Support Analyst).

The KATIE support team evaluated and selected eThink to provide our Moodle service providing a stable and reliable learning management system for the Luther faculty, staff, and students. The KATIE support team worked with the eThink consultants and developers to transition and test the system prior to moving our system to eThink on May 27th.

The Affordable Care Act required numerous changes to Human Resources and Payroll records, processing, and reporting. Jean worked closely with the HR and Payroll staff to develop and test the new data entry, workflow and reporting needed to meet the federal requirements.

Software Development worked closely with the Registrar’s office and Web Content team to design and develop data integration with Colleague student records to publish the Course Catalog in REASON in the coming year.

Colleague and Business Objects training for Faust and Dustin helped prepare them for their work on the Colleague SQL Server migration projects. The Software Development team continues to work closely with each of the business units to thoroughly test their Colleague processes and identify their reporting needs in preparation for the SQL Migration Go Live in August 2016.

User Services

During the 2015 - 16 academic year, the User Services team included: Edward Atwell (Public Services Coordinator), Ian Carstens (Multimedia Strategic Specialist), Martha Davis (Temporary Public Services Specialist), Robert Erickson (Classroom and Meeting Space Technology Lead), Ryan Gjerde (Digital Initiatives Librarian), Diane Gossman (Director of User Services), Matthew Hammern (Workstation Support Systems Administrator), Matt Hughes (Workstation Support Communications Administrator), Cara Langston (Public Services Specialist), Patty Livingood (Program Support Coordinator), Ahmed Muaz (Multimedia Lead), Jesse Mulett (Help Desk Lead), Jennifer Self (Public Services Specialist), Larry Sikkink (Workstation Support Lead), Holly White (Instructional Technology Librarian), Jaci Wilkinson (Visiting Assistant
Professor), and Erin Zidlicky (Help Desk Specialist).

On March 1, 2016, LIS was restructured which resulted in the formation of Information Technology Services (ITS) comprised of Network & Systems, Software Development, and User Services. At the same time, Circulation moved from User Services to the Library organization. Circulation team members continue to participate in User Services team meetings.

Training Summary

Throughout the 2015-2016 school year, Library and ITS staff recorded 272 training sessions with faculty, staff and students from Luther’s administrative and academic departments. In addition, summer 2015 was the fifth offering of the summer faculty workshop “Enhancing Student Learning Through Information Literacy and Technology”, led by Andi Beckendorf, Diane Gossman, and Christine Moeller.

The following chart lists the subset of events pertaining to technology training topics offered throughout the school year, followed by the total number of students, faculty and staff trained on each topic.
The following three charts list the usage of Lynda.com from June 1, 2015 to May 31, 2016. Lynda.com is a provider of web-based software training videos and resources.

Spring 2015 we subscribed to 10 additional licenses of Lynda.com bringing the total up to 20 licenses for campus-wide use. Faculty, staff, and students interested in using one of the licenses for a two-week period may contact the Technology Help Desk.

Total Usage Summary Report - 6/1 to 12/31 of 2015

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Classroom and Lab Workstation Support

During the summer of 2015, Valders 350 was upgraded to Dell 3020s, the Library Main Floor Lab was upgraded to new iMac 21.5” workstations, and the Student Organization Suite Macs were upgraded to new iMac 21.5” workstations. In addition, four new iMac 27” workstations replaced older Macs in the Multimedia Lab in the Digital Media Center. Also, four new Mac Minis replaced older Minis in Olin 202.

Also during the summer of 2015, workstations in the following spaces were upgraded: Valders 344T, Valders 347T, Library Curriculum Classroom Lab, Library Lower Floor Lab, Olin 301.

Faculty Workstation Support

During the summer of 2015, the workstations were upgraded for faculty in the Division of History and Social Sciences as we continue our move to a staggered replacement cycle with 1/4 of the Luther faculty receiving new hardware and software each summer.

The Summer 2015 Faculty Roll officially began Monday, July 6th, and ran for three weeks in July. Windows users now have Windows 7 and Office 2010. Mac users now have Yosemite and Office 2011.

For more information on the faculty roll, visit http://www.luther.edu/helpdesk/services/computer-refresh/.

Staff Workstation Support

Beginning with the 2010-11 academic year, staff computer upgrades are now on a staggered 3-year cycle. The departments are divided in thirds, and every year one third of all staff computers are refreshed. This new cycle is manageable for most needs and maximizes our hardware investments.

Windows users now have Windows 7 and Office 2010. Mac users now have Yosemite and Office 2011.

Departments upgraded during the 2015-16 academic year included: Campus Programming, Campus Safety & Security, Custodial Services, Facilities Services, Financial Aid, Financial Services, ITS, Legends Center, Library, Music, Campus News, Recreational Sports, Registrar’s Office, and Student Activities.

For more information on the staff roll, visit http://www.luther.edu/helpdesk/services/computer-refresh-staff/

Workstation Encryption

Faculty and Staff Windows and Mac workstations are now encrypted. Windows workstations are using BitLocker. Mac workstations are using FileVault. All future workstations will be encrypted as they are rolled out.

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Total Usage Summary Report - 1/1 to 5/31 of 2016

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Summary of Workstations

- PC Laptop: 27%
- Mac Desktop: 17%
- Mac Laptop: 15%
- PC Desktop: 41%

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Classrooms and Meeting Spaces Audio-Visual Support

- Converted the following to digital classrooms: Koren 120, Regents 305, Loyalty 10, Larsen 120, CFA 119 and the WGST classroom.
- Designed and installed new digital technologies in conference room areas such as the Regents Center Swiggum meeting room and the Financial Aid Office meeting room.
- Replaced older projectors with newer digital projectors in many spaces across campus.

Digital Media Center

The Digital Media Center is on the lower floor of Preus Library. Luther faculty, staff, and students are welcome to use the multimedia lab and multimedia studio. The lab is available for use whenever the library is open. The studio is available by appointment. The Digital Media Center is staffed from 7:30 a.m. to 9 p.m. Monday through Friday as well as 1:00 p.m. to 4:00 p.m. during the academic year.

The multimedia lab consists of an open learning space with high-end Macs for editing photo, media, and video projects. The multimedia lab is also home to the support desk, from which student workers provide expertise to those working in the space, and respond to campus-wide requests. The multimedia studio is ideal for creating projects that include video, audio and photography.

The Digital Media Center is the service point for multimedia requests. Requests may be entered online, emailed, phoned in, or submitted in person. The multimedia team supports the Luther community’s questions when using the multimedia lab and multimedia studio, requests for media conversion from one format to another, video creation and editing requests, issues related to technology in classrooms and meeting spaces, video conferencing requests, recordings of lectures, and video streaming of high-profile academic-related events on campus such as opening convocations and commencement.

During the 2016-17 academic year, there were 174 reservations made for use of the Digital Media Center for a total of 339.5 hours. The courses utilizing the Digital Media Center most extensively included ENG 239 Motionpoems, COMS 258 Concepts of Media Production, and SW 201 Fundamentals of Social Work Pract I.

Technology Help Desk

The Technology Help Desk is the front door to ITS for the technology needs of the Luther community and visitors. Every day, the Help Desk student technicians and professional staff deal with a wide range of issues from computers to Internet to multimedia to education and training and more.

Behind the scenes, the Technology Help Desk works with others in ITS to identify and plan for transitions in campus technology and the effects those changes may have on our users. Through individual and campus wide communications, the Help Desk provides a link to the campus community and ITS. In addition to immediate just-in-time service, the Help Desk creates and maintains tutorials and self-support resources for users.

The Technology Help Desk also provides an opportunity for professional growth among our student staff - many of whom aspire to careers in information technology but also go onto other fields where technology plays a key role.
Objectives for 2016-17

The objectives are organized by guiding principle and each is tagged with the group leading the pursuit of the objective.

1) Improves Teaching and Learning Outcomes for Faculty and Students.

- Pilot using Mac Minis as podium computers in place of iMacs. (User Services)
- Install, support, and provide training for the Adobe Creative Cloud campus-wide. (User Services)
- Pilot remote lecture capture in one or two classrooms. (User Services)
- Evaluate and implement solid state drives (SSDs) to improve performance and extend the life of existing hardware for labs, classrooms, podiums, and faculty/staff workstations. (User Services)
- Leverage classroom technology inventory and classroom technology budgeted funds to improve classroom technology. (User Services)
- Deploy management software for digital classrooms to improve service levels and inventory management. (User Services)

2) Provides Differentiation for Prospective Students and Parents.

- Implement WebAdvisor self service for Human Resources and Student Financials. (Software Development)

3) Improves Prospect of Differentiation for Graduates on Their Next Steps (service, job, vocation, graduate school, etc.).

- Work directly with students within the work study program. (ITS)
- Provide opportunities for professional growth among our ITS student staff - many of whom aspire to careers in information technology but also go onto other fields where technology plays a key role. (ITS)

4) Improves Relationships to Alumni/ae, Friends of the College.

- Provide networking to Soccer, Softball, and Baseball fields. (Network & Systems)

5) Provide effective and efficient information technology infrastructure for Luther College.

- Implement Document Imaging for student records. (Software Development)
- Implement Web Time Entry for all regular non-exempt employees. (Software Development)
- Implement Self-service for exempt staff leave reporting through My.Luther. (Software Development)
- Implement self-service for student finance. (Software Development)
- Move My.Luther to VM and recycle current physical server. (Network & Systems/Software Development)
- Improve Human Resources Affordable Care Act reporting. (Software Development)
• Enhance Google calendar for facilities scheduling. (Software Development)

• Enhance server monitoring through utilization of Spotlight. (Software Development)

• Migrate remaining faculty, staff, and student worker workstations to authenticate using Active Directory. (User Services)

• Research and analyse cost and benefits then propose a viable solution for backing up data stored locally on faculty/staff workstations. (User Services)

• Identify personally identifying information that should not be stored locally on faculty/staff workstations and determine alternative workflows/locations for that data. (User Services)

• Implement PaperCut for students, faculty, and staff. (User Services)

• Determine standards for use of the KBOX help desk module across departments (e.g. ITS, Document Center, Web Content) and within ITS. Formalize, identify best practices, and document. (User Services)

• Enhance wireless in Larsen to accommodate increasing density of wireless devices. (Network & Systems)

• Enhance wireless in Farwell to accommodate increasing density of wireless devices. (Network & Systems)

• Enhance wireless in Baker Village to accommodate increasing density of wireless devices. (Network & Systems)

• Improve the wired and wireless network in Jenson-Noble by rewiring the Music Office and faculty offices on second floor. (Network & Systems)

• Make a secure wireless network for Faculty & Staff that authenticates against Active Directory. (Network & Systems)

• Provide off site backup by locating Data Domain at the Winneshiek Medical Center. (Network & Systems)

• Expand the storage capacity of our Data Domain backup Appliance. (Network & Systems)

• Expand the storage capacity of our Compellent SAN. (Network & Systems)

• Improve Energy Efficiency in our Data Center by implementing the Hot Aisle/Cold Aisle design recommended to us in our Energy Audit done by ClearResult and AlliantEnergy. (Network & Systems)

• Continue moving systems and services to Active Directory Authentication. Limit further dependency on OpenLDAP. (Network & Systems)

• Continue moving systems to VMs to improve operational effectiveness, improve our recovery posture and to save cost/power. (Network & Systems)

• Rebuild Citrix to remove dependency on Xen and be isolated from the server network. (Network & Systems)

• Implement isolated networks for public kiosk computers and phonathon computers and HVAC and printer/copier. (Network & Systems/User Services)

• Research and implement a two factor authentication system and begin having services use it. (Network & Systems/Software Development/User Services)

• Begin looking at an access and identity management system. (Network & Systems/Software Development)
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Preus Library
700 College Drive
Decorah, IA 52101
Tel: 563-387-1000
E: helpdesk@luther.edu