ITS ANNUAL REPORT | 1

INFORMATION AND TECHNOLOGY SERVICES ANNUAL REPORT 2023 - 2024

## Luther College



This annual report was published June 2024, and was written by staff of Luther College Information Technology Services (ITS). It is the synthesis of many individual and team reports covering work completed during the 2023-24 academic year. Work that reflects our ongoing initiatives in support of the mission of ITS and the College is included in our team reports.

For more information about Luther College Information Technology Services, visit <u>www.luther.edu/offices/its</u>

## Vision

The Luther College Strategic Framework 2023-2025 helped us to consider the services that met the mission of the college during the 2023-24 academic year and will help guide us in the 2024-25 academic year as well. This framework helps us know where best to deploy the resources that allow us to adapt to an environment of continual technological change. It also informs our decision making and helps us to carefully allocate limited resources. As technology continues to evolve, our focus on, and approach to, a particular item might vary from year to year.

As stated on our <u>Strategic Framework</u>, "Luther College will be adaptable in its response to a rapidly changing higher education landscape, and will focus in the next two years on preparing the path forward in the following strategic and operational areas:

- Expanding our reach
- Aligning our resources
- Strengthing our organization

In this report, the Results and Accomplishments from 2023-24 and the Goals and Objectives for 2024-25 will be organized within these three areas. To provide more context, the three areas of focus can be further broken down into the following priorities:

#### Expand

- Academic Program Array
- First Year Recruitment
- Transfer Student Recruitment
- Alumni, Donor, and Parent Partnerships
- Community Partnerships

#### Align

- Campus Spaces aligned with strategic goals
- Curricular Departmental and Individual Goals and Performance with Strategic Priorities
- Campus Culture with Equity, Inclusion, and Belonging Commitments

#### Strengthen

- Strengthen our People
- Recruitment and Retention Initiatives
- Data Strategy
- Community Connections

ITS, as a strategic partner with the Luther community, has contributed significantly in all of these areas during the past year and we are actively working on our goals and objectives for the coming year.

# 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.

## **ITS Team Reports**

At the conclusion of the 2023 - 24 academic year, the Information Technology Services (ITS) team included:

- Evan Abbey (Director of Enterprise Applications)
- Dustin Cote (Programmer Analyst and Database Administrator)
- Eric Ellingsen (Telecom and Program Support Coordinator)
- Robert Erickson (Classroom and Meeting Space Technology Lead)
- Adam Forsyth (Director of Network and Systems)
- Faust Gertz (Programmer Analyst)
- Diane Gossman (Executive Director of Information Technology Services)
- Cyndi Hageman (Director of User Services)
- Matthew Hammen (Information Security Analyst and Systems Administrator)
- Aaron Harris (Workstation Support Specialist)
- Matt Hughes (Workstation Support Communications Administrator)
- Keshawn McCain (Multimedia Strategic Fellow)
- Jesse Mulert (Technology Help Desk Lead)
- Jay Raabe (Multimedia Lead)
- Lane Schwarz (Network and Systems Administrator)
- Chris Stuckman (Systems Administrator)
- Aaron TerBeest (Workstation Support Systems Administrator)
- Nathan Thomspon (Business Analyst)
- Paul Vanney (Senior Business Analyst)
- Erin Zidlicky (Instructional Technologist)

## **Enterprise Applications**

In 2023-24, the Enterprise Applications team continued the departmental focus on security initiatives. This included the addition of single sign-on to Perceptive Content (document imaging) and Vector Solutions (student and employee training), improved processes surrounding vulnerability scanning and patching of software, as well as adjusting permissions within Colleague, specifically in compliance with new federal regulations around the visibility of federal tax information.

Our primary development was the spring launch of the new Campus Directory via Norse Hub. This provides a layer of security removing open public access to the directory information, and improves the user experience and functionality. Also launched in the spring was the new Norse Card site, allowing users to better see their current balances and transaction history. These efforts helped the campus sunset our old Reason web server, a long-time goal.

Two system launches occurred last summer. In June, the college launched Guardian for case management. In July, the college debuted Slate Advance for alumni and development work. Both systems require ongoing integration and data transfer with Colleague. Specifically regarding Slate Advance, we collaborated with the Development office to improve numerous data elements and report imports and syncs.

Nineteen software evaluations were requested, evaluated for risk, reviewed, and vetted with stakeholders over the year. Notable solutions included Luther 360, the new student success platform for the campus; VBO, the new box office ticketing software, as well as eCampus, the bookstore system for book purchases, rentals, and buy-backs. We began piloting the new IT Governance process with software evaluations in the spring.

Our team continues to provide ongoing support for enterprise systems. This includes 437 support tickets for Colleague, 28 for Slate, 156 for Norse Hub, 30 for Perceptive Content, 90 for Business Objects, and 27 for CBORD. We worked closely with the financial aid office to provide quick Colleague updates in response to the delays in federal FAFSA regulations. The college also debuted their new refund policy acknowledgement, as well as began a one-year trial with a tuition insurance program.

## **Network & Systems**

In 2023-2024, much of the focus of the Network and Systems team has been in the areas of information security and improving our infrastructure with regard to disaster recovery.

In summer 2023, we upgraded the network infrastructure that supports our server network and upgraded wireless access points in Farwell and Larsen.

In October 2023, we upgraded our VMWare servers and the storage system that supports them. With this upgrade we're now more redundant with both a copy of our data and servers in a secondary data center that can be used in the event of a failure in our primary data center.

In March 2024, we migrated to a new Backup as a Service system to backup all of our servers. This system keeps one copy of our backups on site and also makes an air-gapped copy at a remote data center. This means that the backups are isolated from any external network, including our own, which protects college data from the spread of ransomware, crypto-malware, and other malicious activity.

Patching of our linux servers now matches our Windows servers in being a fully automated process.

An in-house Virtual Desktop Infrastructure (VDI) was built in the Spring utilizing current licensing from our Microsoft Campus Agreement. By combining the VDI with our existing VPN infrastructure, we were able to create a replacement for the 11 server Citrix-farm using a single Windows virtual server.

We purchased FortiSIEM and have begun sending log data to it. Work continues to connect it to logs from more systems, learn the system and use its full capabilities.

## **Information Security**

In September, the College's Mobile Device Policy was approved by Cabinet. This policy defines guidelines for individuals who use a mobile device to access Luther College data, systems, and services. Adherence to these guidelines helps protect data, reduces security risk, and ensures compliance with organizational standards.

In November, an external penetration test, as well internal and external vulnerability scans, were performed by the cybersecurity firm FRSecure. In all three tests the College scored very high; well above the average for similar institutions. In May, a full security assessment was conducted by the firm Apogee. The assessment was based on the Gramm-Leach-Bliley Act (GLBA) Safeguards Rule regulatory framework. Once again, Luther scored very well. While these assessments help to validate the College's work, they also assist in identifying areas where we need improvement.

## **Training Summary**

Luther College has 48% of our LinkedIn Learning (LiL) users actively engaged in content. In the Education Industry Luther utilized LiL above the average of 40%. The following charts show the usage of LinkedIn Learning's web-based software training videos and resources from June 1, 2023 to May 31, 2024.

Faculty, staff, and students interested in using the software may login to <u>linkedinlearning.luther.edu</u> with their Luther credentials.

ITS held eight Tech Tuesday workshops on topics related to Google Drive, Multimedia, Guardian software, and LinkedInLearning. ITS also partnered with CELT for multiple KATIE (Moodle) training events throughout the academic year.





Luther College utilizes Infosec IQ for information security awareness training and phishing simulation. All newly hired employees are required to complete Infosec IQ's 'Just the Facts' training course. This course covers topics such as malware, social engineering, phishing, and password security. In addition, all employees are required to take annual information security awareness training. This year, faculty and staff completed the 'Work Bytes' training course, which contained modules on social engineering, phishing, password security, mobile security, and the Family Educational Rights and Privacy Act (FERPA). Student employees in ITS, HR, Financial Aid, and Financial Services also completed training from the 'Work Bytes' series.

Beginning in March, ITS implemented phishing simulation. All employees receive three simulated phishing emails per month at random intervals. If an individual clicks on a link in a simulated phishing email, they land on an educational page that helps them to better identify phishing attempts in the future. If an individual enters credentials as part of the simulation, one-on-one training is conducted by the Technology Help Desk.

## Workstation Support - Classrooms and Labs

For Windows workstations, BIOS updates are now automatically installed during imaging/reimaging. A BIOS repository was created, and will be maintained, on the Kace SDA.

Workstation Support also expanded the use of asset management features in the KBox and Allsight for a more robust and accurate view of hardware and software.

Additionally, iMacs were removed from the Library lab.

## Workstation Support - Faculty

New computers were purchased for faculty and staff this year. During the summer of 2023, workstations were upgraded for faculty in the Divisions of Communications, Education, History, Political Science, Psychology, Sociology/ Anthropology/Social Work, Economics/Accounting/Management, and Environmental Studies. As we're on the terminal version of Windows 10, version 22H2, all other faculty workstations received standard OS updates.

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M1 MacBook Airs were rolled out to Faculty in scheduled departments. These Macs were running macOS Ventura. Further revisions were made using Mosyle MDM to better manage and maintain workstations. Steps were also taken to create a method by which users will be able to upgrade major versions of macOS on their own. This will hopefully be implemented in Summer or Fall of 2024.

## Workstation Support - Staff

New computers were purchased for faculty and staff this year. Departments receiving a refresh included: Administrative Services, Career Center, Doc Center, Mail Center, Residence Life, TRIO, and the Provost's Office. As we're on the terminal version of Windows 10, version 22H2, all other faculty workstations received standard OS updates.

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## Workstations on Campus

Count of Asset Id	Column Labels 🛛 💌	]			
Row Labels 💦 🏹	Mac Desktop	Mac Laptop	PC Desktop	PC Laptop	Grand Total
Acad	4	33	58	147	242
Admin	24	40	167	314	545
Kiosk			1		1
Lab	5	5	336	181	527
Podium			69	1	70
Research	1		30	13	44
Grand Total	34	78	661	656	1429



## Classrooms and Meeting Spaces Audio-Visual Support

The Classroom and Meeting Spaces lead has completed several projects across campus including:

- Installed new active learning room technology in Olin 112 as part of the Strategic Plan
- Installed all new technology in the Music classroom CART 217
- Installed all new technology in the Dance Studio CART 121
- Provided digital input capabilities for the Football Players in the Regents Rock/Turf room for better video playback
- Installed all new technology in the Music classroom Jensen 123
- Installed new Video conferencing equipment in Nobel
- Installed new Video conferencing equipment in the Loyalty 2nd floor conference room
- Installed new technology in SHL 132,135,175,232,233,235,253,256,273,274,334
- Installed 75 inch Tv and Video Conferencing for the Career Center
- Started Smart Board Installations for the Education Department

The goal of converting 14 rooms from analog to digital was surpassed in the 23-24 academic year. We continue to strive to convert analog rooms to digital spaces so they can allow faculty and staff to easily connect and project successfully in the spaces. We currently have 64% of the classroom/meeting spaces converted to digital from analog.

## Multimedia

The Multimedia Department (MM), located in the Digital Media Center (DMC), is constantly evolving to support, respond, and innovate to technology across campus. Our three central goals are:

- 1. In tandem with the Technology Help Desk and Classroom A/V, support curricular activities on campus with just-in-time and developmental technology support.
- 2. Direct event support for events of all sizes, including production, audio, video, and live stream requests.
- 3. Produce media requests for campus stakeholders, including live event support, but also audio and video recording and editing for projects in scholarship and entertainment.

### Fall 2023

- August Room Checks visiting each classroom to start and test A/V presentation equipment systems to support curricular activities
- Canon camera system upgrades:
  - Research and survey campus for Visual Communications, Art, Marketing, and Circulation Desk check out
  - Research and purchase new camera systems for the Visual Communication courses with Thomas Johnson
  - 3 Canon camera systems with full video and photo production capabilities are available for check out at the Circulation Desk
  - Outdated camera equipment removed from Circulation Desk
- Event Support:
  - With the SAC director position empty, MM supported their events across campus, including Bentdahl Commons and Marty's.
  - CFL event support, highlights including: Convocation, Farwell Lecture, Ironside Lecture with Nursing Department, and Town Hall Meeting
  - Supporting the Music Department in the interim when hiring a new Digital Producer in the NRH and CFL live stream and recording
  - Development event support
  - Support for Homecoming was a full week of reunions and current Homecoming events, including 19 events/locations (11 on-campus, 8 off-campus). Event support includes: audio, visual, technical training for participants, live streaming (2 events), and direct support hotline by Jay Raabe.
  - Cabinet meetings and Board of Regents events were supported by Multimedia as hybrid Zoom events, allowing for remote and in-person attendance.

• Christmas at Luther: organ camera malfunction required a CCTV setup for the organist to see conductors; conducted survey and contractor estimates to assist the CFL department to replace the camera

#### Spring 2024

- Curricular Support Podcasting
  - Hosting and teaching podcast training sessions in the DMC to train for workflow and techniques for requests from the Theater, Spanish, Nursing, and Sustainability departments. Continued individual student support provided by the Multimedia technician team on a one-to-one basis.
  - Began conversations with Paideia, CEPE, and Environmental Studies departments to further implement curricular activities/assignments to freshman and sophomore students
  - As part of the Library renovation, request design for both sound studio and isolation booth capabilities in anticipation for continued growth and ease-of-use for audio recording
- Upgrades
  - Advise Visual Communications team in the upgrade of student-use cameras for photo, video, and design curricular activities.
  - Continue review and upgrade of technology available at the Circulation Desk in the Library; de-commission the obsolete technology
- Event Support
  - Livestream support provided across campus in: CFL, CRH, Oneota Market, and Zoom Webinars for Scholar Recognition event, CEPE guest lectures and events, and the Turkish Election.
  - Commencement ceremony was live streamed from Carlson Studium for live broadcast on Luther's Youtube channel. Multimedia ceased production of a published DVD recording for bookstore sales.
  - Four ROAD sessions were planned in collaboration with Admissions, the Registrar, Student Success, and advisors for a complete Zoom registration and advising experience. 400+ incoming students were registered on Zoom in these events.

## MM and DMC KBOX Ticket Synopsis

Event Support Requests	155
DMC Studio/Lab Events	19
Files and Data Requests	89
Zoom Training	41
Total Tickets	>780

#### Notes

- The majority of tickets submitted are completed within 1-2 days. Tickets that remain in the Multimedia queue represent a number of long-term equipment loans and a ticket is a record of this loan.
- Multimedia sees a spike of ticket activity at the beginning of each term (see: September & February) to adapt or upgrade technology for curricular activities.

### Professional Development

The Multimedia Department employs roughly 16 active student technicians, allowing for study away terms, to cover activities in two key areas: The Digital Media Center and event support.

#### Digital Media Center (DMC)

Training as a Multimedia technician includes support of classroom curricular activities across campus. The DMC functions as the call center in collaboration with the Technology Help Desk to provide just-in-time support for students, faculty, and staff. The DMC is open from 7:30am to midnight M-F with technical support from our team from 7:30am-9pm. In addition to campus A/V support, the lab and studio serve as campus support for production and project support, featuring training on Adobe Creative Cloud and studio production equipment and training.

#### **Event Support**

The training and experience of supporting an event is specialized and valuable. Technicians learn not only how to set up equipment, but also the analytical problem solving skills to adapt equipment and requests to shifting requirements. Event support is offered to all students, faculty, and staff who are currently enrolled or working at Luther and occur during and outside of operating hours at the DMC.

The Multimedia training philosophy is grounded in allowing students to first support campus requests and then grow to lead event support and offer training to fellow technicians and campus stakeholders. The emphasis is on building their troubleshooting and critical thinking skills to assess, communicate, research, and document problems as they arise.

#### Department Development

#### Digital Citizenship

The MM Google Drive has long been utilized as a place to share and store files from project requests. However, it has reached a critical size that necessitates organization in order to avoid higher fees from Google. The MM team has taken steps to address this this year, with increased activity over the next year.

- Google Drive sorting, notification to file owners of transfer of ownership to them.
- Deletion of files that are not needed.
- Transfer of files to Archives that are important to the history and story of Luther College.

The organization of the files is part of bringing higher awareness to the campus community about creation, storage, and organization of digital files and recordings. This initiative includes Drive, but also includes: Zoom recordings, departmental emails and YouTube channels, and digitizing analog recordings/files with the campus community.

#### Organizational Realignment

With the redesign of the Library, our team has looked at both the physical and personal re-alignment of people and assets. We have removed the MM Strategic Fellow position and replaced it with a "Specialist" position that more closely reflects our strategy and workflow in teamwork with The Technology Help Desk (THD). The next year will see THD and MM cross-training and responding to campus requests with our entire team of technicians.

## Instructional Technology

KATIE (Moodle) serves as our current Learning Management System, recently upgraded to version 4.1 in June. In collaboration with CELT, the Instructional Technologist conducted numerous KATIE training sessions focusing on the updated interface, course rebuilding techniques, and workshops tailored to new faculty to enhance KATIE for student achievement. Additionally, the Instructional Technologist provided ongoing gradebook support throughout the year. During this upgrade, we successfully addressed issues with the webhook used in ROAD, ensuring its functionality. The KATIE enrollment sync was also updated, with valuable assistance from Chris Stuckman. The Instructional Technologist expanded the integration of LinkedInLearning into various courses and explored several software

options for campus use.

Throughout the year, the Instructional Technologist organized Tech Tuesday workshops covering topics such as "Google Drive Organization" and leveraging LinkedInLearning effectively. The Instructional Technologist also held personalized 1:1 meetings with faculty and staff members to provide software support, including KATIE, VoiceThread, LinkedInLearning, and iClicker. Collaborating with OpenLMS and eCampus, we ensured seamless integration of course textbooks into KATIE. T

Furthermore, the Instructional Technologist oversaw the creation of projects and reports for all course evaluations and completed Quality Matters training. The Instructional Technologist in conjunction with other ITS team members, revamped and implemented a new employee NESU and EXIT process. To enhance accessibility, an Instructional Technologist began holding regular 'office hours' in CELT starting October. Finally, the Instructional Technologist is an active member of both the Instructional Technology Team and the KATIE Support Team.

## **Technology Help Desk**

The Technology Help Desk is where the Luther community and visitors most commonly start seeking help from ITS. Every day, the Technology Help Desk student technicians and professional staff accept issues ranging from basic device use to in-depth training, from bug report to system outage.



Between June 1 2023 and May 31 2024, the Technology Help Desk team touched 6389 of the 9863 service tickets touched by ITS as a whole (65%). ITS as a whole touched 14% fewer tickets than the year before and the Technology Help Desk touched 34% fewer tickets.

This year we also split employee onboarding/ offboarding process tickets (NESU & EXIT) into a separate pool (i.e. KACE Queue), effectively removing them from this metric, meaning that ITS had 2032 tickets not counted here that were previously included in this metric.

If we were still using the old metric, then ITS would actually have touched 4% more tickets and the Technology Help Desk touched 13% fewer tickets when compared to the prior year.

It's worth noting that most Technology Help Desk employees don't encounter NESU and EXIT tickets as part of their work, but one of the Technology Help Desk managers (Erin Zidlicky) manages the NESU and EXIT process, meaning that she touches every one of those 2032 tickets. This means that the old metric that includes NESU/EXIT tickets is representative of actual work for ITS as a whole, but not representative for the Technology Help Desk as a whole, as it doesn't reflect actual service issues. Because the majority of this section is concerned with the Technology Help Desk's work and general ITS metrics are only presented for context, NESU and EXIT tickets are excluded from the data set for the rest of this report.

While overall touches is a good indicator of work performed, new tickets better represent the current demand for services.

If we only consider those tickets created after June 1, then the Technology Help Desk touched 6171 of 7493total ITS tickets (82%). Compared to the prior year, the Technology Help Desk touched 19% fewer total new tickets and 5% fewer tickets as a share of total ITS new service tickets.

With respect to just new tickets, 24% were resolved on first contact (up from 18%) in prior years, they took 19.5 hours to resolve on average (median of 2.9 hours), which represents a 50% increase in average working time and a 43% increase in median working time. That large increase is mostly attributable to a small subset of tickets that stayed open an extremely long amount of time rather than a drastic increase in the average user's experience. The number of tickets we solved in under 4 hours all decreased marginally ranging from (-0.9% to -1.1%), but they still represent nearly 60% of our overall tickets (60.4% last year vs 56.7% this year). 87% of tickets we touch are resolved within 24 hours.

Our average satisfaction rating was 4.88 out of 5, compared with 4.9 the year before.



Our list of most-sought-after services is largely unchanged from most years, except for a 218% increase in securityrelated tickets, which is almost entirely tickets related to our ongoing phishing simulations targeting employees. These tickets represent employees who reported or guestioned the legitimacy of these emails, and only a small minority of those tickets reflect the employees who "fell for" the phishing simulation. The only other significant changes are a 30% decrease in Workstation and Network tickets (which includes the 19% total drop in total tickets worked). Generally, all our major services with the exception of security-related tickets are continuing to decline at the same rate for the last two years.







We can more clearly see this decline represented month over month, where we consistently fall below historically stable averages. It is worth noting that for years we have sought to bring August and September tickets closer in line with other months—in 2019 the move-in spike was twice as large—and in general, this represents more users self-helping rather than seeking our service.

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 Technology Help Desk provides a link to the campus community and ITS. In addition to immediate service, the Technology Help Desk creates and maintains tutorials and self-support resources for the Luther community. Of the major initiatives the the Technology Help Desk team took part in, a few are worth highlighting:

- Provided support during and participated in implementation of a new Campus Directory and Alumni Directory (within NorseCONNECT).
- Provided support and altered processes as parents transitioned a new login process which includes multi-factor-authentication.
- Implemented a process for deactivating accounts for former students who withdrew, were dismissed, or otherwise became inactive.
- Provided support for phishing simulations and revised our processes for phishing.

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 on to other fields where technology plays a key role. Here are some of the larger changes to and efforts by our student technician team:

- Hired ten new technicians, who were interviewed by student managers and trained by current technicians and student managers.
- Upgraded to our in-house dashboard (Magician), including real-time printer statuses, greatly reducing the number of refund requests and wasted paper from delayed print jobs.
- Secured our in-house wiki by integrating it into Entra SSO and substantially expanded its general technical knowledge content.
- Overhauled the final portion of new technician training.
- Our Team Building team organized many activities, primarily focused around knowing other technicians more deeply.

- •
- Our Media team generated content for our Twitter and Instagram accounts. Our Hardware team worked on 57 student computers, our single-most touch intensive and time consuming • services.

## Results and Accomplishments for Goals and Objectives for 2023 - 2024

## 1. Expanding Our Reach

Objective/Project: Enhance the following systems in use by the Luther community: Alumni Directory, Norse Card, and the Campus Directory.

### Accomplished:

- Developed according to scope a new Campus Directory accessed via the internal Norse Hub in conjunction with external vendor support
- Reviewed, tested, and adjusted the Campus Directory with stakeholders, as well as implemented into live production
- Purchased and configured CBORD's GET platform to display cash account information for individuals, becoming the new Norse Card system
- Assisted Development office with project management and test/adjust regarding the Alumni Directory, as part of the new NorseCONNECT portal, now in the process of implementation
- With these three efforts, we removed the Enterprise Applications usage of the old webserver (Reason), allowing us to sunset the system

### Going Forward:

- Assure code compatibility of the Campus Directory as we move to Colleague Self-Service v3.0
- Implement process of versioning and review of functionality for the Campus Directory
- Implement the ability for individuals to deposit monies into their accounts via Norse Card
- Configure use of Everyday App to allow for mobile ordering
- Continue to provide support for focused development and maintenance of Alumni Directory

### Objective/Project: Digitize financial aid offers.

Accomplished: ITS collaborated with Admissions and Financial Aid to digitize the financial aid offers for incoming students. Financial aid offers are now available within Slate Admissions for incoming students and continue to be available within Norse Hub for returning students.

Going Forward: This project is complete.

Objective/Project: Implement eCampus.com in collaboration with the Luther Book Shop to supply course materials to our students.

Accomplished: We began using eCampus.com January Term 2024.This partnership creates very competitive prices, additional format options for book titles, a lengthened return period, and an everyday buyback for our students. Faculty are able to view the cost of course materials prior to adoption, order desk copies, and quickly re-adopt previously used books. Additional information is available online at <u>lutherbookshop.com</u>.

Going Forward: The implementation of eCampus.com is complete.

## 2. Aligning Our Resources

Objective/Project: Provide wifi for the student outdoor gathering space between the CFL and Ylvisaker.

Accomplished: Fiber was installed between the gathering area and the CFL and Wifi was installed at the gathering space.

Going Forward: This project is complete.

Objective/Project: Upgrade technology in the Olin 112 classroom by the start of the Fall 2023 Semester to encourage active learning.

#### Accomplished:

- Added a TV with a computer, wireless mouse and keyboard to wall
- Add a mobile TV with wireless keyboard and mouse
- Added wireless adaptor to the podium computer
- Set TV and podium computers to use Faronics Insight to share content on any screen to all screens.

#### Going Forward:

- Continue to monitor the use of this technology in Olin 112
- Make improvements or adjustments as needed

## Objective/Project: Review Google account usage and update to ensure appropriate access provided to all Luther constituents.

### Accomplished:

- Started moving Student Organizations to Google Shared Drives
- Began deleting suspended alumni Google accounts and removing non-Mail content for @alumni. luther.edu accounts
- Began deleting or preserving former employee Google accounts
- Notified non-alumni former students of Google account deletion; suspend and delete
- Created user auditing tool

## Going Forward:

- Selectively restrict services to users
- Restructure OUs
- Lock down forwarding for employees
- Automate processes around user transitions
- Continue moving Student Organizations to Google
   Shared Drives
- Continue suspending, deleting, and preserving accounts as appropriate; this is an ongoing process

## 3. Strengthening Our Organization

Objective/Project: Develop an IT Governance structure and workflow by May 2024 that will enable the college to prioritize larger projects and focus the efforts of both ITS and the Luther community appropriately.

### Accomplished:

- A governance committee task force was assembled and met periodically throughout the year in pursuit of the goal
- Outside feedback was collected from ten different stakeholder groups
- Governance charter and structure was created and approved by the task force
- Governance workflow was created and approved, including processes for a) what happens when projects do not meet the threshold of governance review, b) how and where do various other stakeholders weigh in on the governance process, c) how the process maximizes efficiency and clarity for both the proposers and approvers of new initiatives, and d) how projects once approved are reviewed in an effective manner
- Project threshold rubric was created and approved by the task force

- Temporary dashboard of projects developed
- Informal approval to move forward with implementation was confirmed by the task force and Cabinet

## Going Forward:

- Formal approval of the IT Governance structure, charter, and workflow
- Finalize council membership and conduct first meeting
- Develop Business Case template
- Develop permanent dashboard of projects
- Go live with updated intake forms and engage in the workflow

Objective/Project: Develop a vendor risk framework that contains software vendors/products used at the college, along with the product owner and vendor contact information by May 2024.

### Accomplished:

- Research and select a software vendor risk framework. KACE was selected as our framework.
- Shared Draft of Vendor Risk Framework with Stakeholders which included Instructional Technology Team, Information Security Council and IT Risk.
- Gathered and reviewed all the lists containing vendor/software information that has been collected at Luther using information from the 2021 Software Survey and expanding information already gathered in KACE.
- Determine the specifications as to which types of software should be included in the frameworkludefining fields in the database structure, asking stakeholders the information they would like to view and creating reports to satisfy our initial KPI's.
- We entered the known vendor information into the framework by downloading what information we already have, review this information, add new information and upload back into KACE. This has shown the sheer volume of the hundreds of software and license records that need to be reviewed.

## Going Forward:

- Contact each Department on software used to verify the validity of data.
- Establish the ongoing software entry processes for all software used across campus.
- Communication/training on process across campus to advise all departments of IT Governance and

the Software Request Process.

- Report that will provide ad hoc information as well as meet our quarterly reporting standards.
- Document the process for the sake of all departments moving forward.
- Develop an annual review process of all software usage on campus.

Objective/Project: Improve our Disaster Recovery and Business Continuity posture through projects such as: implementing new VMWare/SAN infrastructure, new Backup as a Service (BaaS) solution, FortiSIEM and Forti-Client EMS.

#### Accomplished:

- New VMWare and SAN infrastructure as well as new network switches were purchased and installed.
- Implemented Eagle Technology's Backup as a Service (BaaS) solution for our server environment.
   Eagle Technology leverages Commvault Cloud's backup software in order to offer a completely managed, air-gapped, backup solution.
- FortiSIEM was purchased and we've begun to connect data sources to it.
- We've purchased FortiClient EMS and faculty and staff now use it to connect to our VPN.
- Keeper Password Manager was made available to all Faculty/Staff
- Implemented new digital fax system from XMedius (subsidiary of Ricoh) to all fax users on campus including porting all fax numbers from Zoom to XMedius, collecting unused fax machinery, training all users, and creating documentation for users and Technology Help Desk

Going Forward: Continue reviewing, assessing, and improving our Information Security, Disaster Recovery and Business Continuity posture.

Objective/Project: Improve our Disaster Recovery and Business Continuity posture by in-depth training and cross training on core services (e.g. Colleague, Content, Business Objects, Google Admin, Azure Admin).

### Accomplished:

 Google Admin training: began to define responsibilities for existing staff, acquired self-paced training, continued to share tasks within Google Admin

- MS Azure Admin training: began to define responsibilities for existing staff, accessed just-in-time training, continued to share tasks within MS Azure
- Colleague cross training: began to define responsibilities for existing staff, attended training, considered alternating Colleague maintenance patching, shared user setup responsibilities, shared report creation duties
- Business Objects cross training: hired and trained new staff member to be point person for BO; retained current staff member as backup
- Perceptive Content cross training: hired and trained new staff member to be point person for Content; retained current staff member as backup

Going Forward: Continue to define administrative roles and responsibilities with regard to Google, MS Azure, and Colleague and train accordingly. Business Objects an Perceptive Content cross training is complete.

## Objective/Project: Migrate systems and services to primary authentication.

#### Accomplished:

- Faculty, Staff and students now sign into Google Workspaces using Entra ID as of May 2024.
- Upgraded THD wiki and moved to Entra authentication

#### Going Forward:

- Decommission norsekey.luther.edu and replace with Entra password reset and recovery
- Move Magician to Entra authentication

## Objective/Project: Develop a self-service method for macOS users to upgrade major versions of macOS (i.e. 13 -> 14) safely and with minimal requirements.

Accomplished: Created and deployed a self-service script to test group successfully.

Going Forward: Expand test group and finalize wording of dialog boxes. Create a Help Desk page that documents the steps. Make available to Faculty and Staff.

Objective/Project: Implement Declarative Device Management (DDM) on macOS Devices. DDM is available starting with macOS Sonoma (14) and automates updates to macOS. This will bypass the need for Nudge and make the process simpler. Accomplished: Created profile and deployed to small number of macOS Sonoma devices. Successfully tested on multiple updates.

Going Forward: Deploy further with Summer Faculty Refresh and eventually the self-service method for upgrading macOS.

## Objectives for 2024 - 2025

The following are ITS objectives for the upcoming year, in support of the Luther College Strategic Framework 2023 - 2025.

1) Implement the established IT Governance model to engage in the process of prioritization, transparency, and collective decision making. (Align, Strengthen)

2) Further develop the Software/Vendor Risk Framework by: completing the data gathering, reviewing software/ vendors annually across campus, and developing procedures to ensure the database is current and accurate. (Strengthen)

3) In alignment with the directive "to do great things, we must do fewer things", identify, research and implement work that can be stopped, reduced, and/or changed to be done more efficiently. Focus on recruitment, retention, and revenue. (Expand, Align, Strengthen)

4) Complete technical upgrades to Koren 217 and reduce the number of analog classrooms on campus by 20%. (Align)

5) Improve the Campus Network by: (Strengthen)

- Improving the User Experience connecting to the network while improving security and ease of
  network management
- Making an MPSK network for consumer BYOD devices to connect to
- Moving to Certificate Based Authentication for BYOD devices

6) Improve our Information Security, Disaster Recovery and Business Continuity posture through projects such as: expanded information security training, system documentation related to identity, cleanup of unused accounts, improved log analysis using FortiSIEM, and response to security risk assessments. (Strengthen)



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