MESSAGE
FROM THE CIO

Dear Colleagues:

I am pleased to share the Information Technology Services (ITS) Annual Report. This document includes important projects and noteworthy milestones within the IT organization.

Technology is completely integrated into the fabric of our lives, and it is a critical enabler in higher education today. The Annual Report is one effort that we have made to demonstrate the hard work, dedication, innovative solutions, and improved technology infrastructure that will serve to have an increasingly effective impact on the University of Kentucky (UK).

ITS collaborated with the UK community to craft an IT Strategic Plan - a document that provides a blueprint for IT advancement across the enterprise. Indeed, efforts are underway to enhance the IT environment for students, faculty, and staff at the University. For example, we upgraded the SAP environment - the solution that touches every individual on campus. We also collaborated across the enterprise to form the UK Research Computing (UKRC) group to address the rapid growth of demand and diversity of resources, tools, and computational techniques. We have continued to apply cybersecurity best practices to the UK enterprise through new policies, practices, software, and tools.

I hope you enjoy learning more about what we have done, and I look forward to what the future holds for IT at UK.

Thanks for your continued support.

Brian T. Nichols
Chief Information Officer
SECURE WIFI NETWORKS

As part of the University’s cybersecurity efforts and a continued commitment to provide high-speed bandwidth across campus, the wireless network transitioned to eduroam. Eduroam is a secure WiFi network providing enterprise-level access at UK. Over 400 universities and colleges worldwide use eduroam, allowing students, faculty, or staff members that are visiting a participating institution to receive access to wireless without requesting a guest account. Guests to the University can also self-register or be sponsored for access to the designated UK-Guest network.

CLOUD COMMUNITY OF PRACTICE

ITS has hosted nine Cloud Community of Practice sessions. Each 1.5 hour session offered members of the University community an opportunity to learn about cloud strategies. Guest presenters included employees from Google, Amazon Web Services, and Microsoft as well as members of the University community presenting on work they have performed in the cloud.

"The Cloud Community of Practice is another great example of how ITS is reaching out across the enterprise and bridging organizational divides to build a collaborative learning community - leveraging our shared experiences and ideas to improve service delivery for our clientele using new technologies..."

- Chris Canjar
College of Agriculture, Food and Environment

#SECUREBLUE

As part of a year-long campaign, the ITS #secureblue initiative worked to provide information and awareness to the University community on a variety of topics around internet safety and technology best practices. Printable and shareable infographics were designed and made available to inform on subjects of protecting your identity, defense against phishing emails, protecting devices and personal information, and copyright compliance.

ITS participated in the annual cybersecurity month in October by handing out postcards to students with tips on how to avoid phishing scams; each card had a Swedish Fish candy attached to draw attention. Throughout the month social media was used to post cybersecurity tips, and articles on important cybersecurity topics were shared.
In 2018, the University of Kentucky (UK) Information Technology Strategic Plan (ITSP), Empowering Transformation, was published. The ITSP was developed through an inclusive process established to engage the research community in computational sciences & widespread use by faculty in teaching & LEARNING. Program & Project Management. The University community through an inclusive process established to engage the research community in computational sciences & widespread use by faculty in teaching & LEARNING. Program & Project Management.

Through its nine areas of recommendation and 47 action items, it articulates the requirement to address long-standing needs in the areas of baseline IT fundamentals, creates IT Abundance, and provides the foundations that promote the University and community of scholars’ ability to be truly innovative.

See the full IT Strategic Plan at www.uky.edu/ITStratPlan

Collaboration between Educational Research & Analytics to complete Finance & Administration Analytics and establish data management standards.


Continued monthly meetings held between ITS & technology staff members from across the University, known as Desert IT.

Wildcat ID photos integrated into course rosters.

Increased funding to provide historical Distance Learning awards & Quality Matters training to faculty.

Develop & enhance IT resources that encourage adoption, through effective & appropriate use by faculty in teaching.

Center for Computational Sciences Advisory Committee established to engage the research community in developing & utilizing less complex IT resources.

Develop, maintain, & ensure broad utilization of IT resources utilized by faculty.

Security of the IT infrastructure environment and policy-based information management.

Provide a secure, resilient, policy-based information & infrastructure environment to protect the security, integrity, & privacy of data.

Collaboration with CET to increase focus on accessibility in courses & software.

Grew & sustain a robust support environment that meets both the diverse knowledge base of customers & specific needs of the University.

Models for funding should be developed to ensure effective, efficient, & holistic investments in IT.

45 DISTANCE LEARNING AWARDS GIVEN TO FACULTY

14,621 myUK MOBILE APP DOWNLOADS

285,929 VISITORS TO ITS WEBSITES

2.4% ALUMNI DOLLAR DUE $1,004,643

0.01% ALUMNI DOLLAR DUE $6,140

3.68% GENERAL FUND $19,966,413

51.19% SERVICE CENTER $27,728,424

10.48% STUDENT FEE TECH $5,678,766

1.46% DISTANCE LEARNING FEE $790,062

FY2018 ITS BUDGET/REVENUE

JULY 2017-JUNE 2018

STUDENT EXPERIENCE & SUCCESS

Provide & support plentiful IT resources that empower & enhance student success & contribute to student success.

4,213 WIRELESS ACCESS POINTS ON CAMPUS

45,704 REQUESTS TO CUSTOMER SERVICES

694,497 TOTAL PHONE CALLS TO CUSTOMER SERVICES

11,304 INCIDENCES OF MALWARE

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MISSION

In support of UK’s Strategic Plan, the ITS mission is to provide, through customer engagement, outstanding technology infrastructure, services & solutions that advance teaching & learning, enable research, empower staff to provide exceptional services, enrich the student experience, & effectively manage & protect institutional data.

VISION

ITS will strive to provide & protect an environment that features, “IT Abundance,” wherein IT infrastructure, services, & solutions are innovative, readily available, & utilized to provide exceptional support to students, faculty & staff in their endeavors to uphold the UK mission.

VALUES

We value customer engagement, collaboration, shared governance, innovation, teamwork, accountability, diversity, inclusivity, accessibility, & integrity.

We value the people of ITS who show initiative, grow interpersonal relationships, pursue excellence, & deliver it in terms of IT infrastructure, services, & solutions.

We value our relationships with the students, faculty, & staff of UK—our customers, partners, & colleagues —& thus honor a service culture above all else.

We value the trust placed in us by University leadership, the Board of Trustees, & the University community, to be efficient & effective in the use of all resources.

We value the security of the technology resources & information entrusted to our care, & will be vigilant in maintaining the integrity of these critical items.

An Equal Opportunity University

For the full ITS Biennial Report, visit www.uky.edu/its/BiennialReport