GOAL 1: IT ORGANIZATION AND SERVICE EXCELLENCE

2020

- Published the Digital Accessibility Policy in collaboration with various departments across campus.
- Work underway to create a Technology Standard Policy. The working group includes representation from various departments and campus demographics (students, faculty, and staff).
- COVID-19 initiatives
  - During the COVID-19 pandemic, UIT went above and beyond to provide service that exceeds expectations of the customer. Many thanks were given throughout campus. The number of tech support calls increase by 150% during the first week UND went remote.
  - Over 2000 equipment was procured and distributed for faculty and staff in order to help them successfully work remotely.
  - During the time campus went remote, UIT had to immediately transition the way we offered our services. We made services more accessible through the utilization of a virtual kiosk and self-serve lockers. Both were able to provide the same services except there was no contact.
  - Created a web application used during COVID testing events to gather numbers of participants and affiliation to UND or community.
  - Created a web application allowing students to choose to register at COVID testing events for a door prize.
  - Created web application to track student mask distribution at the beginning of the semester.
  - Provided technical support for various Town Hall meetings.
- Through UIT department newsletters, recognition is given for those who have hit milestones and accomplishments.

2019

- Adopted industry standard IT Service Management (ITSM) for continuous improvement of customer service by using data to consistently measure and improve processes and services.
- Implemented a new help desk ticketing system, Team Dynamix, to better coordinate service requests across campus using ITSM methodology.
- Created the project management office and implemented project management methodology to ensure strategic alignment, leadership, clear focus and objectives, realistic project planning, and quality control for large scale campus wide information technology projects.
- Trained staff on project management, digital transformation, and value of IT to better understand where the industry is going and how to adapt to change.
- Consolidated NDUS identifier credentials for email to improve user experience and increased security.
GOAL 2: STUDENT EXPERIENCE

2020

- COVID-19 initiatives
  - Through the CARES funded Laptops for Learners program, over 3000 laptops were distributed to financially eligible students. There was a lot of great feedback and students were very appreciative.
  - Provided MiFIs and laptops for checkout
- A request for proposal was issued to procure a platform to create a campus portal with a focus on students in the first phase.

2019

- Started implementing the Customer Relations Manager (CRM) to attract prospective students with mobile-friendly and streamlined application process, chatbots to instantly get answers for admissions related questions, and smarter, targeted, timely communications.
- Implemented a mini makerspace for 3D printing to enhance student projects and foster creativity.
- Introduced more features to the student printing system such as scan to cloud or email.
- Increased uPrint stations in off campus locations.
- Work has begun on creating a comprehensive communication plan for students, faculty, and staff.

GOAL 3: DATA-INFORMED DECISION SUPPORT SYSTEM

2019

- Implemented SELFI dashboards for students to assist with course selections. The dashboards are restricted to UND community.

GOAL 4: RESEARCH COMPUTING

2019

- Work is underway to upgrade Chester Fritz Library network to 10gig to support computational research
- Hardware purchased for new faculty to facilitate computational research
- Hired four students as facilitators
- Norther Tier Network upgrade discussions underway in collaboration with University of Minnesota, NDSU, and South Dakota institutions.
GOAL 5: TEACHING AND LEARNING

2020

- **COVID-19 initiatives**
  - Over 200 classrooms were upgraded with audio/visual and other technologies to create a hybrid teaching environment. CARES funding was used to add cameras, boundary microphones, Wacom tablets, plexi glass, and other necessary equipment.
  - The Chester Fritz Auditorium was temporarily converted to a classroom to accommodate large classes. The auditorium was upgraded with technology and wireless network.
  - Purchased technology equipment to create 16 recording studios. The work will be completed in 2021.
  - Provided hands-on training in technology enhanced classroom for faculty to familiarize before the start of the fall semester.
  - Provided on-site tech support during the first three weeks of classes through the Jump Start program.
  - Provided series of faculty training sessions to prepare for developing and teaching online, hybrid, and hyflex courses.
  - Assisted faculty in transitioning courses from on-campus to online. This included workshops, the Online Course Development Blackboard site, instructional design consultations with faculty, reviewing and providing feedback on course content and syllabi, and providing academic technology support.
  - Assisted with development of and training for online laboratories. Also assisted with integration of Labster into Blackboard
  - Added Riipen integration to Blackboard to allow for project-based learning opportunities

- Provided several Universal Design for Learning (UDL) sessions—Dr. Thomas Tobin, author and international speaker presented various workshops throughout a 2-day visit to UND on UDL, TTaDA facilitated a book study on Dr. Tobin's book "Reach Everyone, Teach Everyone", and other workshops

- Provided training on Blackboard Ally and making course content accessible – including participation in “Blackboard’s Fix Your Content” event

- Developed and launched self-paced online workshop for YuJa Getting Started and Qualtrics Beginner. Blackboard Getting Started self-paced online workshop is in development phase.

- Developed a rubric within Qualtrics to aid instructional designers in the course review process. Based on the rubric, faculty are notified whether the course meets or exceeds TTaDA's online course quality expectations or needs further development.

- Collaborated with UIT and UND Online to implement Syllabi software to standardize

- Added Digital Media Studio for faculty and staff to use for high quality video production.

- Added Blackboard integration for Follette Discover (UND Bookstore) to allow seamless access to textbook information for courses.
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• Transitioned to ProctorU Auto with Review as recommended ProctorU service. ProctorU Live+ continued to be available and YuJa Proctoring, Respondus Lockdown Browser, and individual proctoring were also made available to allow flexibility for exam security.
• Workshops and resources on Alternative Assessments were developed to encourage other assessment methods.

2019
• Active Learning strategy workshops held for faculty
• Held workshops in support of implementing teaching strategies and designing courses focused on improved learning outcomes
• Work underway to upgrade 13 classrooms with technology and environment to active learning
• Streamlined faculty onboarding processes to ensure needed access to software and technology are in place upon their arrival for orientation
• Expanded Zoom and Yuja usage across campus
• Implemented Blackboard Ally to facilitate creation of course content with usability, accessibility and quality in mind
• Hired Digital Media Instructional Designer to develop innovative and interactive content for courses
• Integrated Blackboard with PeopleSoft for entering of grades
• Implemented digital badging for faculty, staff, and students

GOAL 6: INFORMATION TECHNOLOGY INFRASTRUCTURE

2020
• Completed the UND wireless network upgrade throughout all of campus
• Completed the hard-wired network upgrade in residence halls
• Additional network upgrades and testing to prepare the out of service residence halls for occupancy to support COVID-19 resistant needs. This included Bek, Walsh, Fulton, Johnstone and Swanson.

2019
• Upgraded several research-intensive buildings to 1gig network infrastructure to support academic and research efforts
• Work underway to migration disparate networks to single UND network to allow for centralized management, visibility, and increase security
• Completed modernization of wireless infrastructure across campus buildings.
• Completed core network upgrade and increased bandwidth to entrance switches
• Work underway to increase bandwidth in residential halls to attract students

GOAL 7: INFORMATION SECURITY AND RISK MANAGEMENT

2020
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Update as of June 30, 2019

- Sensitive Data Security.
  o Updated KB for Liquid File Share. Provided procedures on how to set up Outlook Plug-in for easier access to ensure secure data transmission
  o Tested and deployed Spirion Sensitive Data Manager client to UIT and selected IT Director department personnel (Nov 2020). Preparation for Jan 2021 campus-wide deployment. Provides tool to identify and disposition of sensitive data (PII, University private/restricted data)

- Network Access and Endpoint Security.
  o Identified over 3000 UND users and 7 department VPNs for DUO Multi-factor Authentication (MFA) deployment. Increased security on user accounts and network access.
  o Worked with CES team to identify procedures and Group Policy to ensure UND remote computer systems are updated with latest vendor OS Security Patches

- Work from Home/Virtual Course Security.
  o Partnered with TTADA to identify and configure added security for Zoom videoconferencing which increased exponentially throughout 2020
  o Identified steps needed to deploy (and deployed) DUO 2FA on existing VPN. Provides added security for UND users remotely accessing UND network
  o Developed and provided cybersecurity best practices, procedures, and awareness training to UND campus in support of remote work (Mar 2020)

- Cybersecurity Risk Management Assessment.
  o ND Auditor directed security assessment and penetration testing UND network completed Nov 2020. Identified vulnerabilities and recommended fix actions (pending official report – Dec 2020)
  o Conducted 100% Cybersecurity Maturity Assessment (CMA) on UND network security controls. Identified areas for improvement. Data utilized by NDUS and NDIT for state-wide cybersecurity health and future planning and programming

- Cybersecurity Awareness Training and Personnel.
  o Month long cybersecurity awareness campaign - Oct 2020. Social media posts, U-Letter articles and tips, email, infographics. Provided cybersecurity best practices, procedures, and awareness training to UND campus in support of remote work
  o Conducted Phishing campaign across UND campus. Increased awareness and saw improved numbers in phished users.
  o Added a Cybersecurity Analyst position to UIT to provide day-to-day proactive threat management, mitigations, and respond to cybersecurity incidents. Hired and filled position in August

2019

- Successfully implemented BitDefender endpoint security with over 98% compliance rate across campus including off-site areas.
- Completed multi-factor authentication for email services to staff, faculty, and students.
- Standardized multi-factor authentication to all software holding private and restricted data
Implemented a review process for software that includes a vendor assessment tool for cloud-based systems storing private and restricted data.

Conducted cyber security awareness training to students, faculty, and staff

Initiated cyber security phishing campaign to educate community on how to be aware of and identify phishing attempts

Implemented encrypted secure wireless