ONE IT STRATEGIC PLAN 2018-2022
Update as of November 30, 2019

GOAL 1: IT ORGANIZATION AND SERVICE EXCELLENCE

- 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
- The helpdesk Knowledge Base has over 80 articles to provide more information on a variety of technological topics
- 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
- Showcased virtual reality to faculty and administrators to facilitate discussions on how to use the technology in classroom curriculum
- Participated in the Northern Valley Expo with College of Arts & Sciences and College of Engineering and Mines to promote UND programs to high school sophomores and juniors.
- Hiring underway for a CRM Systems and Data Administrator to ensure adequate staffing and expertise are in place to support campus system and data initiatives

GOAL 2: STUDENT EXPERIENCE

- Implemented 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.
- Created a comprehensive IT communication plan for students, faculty, and staff
- Work underway to deploy a student portal as a one-stop-shop for critical information

GOAL 3: DATA-INFORMED DECISION SUPPORT SYSTEM

- University Analytics and Planning implemented SELFIP dashboards for students to assist with course selections. The dashboards are restricted to the UND community
- Developed a data repository for a limited number of departments as a first step towards a larger, campus-wide repository
GOAL 4: RESEARCH COMPUTING

- 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
- Northstar Tier Network upgrade discussions underway in collaboration with University of Minnesota, NDSU, and South Dakota institutions

GOAL 5: TEACHING AND LEARNING

- Implemented ProctorU for all online courses. Math and Engineering received an exception and are able to grant waivers for in-person exams to individual students to allow time to fully transition. The goal for full implementation within engineering and math is Summer/Fall 2020
- Expanded use of VoiceThread across colleges and departments in an effort to increase student engagements
- Transitioned from Tegrity to YuJa for all course video recordings. Tegrity contract ended June 30, 2019 and all current content was transferred to YuJa. Workshops and training sessions were held for faculty/staff to support integrating video segments into courses and training for improved online learning
- Developed Accessibility Tips and Guidelines to help support faculty’s use of Blackboard Ally and ensure courses are universally designed for learning
- Added additional programming focused on self-paced courses to provide just-in-time learning for faculty, staff, and students (YuJa self-paced course, Blackboard Getting Started self-paced course, Blackboard Student Resource course updates)
- The badging initiative continued to grow with development of 29 badges. 568 badges were issued to 410 unique earners documenting faculty, staff, and student professional development by participation in workshops, forums, and events
- Provided orientations for faculty teaching in the upgraded classrooms.
- The Digital Media Studio is available on 3rd floor of O'Kelly hall for faculty, staff, and graduate students to use for creating professional quality audio/video recordings
- Active Learning strategy workshops held for faculty
- Held workshops in support of implementing teaching strategies and designing courses focused on improved learning outcomes
- Upgraded 13 classrooms with technology and environment to active learning during summer 2019
- 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
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*Update as of June 30, 2019*

- Integrated Blackboard with PeopleSoft for entering of grades
- Implemented digital badging for faculty, staff, and students

**GOAL 6: INFORMATION TECHNOLOGY INFRASTRUCTURE**

- 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
- Upgraded the network in four residential hall with expanded WIFI 6 wireless coverage
- Procured Cisco EA licenses to include network authentication control maintenance support and dashboards to facilitate proactive troubleshooting of network issues

**GOAL 7: INFORMATION SECURITY AND RISK MANAGEMENT**

- 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
- Added feature to Bitdefender providing network attack defense feature to protect against specific malware attack.
- Conducted extensive, comprehensive campus-wide cybersecurity awareness month (Oct 19) campaign
- Conducted 3 phishing campaigns to improve on user awareness. Saw noteworthy improvement in number of phished users
- Began testing, initial training for sensitive data loss prevention software. Preparing for spring 2020 roll out across campus
- ID’d solution to ensure admin password management using available off the shelf solution—address compliance requirements and mitigate security risk surface