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.
- 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

- 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

- Implemented SELF1 dashboards for students to assist with course selections. The dashboards are restricted to UND community.

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
- Norther Tier Network upgrade discussions underway in collaboration with University of Minnesota, NDSU, and South Dakota institutions.
GOAL 5: TEACHING AND LEARNING

- 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

- 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

- 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