

INFORMATION TECHNOLOGY SERVICES

Accomplishments and Goals 2022-2023



This document outlines Information Technology Services (ITS) major achievements for 2022 - 2023. Technology enhances all university functions, significantly improving teaching, learning, and research. This document does not include a complete list of all the work that ITS has delivered; however, it highlights what ITS Senior Leadership describes as most significant.

ITS is the central Information Technology group responsible for providing the shared technical infrastructure, systems, and support for the university. The ITS organization is unique as we are one of the few organizations at Temple University that supports every school/college/unit, continuing education, and all domestic and international campuses. Additionally, the ITS organization supports the Temple University Health System (FCCC/TPI/TFPP) along with all affiliated clinical facilities. We effectively partner with the Temple community to achieve its strategic goals and objectives.

Highlights

- Our Help Desk Call Center Unit logged over **194,000 support tickets** across twenty-five organizations in the Help Desk-administered BMC Helix (formerly Remedy) ticketing system.
- Offered approximately **111,000 contacts** (calls and chats) in the Genesys Call Center application, first implemented at the Help Desk call center in 2020 and now used by Student Financial Services, Residential Life, the Registrar and University College.
- Temple was a finalist for Gartner's eye on Innovation reward for its work on the laptop and battery kiosks. The kiosks **issued more than 53K laptop and 32K battery loans**. They were used by almost 11K unique users on the main campus.



Opportunities and Challenges

The following opportunities and challenges identified in last year's annual report were completed.

Transformed ITS into a service-oriented organization, focusing on a central Information Technology (IT) service catalog defining all services, how they are used and who has access to each service.

ITS continues its effort to **save university resources and simplify services and support**. For example, the integration with Ambler Commons and Learning Center and Continuing Education.

Established a **Project Management Office (PMO)** to align effort with the provost's strategic initiatives. Moving forward, the PMO will focus on expanding services common to all schools and colleges, setting clear guidelines to empower greater autonomy at lower organizational levels while ensuring larger projects are swiftly escalated to leadership for strategic oversight.



Temple University IT Strategic Building Blocks

Twelve strategic goals were identified on our roadmap for advancing technology at Temple by Information Technology Services. Many of these goals align with the overall university strategic initiatives.

Increasing Public Safety with Technology

Advancements in technology have enabled the development of innovative solutions for enhancing public safety, including tools for real-time threat detection and predictive analytics, which can help prevent and respond to crimes more effectively.

- **Delivered several additional code blue phones and deployed a mounted camera solution to two of the code blue phone units.** 15 additional deployments are planned by the start of Fall 2023 semester.
- **We are migrating off the current RAVE Guardian application to the vendor's new AppArmor (TUSafe) application.**
- **We delivered better connectivity between the city of Philadelphia Police service and Temple Police** for greater visibility to the events within our districts.
- **Developed a plan to replace more than 800 legacy cameras over the next two years** to increase public safety. Developed a camera Repair and Replacement Reserve model (R&R) to replace older equipment in the future.
- **Implemented a pilot for cameras using Artificial Intelligence (AI) to detect threats.**
- **Implemented Pre-Travel Workflow with the Risk Office** to give them insight to employees who are traveling abroad and need assistance because of unexpected events.

Student Journey and Success

Ensuring our student success strategies are ready for the technologies, service and environments that enables learners to thrive academically.

- **Expanded our laptop share program** to the west side of Broad Street (Pearson Hall) for students to borrow laptops on campus.
- **Enabled workflows to allow students to digitally file requests for study abroad** or to have their transcripts reviewed.
- **Implemented Accommodate for Disability Resources and Services** allowing for a more modern student interface for accommodation requests.
- **Deployed an updated version of Financial Aid Next Steps** to assist students with the financial aid process.
- **Improved the PA State Grant Program process** as it relates to Standard Academic Progress.

Digital Equity

Design and support digital equity ecosystems that address the complexities of vulnerability and create equitable opportunities for everyone to fully participate and thrive in society, democracy, and the economy.

- **Working with the City of Philadelphia school district on an apprenticeship program** to start in August of 2023.
- **Developing ITS trainees** (one trainee enrolled in Drexel's Cybersecurity and three trainees have moved from internships to part-time externships).
- **Gave 66 free student loaner laptop** for students in need through the **Student Technology Assistance Application (STAA)**.
- **Received funding from Dell** to provide a community helpdesk position staffed at our Digital Equity Center. Additionally, we **distributed computers directly to the North Philadelphia community members.**
- **Worked with the Philly Community Wireless Project** to get people online for **free community internet in Norris Square.**



Capacity to Advance Business Agility and Outcomes

Partner to advance information technology governance and alignment of financial planning process that identifies enterprise level spending, creates allocations for enterprise initiatives and empowers unit-level decision-making to bolster capacity and reduce costs.

- Transitioning to our **on-premises "cloud" server and storage infrastructure**, we had significant savings that will allow subscribers to save more in the next fiscal year. A new TUcloud billing model will allow for better transparency and accounting for our subscribers.
- Partnering with Finance and Provost Offices, we turned off more than 8,000 unused ethernet ports **saving the university in Office of Telecommunication charges**. The Office of Telecommunication is now able to save future spending by reducing our replacement costs over the next 5 years.
- This year we centralized licensing for the University with software like dashboarding (Tableau), lecture capture (Panopto), polling (Poll Everywhere). This **reduces the cost for units and opens opportunities for more areas to use central services**.
- Delivered on an **optimized Account Reconciliation process** for the Finance department and continued enhancements to TRACS for annual reconciliations.

Using Technology to Transform Temple into a Data-Informed Culture

Use artificial intelligence (AI) and machine learning (ML) using the institutes wealth of data to solve business needs and answer challenging questions.

- **Created a leadership dashboard for the President** in partnership with Assessment and Institutional Research. Included dashboards for admissions/enrollment, student, financial aid, faculty, research, and operations.
- Delivered a **budget dashboard breaking down tuition spending** by school/college program.
- Tested the **new AI functionality of the Turnitin plagiarism detection application** with the Center for Advancement of Teaching.

Advancing Research Technology Services

Partner with the research community on advancing the enterprise research service model.

- ITS **funded and rolled out the [LabArchives application](#)** for the research community.
- Continued to build and support our **[high-performance computing cluster](#)**.

Digital Trust and Cybersecurity

Support learners and faculty, data empowerment and privacy by design, while proactively identifying and protecting the Temple community from cybersecurity risks.

- In support of the Federal Trade Commission (FTC) regulation (required by June 9, 2023), we **rolled out mandatory Multi-Factor Authentication to the university community**.
- Delivered **more ransomware protection** to cover the university's Email, OneDrive, and Teams implementation.
- Completed our **first cybersecurity tabletop exercise since the start of COVID**. More than 75 individuals across units participated. We are now working through the recommendations from the final report.
- Completed investigations in support of Legal, Human Resources (HR), Student Conduct, Compliance, and Temple University Police Department (TUPD).



Digital Infrastructure

Ensure all learners can connect with each other and available Temple resources to learn, work and thrive.

- Utilization of OWLab, our virtual TECH Center, continued to **provide off campus access to specialized applications** including Mac users without Windows Operating Systems.
- Deployed over 3,000 access points as part of the WirelessFirst initiative, both **refreshing old hardware and installing in new locations** (1150 of those installed this fiscal year).
- A major disrupter to our infrastructure was Google's announcement of quotas for Higher Education institutions. With the use of Microsoft OneDrive/Teams and a massive University storage cleanup project, we were able to **preserve the Google Drive service for students, pedagogy, and staff without any additional costs** expected by Google.

Engaging the Non-traditional Student

Use technology to engage and support the success of non-traditional students.

- Used **Zoom for virtual non-credit/continuing education** and [Office of Online Learning \(OLLI\)](#) classes.
- **Offered proctoring services** (Proctorio) for the Real Estate Institute to administer online exams for certification.
- All non-credit/continuing education students were **granted access to the online version of Microsoft 365** suite of products.
- Working with the Continuing Education team, ITS **assumed support of Destiny One and all Continuing Education (CE) technologies.**

Learning Innovation

Enhance the creative and digital fluency of all learners in the next generation learning environments. Facilitating technology-enhanced education through exploration and infinitely scalable learning.

- Launched the **Microsoft Champions Training Program** to faculty and staff.
- **Piloted Dropout Detective to determine at risk students**, as recommended by the Enrollment Taskforce.
- Implemented **enterprise video, streaming, and lecture capture platform for the university via Panopto**. This initiative consolidated many school and college supported solutions.

Workforce and Workspace of the Future

Support the workforce to dramatically increase collaboration, elevate communication, flexibility, and boost teamwork.

- ITS' fourth floor space in the Bell Building has been used as an **example of how to provide flex common space in the future** and to reduce the need for permanent office spaces.
- Using **virtual desktop delivered a proof of concept and pilot that could centralize and save the university money on ongoing desktop purchases and refresh.**
- Established an organization to provide non-pedagogy training to staff and administrators. Training started with Microsoft Teams (chat, virtual meetings, notifications, file sharing) and Teams Calling training.
- Implemented **Poll Everywhere, a centralized polling system**, for faculty, staff, and student communication and collaboration.
- Implemented **new workflows** to assist with Benefit Enrollment, deduction setups for Multi-State and local profile tax changes, and City Wage Tax refund.



Technology Service Alignment

Optimize how Temple designs, delivers, and supports technical services across all learners, faculty, researchers, and staff.

- We **identified and catalogued 234 service offerings across 50 services** offered by ITS. The service catalog will help improve how we communicate about our services. It will provide clarity to our community about the IT services available to them, improve service portfolio planning and help define service level expectations among ITS teams.
- Completed and presented a proposal to **centralize the core smart classroom support model**.
- **Delivered Audio Video solutions in innovative ways**, while working around supply chain issues.
- Expanded the automatic deployment pipeline to more development teams to **decrease time to delivery for custom solutions**.



Technology Innovation, Efficiency, Optimization and Cost Savings

By means of advancements and improvements in our technology, achieve greater efficiency, diminish technical debt, and lower costs.

- Moved BMC Remedy to BMC Helix, eliminating the on-premises customized application and moving to the vendor's latest service offering. This move will **enhance our customer service support capabilities and associate support metrics with the Genesys call center application**.
- **Added approximately 120 HP printers' university-wide**, continuing to remove old, expensive Xerox printers.
- **Replaced or upgraded over 2,400 computers to Windows 11** as part of a multi-year project to meet the Windows 10 end of life deadline in October 2025.
- Delivered for Institutional Advancement **Authorize.Net to replace Nelnet allowing for continuation of our recurring donor giving process**.

Culture, Communications and Talent

Take a whole-systems approach to advance Temple's technology culture to foster a collaborative and cohesive environment that cultivates diversity, equity, inclusion and belonging to attract, develop and retain new and existing talented people to deliver on Temple's mission.

- Completed the **implementation of our career pathway initiative** working with Human Resources and Compensation. We have reviewed and updated more than 65% of ITS titles, grades and completed compensation comparisons. *Managers and supervisors have not been completed.