INFORMATION TECHNOLOGY SERVICES

Accomplishments and Goals 2024-2025

This document outlines Information Technology Services (ITS) major achievements for 2024-2025. Technology enhances all university functions, significantly improving teaching, learning, and research. While not exhaustive, this document highlights what ITS Senior Leadership considers most significant.

ITS is the central information technology group that provides shared technical infrastructure, systems, and support for the university. ITS uniquely supports every school, college, unit, continuing education, and all domestic and international campuses. Additionally, we partner effectively with the Temple community to achieve strategic goals and objectives.
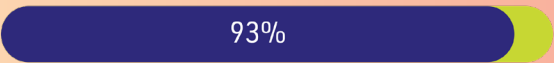
MAJOR HIGHLIGHTS

- Met all organizational service level agreements (SLAs), with **no critical or major outages affecting university or health system operations**.
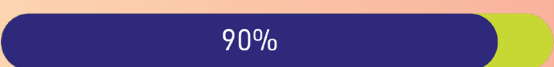
IT Helpdesk Performance Resolution

Temple Technology Support Center

93%

High-performing IT Helpdesks*

90%

Industry Benchmark**

75%

The Technology Support Center, which provides front-line support for 25 partner organizations (including Student Financial Services, Residential Life, the Registrar, and University College), handled over **207,000 contacts** last year.
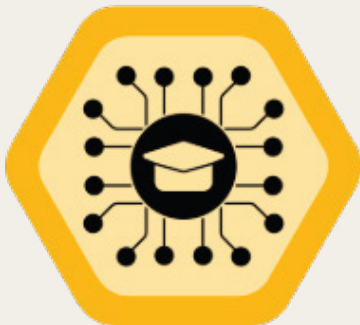
High-performing IT helpdesks typically resolve 90-95% of cases on first contact.

**Industry benchmark of 75-88% reported by EDUCAUSE and HDI for Higher Education.*

OPPORTUNITIES AND CHALLENGES

In last year's annual report, we identified several opportunities and challenges for 2024–2025. Many of these initiatives are now either completed or well underway.

EDUCATIONAL TECHNOLOGY

Transforming learning environments with advanced digital tools and platforms, enhancing teaching, and learning through interactive technologies, personalized insights, and innovative instructional approaches.

We **centralized classroom (learning space) support and technology refresh funding for 327 rooms on the main campus** this year. The project was highly successful, with minimal escalations, and over 100 learning spaces have been upgraded with the latest technology, receiving significant positive feedback.

TECHNOLOGY AS ENABLERS & PARTNERS

Leveraging technology as a strategic partner to drive collaboration, innovation, and efficiency, optimizing processes, and enhancing decision-making through digital transformation and emerging technologies.

- Partnered with various university areas to **develop an internal and external web-based chatbot search engine**. Pilot implementations began in the summer, supporting EHRS, Health and Wellness, and Career Services. We also **established guidelines for generative AI applications** tailored to these areas, ensuring ethical use, privacy protections, and operational efficiency. Additional AI-focused training is planned for FY26.

- Facilitated the **migration from Recruit to the Slate CRM platform**. More than 60% of graduate and professional schools have already mirgrated.

- Continued to **upgrade campus security cameras and advance the implementation of ZeroEye AI gun detection** technology.

- Successfully **completed the migration from Barnes & Noble to Follett**. ITS supported facility upgrades (telephone, Wi-Fi, and networking) and helped implement several Follett applications to improve inventory processes and encourage adoption.

ORGANIZATIONAL CULTURE, TRAINING, AND TRANSPARENCY

Fostering a culture of continuous learning and transparency with targeted training programs, speaking engagements, and publications to promote innovation and career growth.

Significant time and resources were dedicated to reviewing, enhancing, and planning major ITS initiatives to directly support faculty and the broader research community. One flagship project is TUProfile, which will streamline and potentially replace existing systems such as Cherry & White, Org Chart, Faculty Activity Reporting, and Annual Faculty Reporting. **TUProfile will provide a centralized platform to highlight faculty and staff achievements, teaching activities, and curriculum development. It will also support recruitment, promotion, and tenure processes.** We are actively collaborating with the faculty community to implement a comprehensive information management system that allows data to be entered once and shared across schools, colleges, and administrative units in a structured, reusable format.

OPERATIONAL EFFICIENCIES, EXCELLENCE AND MODERNIZATION

Enhancing operational efficiencies through streamlined processes, resource optimization, and innovative strategies to achieve higher effectiveness and competitiveness.

- Completed and published the next stage of **ITS's transition from a task-oriented to service-oriented organization.** Technology roadmaps have been developed for enterprise ITS service areas, covering an 18-month to three-year horizon and aligned with our service catalog. This ensures long-term planning that supports the university's strategic goals.

- Continued to **strengthen our Project Management Office (PMO) and work governance processes in collaboration with the IT Advisory Council (ITAC)**. This year, we engaged Gartner to help implement PRISM, a project scoring model based on business value and readiness, to prioritize initiatives more effectively.
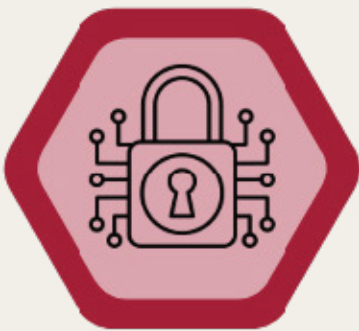
- The current hybrid (centralized/decentralized) model has caused confusion around strategic and work priorities, limited opportunities for cross-training, and constrained career growth. **IT will serve as the pilot group for university-wide optimization, given its extensive work in centralizing commodity services**.

- In response to Microsoft's end-of-life for Windows 10, we **upgraded more than 7,000 operating systems, laptops, and computers across the enterprise**. We also implemented a bulk ordering process for devices, saving the universityadditional funds. This bulk process will continue to provide cost optimization, greater efficiency, and faster response times for end users.

- We are preparing to upgrade our web infrastructure from Drupal 7 to Drupal 10. This initiative will **migrate over 120 sites supporting schools, colleges, and critical university units**.

STRATEGIC SECURITY INITIATIVES

Safeguarding digital assets and sensitive information with comprehensive cybersecurity measures, including risk assessments, threat detection, and compliance to mitigate security risks and ensure resilience.

- **Migrated from an on-premises security collection tool to a next-generation, cloud-based Cyber Security Operations Center (SOC)** with 24/7 monitoring capabilities.

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