

Information Resources & Technology

August 2017 Newsletter

Our Year in Review: 2016-2017 Highlights

Major Accomplishments

Technology in New Buildings

- Equipped Business Hall & Engineering Hall with more than \$1 million in technology
- Managed installation of network and security infrastructure in A3 development

Network Improvements

- Launched network redesign project to give the University a faster, more secure and more resilient network
- Improved wireless infrastructure in student residence halls
- Streamlined network access for University visitors
- Completed phone network upgrade to provide a unified communications system for the entire University

New Systems & Applications

- Started roll out of the Rowan Identity Management System
- Launched ServiceNow
- Started upgrade to Banner 9
- Updated single sign-on system
- Deployed new cable TV and streaming service

A Message from CIO Dr. Mira Lalovic-Hand



The Division of Information Resources & Technology executed major network upgrades, implemented significant improvements in systems and processes and deployed new applications to better serve the students, faculty and staff of Rowan University over the last year. I commend each member of my team for their part in improving the technology our clients interact with — and depend upon — to perform their administrative, academic and clinical pursuits.

I look forward to building on our successes in the coming year.

We also faced challenges during the last year as we worked toward further strengthening the University's digital ecosystem to meet the demands of a growing population. We are, as always, committed to overcoming challenges in order to ensure the needs of our customers are met.

As the fall 2017 semester kicks off, I'd like to welcome all students and faculty back to campus. We look forward to working with you and the rest of the University community in the coming year.

Best Regards,

Dr. Mira Lalovic-Hand
Senior Vice President and CIO
Information Resources & Technology

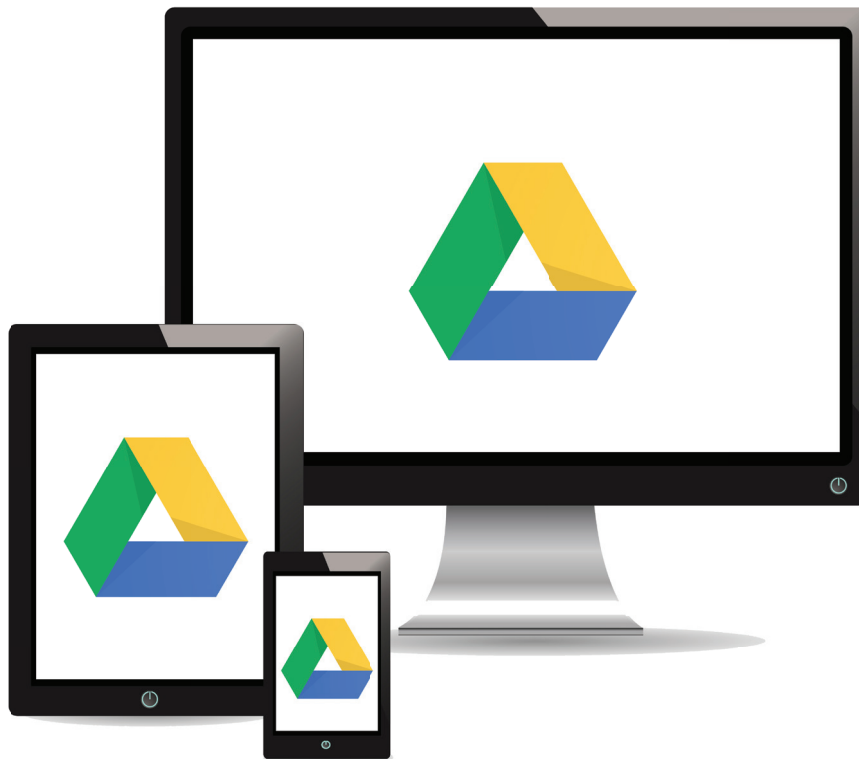
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Visit rowan.edu/go/google to learn more.

Equipping New Development



We have played a key role in supporting the University's remarkable growth by outfitting new academic buildings with up-to-date technology.

We installed more than \$1 million in classroom and network technology in the University's new engineering and business halls, which both held grand opening celebrations in January. This work included installing 177 wireless transmitters, 66 miles of network cabling and 57 network switches.

We also outfitted both buildings with collaborative technology, touchpad control technology and LCD and wireless displays for personal or shared devices.

In addition, we managed the installation of network and security infrastructure for the latest phase of the Rowan Boulevard project last year. The A3 development opened in August.

Launching New Systems & Applications

We implemented many improvements to our systems, processes and applications during the last year. This work included streamlining the application process for commencement and graduation and creating predictive tools to help guide student recruiting and advising efforts.

We also began supporting new enterprise systems and started a major upgrade to Banner, the University's system of record.

RIMS

We launched the first phase of the Rowan Identity Management System (RIMS) to the University in the spring.

RIMS will serve as the one-stop source for storing organizational data, creating organizational charts and managing employee access to University resources.

Single Sign-On System

As part of our ongoing efforts to improve the security and accessibility of the services that we offer, we performed an update of our single sign-on system.

As part of that upgrade, we rolled out a new login page for many University resources over the summer.

Banner 9

We started the process of moving the University's system of record to the latest version, Banner 9.

We completed one of the first steps in that process when Internet Native Banner users started using Banner 9 administrative pages in the spring.

Improving Rowan's Network

We continued to improve the speed and reliability of the University's network to better serve students, faculty and staff amid the rapid growth in the use of mobile devices and increased demand for data-rich content.



Student Housing Upgrades

We completed a major upgrade of the wireless network infrastructure in Evergreen, Laurel, Mullica and Oak halls, as well as the Edgewood Park Apartments, during the 2016-2017 winter break. This work improved wireless internet capacity and speed for residential students.

We also performed similar work on the wireless network in the Townhouses this summer, and have similar improvements planned for Rowan Boulevard.

Visitor Wireless Network

We made it easier for guests to get online while visiting the University by launching a new visitor wireless portal in June. The portal no longer requires guests to register with an email address and phone number.

Using the new portal, prospective students and their families, event attendees, alumni, vendors and other guests can access the University's visitor wireless network by agreeing to our terms of service and clicking "Connect." Guests receive full access to the internet for 12 hours.

Network Redesign Project

We continued to lay the groundwork for a major overhaul of the University's network over the last year as part of a multi-year network redesign project that includes the quadrupling of the University's internet bandwidth. We are also adding a second internet service provider to keep the University's network running if one service fails.

This project will provide the University with a faster, more secure network poised to handle a growing population.

Phone Upgrade

We completed the final phase of a University-wide upgrade to the voice network in spring 2017. Now the Glassboro, Camden and Stratford campuses operate on a unified communications system that offers security, resiliency and scalability.

The new system gives the University the ability to easily add and modify resources to meet the needs of a growing research institution with two medical schools.



Serving Our Customers

- **57,330** service and incident requests resolved and closed by the entire division
- **39,314** support phone calls received
- **15,502** service and incident requests resolved and closed by the Technology Support Center
- **12,500+** students, faculty and staff served by the Technology Assistance Center
- **1,300+** telephone and billing related requests resolved

ServiceNow

We launched a new service management platform in May that includes a user-friendly support portal. Staff, faculty and students can access the support portal to request help, check on the status of a support ticket and search for how-to articles to try to resolve common technology issues on their own. We will be adding more services and knowledge base articles to the support portal in the coming year.



We also developed a desktop support icon, pictured at left, to help employees quickly get access to our new support portal. The icon was deployed to Rowan owned and managed computers in July.

Training Faculty & Staff

Academic Technology Week

We held a free, four-day conference for faculty and staff in May with information sessions, demonstrations and hands-on training that focused on technologies for teaching and learning. Academic Technology Week 2017, which was co-sponsored by the Faculty Center, included sessions that explored topics like flipped classrooms as well as workshops like the “Top Ten Things You Didn’t Know Blackboard Could Do.”

Finance Conferences

We partnered with several other departments to host finance conferences, including an end of year session that covered budgeting and receiving in Banner and more.

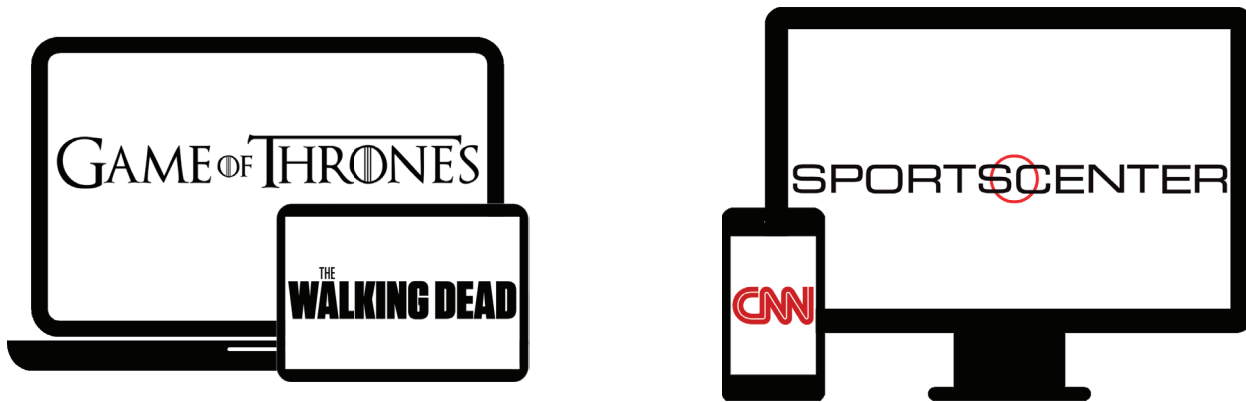
Our training team also expanded their one-one-one offerings during the last year.

More Classes & Attendees

We created 17 new training sessions last year in addition to ongoing classes on topics like Banner Self Service, Cognos and Qualtrics.

We also saw a nearly 30 percent increase in employees who attended in-person and online sessions compared to the last fiscal year, with a total of 1,668 attendees.

Deployed New TV Service

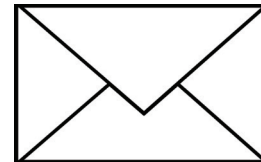


In addition to a new cable TV package, a television system upgrade we performed over the winter break included the deployment of a streaming service. That service allows students to watch entertainment, news and sports programming on a phone, tablet or computer, provides 20 hours of DVR storage per user and comes with around-the-clock support help.

The Stream2 service's channel lineup includes HBO, AMC, CNN, ESPN and more.

Visit rowan.edu/go/streamTV for more information.

Getting Started Guides



As part of our effort to quickly connect students and faculty with the digital resources they need for their academic and scholarly pursuits, we published technology guides that outline the steps new and returning students and faculty should take before the start of the semester.

For Faculty

Visit rowan.edu/go/fcguide to get started.

For Students

Visit rowan.edu/go/techguide to get started.

Enhancing Security

We are always evaluating our systems, procedures and processes to ensure the safety of the University's assets.

Physical Security

We were involved in multiple efforts to bolster security on campus to help protect the University community and safeguard the University's buildings and information.

Data Security

We also took steps to further safeguard data and personal information, which included the development of a more rigorous process for granting and maintaining access to Banner data.

This was achieved by creating a comprehensive dashboard that allows data stewards and owners to easily review individuals' access to specific Banner tables.

Cyber Security

We also tackled a growing number of cyber security issues this year and worked on implementing an enhanced information security training platform to help raise awareness and education for the University community. We launched that platform in July.

More 2016-2017 Highlights

- Development of a flat-rate phone billing system, which was implemented in August
- Renovation of RowanSOM IRT media studio and OMM lab
- Created new dashboards that improved day-to-day operations across the University

Need computer help?

Contact the Technology Support Center.

Phone: 856-256-4400

Email: support@rowan.edu

Online: support.rowan.edu

Or visit the Technology Assistance Center in Memorial Hall for in-person help.

Semester Hours:

Monday - Thursday: 9 a.m. to 7 p.m.

Friday: 9 a.m. to 5 p.m.

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