**Information Technology Division**

**UPBC Report For FY18 Budget Requests**

The Information Technology (IT) Division has 50 full-time employees dedicated to supporting the technology needs of the campus for all constituents groups. The IT Division manages all aspects of information technology, including administrative computing, the data center, telecommunications, data and voice networking both wired and wireless, information security, client support services including card office and media services and the technical aspects of e-learning and online education, both on campus and off-campus as well as working with the BOR CIO to implement enterprise technology solutions. The following are a few high level notable collaborations for FY 2017 and FY 2018:

**Banner Security and Modernization Project**

This project will be conducted in three phases. Phase I starts with lifting the 5 instances of Banner (1 per CSU and 1 for CCC) to the cloud where it is secured and replicated to a DR site. The 5 instances will be patched on a regular basis and monitored 24 hours per day to ensure peak performance. Phase II is the modernization of the CSCU’s project suite with Banner. This includes the purchase of additional modules; CRM Recruit (find, engage, and enroll the right student efficiently), CRM Advise (help student retention and success through engaging the right people at the right time with the right resources), Imaging, Mobile App, and TouchNet payment center. Phase III is to standard the workflow processes within the CCC and CSU. The greater the standardization the lower the cost for operations, maintenance and ownership. As a reminder, CSCU has moved all strategic applications to the cloud: Blackboard, Exchange, Nelnet cashiering solution, Firewall Systems and network and lastly, telecommunications – VoIP.

**Predictive Analytics Software**

This project supports the President’s initiative to use analytics to assist in the decision making process to improve retention and increase enrollment

**The Protective Enclave: Securing Mission Critical and Sensitive Data**

Together with the functional areas on campus, continue to make improvements in policies and processes that protect information stored on university computing systems

**Information Technology and School of Engineering, Science and Technology (SEST) Network Convergence Project**

Integrate SEST IT with the CCSU’s IT Department to bring SEST in alignment with our IT Controls and Policies and with the BOR’s Controls and Policies.

**FY 2018 Budget Request**

1. The University is need of a chief information security officer (CISO) – a security specialist with the depth and breadth of knowledge to advise the CIO about protective approaches, tools and techniques to protect infrastructure and information.
2. The centralized telecommunication services at the BOR has been disbanded and moved to the individual campuses. As of summer 2016, IT has completed the installation of a new enterprise voice system by replacing the Avaya phone system with Cisco Voice Over Internet Protocol (VoIP). As a result of this transition, I am asking for a position to support the technical aspects of the telecommunications system.
3. Refill 1 position as a result of an upcoming retirement