

FY24 Annual Report

With FY25 Goals



OFFICE OF Information Technology



ABOUT THE OFFICE OF INFORMATION TECHNOLOGY

Our Vision

To empower and serve the University community through accessible, collaborative, innovative, inclusive, and advanced technological solutions that provide an enriching academic experience to our students and to strengthen the ability to educate the public we serve.

Our Mission

The mission of the Office of Information Technology, in support of the strategic goals of the University, is to provide the highest-quality service and delivery through innovative and efficient technology for students, faculty, staff, and the community. As an integral part of the University and as leaders in technology we will:

- Improve the learning experience for our students with effective technology solutions in both classroom and distance-learning settings.
- Embrace diversity, equity, and inclusion in our campus community.
- Provide information access for students, faculty, and staff via quality technological services, tools, and resources to support learning, decision-making, and operational effectiveness.
- Assist and support university constituents and the metropolitan region with planning and guidance to achieve educational goals and objectives through technological solutions.

Provide excellent communication and infrastructure that encompass stability and security of university IT resources and information and deliver high-quality computing, printing, and media services.

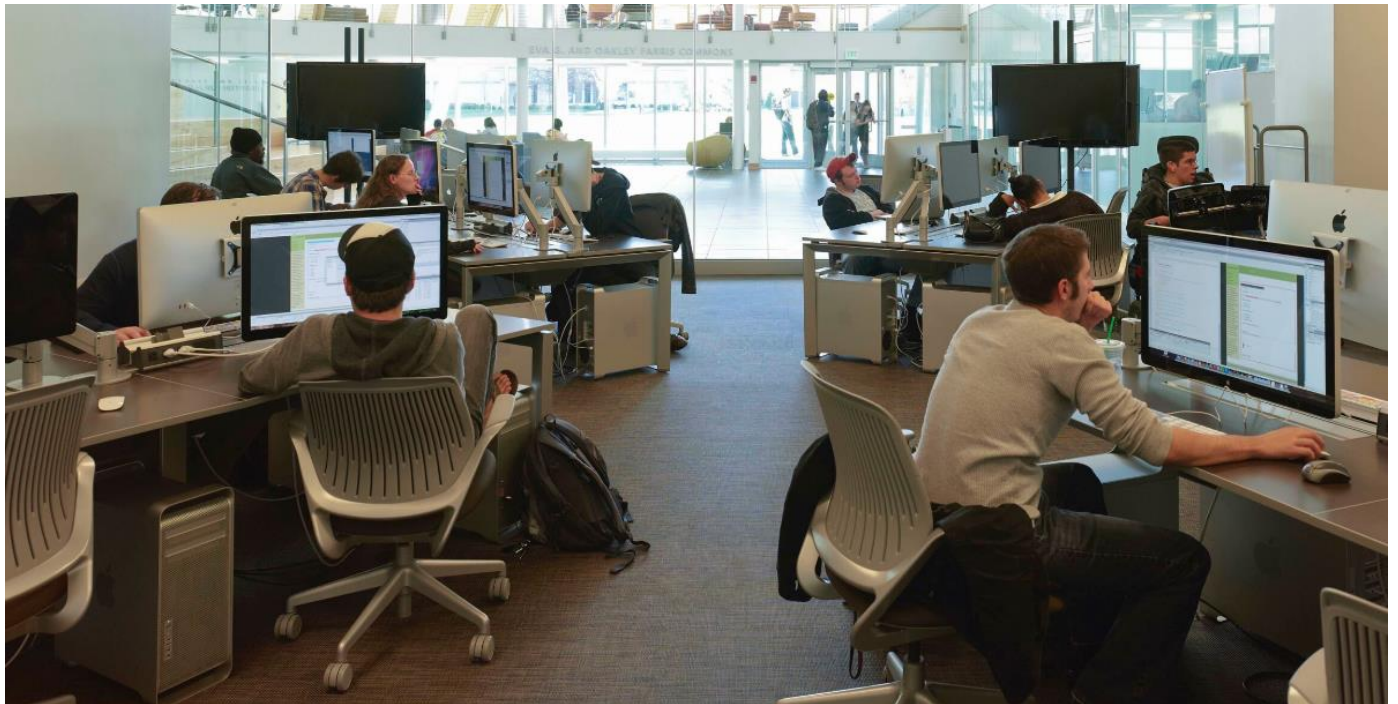
- Evaluate and implement emerging technologies to provide solutions, enhance processes, and improve services for the university and community.
- Provide training and instruction for the university community in the use of tools, systems, and software through a highly skilled technical staff and knowledgeable Service Center/Information Technology Solutions Center.
- Partner with technology-based NKU initiatives in support of the Northern Kentucky/Greater Cincinnati community for regional, educational, and outreach services.

Governance and Collaboration

To support communication, decision-making, and prioritization, NKU has several key organizations that the Office of Information Technology works collaboratively with, including:

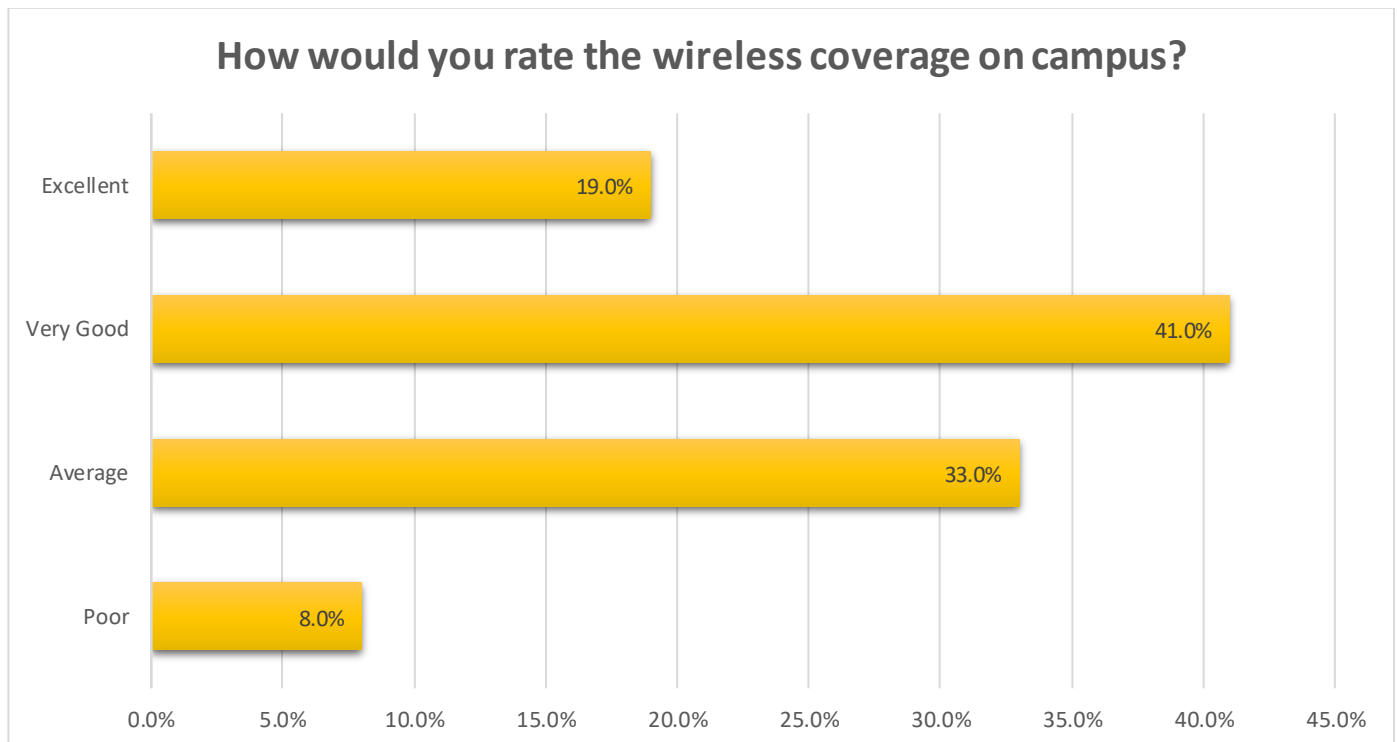
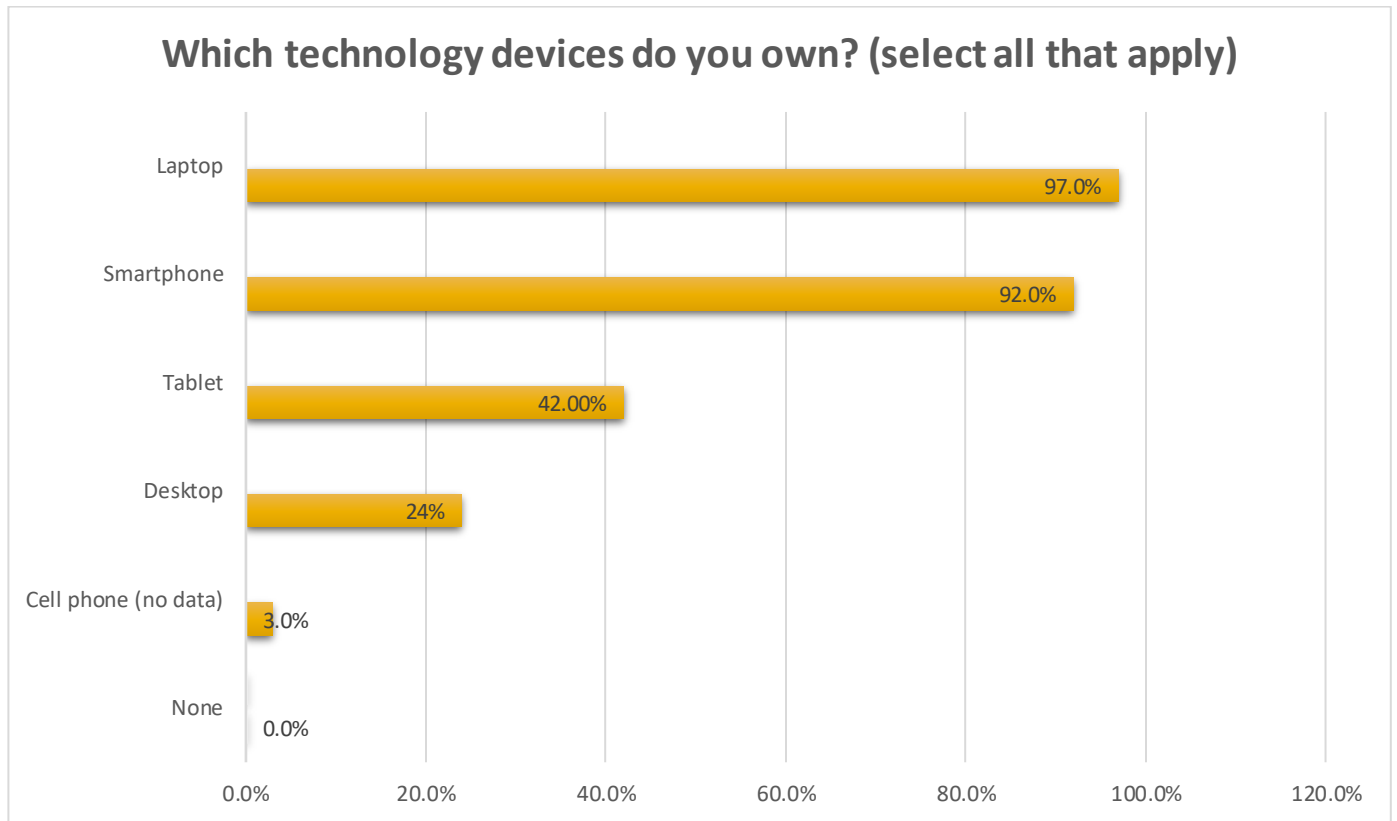
- **IT Policy Council** – This council is composed of members of the President’s executive team or their designee. They meet monthly to discuss/approve IT policies and projects affecting the campus community.

- **IT Advisory Committee** – This council is composed of faculty, staff, and students. It is chaired by faculty on a rotating basis. To obtain information in support of the work of ITAC and its subcommittees, surveys are issued to faculty, staff, and students.
- **myNKU Advisory Workgroup** – This council is composed of faculty and staff and focused on initiatives related to student life cycle management, human resources, finance, and reporting components that make up the myNKU system. Appointees to the group provide input and feedback on new and enhanced functionality and serve as liaisons between their respective areas and the myNKU teams.
- **Accessibility Steering Committee** – This committee is composed of faculty and staff focusing on initiatives to support Universal Design for Learning across all aspects of campus communication.
- **Student Focus Groups** – To get input and assistance on specific topics, student focus groups are formed. For instance, students were consulted and assisted with testing the virtual desktop service that offers students remote access to the base computer lab software.

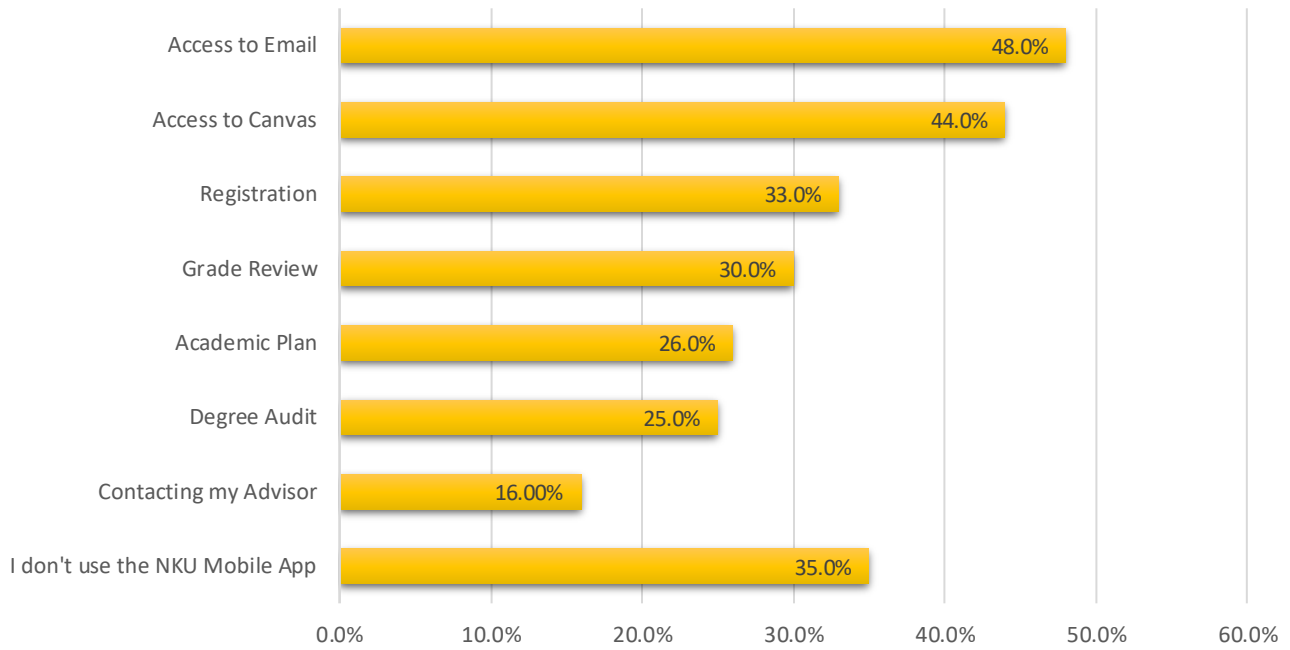


IT **ON-CAMPUS STUDENT** SURVEY FY24

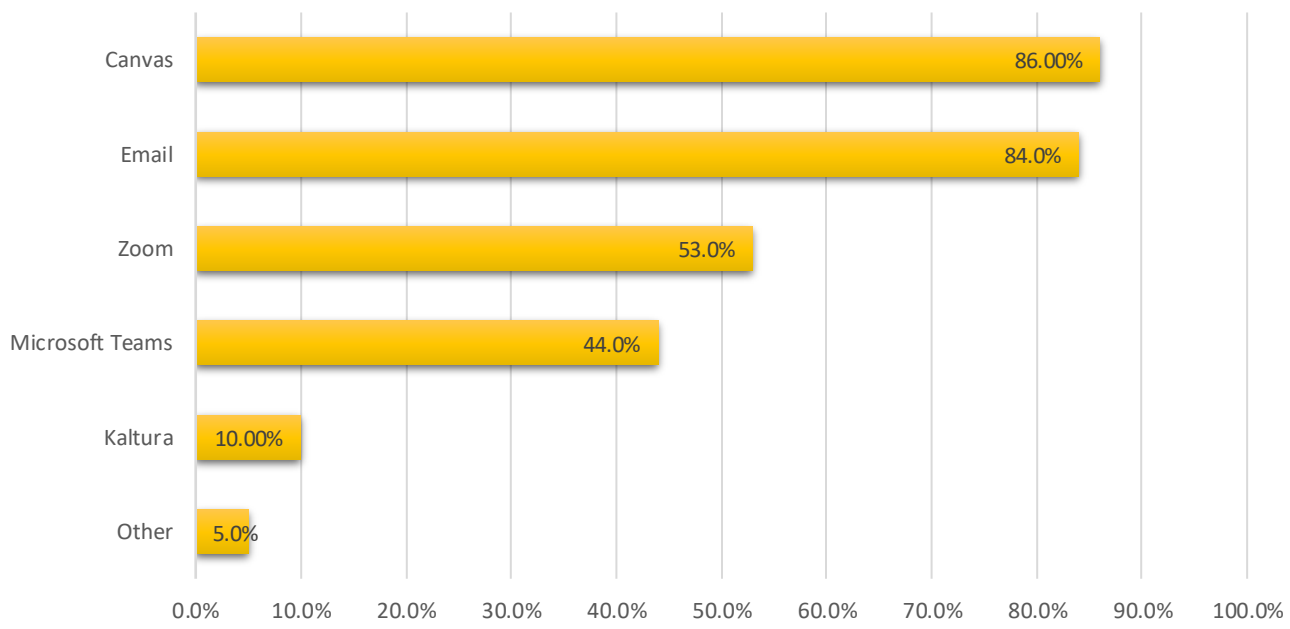
1,470 students received the survey; 155 survey responses were submitted.



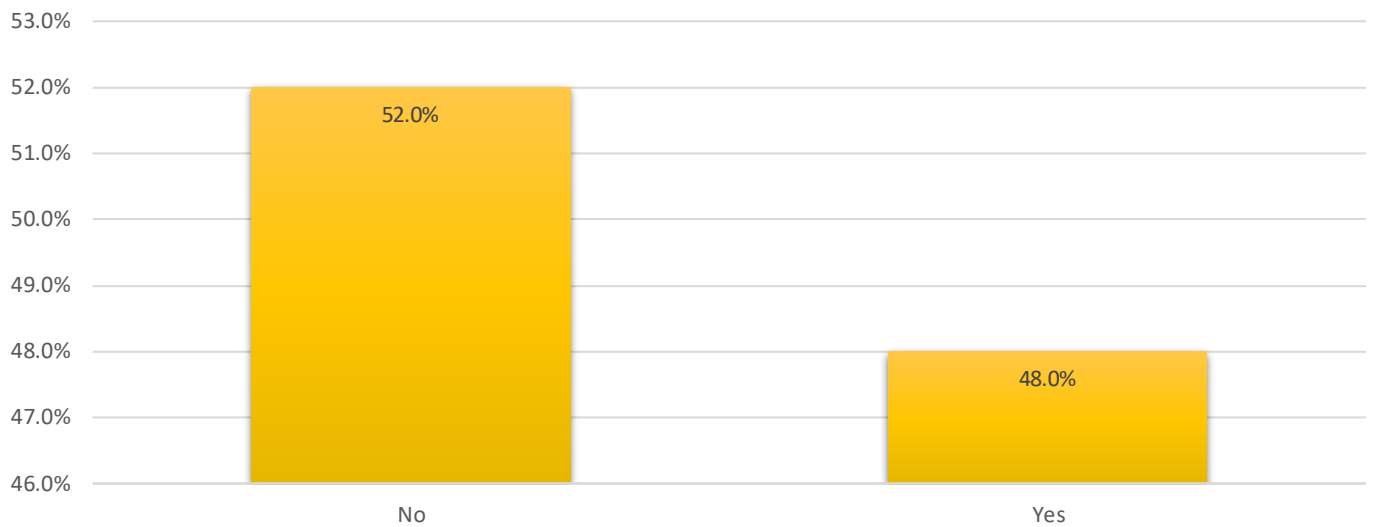
What NKU mobile app features do you find most useful? (select all that apply)



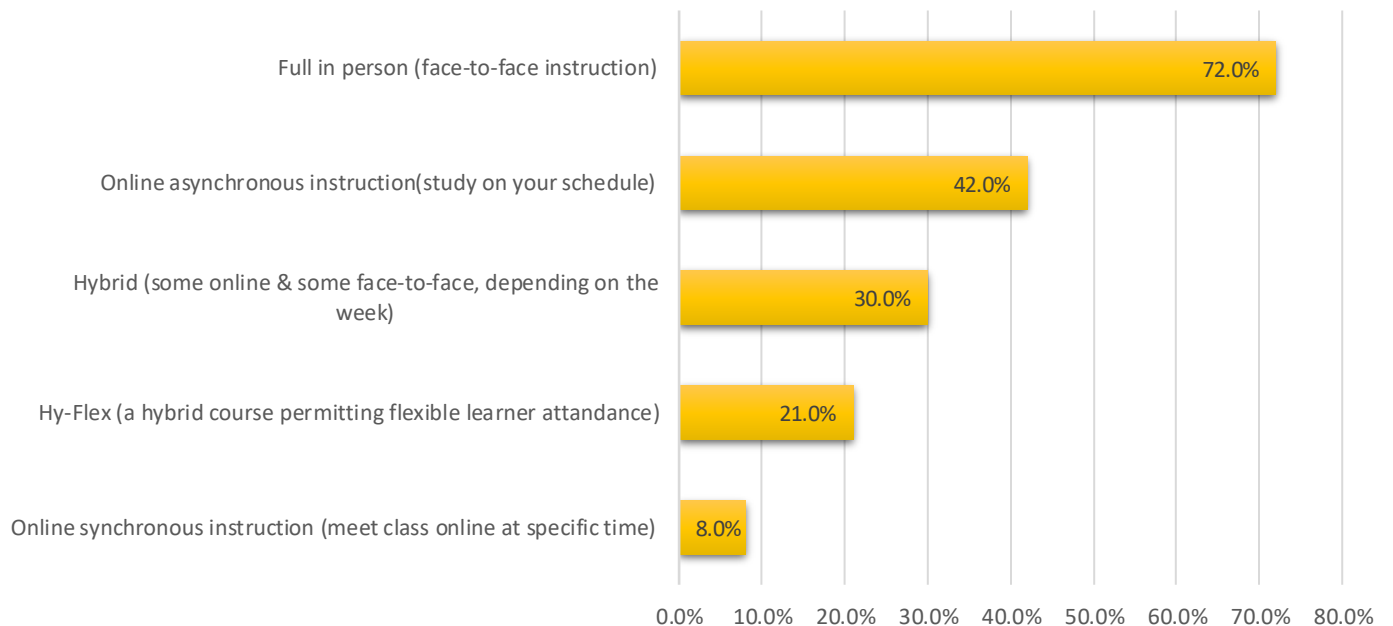
What collaboration tools do you find most useful? (select all that apply)



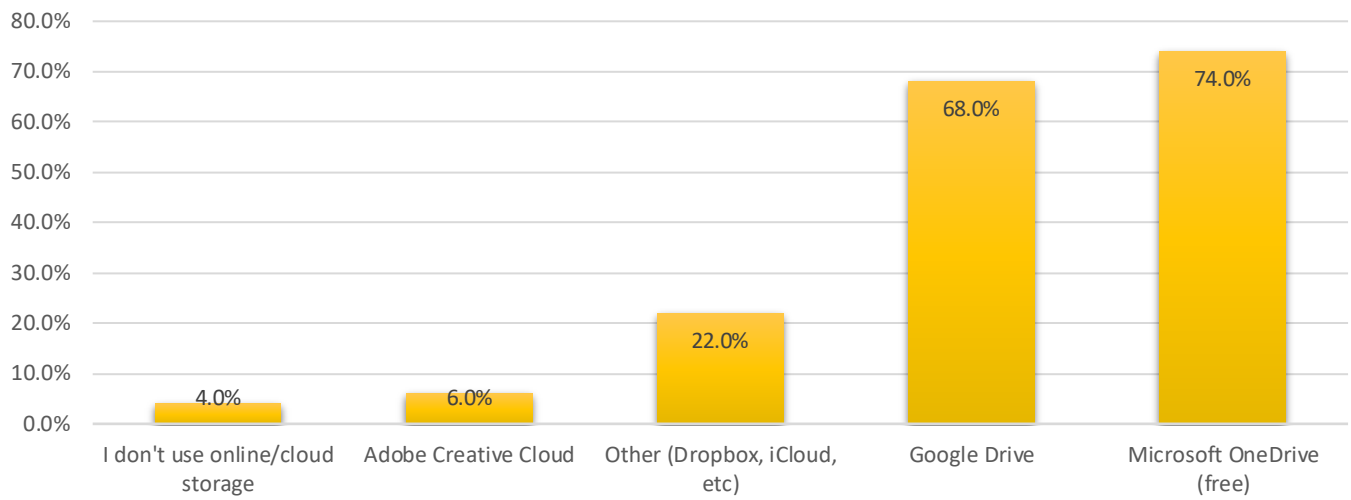
Do you use one.nku.edu, the portal for students to log into important tasks?



Which type of classes do you prefer to take? (select all that apply)



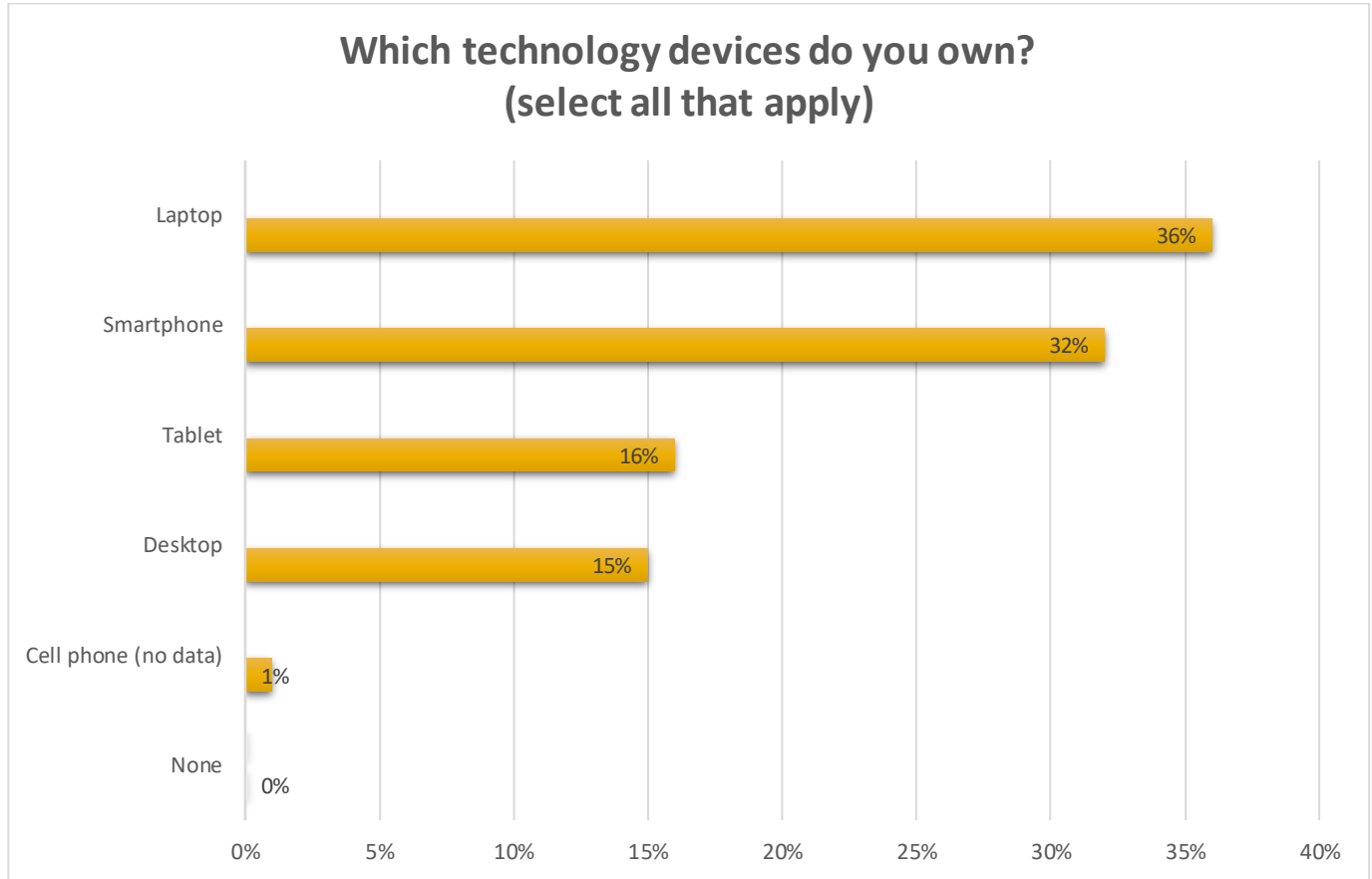
Which online/cloud storage do you use for school work? (Select all that apply)



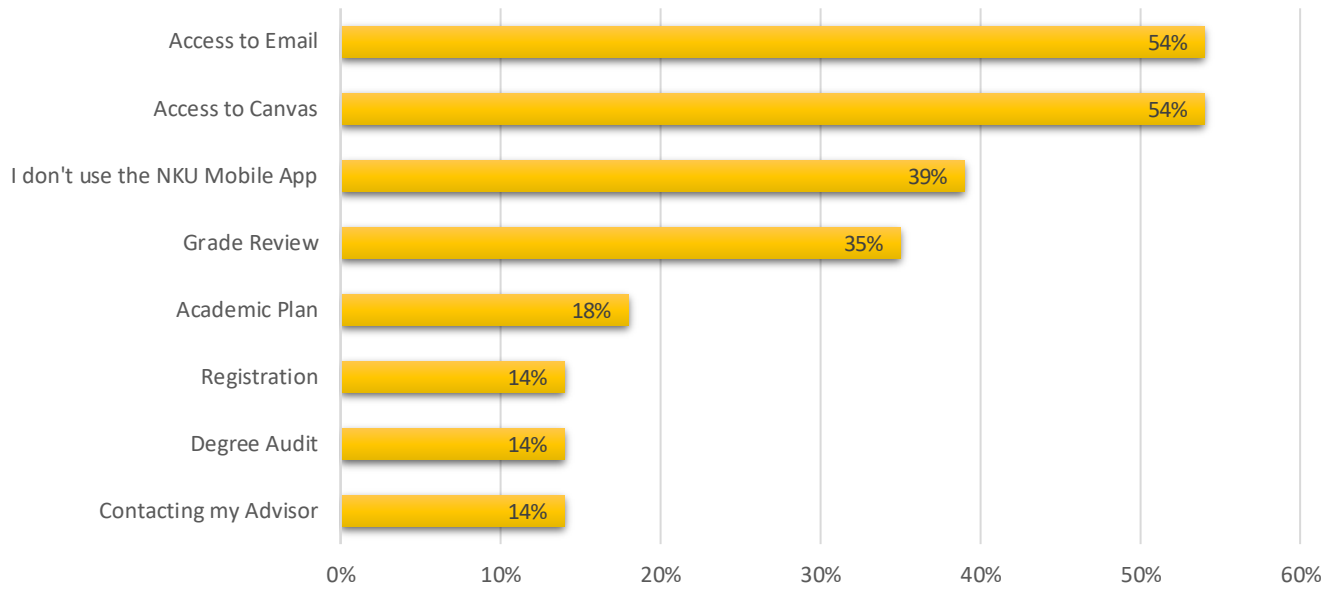
IT **ONLINE STUDENT** SURVEY FY24

973 students received the survey; 72 survey responses were submitted (7.4% response rate).

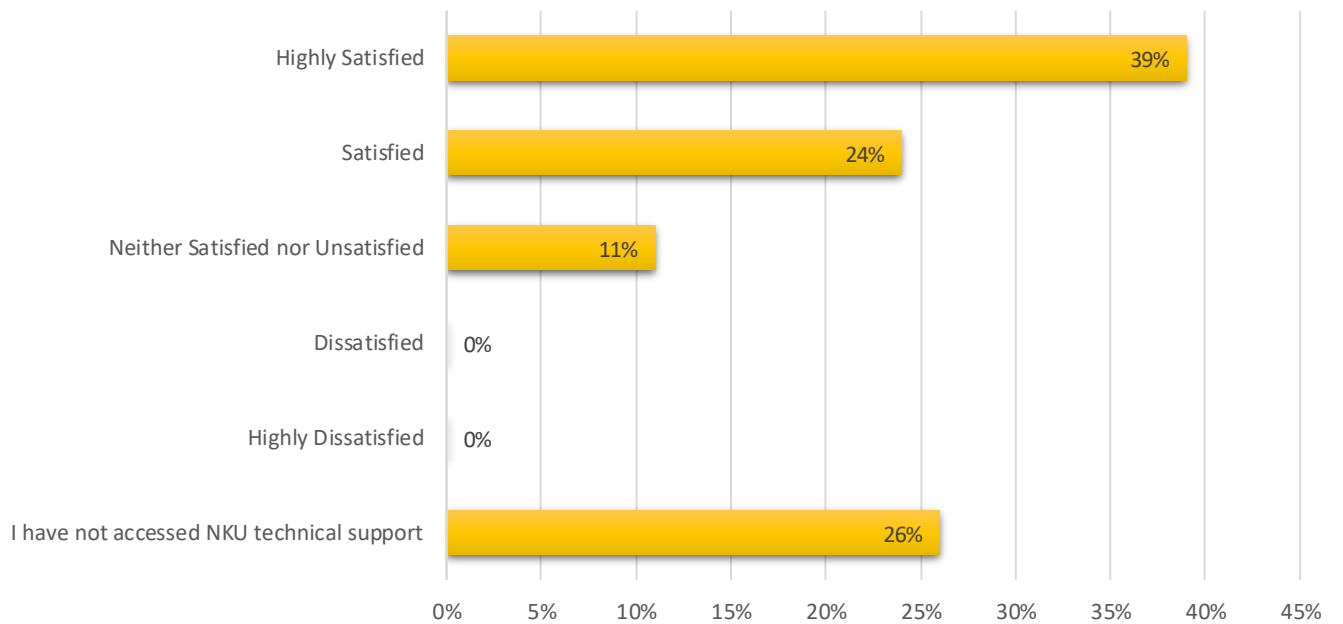
In FY24 ITAC requested we send a separate survey, for the first time, only to online students to get their feedback.



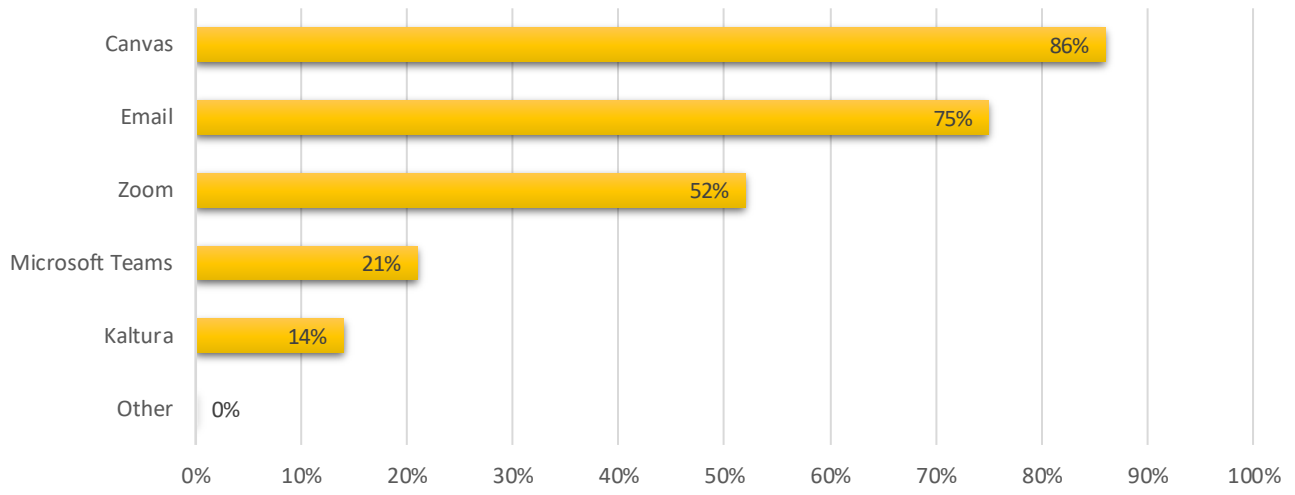
What NKU mobile app features do you find most useful? (select all that apply)



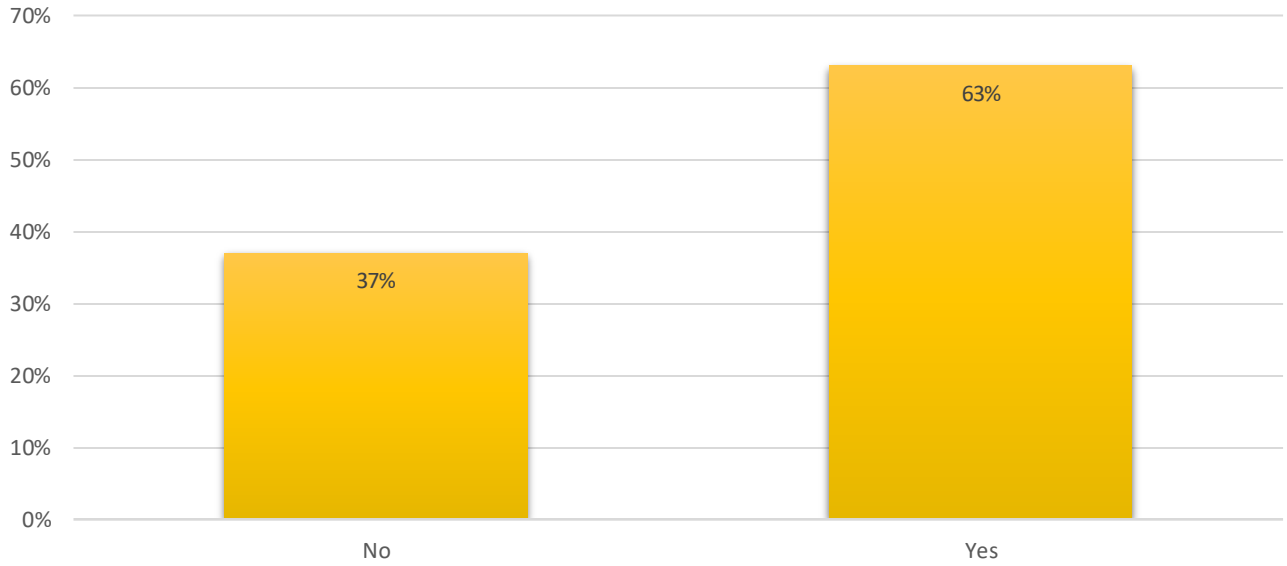
How satisfied are you with access to NKU technical support as needed?



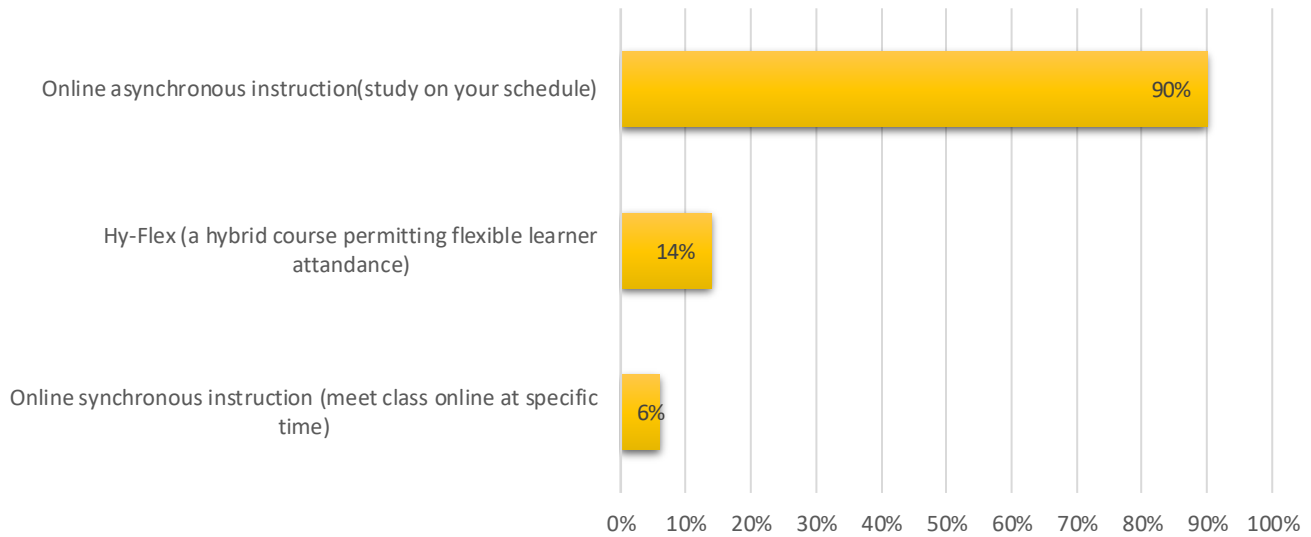
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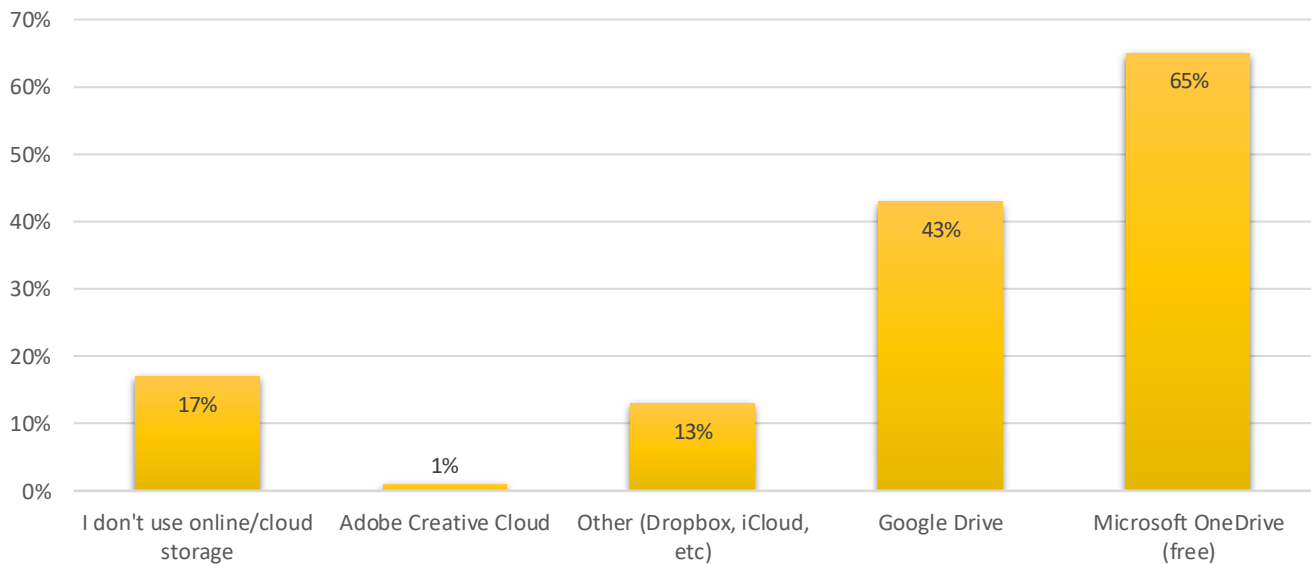
Do you use one.nku.edu, the portal for students to log into important tasks?



Which type of classes do you prefer to take? (select all that apply)



Which online/cloud storage do you use for school work? (Select all that apply)





KEY TRENDS IN HIGHER EDUCATION

IT relies on technology information from industry leaders, such as Gartner and Educause, to predict trends as well as identify key issues we must overcome. The following is a list of technology trends and issues.

2024 Top 10 IT Issues

1. *Cybersecurity as a Core Competency*: Balancing cost and risk
2. *Driving to Better Decisions*: Improving data quality and governance
3. *The Enrollment Crisis*: Harnessing data to empower decision-makers
4. *Diving Deep into Data*: Leveraging analytics for actionable insights to improve learning and student success
5. *Administrative Cost Reduction*: Streamlining processes, data, and technologies
6. *Meeting Students Where They Are*: Providing universal access to institutional services
7. *Hiring Resilience*: Recruiting and retaining IT talent under adverse circumstances
8. *Financial Keys to the Future*: Using technology and data to help make tough choices

9. *Balancing Budgets*: Taking control of IT cost and vendor management

10. *Adapting to the Future*: Cultivating institutional agility

Source: <https://er.educause.edu/articles/2023/10/2024-educause-top-10-institutional-resilience>



FY24 ACCOMPLISHMENTS

MyNKU

The myNKU teams completed over 50 projects in FY 24. Projects of note are listed below.

myNKU Finance

Centralized Non-Student Accounts Receivable (Phase 2) – Implementing an external customer-facing payment portal to accept credit cards and e-check payments for invoices. Automated processing will create efficiencies in internal payment processing.

Removal of Travel Request for Day trips/Mileage Reimbursement – Eliminated the need for travel request approval before employees can claim day trips or mileage reimbursement.

Business process improvement on student employees to better project budget commitments- Supported by the Office of Financial Services, Budget Office, HR, and Student Employment.

Full review of Office of Financial Services and Budget Office SAP security- Due to various staffing changes and movements into new roles, the office underwent a full review of the separation of duties and responsibilities, which resulted in work with ESG FI to review and monitor SAP security.

myNKU Human Resources

Benefits Annual Enrollment – Benefits were determined for election by campus employees.

Employee Compensation Management – Supported by both the Human Resource Team and the Development Team to support the annual process.

Electronic PAR Updates- Supported by both the Human Resource and Development Teams to correct workflow issues and implement new workflow processes at the request of HR and the Office of Financial Services.

Creation of Student Stipend PAR process- Supported by both the Human Resource and Student Employee Teams to eliminate paper forms and streamline processing of Student Stipend processing.

Updates to Holiday Schedule/Friday Early Release- At HR's request, created/maintained system updates to allow for additional holidays and Friday early release time.

myNKU Reporting & Analytics

Scholarship Query – Provides Colleges/Departments an easier way to keep track of the students to whom they've offered scholarships. This query allows them to track by SID and AIDID, and view students along the various stages of the scholarships process (offer, accepted, committed, paid).

Gender Expression Query – Provides the LGBTQA+ office an easier way to identify the students who are/should be connected to the LGBTQA+ office who take an enrollment action each semester. They can better market and support this group with information, and reach out to them regarding potential safety issues on or around campus.

Daily Enrollment Dashboard Enhancements – This year we completed an analysis on the admission page, better aligned this to the reporting coming from the Admission Office, and added in multiple variables (i.e. tri-state, adult learners) to enhance the functionality of the dashboard for the office.

Recreate Academic Snapshot Interface in PowerBI – Redesigned and implemented the Academic Snapshot interface using PowerBI, transitioning from the previous system in SAP BusinessObjects (BOBJ). This strategic move is part of a broader effort to eliminate the costly BOBJ license, enabling Northern Kentucky University (NKU) to reallocate these funds to more critical areas of need.

Scholarship Applications Dashboard – Allows departments to access applications for scholarships through a dashboard (PowerBI) platform, removing the need to use and learn an Access database.

Automation of Excel Daily Report in SQL – Eliminates the need for a person to initiate report runs and wait for their completion. This report is run daily for the Strategic Enrollment Planning and the Adult and Transfer Center Offices.

myNKU Student Life Cycle Management

OneOrigin Airr AI Transcript Processing - (Incoming)– The software will extract the transcript data from PDFs and will process the data into our current transfer processing script. This will eliminate the need for manual inputting of academic work for equivalency. This will reduce processing time and allow faster equivalency processing per transcript. (In process)

MyChase Application –is being converted to MyNKU to offer blind grading for Law students and add photos to the class roster. (In Process)

Title IV Updates – Transcript Hold Policy: Implemented updates to the transcript hold policy in compliance with Title IV regulations, ensuring that student transcripts are held if there is an outstanding balance on the account. This update aligns with federal financial aid guidelines to prevent the release of academic records when obligations are unmet.

Account Statements – Title IV Compliance Enhancements:

- **Transcript Hold Wording Update:** Revised the language regarding transcript holds on account statements to reflect the most current Title IV guidelines, providing clear communication to students about their financial responsibilities.
- **Dunning Verbiage Changes:** Currently in the process of updating dunning notices following Title IV standards. These changes will ensure that all financial communications with students are compliant with federal regulations while improving clarity and transparency in the debt collection process.

HANA Migration - Was completed mid-summer.

AP Discounts – Processing AP discounts continue for Online Accelerated students.

Updates to Advisor User Interface -

- Student's AllCard photo will be added to the top of the Student Information Center page.
- Ability to search for a student by their phone number or cell phone number will be added to the student search.
- Advanced Search capabilities will be added to allow searching for a student by Specialization or Status.
- A link to 'Navigate Student Profile' will be added to the 'You Can Also' drop-down list.

National Student Clearinghouse (NSCH) – E-transcripts-Outgoing –Automated electronic transcripts are being sent to the NSCH and quickly processed in real-time. Before this change students would submit a transcript request, then the Registrar’s office would manually process them in batches.

CeDiploma Implementation Project- Northern Kentucky University now offers digital diplomas and certificates! All NKU graduates will receive an electronic diploma in addition to their printed version. These are certified electronic credentials known as a CeDiploma or CeCertificate. These are certified electronic credentials and can be attached to your digital resume when applying for jobs or posted to LinkedIn to provide proof of degree or certification.

SIGMA FAFSA Updates 2425 – Completed the Department of Education changes for FAFSA and ISIR load process. This led to updating jobs and creating new jobs and additional processes.

Degree Audit Updates – Added option to process waivers and to get appropriate approvals in Degree Audit. This will allow advisors to waive courses for the student. We also added the option to waive the residency sub-requirement for a student. This enhancement will reduce the workload of advisors and the registrar's office.

Gender Identity Updates – Added the ability for students to update their gender identity and pronoun information (in addition to the preferred name) through myNKU.

MyNKU updates for Students – Updated applications to be mobile-friendly for students: Change of Address and Student Class Schedule

Security

Multi-Factor Authentication (MFA) Implementation – To enhance the security of NKU systems and sensitive data, MFA was deployed for all faculty and staff, and student MFA was approved for deployment that started in July 2024, and was completed covering all students by October 2024.

Vulnerability Management Process – A standard process to identify and report significant computer system weaknesses has been developed to address vulnerabilities before they can be exploited.

Enterprise Systems/Development

Enrollment Verification – A custom application for students that automatically generates an enrollment verification letter.

Graduation Workflow – This enhancement automates many of the graduation processes that were previously manual.

Installment Plan Project – Completed phase two which includes the dunning process; reinstates students who have made payments. This provides account statements and general ledger items.

W-2 Delivery – Migrated W2 form delivery to the ADP portal. This integration allows employees to access their W2 forms seamlessly from myNKU.

Central AR Credit Card Project - Ongoing project where non-Academic AR items can now process credit card payments.

Infrastructure and Operations

Building Construction Support - IT Infrastructure teams continue to work with Facilities and others on campus to support the ongoing building renovations, as well as planning for the Science Center Expansion. Support has included relocation support of affected faculty, staff, and computer labs, removal and installation of equipment, and installation of new network cabling in addition to planning support

Building Routers - All major campus buildings have a core building router to connect the building to the rest of campus, eliminating the former routers that were over a dozen years old. New building routers were installed for all of campus, including in the data center core locations.

Disaster Recovery - Critical network and server equipment upgrades were made at NKU's Disaster Recovery site to provide sufficient capacity to run critical university functions at the site in the event of a disaster.

ERP / SAP Upgrade – In the largest upgrade since the original SAP implementation, the SAP database was migrated from DB2 to HANA. The migration was an evolutionary upgrade to continue support for SAP. The upgrade also included migrating server hardware and software to new platforms that better align with NKU support standards going forward. The upgrade has yielded better performance in many system functions. The project also included enhancing the disaster recovery equipment and design to ensure better resiliency in the event of a major disaster.

Firewalls – New firewalls were installed with enhanced network traffic threat protection which utilizes a continually updated database of Internet risks.

Internet Bandwidth Upgrades for Residential Students - Internet bandwidth service was upgraded in the residential buildings which allows up to a 400% bandwidth increase on devices compared to previous years.

KYRON - The NKU node of the KYRON state-wide network was completed and brought online this year. This provides additional bandwidth to the university and makes NKU one of the core routes for the KYRON network.

Linux Server Upgrades - The server team completed upgrades and replacements of nearly 100 Linux servers that were reaching the end of their software support. As part of the upgrade, additional automated patching was put in place to help keep systems more secure.

Networking: Floor Switches and Wireless Access Points - The Networking team completed the largest network equipment refresh ever on NKU's campus. Hundreds of network switches were replaced for all campus buildings. Over 1800 wireless access points were replaced with 1000 new wireless access points. The right-sizing was performed during the project using new wireless heat mapping tools to optimize locations and wireless frequencies. Replacing the switches and access points with a single model of each, all managed in a single management console, making management, security patching, and upgrades more efficient going forward.

"Private" Wireless for Residential Students - As part of the implementation of the new wireless access points, new functionality was added for students in the residential buildings. A new "NKU MyWifi" server was implemented to allow students to have a private wireless network in their residential rooms. This allows students to wirelessly connect to their personal devices, such as Roku, PlayStation, Xbox, and wireless printers.



IT CENTRAL

Training/ Product Documentation

Documentation

New Residential Village Wireless Networks

– Created printed documentation for students, as well as new and updated Knowledge Base articles for the new village wireless networks.

New Listserv Portal – Wrote CSS and JavaScript code to provide a better user interface for the Listserv portal, as well as writing help information for users.

Excel Training – Added basic and advanced Excel training in a face-to-face format, as well as one-on-one consultations, upon request.

Projects

Web Editors – The number of web editors on campus must be under 250. The Training Team is working with campus departments and offices to combine editor responsibility to reduce the number of web editors.

New Content Management System – The Training Team members are serving on the committee to select a new CMS to replace Adobe AEM. This is an ongoing project that will also include creating new designs, creating new editor accounts, and training all current web editors.

HANA Upgrade Communication – Created and maintained webpages with custom elements (including a timeline and status update sections) to communicate updates on each phase of the HANA upgrade in myNKU. We also designed several pieces of digital signage regarding myNKU downtime that were displayed on campus.

Statistics

Emails processed daily

- Sent off campus: 19,319
- Received: 280,254
- Blocked spam emails: 74,406

Hardware/Software

- Terabytes of data stored: 968.6 TB
- Physical servers: 42
- Virtual servers: 315
- Routers: 22
- Switches: 352
- Wireless access points: 933
- Supported concurrent devices daily: ~9,000 wireless, 8,000 wired

Resources

- Smart classrooms updated: 14 (FY 22-23 purchases delayed by supply chain disruptions, completed May 2024)
- Service requests recorded: 19,059

Streaming

- Campus events streamed: 35
- Campus events supported: 297
- Virtual events supported: 32
- Athletic events broadcast: 63

Tech Team

- Computer Replacements: 344
- Computers in 55 labs supported by IT: 1144
- Service Requests assigned: 2721

Help Desk

- Calls answered: 15,568
- Chats answered: 760
- Responded to After-hours calls: 601
- Increased 1st response fixes for Canvas & Microsoft issues

New/Updates to Websites

Student Tech Guide – Added updated information and links to the Student Tech Guide page, as well as added new graphics and design elements.

IT Search – Wrote CSS and JavaScript code to create a new IT Search feature on the main IT page. The IT Search features a real-time display of topics as the user types. New topics are added regularly.

Training Updates

Excel Training – Designed and delivered comprehensive Excel training courses, covering both basic and intermediate levels. These sessions equipped participants with essential skills for data analysis, reporting, and automation through Excel functions and tools.

One-on-one Consultations – Provided personalized consultations for various software applications across multiple departments. Tailored support was given based on individual needs, ensuring the effective use of tools for increased productivity and efficiency.

Photo Directory – Managed and updated the printable photo directory for Chase College of Law using Adobe Illustrator, ensuring accurate and visually consistent staff and faculty listings.

Qualtrics Surveys – Collaborated with various departments to design, implement, and enhance surveys using Qualtrics. Provided expert guidance on survey structure, question design, and data collection to improve response rates and the overall quality of feedback.

Norse Tech Bar

Services – The Norse Tech Bar successfully transitioned to pre-pandemic terms of two-week renewable loans to better manage the continued viability of the technology loan program.

Support – Processed 1326 unique equipment loan checkouts accounting for 1494 items.

Accessibility

Customer satisfaction: Relationship building and attempts to improve employee satisfaction related to working within the current CMS; users report that having specific and contextual assistance for their pages after training reduces some of the fear of working on their sites.

Web Content Manager: IT and Marketing and Communications are diligently working to address the nuances of the current content system.

- Continue to advocate for an improved and modern user experience and better controls for ensuring digital accessibility as vendor responses to the summer 2024 RFP are examined.
- Site enhancements for ensuring NKU's website is optimized for each audience; editing copy, removing old content, deleting outdated files, and revising the call to action.

Accessibility Compliance using YuJa Panorama for LMS (Canvas) – Anthology Ally was used to identify faculty files in courses that need remediation to become accessible for all students. This checks accessibility to WCAG version 2.1.

Broken Link Improvement – Eliminated over 3,000 broken links on the NKU website over the past year.

PDF Purge, Consultations – Continuation of the PDF Purge to help web editors eliminate inaccessible documents on their web pages.

Communications

Admin & Finance Newsletter and President's Board of Regents – IT provides information for the VP of Admin and Finance and for the President to share regarding information technology accomplishments and projects.

IT Website FAQs – To incorporate better question resolution through the NKU IT website and the Team Dynamix knowledgebase.

Student Technology Survey – Revised and distributed two Student Technology Surveys, one for online-only students, and one for on-campus students. The surveys are designed to help determine where students thought IT did well, and where there are opportunities for improvement.

Internal IT Communication – Tim Ferguson emailed the IT Staff distribution list at least one time per semester to communicate areas where IT has done well and has welcomed new staff and wished departing staff well.

Monthly Newsletters – IT distributes Newsletters with pertinent IT information to employees and students. IT also provides information for the Administration and Finance Newsletters.

Service Alerts Webpage – IT maintained the web page that alerts the campus community of scheduled maintenance outages and updates.

ThisWeek and Twitter - When information needs to be shared with campus in shorter, quicker increments than the monthly Newsletters, write-ups are added to ThisWeek and Twitter.

Computer Replacement Program

Computer Replacement Purchases – A total of 344 devices were purchased and replaced this fiscal year.



Project Management

Central Accounts Receivable for Non-Tuition Revenue Launched July 2023

Over 1 million dollars in receivables have been captured since the July 2023 launch. Rollout is complete for 14 departments and in process for 5 departments. Phase 1 provides a screen for departments to enter new customers and invoices into SAP. SAP now sends out standard invoices and payments are collected centrally by accounting who matches the payment with the receivable. This solves problems such as:

- NKU did not know total receivables amounts as they were in department spreadsheets across campus.
- NKU did not have standard invoicing.

- NKU was **not** able to
 - centrally track aging receivables
 - execute the dunning process to methodically communicate with customers to ensure the collection of account receivables
 - send overdue receivables to collections.

Phase 2 will include credit card and e-check payment options.

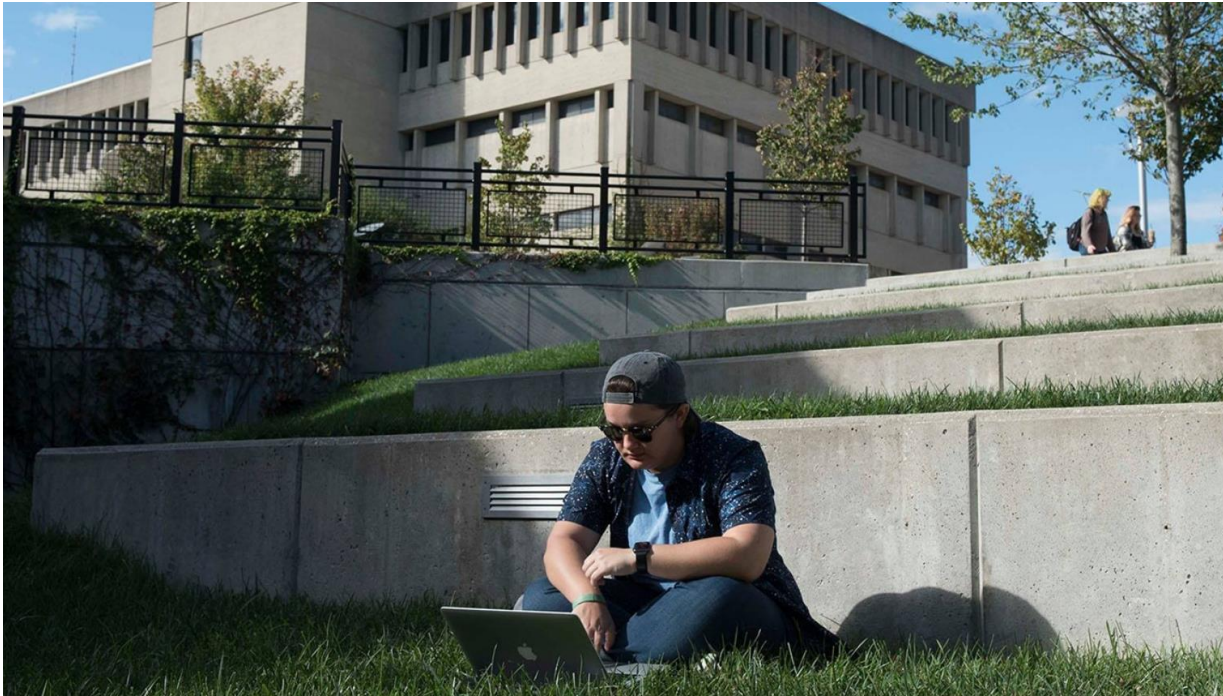
Student Affairs Reorganization Completed December 2023

The Student Affairs Reorganization was successful even with added challenges such as:

- It was our first retroactive reorganization with the elimination of the Student Affairs Division due to the departure of the VP of Student Affairs. The project began in September 2023 and was retroactive to the start of the fiscal year, July 1, 2023.
- Project start was just before the November 1, 2023 SAP upgrade code freeze.
- Overlap with the Academic Affairs (EDM) Reorganization which consolidated University Housing fund centers, modified FI and Student Account Services interfaces, and created new cost and fund centers effective July 1, 2023.
- With Chief Financial Officer Jeremy Alltop's departure, it was a challenge to determine permanent staff and operating budget cuts as well as distribution of the remaining Student Affairs operating budget.

Vulnerability Management March – July 2023

Alert Logic flagged 15 servers with possible external critical and high vulnerabilities. In 4 months, all critical and high vulnerabilities were resolved for half of the servers and most of the other servers are in process. Some servers require significant upgrades which takes time such as replacing TutorTrac with TracCloud. Next, we will work on external vulnerabilities according to the new quarterly scan. Process improvement includes one vulnerability service ticket per server because multiple vulnerability tickets add unnecessary complexity. Future process improvement also includes tuning Alert Logic for false positives.



Policies

New Policy – Two new policies are in the approval process:

- Technology Vendor Security and Compliance Management
- Security Cameras

Updated Policies – Twelve policies were updated and have been approved:

- Data and Web Privacy
- Data Governance and Security
- Information Security Incident Response Policy
- Risk Acceptance Policy
- Virtual Private Network
- Information Technology Procurement
- Computer Standardization Policy
- Vulnerability and Patch Management Policy
- Acceptable Use
- Bring Your Own Device (BYOD)
- Credit Card Processing and Security
- Accessibility - Digital



IT Goals FY25

Access

NKU will expand programs, services, and delivery options to increase access and become a preferred destination for learners across the Commonwealth of Kentucky, the nation, and the world.

Completion

NKU will align the institution so more learners—particularly first-generation, post-traditional, low-income, and underrepresented individuals—earn highly-valued degrees, certificates, and credentials.

Career & Community Engagement (C&CE)

NKU will increase its contributions to the economic, social, and civic prosperity of the region through talent development, research, and innovation, & stewardship of place.

Central IT Goals

- **Access**
 - Support outreach programs by providing user access, technology equipment, and support (E.g. Governor's School for Entrepreneurs, Summer Spark, etc.)
- **Career & Community Engagement**
 - Develop IT talent strategy to improve recruitment of new employees and retainment of existing IT employees
- **Access/Completion/C&CE**
 - Continuous customer service improvement by using customer input to adjust delivery methods, and implement innovative solutions to meet the University's technical needs
 - Support and maintain a user experience that is well-designed, personalized, and has an intuitive digital presence
 - Provide a stable and reliable technology foundation for new or ongoing strategic initiatives
 - Improve availability, quality, security, and management of university data to support transformative decision-making
 - Collaborate with Facilities Management to support construction projects (Campus Master Plan, Classroom Upgrades, etc.)
 - Science Center expansion and renovation
 - Support campus facilities renovation planning and projects
 - Assess Fiber upgrades/updates between buildings and within buildings
 - Provide technical resources for University strategic initiatives that other areas are pursuing which are in support of access, completion, and/or career & community engagement
 - Provide experience and work opportunities to students, enhancing their educational experience and assisting with career readiness through real-world IT work (E.g. Interalliance, etc.)

Accessibility Goals

- **Access/Completion/C&CE**
 - Improve digital accessibility through web scans and traditional governance methods and improve automation to improve/maintain compliance
 - Support improvements to digital accessibility training/re-certification for web editors.
 - Promote a culture of accessibility, and reduce user challenges to NKU digital content.

Communication Goals

- **Access/Completion/C&CE**
 - Create new online content on the IT website that provides updated and accurate information.
 - Continue emailing IT Newsletters, to both employees and students and creating regular university communication.
 - Leverage NKU's social mobile presence in support of recruitment, outreach, learning, marketing, and communications.
 - Support Marketing and Communication's Content Management System (CMS) (NKU's web site hosting platform) replacement.

Infrastructure Goals

- **Access**
 - Maintain classroom technology standards with technologies that support and enhance student learning in a fiscally responsible manner
- **Completion**
 - Replace Uninterruptible Power Supplies (UPSs) in locations with older units.
 - Enhance the Disaster Recovery Site to provide full functionality in the event of a complete loss of the Highland Heights campus
 - Complete updated Disaster Recovery documentation and procedures
 - Optimize Server Infrastructure Equipment and Security
 - Upgrade storage hardware environment
 - Reduce overall count of Windows and Linux servers and SQL server instances and databases
 - Begin Windows 2016 Server upgrades
 - Research InTune with Hybrid Azure Active Directory upgrade
 - Explore Certificate authentication for wireless (with InTune) for Windows computers
 - Review container strategy and implement native containerization
 - Reduce the overall computer footprint on campus by 10%.
- **Access/Completion**
 - Enhance the Telecommunications Infrastructure
 - Review and update, where needed, all telecommunications contracts and agreements
 - Extend the test implementation of telephone calls through Microsoft Teams
 - Complete Contact Center replacement with Cisco Webex Contact Center
 - Complete Phone System Upgrade to Cisco Webex Calling
 - Research and Support Key Technology Platforms
 - Expand Sigma cross-training technical support within the team

- Continue researching account provisioning replacements for Federated Identity Management (FIM)
- Complete the annual SAP end-of-year upgrade
- Research opportunities to use new technologies and various delivery models to support the long-term vision, objectives, and strategies of the university
- Leverage cloud technology where appropriate to provide scalable, agile, and resilient infrastructure

Enterprise Systems Goals

- **Access/Completion**

- Continue strategy evaluation for the NKU ERP system, student information system, and supporting technologies that support and improve student and employee experiences and outcomes
- Support and optimize the newly migrated SAP HANA databases
- Review and collaborate for the ERP strategy with NKU VP of Admin and Finance, NKU ITPC, and NKU President
- Plan for longer-term ERP project funding, including timeframes
- Expand and extend the use of data lake technologies, dashboards, and reports
- Enhance and improve the Personalize and Mobilize initiative for mobile access to all aspects of the NKU experience
- Advise and support strategic discussions and implement administrative system improvements for faculty/staff
- Expand and improve faculty, staff, and student self-service capabilities, and emphasize the importance of user-friendly administrative systems for our students' college experience

Policy/Process Goals

- **Completion**

- Continue creation of security policies that address control monitoring and testing
- Implement a Technology Vendor Management Policy documenting requirements for technical vendor relationships and ensure IT involvement in vendor assessments before entering into contractual agreements

Project Management Goals

- **Access/Completion**

- Expand Team Dynamix usage to improve university business processes.
- Review/update IT processes to improve University services.

- **Access/Completion/Career & Community Engagement**
 - Support NKU's goal of online courses and online enrollments by facilitating and implementing equipment and services that enable access and completion of degrees.
 - Support the NKU Hub project to connect local businesses to NKU students for work and experience opportunities.
 - Perform the Windows 10 to Windows 11 upgrade/migrations

Security and Compliance Goals

- **Access**
 - Continuously identify risks, prioritize them based on impact, and develop mitigation strategies.
 - Ensure a strict least-privilege policy, periodically reviewing and revoking unnecessary account access.
 - Implement additional technical safeguards to decrease phishing, spam, and other malware threats, leveraging AI-driven and/or statistical model solutions where possible.
 - Investigate with intent to replace the current SIEM/MDR/Vulnerability Scanning technology
 - Perform an Incident Response Tabletop Exercise
 - Continuously monitor and analyze security logs for suspicious activities, ensuring timely alerts are generated for potential security incidents.
 - Regularly monitor for vulnerabilities in software used by NKU, ensuring escalation of high-risk vulnerabilities to be remediated.
 - Conduct periodic internal and external audits to assess compliance with established policies, procedures, and regulatory standards.
- **Access/Completion**
 - Perform risk assessments and remediate findings, especially after significant changes in the IT environment or in response to incidents.
- **Completion/C&CE**
 - Complete Multi-Factor Authentication (MFA) for students
 - Stay updated with Gramm-Leach-Bliley Act (GLBA) and Payment Card Industry (PCI) and other relevant regulatory requirements, ensuring NKU's compliance processes adapt to changes.
 - Enhance cybersecurity across NKU's technology environment.
 - Formalize and regularly review litigation hold processes, ensuring they adhere to best practices for evidence preservation and chain of custody.

- **Access/Completion/C&CE**
 - Develop, operationalize, and periodically review an information security awareness program.

Training Goals

- **Access/Completion/C&CE**
 - Update all myNKU training materials (new screenshots, update processes, and wording)
 - Convert myNKU PDFs to webpages to improve ADA compliance
 - Create new videos to replace videos on myNKU TechKnow (Canvas course)
 - IT Website(s) Management
 - Remove outdated and/or unnecessary pages
 - Redirect old pages to KB articles or Service Requests
 - Consolidate pages with duplicate purposes and/or information
 - Continue to make design updates for a better user experience
 - Advertise and Communicate IT Services to Campus
 - Create content about how LinkedIn Learning can be used in and out of the classroom
 - Utilize digital signage across campus to advertise IT services
 - Further Collaborate with Marcomm to develop Employee intranet
 - Utilize inside.nku.edu as a news and information page