OFFICE OF INFORMATION TECHNOLOGY

2015 PROGRESS REPORT
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Joe Gargiulo began his career at SMU in 1998 and has served as SMU’s Chief Information Officer since 2008. Throughout his employment, he has seen the University’s technology requirements evolve and grow significantly. This past year has been an especially transformative one for OIT and the University at large. As part of the OE2C initiative, Joe led the department through a consolidation and streamlining process that allowed OIT to become even more agile and responsive to the University community.

Looking ahead, Joe expects to continue the trajectory towards an IT organization that continues to support its University far into the future.

Joe Gargiulo
Chief Information Officer
Jason Warner is responsible for providing direct services to faculty in support of academic and instructional technology use and exploration at SMU. The academic operations team is responsible for maintaining and enhancing the University's learning management systems, for supporting statistical and mathematical software programs, and for assisting with the development of digital and online media. The team also provides guidance and resourcefulness in identifying and integrating technology solutions that meet teaching and research needs.

Rachel Mulry is responsible for providing client technology support to the SMU community. This includes the following services: IT Help Desk for reporting all technology related requests and issues; client hardware and software support for 7,000+ computing devices campus wide; Audio/Video (AV) installation consulting and support for equipment in classrooms, meeting rooms and events; training for various software applications and services; and communication efforts from IT to the SMU community.

Curt Herridge is responsible for overseeing Applications Support, which consists of technical developers that offer programming and consulting for the my.SMU, AdminImages, Sitecore, SMU Budgets, SMU Financials, and Voyager systems on campus. The team consults on a broad variety of solutions and processes, including reporting, cloud applications, and Business Intelligence. This team is responsible for maintaining, interfacing and customizing the database applications, and provides web infrastructure support and development, and desktop database support.
George Finney is responsible for implementing and monitoring a diverse security infrastructure to protect the University network and data. The Security team is responsible for recommending security architectures, providing centralized database security, reviewing vendor security, capturing security logs, overseeing security investigations, and managing various security technologies.

Supervising Areas:
- Information Security
- IT Contract Review
- Physical Security

David Nguyen is responsible for maintaining the Networking, Telecommunications and Systems Administration services. Networking is responsible for campus wired/wireless network, firewall administration, maintaining inside/outside cable plant, and voicemail operations. Telecommunications provides long distance, calling card, audio conferencing services and is responsible for the campus-wide cable services contracts. Systems is responsible for the installation and management of server environments, HPC infrastructure, email, identity management and file storage services.

Supervising Areas:
- Data Center / High Performance Computing
- Infrastructure Design
- Networking
- Operational Security
- Telecommunication

Teena Newman is responsible for overseeing the project and portfolio management processes for OIT. She oversees the development, adoption, and continuous improvement of project management disciplines, processes and standards to align with the university’s vision and strategy.

Supervising Areas:
- Portfolio Management
- Project Management
- Resource Management
TO SUPPORT THE UNIVERSITY’S GOAL TO IMPROVE TEACHING AND LEARNING, OIT HAS DILIGENTLY WORKED TO INCREASE OUR BREADTH OF SERVICES, STRENGTHEN ACADEMIC PARTNERSHIPS, AND UPGRADE CLASSROOM TECHNOLOGY.

CANVAS

In the world of modern education, online courses are a vital component of the university experience. SMU has provided such courses for many years. OIT in collaboration with the Provost and the University faculty continuously investigate ways to optimize the use of online courseware.

As a result of this research and investigation, the University decided to adopt the Canvas Learning Management System (LMS) to replace the existing Blackboard LMS. The evaluation phase began last spring with the Cox School of Business as the primary adopters along with several other faculty joining for the summer term. During the fall semester, faculty members in Meadows joined the early adopter list. All faculty are encouraged to migrate to Canvas for the spring semester as Blackboard will be decommissioned in June of 2016.

Working alongside the Center for Teaching Excellence, EvaluationKit was purchased to replace the existing online course evaluation tool. EvaluationKit delivers Online Course Evaluations through Blackboard and Canvas. Unlike the previous solution, reports can be delivered to faculty quickly, providing valuable feedback for enhancing their instruction. This solution will be used for all centrally managed course evaluations during the spring semester.

LYNDACAMPUS

The University secured a lyndaCampus license allowing faculty, staff and students access to thousands of online courses covering a wide range of applications. Faculty can group specific courses in a playlist and deliver that playlist to students via Canvas. Students can benefit from a wide range of tutorials covering life skills, interview skills, in addition to specific software applications. Staff can also utilize lyndaCampus for professional development and “just-in-time” training. The wide variety of courses can be completed at the learner’s own pace. IT continues to partner with areas on campus to leverage this incredible resource to support student learning as well as employee job skills.
CLASSROOM AV AND EMERGENCY RESPONSE

Classroom technology plays a critical role in the education process. Maintaining that equipment on a regular basis ensures that faculty are able to maximize their time in the classroom.

Dallas Hall classrooms received a much needed AV upgrade during 2015. In total, 34 classrooms will be upgraded during this academic year. As each room is upgraded, a standard configuration is deployed to ensure a more consistent experience for faculty across campus. The rooms are also being programmed to allow remote access and reporting for a more proactive approach to system maintenance.

Several new processes were implemented to provide rapid response for AV emergencies. The responsibility for AV response was distributed across two teams located in 11 different buildings across campus. Technicians are able to arrive at any classroom in 5 minutes or less to assist with AV issues. Faculty should also receive an email communication in advance if the classroom equipment is out of order. Maintenance updates are posted automatically on our website at www.smu.edu/OIT/classroommaintenance.

STUDENT TRAINING

This year the OIT Training and Communications team established a partnership with the Altshuler Learning Enhancement Center (A-LEC) to provide regular technology training workshops. For the pilot program the team offered both afternoon and evening courses in Excel and received feedback that the workshops were the most well attended sessions that were offered. In order to provide additional support to the A-LEC, OIT will be expanding their course offerings to communicate available IT resources as well as assist students with learning new technologies. Anticipated courses include:

» lyndaCampus – Meet your 24/7 Tutor
» Excel Basics
» Excel Formulas
» Digital Notetaking

KEY DELIVERABLES FOR 2016

» Expanding academic software offerings on Apps.SMU
» Adoption of Canvas for course management
» Classroom equipment upgrades
» Remote control tools for campus AV management
TO FURTHER ADVANCE FACULTY RESEARCH, WE HAVE WORKED DILIGENTLY TO PROVIDE CRITICAL INFRASTRUCTURE IMPROVEMENTS, SERVICES, AND NEW SKILLS IN BUSINESS INTELLIGENCE.

INFRASTRUCTURE IMPROVEMENTS

The network infrastructure team, led by David Nguyen, has taken great strides in assuring that SMU’s network remains stable while being upgraded to the latest advancements in technology. For wireless alone, over 300 access points have been upgraded to new wireless standards. Other major projects in 2015 include the continuing installations at the new University Data Center, upgrading disaster recovery protocols and services, and dual authentication services.

The next year holds even more improvements to SMU’s infrastructure, with plans to create 10 gigabit network connections to each building, selection and installation of a new Voice over IP telephone system, and strengthening network security across campus.

EDUROAM NETWORK

eduroam (EDUcation ROAMing) is a secure worldwide federated wireless network for individuals in higher education or research environments. It allows these individuals to authenticate to the eduroam network utilizing their existing credentials anywhere that eduroam is available. This network was initially deployed to support the DIS Physics Conference which was held at SMU under the leadership of Dr. Fred Olness. Faculty and students traveling abroad have utilized this network as well connecting in locations such as Oxford, Switzerland, and institutions across the US.

The graphic on the right illustrates the location from which an individual is visiting and has successfully connected to eduroam network while on the SMU campus.
HIGH PERFORMANCE COMPUTING

The High Performance Computing (HPC) service has been highly successful in advancing research in academic departments across campus. OIT provides support for The Center for Scientific Computation by managing the ManeFrame infrastructure. The configuration of a new ten gigabit uplink to the Internet has made it easier to share with fellow researchers and collaborators the knowledge derived from the ManeFrame's computational research findings. Other HPC achievements this year include collaborations with Fermilab in conjunction with the SMU Department of Physics along with an ATLAS pilot project allowing researchers worldwide to take advantage of ManeFrame's capabilities.

CORE DATA PROJECT

The Center on Research and Evaluation (CORE) conducts research and evaluations on education programs, practices, and policies designed to strengthen families and communities. CORE and OIT have partnered together to significantly reduce time that has traditionally been spent standardizing data from Dallas Independent School District. Automating a manual process, and placing the data into a common data warehouse format allows researchers to focus on what matters instead of rote tasks. What once took weeks of valuable researcher time, will be reduced to hours, thus enabling more productive research.

KEY DELIVERABLES FOR 2016

» Grant management improvements
   (PARTNERSHIP WITH RESEARCH AND GRANT ADMINISTRATION)

» HPC equipment refreshment
IN CONJUNCTION WITH MANY OF THE OE2C INITIATIVES, VARIOUS SOFTWARE TOOLS WERE DEPLOYED TO ENHANCE AND STREAMLINE UNIVERSITY PROCESSES. OIT WAS HEAVILY INVOLVED IN THE IMPLEMENTATION AND TRAINING OF MANY OF THESE RESOURCES.

SECURITY INITIATIVES

As higher education research data becomes more and more dependent on digital means of creation, storage and collaboration, the more that data becomes a target for those wishing to compromise or steal important information. The job of securing this information is never done, and the Office of Information Technology works every day to try to stay ahead of the most pervasive threats that affect academic institutions worldwide.

In addition to keeping our underlying technical infrastructure secure, OIT strives to educate the entire SMU community on how to protect their data. For the past several years, the security division of OIT has conducted simulated “phishing” campaigns in order to educate faculty and staff on the dangers of malicious e-mails. Since the simulations have taken place, the “click-through” rate - the amount of people who fell victim to the simulation - has dropped significantly to only 2.3 percent. In turn, this has reduced the actual security breaches that affect faculty and staff accounts.

The security team has also worked towards making physical security systems, like access control and surveillance, easier to manage. As part of recent initiatives to simplify these systems, surveillance systems have been revamped to one management system, reducing from 11 systems to 1, making the physical security of university areas more consistent and reliable.

Through community education as well as a robust regiment of barriers to entry by nefarious entities, OIT continues to assure the integrity of University data.

KEY DELIVERABLES FOR 2016

- Multi-factor authentication
- Infrastructure unification
- Implementation of talent management solution
  (PARTNERSHIP WITH HUMAN RESOURCES)
- Implementation of electronic form solution
  (PARTNERSHIP WITH HUMAN RESOURCES AND PAYROLL)
- Parking garage toll tag readers
  (PARTNERSHIP WITH PARKING & ID CARD SERVICES)
CONCUR: MANAGING TRAVEL AND EXPENSE REPORTING
PARTNERSHIP WITH OFFICE OF BUDGET AND FINANCE

Concur was implemented to streamline the reporting for University business and travel expenses. To help facilitate an effective transition, OIT supported this initiative with over 120 hours of implementation time and provided training support for over 30 workshops and hands-on-training sessions for faculty, staff, and students. Thanks to this new system, manual processes have been replaced, approval workflows streamlined, and employees have benefited from greatly reduced reimbursement time.

PAPERCUT: SUPPORTING CENTRALIZED PRINTING
PARTNERSHIP WITH IMAGENET

Papercut was deployed to the campus computers to assist in the reporting and transition to centralized printing. The software provides a clearer picture of how printing is used as a resource. OIT worked closely with the ImageNet team as they implemented the new printing model across campus.

SELECTICA: CONTRACT MANAGEMENT SYSTEM
PARTNERSHIP WITH OFFICE OF LEGAL AFFAIRS

As part of SMU’s continued efforts to improve operational efficiency, Selectica was obtained to support the contract management service on campus. OIT was involved in technical consultation during the selection process as well as coordinating the actual system deployment.

After working with the vendor and the contract team to outline the process, OIT facilitated the integration with existing SMU systems. Once fully implemented, Selectica will become an integral solution for the highly complex process of contract review and approval.

INFRASTRUCTURE UNIFICATION
PARTNERSHIP WITH LYLE SCHOOL OF ENGINEERING AND DEDMAN SCHOOL OF LAW

In order to eliminate duplicative services and streamline IT delivery, OIT was asked to consolidate all network and security infrastructure across the University. This consolidation includes upgrading and configuring all network equipment, migrating servers to the University Data Center, and consolidating all Active Directory domains and resources into one. Work began in the Cox School of Business and will complete early this year. During 2016, we will consolidate infrastructure resources from Lyle and Law. Once complete, the new environment will be simpler to support and provide a more consistent experience for faculty, staff, and students.
ENHANCING COMMUNICATIONS AND COLLABORATION IS A CRITICAL COMPONENT TO LEARNING AS WELL AS UNIVERSITY BUSINESS. OIT CONTINUES TO EXPAND OUR OFFERINGS OF TECHNOLOGY SERVICES TO SUPPORT THIS VITAL ACTIVITY.

SMU MOBILE

The SMU Mobile application was released in 2015 available on both iOS and Android devices. The mobile application integrates with my.SMU to display grades, course catalog and class schedules as well as integrating with other web tools to display calendar events, social media, maps, and other SMU news. Additional features planned include add/drop, campus directory, and parking availability.

UNIFIED TICKETING

In order to streamline the process for requesting technology services, help or training, all IT areas began utilizing a central help desk tool. This allows the entire campus community to submit requests into one tracking tool and receive updates and solutions in a timely manner. All OIT personnel are setup in the system to allow the transfer of requests to the correct resource without requiring the customer to make multiple calls through different channels. During 2016, several new features will be made to this online customer portal to enhance the request process.

UNIFIED MESSAGING

This year, we began the migration of the current voicemail system to a new Unified Messaging platform. This is the first step in the telephone system replacement that should begin in earnest during 2016. With Unified Messaging, voicemails are delivered directly to the customer’s inbox as an email message. The system also allows individuals to call in and retrieve messages as well as access email, calendar items and more.

KEY DELIVERABLES FOR 2016

» Telephone system replacement selection
» Deployment of Box for university storage
» Inside.SMU migration to SharePoint Online
AS TECHNOLOGY CHANGES AT AN EVER-INCREASING SPEED, OIT HAS STRENGTHENED ACCOUNTABILITY AND COMMUNICATION BY RESTRUCTURING AND STRENGTHENING RESOURCES AND PARTNERSHIPS. THIS ALLOWS US TO GAIN AGILITY TO SUPPORT THE UNIVERSITY AT LARGE.

IT LEADERSHIP COUNCIL

The Information Technology Leadership Council was created to ensure that IT strategy is developed with input from academic and administrative areas. The council’s objective is to balance and prioritize academic and administrative computing needs by taking feedback from the Academic Technology Council, the campus community, and the Office of Information Technology. Key responsibilities of members include providing input to technology strategy, helping prioritize projects, providing input to service levels, advocating for SMU’s IT users, and serving as an ambassador to OIT.

The IT Leadership Council is comprised of 6 members representing the Academic Technology Council, Research, Provost, Business and Finance, and OIT. The council is chaired by the Chief Information Officer, Joe Gargiulo. The members of the council are Julie Forrester, associate provost; Vinh Pham, business and finance senior manager; Curt Herridge, IT director; Xin-Lin Gao, research PI; Joe Gargiulo, CIO; and James Quick, associate vice president for research, dean of graduate studies and professor of earth sciences, serves as the Academic Technology Council Chair.

PROJECT MANAGEMENT OFFICE

For the past six years, IT has focused efforts towards improving our project and portfolio management processes. However, these efforts were guided by individuals in addition to their regular responsibilities. With the increasing demand for portfolio management and project governance, OIT established an official project management office (PMO), led by Teena Newman. The PMO will focus on completing projects on time, on budget, and meeting intended business goals.

Since the PMO initiation, OIT has begun meeting weekly to discuss all active OIT projects, identify challenges, and celebrate successes. In addition, the first round of Project Management Methodology training took place in November. In 2016, PMO will partner with HR to continue training the remaining OIT project staff. The Project Management Office will continuously evolve to meet the ever changing business needs, while staying aligned with SMU’s strategic goals.
ACADEMIC GOVERNANCE

To ensure that technology services are more effectively aligned throughout the University and to enable the faculty and academic areas to participate directly in providing strategic direction in technology decision-making for campus, OIT Shared Services has facilitated the creation and launch of an entirely new Academic Technology Council for IT Governance at SMU.

The new council is comprised of 14 members, including faculty from each school as well as Guildhall and Faculty Senate; representatives of the SMU libraries and the provost’s office; and Jason Warner, director of the academic technology team within OIT. The newly elected council chair is James Quick, associate vice president for research, dean of graduate studies and professor of earth sciences.

The council will serve as a primary steward of SMU’s academic technology strategy. Academic leaders serving on the council will maintain an understanding of the academic technology needs of their school or organization while also advocating for technologies that enhance the capabilities of the University as a whole. Key responsibilities of members include providing input to the annual update of their school or unit’s academic technology strategy, helping to prioritize academic computing projects, providing input to service levels, advocating for SMU’s IT users, and serving as an ambassador to OIT.

“I’m excited about the opportunity this new council creates,” said Warner. “It will provide a direct voice for faculty and every academic unit in setting mandates for IT on campus and in making recommendations for IT strategies that best serve University priorities. The council’s support and input will be invaluable in making decisions about campus technology.”

The members of the council are Dr. Amit Basu, Cox; Dr. Katherine Engel, Dr. Tom Fomby and Dr. Elfi Kraka, Dedman; Mark Nausha, Guildhall; Nathan Cortez J.D., Dedman Law; Dr. Halit Uster, Lyle; Dr. David Sedman, Meadows; Dr. Anthony Cuevas, Simmons; Dr. Theodore Walker, Jr., Perkins Theology; Dr. Sreekumar Bhaskaran, Faculty Senate; Mary Boyd, libraries; and Dr. James Quick, provost’s office.

“Our council members will talk to faculty within their individual schools about their technology needs, and also talk to peers at other universities about their IT functions to gain outside perspectives,” said Dean Quick. “They’ll collect and prioritize recommendations for technology projects that will be best for SMU, and provide open and honest feedback to OIT staff. Together with Jason and the rest of the IT team, we will work to find the best possible solutions to the tech needs of our academic departments.”
SHARED SERVICES

As SMU works to align itself for future efficiency and growth, Information Technology Shared Services brings together the knowledge and expertise of IT personnel from across campus. This allows a unified OIT to work together towards enhanced service to the SMU community through process efficiencies, collaboration and innovation.

There are several steps in the transition to this new operating model: establishing the new teams and responsibilities, establishing the governance committees, transitioning processes and services, and unifying IT infrastructure services.

People
Everyone moving into OIT as part of this initiative had the opportunity to explore various roles and responsibilities. As the teams were assembled, transition plans for each individual and their previous responsibilities were developed. Several open positions were also assigned to the appropriate team and the recruiting process began. Although we are still working to fill a few remaining open positions, the team structure and roles are well established.

Governance
The Academic and Leadership Governance bodies were established and have begun meeting regularly. Internally, OIT has begun integrating the governance model into our existing portfolio management and project management process. In order to mature as an organization in the role of project management, a project management office was established. This year, we look forward to continued growth and maturity working with a governance framework and delivering well executed projects for the campus.

Infrastructure
In order to streamline the service experience and maximize our resource efforts, we were asked to unify the network and server infrastructure. We began those efforts working with the Cox School of Business. Significant progress was made during 2015 and the remaining work will complete early this year. We will then engage the Lyle School of Engineering and Dedman School of Law to begin their transition. The unification should be completed by the end of this calendar year.

Although there is still a significant amount of work to be done in the formation of this new organization, we begin this year operating as a new team in our new Shared Services model. We are committed to monitoring and adapting our organization as needed to best support the campus community and support SMU’s strategic plan.
<table>
<thead>
<tr>
<th>Number</th>
<th>Description</th>
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<tbody>
<tr>
<td>4</td>
<td>Percentage of processed emails considered “clean” or free of marketing, spam, or threats, such as viruses.</td>
</tr>
<tr>
<td>26</td>
<td>Percentage of SMU accounts that are sponsored.</td>
</tr>
<tr>
<td>71</td>
<td>Percentage of servers virtualized.</td>
</tr>
<tr>
<td>95</td>
<td>Number of live training sessions offered.</td>
</tr>
<tr>
<td>112</td>
<td>Number of major OIT projects completed.</td>
</tr>
<tr>
<td>132</td>
<td>Number of on-premises server based services.</td>
</tr>
<tr>
<td>540</td>
<td>Number of hosted or cloud-based servers.</td>
</tr>
<tr>
<td>750</td>
<td>Number of unified security cameras.</td>
</tr>
<tr>
<td>1,398</td>
<td>Number of classroom support calls.</td>
</tr>
<tr>
<td>1,678</td>
<td>Number of access card readers.</td>
</tr>
<tr>
<td>2,929</td>
<td>Number of wireless access points.</td>
</tr>
<tr>
<td>3,999</td>
<td>Number of on-premises email boxes.</td>
</tr>
<tr>
<td>12,017</td>
<td>Highest number of devices to the SMU wireless network at one time.</td>
</tr>
<tr>
<td>16,289</td>
<td>Number of active employee and student accounts.</td>
</tr>
<tr>
<td>25,334</td>
<td>Number of Help Desk support calls answered.</td>
</tr>
<tr>
<td>27,201</td>
<td>Number of cloud-based email boxes.</td>
</tr>
<tr>
<td>31,200</td>
<td>Number of wired Internet connections.</td>
</tr>
<tr>
<td>41,166</td>
<td>Number of SMU accounts managed.</td>
</tr>
<tr>
<td>77,324</td>
<td>Number of calls answered by OIT operators.</td>
</tr>
<tr>
<td>3,250,000</td>
<td>Number of successful jobs on the ManeFrame High Performance Computer Cluster.</td>
</tr>
<tr>
<td>158,225,393</td>
<td>Number of minutes spent on ManeFrame jobs.</td>
</tr>
<tr>
<td>591,000,000</td>
<td>Number of emails processed.</td>
</tr>
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</table>
### METRICS

**Source for Help Desk Ticket Incidents**

- **Requests by Constituent**
  - Total: 25,334
  - Staff: 33%
  - Students: 28%
  - Affiliate: 10%
  - Faculty: 6%
  - Alum: 3%
  - Unspecified: 12%

**Requester Affiliation**

- Total: 65,101

**Help Requests by University Affiliation**

### Calls Volume by Year

- **Metropolitan**
  - Staff: 53%
  - Students: 16%
  - Unspecified: 12%
  - Faculty: 10%
  - Affiliate: 6%
  - Alum: 3%

### Total Ticket Volume**

- **Requests by Constituent**
  - Total: 25,334

### Requests by Constituent (Based on 25,334 Total Requests)

- **Ticket Source**
  - help.smu.edu: 28%
  - E-mail: 33%
  - Direct entry by IT: 39%

### Metrics

- **Classroom Support Call Volume**
- **Help Desk Phone Volume**
TOTAL ITEMS IN WEB CONTENT MANAGEMENT SYSTEM

TOTAL ITEMS ON ADMINIMAGES.SMU

TOTAL ITEMS IN MEDIAARCHIVE.SMU

BLACKBOARD COURSES
### Table 2

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<thead>
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<th>Users</th>
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<td>Undergraduates</td>
<td>7065</td>
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<tr>
<td>Graduates</td>
<td>6175</td>
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<tr>
<td>Temporary Employees</td>
<td>746</td>
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### Table 2

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<tr>
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<th>Students</th>
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<td>Employee</td>
<td>2929</td>
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<tr>
<td>Students</td>
<td>17072</td>
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<tr>
<td>Student Workers</td>
<td>169</td>
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<tr>
<td>Former Students</td>
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<tr>
<td>Retirees</td>
<td>383</td>
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<tr>
<td>Sponsored</td>
<td>10570</td>
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### Table 2

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<th>Employees</th>
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<td>Employees</td>
<td>2696</td>
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<tr>
<td>Sponsored</td>
<td>773</td>
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<tr>
<td>Students</td>
<td>61</td>
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<tr>
<td>Retirees</td>
<td>381</td>
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<td>Former Students</td>
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### Table 2

<table>
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<tr>
<th>Affiliation</th>
<th>Students</th>
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<td>Sponsored &amp; Retirees</td>
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<td>Employees</td>
<td>9955</td>
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<tr>
<td>Students</td>
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</tbody>
</table>

### Metrics

**Web Presence**

- **Blog (smu.edu)**: 21.9%
- **Wiki (smu.edu)**: 3.9%
- **Website (smu.edu)**: 9.4%
- **Sites (smu.edu)**: 6.3%
- **People (smu.edu)**: 58.5%

**Number of Services**: 63
- **Oracle**: 35.62%
- **Microsoft**: 64.38%

**Number of Databases**: 84
- **Oracle**: 58.51%
- **Microsoft**: 41.49%

**Active University Accounts**

- **Total**: 41,116
- **Active Employee & Students**: 16,289
- **Undergraduates**: 43.4%
- **Graduates**: 37.9%
- **Temporary Employees**: 4.6%
- **Benefit Eligible Employees**: 14.1%

**University Email**

- **On-Premises Email Mailboxes**: 3,999
  - **Employees**: 67.4%
  - **Students**: 62.54%
  - **Sponsored & Retirees**: 19.2%
  - **Student Workers**: 9.3%
  - **Employees**: 9.3%

- **Cloud Email Mailboxes**: 27,201
  - **Employees**: 0.03%
  - **Students**: 0.01%
  - **Sponsored & Retirees**: 36.40%
  - **Former Students**: 36.40%
  - **Retirees**: 25.7%

**Satisfaction Survey**

- **505 Total**
  - Extremely Satisfied: 77%
  - Very Satisfied: 13%
  - Satisfied: 4%
  - Dissatisfied: 5%
  - Extremely Dissatisfied: 1%

**Customer Satisfaction**

**Production Services Supported Databases**

- **Total**: 84
- **Oracle**: 41.49%
- **Microsoft**: 58.51%

**Overall satisfaction with OIT**

- **Extremely Satisfied**: 77%
- **Very Satisfied**: 13%
- **Satisfied**: 4%
- **Dissatisfied**: 5%
- **Extremely Dissatisfied**: 1%
THE WORK OUTLINED IN THIS REPORT IS ONLY A SAMPLING OF THE WORK COMPLETED DURING 2015. THANK YOU TO THE ENTIRE OIT TEAM AS WELL AS OUR CAMPUS PARTNERSHIPS FOR YOUR DEDICATION, HARD WORK AND SERVICE ON THESE AND MANY OTHER INITIATIVES THROUGHOUT THE YEAR.

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