

Information Technology Services

IT Services is responsible for UAA's telecommunications, network infrastructure, and academic technology support services. Our mission is to increase the meaningful and effective use of technology in teaching, learning, research and service in meeting the needs of the UAA communities we serve.

Audio/Visual (AV) Services

- Audio/Visual support of academic and administrative units, including Zoom support
- Generally scheduled classroom equipment maintenance and upgrades

Desktop Central Services

- Desktop support for academic and administrative units for regular maintenance and troubleshooting

Technical Support Center (TSC)

- Technical support and helpdesk

Metric	Value
Total Computer Use	3,582 Hours

Library Lab

Metric	Value
Workstation Utilization	11.93% (based on 35 PCs)
Total # of Hours Lab is Open	1480
Total Logins	3,461
Average Logins per Day	32
Unique Users	475
Total Computer Use	6,117 Hours

Internet Traffic Security Statistics (Last 30 days)

Metric	Value
Malware Blocked	339,700
Phishing Attempts Blocked	1,824

Recurring Technician Site Visits (RTSVs) – IT Services recently started implementing monthly IT Services visits with each department, called RTSVs (Recurring Technician Site Visits). This allows a technician to spend several hours a month working on department requested non-urgent technical support. This not only produced efficiency for both IT Services and the departments, but it also helped build synergy and trust between IT Services technicians and staff/faculty.

East/West Campus Offices/Dispatch Points – In FY19, IT Services split the Desktop / AV Field Services team into two locations (East/West campus). The positive results of this include

- Reduced travel time and time to resolve issues.
- Better understanding of department-specific needs.

Key Performance Indexes (KPIs) – In FY19,

TSC also implemented strategies to fix issues immediately with the user on the phone rather than escalating to another group, resulting in a quicker resolution time.

SCCM Imaging –In FY16, the Desktop team started using Microsoft SCCM to image all lab computers in the central IT Services labs as well as other labs. Compared to previous methods that took hours to perform per PC, SCCM is a technology that can be distributed remotely and simultaneously, eliminating hundreds of hours.

Directory & Messaging Services

This year, as a result of changes to Microsoft licensing for the UA System, the team has been working towards upgrading faculty, staff, and students to Microsoft 365's A3 level. This gives users the ability to utilize more of Microsoft's cloud services at no additional cost.

In FY19, the team began migrating users from old Skype for Business to either the Office 365 version of Skype for Business and/or Microsoft Teams. The process of migrating those users is nearly complete and the team will move to decommission that infrastructure, which will reduce the maintenance workload as a result.

The change in email platforms for staff and faculty from an on-premises instance of Microsoft Exchange to Google's Gmail service has allowed the team to greatly reduce the maintenance required to keep Exchange operating efficiently. There is still a small Exchange footprint for supporting HIPAA classified data that has not yet moved over to Gmail.

Network & Telecommunication Services

In FY20, the team upgraded the firewalls protecting the UAA datacenter.

The network team replaces dozens of Uninterruptible Power Supplies and Networking equipment across the campus each year according to an equipment depreciation schedule.

Since FY18, the team has been working on creating a more distributed core layer for the UAA network, which will allow us to tolerate larger failures in specific areas of campus that do not result in complete network outages for the campus.

In FY17, the team was restructured to separate the Network and Telecom areas into specific positions, allowing IT Services employees to be more specialized in each area.

Information Security

In FY19, IT Services implemented a new service that works proactively to block malicious connections in or out of the UAA network. It works by collecting traffic patterns from around the world, categorizing them, and blocking harmful traffic. This has been a significant step in helping UAA protect staff, students, and faculty from malicious activity on the internet.

In FY16, in partnership with the UA Statewide OIT Security team, IT Services installed next generation firewalls at the university's internet border. These appliances allow us to block internet

FY20 - Advertisements from Telephones. Audited white pages listings through ACS. Resulted in discontinuing advertisements for 150 listings, with a savings of \$9,000 annually. This allowed us to keep rate increases minimal.

FY20 - Increased efficiencies in billing processes. Currently updating billing system to allow for quicker processing and automated entry into Banner. This will create time savings for labor, allowing the Administrative team to focus on other priority projects.

FY19 – SPSS License Model Change. Moved to a campus wide license model based on FTE. This switch, along with additional units, such as UAS, KPC, and MatSu,

Personnel expense is up approximately \$800,000 from FY15. This increase is primarily explained by a change in how desktop services are paid for. Prior FY19, all desktop services were billed to departments directly. In FY19, the funding for these services was changed to centrally provided fund on behalf of the departments and some funds came with embedded IT positions that were transferred to IT Services.

Bottom Line: IT Services has seen significant reductions in both GF and fee revenue at the same time its workload has seen significant increases as embedded IT has been centralized. Additionally, departments continue to look to IT Services to further automate and streamline functions in response to their own budgetary challenges.

Further reductions will result in delayed or reduced services affecting classroom delivery and student, staff, and faculty support. Further reductions would also increase the risk of IT Services' ability to meet compliance and performance requirements.

During FY20, as a result of staff departures in CBPP, IT Services has inherited two FTEs worth of critical infrastructure work, without receiving positions or budget. Suggest this is equivalent to a cut to IT Services in excess of \$125,000. This does not represent the full cost of the eliminated positions, but IT Services model is expected to be more cost efficient.

Reduce number of Student Worker FTEs. Est. \$66,000 cost savings.

Reduce some weekend and extended hours in the TSC. Est. \$10,000 cost savings.

Reduce number of PCs in SMH lab and move to unsupported. Est. \$10,000 cost savings.

Reduce amount of available funds for AV Classroom Upgrades/Refreshes for FY21-FY22. Est.

\$90,000 cost savings.

Eliminate vacant student worker position in Web apps. Est. \$11,000 cost savings.

Eliminate temporary positions in Web apps. Est. \$31,000 cost savings.

Use already owned Microsoft Security tools in place of Symantec. Est. \$12,000 cost savings.

Total reduction/absorbed costs: \$355,000