



# 2019 ANNUAL REPORT



**VCU** Technology Services



# MAKING THE DIFFERENCE

Today's campus environment reaches far beyond the traditional classroom. Students and faculty alike are collaborating in more places and with more global reach than ever before. We witness that every day in Richmond.

Each VCU Technology Services team is dedicated to providing the experience and the quality services required to fulfill the needs of the VCU community.

Making a global difference first begins with a customer-focused commitment to each of our students, faculty, and staff. We believe in making the difference.

- 88% of students, faculty, and staff report as being *very satisfied* or *satisfied* with the service delivery of VCU Technology Services (VCU TS).
- Students rated their satisfaction with VCU TS at 4.34 out of a possible rating of 5.
- Faculty and staff rated their satisfaction with VCUTS at 4.33 out of a possible rating of 5.
- 58% of respondents said they contacted VCU TS for assistance, *up 24%* from the previous year
- 87% of respondents found it easier to contact VCU TS this past year, *up 12%* from the previous year.
- 95% of respondents reported that VCU TS provided them with the assistance they needed, *up 7%* from the previous year.

Source: VCU Division of Administration Customer Satisfaction Survey





# MAJOR PROJECTS

## DESKTOP SERVICES

- Entered into a collaborative agreement with RamTech to manage the fixIT operation
- Moved all Windows endpoints to a new enterprise management system

## ADMINISTRATIVE SYSTEMS

- RealSource implementation completed
- 196,349 reports run in the VCU Reporting Center
- 58,396 Research Dashboard visits with 172,536 drill-down reports run
- 3,789 Fiscal Administration Dashboard visits with 40,256 drill-down reports run

## NETWORK SERVICES

- MARIA 100G connection established at University Computer Center
  - Improved speed and reliability of primary Internet and research network connections
- Cisco wireless conversion to Cisco Meraki cloud-based system and wireless access points
  - Brought all access points up to current standards and enabled improved functionality and management capabilities while reducing staff time needed to manage the wireless network
  - Converted 3,800 wireless access points from Cisco to cloud-based Cisco Meraki
- Border and internal firewall replacements

## CAMPUS CARD SERVICES

- Programmed and installed 15 First Responder key boxes in 8 buildings identified by VCU Police
- 10 buildings updated to new door access system
- More than 95 building access control requests and renovation projects completed







# MAJOR PROJECTS

## ACADEMIC TECHNOLOGIES, MEDIA SUPPORT SERVICES ENGINEERING AND DESIGN

### College of Health Professions

Over the course of the fiscal year 2018-19, the Media Support Services Engineering and Design (MSS E&D) team ramped up managing the audiovisual integration of the 154,000 square feet College of Health Professions (COHP).

Highlights of the project include housing 14 centrally-supported classrooms, including a 150 seat auditorium, 3 simulation labs, and numerous other labs, classrooms, and conference rooms. There will be 100 spaces with multi-media control systems installed by VCU Media Support Services, with a budget of over \$3,000,000. The MSS Engineering and Design team had an integral role in coordinating and overseeing the audio integration of all COHP AV systems.

### Engineering Research Building

Over the course of the 2018-2019 fiscal year, MSS E&D gathered and is in the process of developing scope requirements for a four-story lab building that will be connected to the existing College of Engineering East Hall.

With a current audiovisual budget of \$1.5

million dollars, the spaces for which audiovisual systems are planned are a collaboration hub, multipurpose room, several large and medium-sized conference rooms and two meeting/reception spaces on the top floor for the school's administration. The facilities, as well as the audiovisual systems to be integrated into the facility, emphasize the use of makerspaces, collaborative research, and flexible gathering areas.

### Science, Technology, Engineering, and Math Building

Over the course of the FY18-19, MSS E&D began work with multiple stakeholders to develop the scope requirements for audiovisual solutions on the new Science, Technology, and Math (STEM) building to be completed by 2022.

The audiovisual systems for the new STEM Building will foster collaborative learning environments and technologically advanced presentation spaces. Straightforward, reliable systems will facilitate the use of technology as a communications tool and a teaching aide.

### MSS Engineering and Design

The MSS E&D team continued to refine touch panel interfaces which benefit the VCU IT community by facilitating familiarity in regards to MSS audiovisual systems.

Total amount of equipment integrated:  
\$4.2 million

Total audio visual integration projects: 64  
Cost saving on energy and projector lamp hours

### Labs and Classroom Computing

Labs and Classroom Computing (LCC) now manages the university-wide Adobe Enterprise agreement and provides support for faculty, staff, students, shared-device licensing, account provisioning, software packaging and deployment, as well as the Kivuto "OnTheHub" portal, allowing students to purchase Adobe Creative Cloud licensing at drastically discounted pricing. This project has been a collaboration with Academic Technologies, the IT Service Management Office, and Central Services.



# GREAT IDEAS

## IT SUPPORT CENTER

In collaboration with Labs & Classrooms Computing, the IT Support Center began checking out laptops to students for temporary use on campus. This was done to replace the aging checkout kiosks. This popular service has nearly doubled volume of in-person customer interactions.

In collaboration with Learning Systems and Web Services, the IT Support Center embarked on the project to upgrade Lynda.com to LinkedIn Learning. The new site features a new user-centric design, personalized content based on insights from LinkedIn, and expanded the selection of courses. The upgraded service was deployed shortly after the start of the new fiscal year.

## UNIVERSITY COMPUTER CENTER

The University Computer Center (UCC) was involved in a project that required close coordination between the UCC staff, Network Services, Applications Development, Information Security, and Project Management allowing authentication for external customers to resources like Google mail and Blackboard. These resources are hosted online in the event VCU resources are not available.

Services were later enhanced allowing external customers to access [www.vcu.edu](http://www.vcu.edu) via a web server hosted offsite. All static content in the VCU web content management system is now available to outside customers in the event the campus loses internet access.

## FISCAL AND ADMINISTRATIVE CENTRAL SERVICES

Fiscal and Administrative Central Services manages and process fiscal transactions to six fund sources including auxiliary, capital, E&G, among other sources.

## ACADEMIC TECHNOLOGIES

Inspired by a 3D printing presentation at the Association of Collegiate Computing Services of Virginia conference earlier this year, one staff member created a prototype of a 3D bracket to meet a specific classroom need. As a result, 71 comparable-quality brackets were printed and used in 3 classrooms, at a savings of \$3-\$10 per bracket.

## TELECOMMUNICATIONS

Introduced OnePrint, a managed university-wide print program offered by Telecommunication Services in collaboration with VCU Procurement, and other VCU Technology Services areas.

Telecommunications Services provides Tier 2 support, along with overall management of the OnePrint Program, including billing, contract management, and pre and post-order customer support.







## IN THE NUMBERS

### CAMPUS CARD SERVICES

12,837 service tickets resolved

4,638,111 point of sale transactions totaling \$19,722,508 processed through the point of sale system

21,643 cards printed

### WEB SERVICES

VCU Keywords (go.vcu.edu) were utilized 4,748,209 times. This equates to a VCU keyword being used to locate a website every 6.6 seconds

35,186,858 single sign-on (SSO) logins over the past year

There is an SSO login every .896 seconds

### ACADEMIC TECHNOLOGIES, LEARNING SYSTEMS

Lecture Capture using Cattura Capturecast hardware and Kaltura Capture software

Support of Canvas for Noodle Partners initiative with Online@VCU

Blackboard - average number of courses for FY18-19: 8465

- 2018 Fall - 3,960
- 2019 Spring - 3,712
- 2019 Summer - 793

Echo360 - 239,211 total captured lecture views

Kaltura - 8,407 total known unique viewers (does not include the Bb integration)

Kaltura - 805 total classroom video entries

LON-CAPA - 2,948 average total students

Learning Systems completed 2,672 support tickets





## IN THE NUMBERS

### NETWORK SERVICES

75% of all internet traffic on campus is wireless

Since January 2019, 122,000 unique devices connected to the wireless network, transferring roughly 1.46 petabytes of data

Since January 2019, 28,584 unique clients have connected to Guest Wireless

More than 1,750 network tickets were resolved during FY18-19

### IT SUPPORT CENTER

gradelT pages scanned: 185,129

Customer Satisfaction Score: 98%

Total Customer Contacts: 60,327  
First Call Resolution rate of 78%

Average phone customer wait time: 30 seconds

### MEDIA SUPPORT SERVICES VIDEO PRODUCTION

Live streams of December and May Commencement Ceremonies, State of the University Address, Faculty Convocation, VCU50 Symposium

A new video production studio was installed and brought online in January 2019. By the end of the fiscal year, the studio hosted 25 productions, resulting in over 100 videos for clients including Rehabilitation Counseling, Mathematics, and the Autism Center for Excellence.

- 128 video projects completed (up from 110 the previous year)
- 23,887 Zoom meetings hosted (up from 13,800 for increase of 73%)
- 478 Zoom meetings averaged per week, up from 265 for increase of 80%

### TELECOMMUNICATIONS

Telecommunications Services had a 4% increase in billed services for a total of 32,289.

10,985 service/support tickets processed

Client Support team handled 8,061 calls

### UNIVERSITY COMPUTER CENTER

Completed 350 jobs for server build and decommissions at the UCC and Harris Hall Centers

2,014 service desk requests resolved

More than 1,330 servers are housed and maintained at the UCC and Harris Hall centers

Currently support 749 virtual servers

UCC has nearly 4 petabytes of storage installed at Harris Hall and the UCC

### MSS ENGINEERING AND DESIGN

Cost saving on energy and projector lamp hours

- Hours saved from systems not being shut down by users: 32,018
- Total Savings: \$5,510
- Lamp Cost Saved: \$3,200
- Savings in Energy Cost: \$2,346

### FISCAL AND ADMINISTRATIVE CENTRAL SERVICES

Service Recoveries (SLA's/Fees)  
585 transactions completed

Procurement Services  
178 vendors, including 112 contract vendors, HEETF STF Registrations - 103



# IN THE NUMBERS

## DESKTOP SERVICES

Resolved 927 incidents and 2,894 requests

## MEDIA SUPPORT SERVICES CLASSROOM SUPPORT

Piloted a Wireless presentation solution over the course of FY 18-19

- Five student study spaces updated in Academic Learning Commons (MCALC) with new systems leveraging the wireless presentation solution

- All Lecture Halls in MCALC outfitted with wireless presentation devices
- Updated 33 standard classroom systems between the two campuses
- Tech Squad completed room checks: 5,462
- Issues discovered through room checks: 291
- AV user training sessions performed: 376
- AV issues addressed: 1,725



At VCU, we are working together to create the model for what a 21st-century research university can be. We on the VCU Technology Services team align everything we do with the four

themes that shape VCU’s Strategic Plan, Quest 2025: Together We Transform:

- Student Success
- National Prominence
- Collective urban and regional transformation
- Diversity driving excellence

I invite you to learn more about how the initiatives and services we offer and support make VCU a premier urban, public research university.

ALEX HENSON  
Chief information Officer  
Virginia Commonwealth University





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