



Optimization**Forward**

2017 Annual Report



VCU

Technology Services

A Reflection of Numbers

Academic Technologies provide classroom and online instructional support to meet the mission of advancing knowledge and student success through VCU's Quest for Distinction.

Engineering & Design (E&D)

Media Support Services (MSS) E&D services include initiation, planning, execution, closeout and system support for the first year of service.

\$2.28 million of audio visual (AV) equipment quoted, managed and installed.

80 AV systems installed.

Video Production & Teleconferencing

95 video productions

42 live streams

271 videoconferences

The estimated live audience for the Spring Commencement stream was 17,000 viewers, with several times that viewing the archive.

523 new Zoom Pro accounts created, averaging more than 40 per month.

7,086 Zoom video conferencing sessions (up 249% from 2,030 in 2015-16).

Learning Systems

Blackboard Collaborate is videoconferencing for the classroom, making learners feel like they're together in the same room via collaboration and conference tools.

VCU Blackboard Collaborate usage
2,369 rooms (sessions)

7,282 unique attendees

Echo360 is a lecture capture tool that enables students to review what happened in the classroom.

VCU Echo360 usage

454,689 captured lecture views

7,300 appliance capture hours

94 PRO Appliance capture hours

111 personal capture hours

Kaltura is a cloud-based video management system used for storing, publishing, streaming videos, video collections and other types of media.

VCU Kaltura integration usage

6.6 TB bandwidth consumption

11,231 hours viewed

148 courses

949 entries

Most viewed Kaltura

streams in a day

1,202 views, March 19, 2017

3,722 unique Kaltura viewers

36,708 non-unique user plays

Newly added entries
5,113 video, 292 audio,
184 images

LON-CAPA permits the sharing of assessment items and learning objects within and among participating institutions.

VCU LON-CAPA Usage

395 courses

9,902 students

Classroom Support

Over the course of the summer, MSS Classroom Support replaced 44 projectors and 57 touch panels.

70 classrooms were updated on the Monroe Park campus with touch monitors for classroom computers.

VCU Tech Squad completed
6,300 roomchecks

The use of Eco Mode in our classrooms saved 18,664 lamp hours, equating to \$2,040 saved in replacement lamps and \$1,004 in energy savings for projectors and displays.

275 individual AV training sessions performed.

2,004 service calls provided.



A Center Focused on Support

The IT Support Center strives to provide consistent, quality support for the VCU Community.

The IT Support Center (ITSC) answered a total of 38,164 phone calls with an answer rate of 91%.

The average customer call wait time for a technician was 17 seconds.

ITSC staff resolved customer requests 79% percent of the time on the first call.

ITSC walk up counter locations assisted 7,710 customers across both campuses. The Monroe Park IT Support Center counter location served 6,474 customers, while the MCV Campus IT Support Center counter served 1,236 customers.

Since January 2017, the ITSC initiated 395 remote customer computer support sessions.

The IT Support Center processed 3,352 individual gradeIT test sets, by 355 different faculty and staff, for a total of 219,542 pages scanned.

The ITSC goes beyond just answering telephone calls and assisting walk ups. The ITSC team also responded to more than 4,900 support emails and 1,023 customer support chat sessions.

The ITSC scheduled 195 1-on-1 Consultation appointments ranging from computer software issues, software installation support and virus and malware remediation.



100%
Satisfaction

91%
Answer Rate

7,710
Customers

17
Seconds

The ITSC take pride in the service they provide to the VCU community.



VCU Technology Services readily delivers impactful services to the VCU community every day.

VCU Computer Center

100% up time of infrastructure services.

Backed up 2.5 Petabytes of data to backup tapes.

The Network Operations Center responded to 1,436 phone calls.

Campus Card Services retrofitted 32 buildings as part of the Building Access Project. There were 114 new or renovated buildings completed.

There were a total of 7,670,003 door access transactions completed.

VCUCard issued 22,518 cards.

Desktop Services resolved 4,542 Service Desk tickets.

Telecommunications voice technicians completed 1,776 tickets, as well as 1,264 service orders for new and existing services.

Impacting a Community



Sign of the Times

Software and applications impact how we work each day at VCU.

DocuSign was implemented allowing recipients to open a document with an internet-enabled device, authorize and save the document with an electronic signature.

DocuSign features include authentication services, user identity management and workflow automation.

DocuSign Implementation Project

The Provost Office led the DocuSign pilot, focusing on overload job request forms for Faculty Recruitment and Retention.

Human Resources staff from the College of Humanities and Sciences and the School of Engineering participated in the pilot as departmental representatives.

Dining

Campus Services and Web Services successfully launched a new Dining Enrollment System for fall and spring semesters (8,000 meal plan subscriptions for the fall semester and 7,000 in the spring semester).

Identity and Access Management (IAM)

Finalized the IAM RFP with the intent to award for Fischer International, an IAM company specializing in higher education.

LANDESK Service Desk is

the ticketing system used by the IT Support Center and many technicians across VCU to ensure problems are resolved in a timely manner.

64,303 requests
14,721 incidents
14,818 password reset requests
2,926 tasks
2,256 change requests

Portal Logins

8,979,885 with 27% from mobile devices.

Self-Service Password

Resets

28,200

Parking

Support the administration of parking permits for 10,000 faculty/staff annually and 6,000 student permits per semester.

Email

1.5 billion pieces of spam emails filtered.

ImageNow is a secure, user-friendly document imaging and workflow management tool that allows customers to easily capture, organize and manage documents.

1.76 million document

pages created in fiscal 2017.

TerminalFour is VCU's

web content management platform.

Six new e-commerce storefronts were enabled. The number of new websites now being managed by TerminalFour has grown by 133%, bringing the total to 372.

VCU Attendance

Supported the tracking for attendance of 5,678 students in 287 course sections, representing a 15% increase over the previous year.

VCU Filelocker allows customers to easily share large files with others inside and outside of the VCU community.

1.2 TB of data was transferred securely via 36,000 file uploads.



The VCU Technology Services team works every day to make it real (and to make IT real) for the students, staff, faculty and community members that make VCU such a diverse and dynamic place.

I invite you to learn more about the infrastructure, applications and services we implement, operate and support to help drive academic success, research, scholarly productivity and community engagement here at VCU.

A handwritten signature in cursive script, reading "Alex".

Alex Henson
Chief Information Officer,
VCU Technology Services

Our dedicated professional staff is committed to delivering a make it real impact for VCU.

Information Security

triaged 66,890 security events and resolved 3,373 security events against University assets.

Network Services

provided numerous equipment upgrades and replacements to provide increased reliability, higher performance and greater capacity including 600 access points installed and 137 switches replaced.

Administrative Systems

99.9% availability for eServices and Banner Forms.

The VCU Reporting Center ran 205,000 reports.

Over 200 upgrades or patches were applied to the Banner Production system to support regulatory, security and next generation releases for Banner Forms and eServices.

Software Downloads

Microsoft Windows
4,079
Microsoft Office
for Windows 5,988
Microsoft Office
for macOS 4,170

A Commitment to Service



Optimization**Forward**

*Enabling VCU's Pursuit of Excellence by Providing
Critical Services, Tools, and Support to the Community*



VCU

Technology Services

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