Greetings Colleagues and Friends,

What is IT@UC?

Some of you have seen this phrase in presentations or heard it mentioned in casual conversation. So what is it?

IT@UC is more than just a string of letters cleverly joined by a character. It’s at the heart of our vision for IT and the name of our strategic direction for IT at the university.

Evidence suggests that IT@UC is even more than that—it’s a culture change, a commitment to serve and to lead. Historically, we’ve operated as independent IT organizations. Today, we’re becoming an interdependent IT community, sharing our individual expertise to collectively solve problems and add IT-enabled value to the university’s academic and research missions.

Last year, our message to the university was “open for partnership.” We’ve started to turn those words into actions by collaborating to respond to the rapidly changing priorities and needs driven by new technologies and expectations. In the pages that follow, you will see how we have come together to keep up with these demands while charting the road ahead.

IT@UC isn’t just about technology. It’s also about people listening and communicating. It’s about supporting our institution into its Third Century of excellence.

I am proud to be IT@UC.

Cheers & Many Thanks,

Nelson

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Nelson Vincent
Vice President for Information Technology & Chief Information Officer, Associate Professor Educator
IT@UC

VISION
(What we aspire to be.)
An interdependent team sustaining and advancing the university through information technology.

MISSION
(What we do.)
We serve and lead the technology needs of the university community anytime, anywhere.

OBJECTIVE
(How we do IT.)
Partnering with students, faculty and staff to deliver IT to UC in responsive and innovative ways.

VALUES
Accountability • Collaboration • Partnership • Reliability • Trust
Thought Leadership • Innovation

STRATEGIC DIRECTION

Reimagining the IT Experience

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Reimagining the IT Experience
WE ARE ...becoming an interdependent IT community, sharing our expertise to collectively solve problems.

Launch of IT@UC Governance

During the 2013-14 Academic Year, the university launched a formalized structure to sustain and advance information technology at UC. The IT@UC Governance Structure, recommended by the 2012 Blue Ribbon Task Force on Academic Information Technology, consists of four topical committees – IT Managers, Core Services & Shared Infrastructure, Research & Development and eLearning. These committees report to the IT Council, which feeds into the university’s Integrated Decision Making process and to the Senior Vice Presidents. Student, faculty and staff representatives serve as cross-functional team members that work together to drive IT@UC into the university’s Third Century of educational and research excellence.

The new IT Governance Structure is focused on technology but it’s really about communication. Amazing things can happen when people start to actually talk to each other. It’s incredibly rewarding to bring up an idea in a committee and have it actually implemented. With the new IT@UC Governance Structure I feel like I’m able to really make a difference.” – Eric Anderson, Associate Professor, UC Blue Ash, and member of the Core Services and Shared Infrastructure Committee of IT Governance

Completion of UCIT Organizational Transformation

UC Information Technologies (UCIT) completed a strategic re-organization in AY2013-14. This flat, matrix design right-sized (not downsized) the university’s centralized IT operation aligned it to serve the needs of university partners.

To ensure efficient use of university funds, UCIT’s Business Affairs Office incorporates reliable, predictable financial forecasting as a cornerstone of monthly activities.

Other 2013-14 Academic Year Accomplishments

Recipient of Marion Spencer Diversity Ambassador Award: At the university’s 6th Annual Diversity Conference, the UCIT Diversity & Inclusion Committee received a most prestigious honor — the 2014 Marion Spencer Diversity Ambassador Award. Dr. Marian Spencer is a noted leader in the Civil Rights Movement, a Distinguished Cincinnatian, a former member of the Cincinnati City Council, and a former UC Trustee. The 93-year old “Mighty Marian” herself bestowed the award upon the group.

Within the university, UCIT is a leader in demonstrating inclusive practices, having courageous conversations, and providing opportunities to develop a community that truly values the diverse perspectives, backgrounds, and life experiences of our employees.”

“...by bringing people together and getting everyone talking and working together...” – Bleuzette Marshall, UC Chief Diversity Officer

Inaugural IT@UC Leadership Academy: The Leadership Academy for IT@UC launched in September 2013. Members of the inaugural class, which included managers of central and distributed IT, participated in 10, full-day leadership development sessions and collaborated on projects throughout the program.

Team Sparki—Sparki is a programmable robotic vehicle that allows students to experience the interconnectivity of hardware (sensors), software, and everyday objects. The Team is seeking funding to support a Sparki project/curriculum to reach out to students who attend the Freshman Challenge Camp at the UC.

Team ShareIT—ShareIT is a mobile application that connects the university’s IT resources to K-12 students, teachers, parents, counselors and advisors. The Team received a university-sponsored Diversity Grant to fund the production of ShareIT, which will leverage technology to attract students who aren’t normally exposed to STEM-related programs.

AY2014-15 Objectives

• Implement second cohort of IT@UC Leadership Academy
• Establish partnerships with IT Programs in the College of Education, Criminal Justice and Human Services; College of Engineering and Applied Science; and Carl H. Lindner College of Business
• Plan and present culminating IT@UC events
Shared IT Services/Shared IT Architecture

WE ARE...leveraging the university’s resources to efficiently acquire, secure, distribute and manage a marketplace of IT ideas and innovations.

Data Center connected to CARE/Crawley Generator

The university reinforced the Data Center’s back-up power supplies by connecting it to the CARE/Crawley building’s generator. This will ensure that IT systems and services remain operational in the event of an unexpected power outage.

Increased Support for Information Security and Regulatory Compliance

Information Security and Data Compliance are foundational to IT@UC. At the request of the Board of Trustees Governance & Audit Committee, UCIT Office of Information Security developed the university’s first comprehensive plan outlining a data security and compliance “roadmap.” Throughout the 2013-14 AY, IT partnerships across the university moved the plan from “vision” to “execution”.

- The Intel Security Server delivers centrally managed security tools (anti-virus, anti-malware and desktop encryption services to faculty/staff machines) and allows unit-level IT administrators to manage their own systems. To date, 61 IT administrators in 21 colleges and departments have incorporated this architecture into their operations.
- The university approved Health Information Portability and Accountability Act (HIPAA) privacy and security policies. In partnership with the Office of General Counsel, UCIT OIS will roll out an online module to facilitate annual HIPAA Security Training in fall 2014.

AY2014-15 Objectives

- Formalize state partnership for disaster recovery/business continuity
- Implement Admissions and Student Portals in “Catalyst”
- Implement IT@UC Knowledge Base & Establish IT@UC Service Catalog
- Deliver market-rate server storage and cloud storage for students, faculty and staff

Launch of the Student Information System Replacement Project

The implementation of Catalyst, the new Student Information System, officially launched in April 2014. Since then, the Project Team, led jointly by Business Core Services, Enrollment Management and UCIT, completed the “Planning” phase and entered the “Prototype” phase of the implementation process. Data gathered during the “Fit-Gap” portion of “Prototype” will allow the university to make educated, data-driven decisions about how best to configure the new system and associated business practices.

Establishment of a Service Management Program

With full support from Administration & Finance, AIT (Administration & Finance IT) integrated with UCIT to formally establish a university-wide IT service management program based on best practice frameworks. Benefits of this amalgamation will include enterprise desktop support services, an IT@UC Knowledge Base and a comprehensive IT@UC Service Catalog.

Shared IT Services Agreement with the State of Ohio Computer Center

The UC Board of Trustees approved the $5 million necessary to formalize the university’s partnership with the State of Ohio Computer Center (SOCC). The partnership provides UC a cost effective and secure site to host university data and provide business continuity. The associated project brings the power of state and national 100 Giga bits per second (Gbps) high-speed networks to the university.

Other 2013-14 Academic Year Accomplishments

Dom Ferreri, Assistant Vice President for Client Services displays his IT@UC pride!
Excelling in eLearning Technologies

WE ARE...partnering to develop faculty expertise and exceed student expectations around eLearning technologies.

Canopy, UC’s eLearning Ecosystem
The University of Cincinnati serves as a leader in eLearning across the state of Ohio. Cultivating a comprehensive and sustainable eLearning ecosystem will make UC a national and international exemplar.

Throughout the 2013-14 AY, a dedicated group of university educators, instructional designers and technologists partnered to advance the university’s Third Century goal to excel in eLearning. Together, they launched Canopy, (our eLearning ecosystem), which includes a modernized Learning Management System, powered by Blackboard, and opportunities for comprehensive faculty professional development made possible by a strategic partnership with the Center for the Enhancement of Teaching & Learning.

The people, processes, systems and tools in Canopy create an innovative and collaborative environment that centers on student success.

Modernized Learning Management System, Powered by Blackboard
One of Canopy’s most widely-used technologies is the upgraded Blackboard system. New features include:

- **Calendar**: students see what assignments are due that month, that week or even that day.
- **Inline grading**: instructors view collaborative tools and assignments and provide feedback within the web browser itself, making grading faster, smarter, streamlined.
- **Expanded Video Functionality with Kaltura**: instructors record and upload video directly into their courses. During the spring semester Kaltura pilot (January to July 2014), users viewed 6.7 years of content at an average of 11 minutes per viewing.

Strategic Partnership for Faculty Development, Powered by the Center for the Enhancement of Teaching & Learning (CET&L)
Technology enhances teaching and learning when it improves instructor and student engagement, efficiency and effectiveness. UCIT’s eLearning Center (formerly the Faculty Technology Resource Center) and CET&L partnered to provide faculty the needed development resources to excel in eLearning. CET&L’s approach to eLearning programming fuses pedagogy with best practices in instructional design and technology training. This approach creates a development environment that promotes successful adoption and integration of effective technology-based learning solutions.

Other 2013-14 Academic Year Accomplishments

**BYRON HUTCHINS**: a rising fifth-year, one of the featured eLearning Champions in the bimonthly Canopy e-newsletter.

The most positive aspect of being a part of excelling at eLearning this year centered on networking with colleagues across the campus. The willingness of faculty, instructional designers and instructional technologists from various units and colleges to collaboratively provide faculty development programming, course template construction, marketing and communications and strategic planning is unprecedented. It is a conscientious effort to maximize resources and build true community. It’s a model for the university, as well as higher education nationally.

–Melinda Rhodes-DiSalvo, Interim Director of the Center for the Enhancement of Teaching & Learning (CET&L)
IT-enabled Research & Knowledge Creation

WE ARE ...partnering with the research community to deliver IT resources that will support "leveraging research" across the university, the state of Ohio, the nation and the globe.

Initiation of a “Research Hub,” a partnership of UC Libraries, Office of Research and UCIT

The “Research Hub” connects researchers to one another and to essential research tools – the Research Directory (a keyword-searchable database of UC’s research assets), the Digital Repository of UC’s research outputs, and other resources relevant to the research lifecycle. Other planned components of the Research Hub include infrastructure improvements such as a campus connection to lightning fast state and national high-performance computing capabilities and much more.

At its core, the “Research Hub” is a network of expertise, resources and tools designed to fulfill researchers’ needs along their journey to create new knowledge at the university and to make that knowledge available to students, scholars and other researchers around the globe. It leverages existing and new assets from across the university to establish efficient, effective and essential resources for researchers.

Grant partnerships with Wright-Patterson Air Force Base Research Laboratories and Cincinnati Children’s Hospital Medical Center

• The Cincinnati Children’s Hospital Medical Center TEAM Virtual Reality Laboratory and UCIT Center for Simulations & Virtual Environments Research (UCSIM) have developed a research collaboration agreement to integrate virtual and augmented reality, biofeedback, and eye tracking technologies for the study of sport performance enhancement and injury prevention.

• The AFRL Discovery Lab at Wright Patterson Air Force Base is consulting with UCSIM to create a new virtual interdisciplinary research center called the Deep Horizons Research Institute. By adapting social media and virtual reality technologies, Deep Horizons will connect high school students, undergraduate researchers, and STEM subject matter experts from the military, academia, and industry to accelerate Massively Open Research (MOOR) in a virtual reality campus.

AY2014-15 Objectives

• Connect to the state and national 100Gbps network backbones

• Implement Scholar@UC, the UC Digital Repository, a partnership of UC Libraries, Office of Research and UCIT

• Implement Collaboration@UC, an addition to the Research Directory that allows users to match solution providers to industry partners, which supports commercialization.

About UCScienceNet

The UC-State of Ohio Computer Center (SOC) project will connect the university to statewide 100Gbps high-speed network backbone to assure the speedy transfer of data from UC core systems to the SOCC in Columbus. The NSF CC*IIE grant allows the university to extend benefits of that ultra-fast network connection to researchers on campus by funding the establishment of an internal, high-speed network for researchers known as UCScienceNet.

This new network will enhance STEM Research already funded by the NSF, the National Aeronautics and Space Administration (NASA), the US Environmental Protection Agency (USEPA), the US Geological Survey (USGS) and private industry in many disciplines.

Other 2013-14 Academic Year Accomplishments

Collaboration on NSF Grant to a Support Dedicated, High-Speed Research Network

Faculty researchers in the College of Engineering & Applied Science and the McMicken College of Arts & Sciences teamed up with UCIT to submit the National Science Foundation (NSF) Campus Cyberinfrastructure - Infrastructure, Innovation and Engineering program (CC*IIE) grant. The $495,741 award will fund the development of UCScienceNet, a dedicated, high-speed research network, which will facilitate the transfer of very large data sets or very fast transfer of data for real-time visualization and analysis.

“...This grant will provide us a much wider, dedicated, pipe for moving scientific data from around the world to UC. In practice, we hope it will speed up data transfer rates by factors of over 100. This will allow us to focus our efforts on analyzing the data rather than getting it here.”

–Dr. Michael Sokoloff, co-primary investigator in the A&S Department of Physics
I am...

IT@UC

www.uc.edu/itatuc