

Annual Highlights Report: July 1, 2014 - June 30, 2015
University Information Technology Services (UITS): uits.iu.edu

UITS continues advancing action items associated with the university's strategic plan for information technology (IT), *Empowering People*, a multi-year plan for achieving greater efficiencies in IT resources, while providing for greater productivity in the university's missions of education and research. This report reflects UITS's contributions to both *Empowering People* and the *IUPUI Strategic Plan*.

The Success of our Students

Canvas replacing Oncourse

Indiana University has selected Canvas by Instructure as the successor to Oncourse. Fall 2014 courses were available in both Oncourse and Canvas (faculty can choose), with Oncourse remaining available through August 2016. <http://go.iu.edu/Csn>

Faculty support for Canvas through Center for Teaching and Learning

The Center for Teaching and Learning (CTL) offered nearly 100 Canvas-specific workshops and over 850 individual consultations to IUPUI faculty. In addition to Canvas, CTL continued to work with faculty in support of their interest in all technology-enhanced instructional approaches and practices.

Teaching with Canvas Pioneer Award

In January 2015, the "Teaching with Canvas Pioneer Award" – created to encourage faculty to share their experiences – went to McKinney School of Law Associate Professor Yvonne Dutton. Honorable mention went to Christian Rogers and Kevin Berkopes.

IUPUI lecture hall transforms into active learning studio

Major renovations in 2014 launched the new active learning studio in LE 104. The technology-rich environment fosters group collaboration in large classes via a central teaching station connected to a very large video wall and nine student collaborative tables connected to a shared display.

IUPUI Testing Center

The Testing Center participated in a successful pilot of Respondus LockDown Browser, a secure browser that locks down other functions on the test computer. A number of other security measures were implemented in the testing labs, including JagTag sign-in and video surveillance.

Next.IU pilots for next-generation learning technologies

The Next.IU pilots focused on tools and approaches to extend the capabilities of Canvas, supporting diverse learning environments, exploring video management solutions, and finding alternatives to text-based, online discussion forums. Formal evaluations of the pilots were also conducted.

New eText deals with Pearson and McGraw-Hill

In September 2014, IU's eText initiative enhanced its partnerships with McGraw-Hill Education and Pearson. The new deals feature better pricing and expanded catalogs. In fall semester 2014, over 17,000 IU students saved on over 35,000 digital course materials. <http://go.iu.edu/CsD> <http://go.iu.edu/CsE>

Echo360 integration with Canvas and Oncourse

With Echo360 Lecture Capture, IUPUI faculty can choose to automatically record their class session for later on-demand viewing. Echo360's integration with Canvas and Oncourse also makes it straightforward to use and access via computers and mobile devices. <http://go.iu.edu/Csw>

EDUCAUSE Review: Instructor engagement with eTexts

An IU case study published in *EDUCAUSE Review* reports on Indiana University's eText initiative, including its participation levels and motivations for faculty adoption. <http://iute.ch/1D8csOE>

Learning Technologies email list keeps IUPUI faculty in the know

Instructors who want to stay current with news and updates about the technology they use to teach can join the Learning Technologies-L email list. The list provides tips and news, notices about scheduled maintenance, and status updates on unplanned system downtime. <https://kb.iu.edu/d/awbu>

Outreach to students informs technology usage

IUPUI students became more comfortable with new and popular UITS technology through the efforts of Student Outreach, who arrange tabling events and attend student-focused events or classes. Student Outreach held 182 events with 12,717 attendees, an increase of 135% from the previous year.

IUanyWare boosts online learning, offering custom virtual desktops for specific courses

Beginning in fall 2014, UITS delivered customized virtual desktops to assist instructors and students with certain online courses that feature demanding graphical applications such as ArcGis. The IUanyWare virtual desktops expanded in 2015 and will offer even more online courses.

Advances in Health and Life Sciences

Big Red II training

Research Technologies provides annual training for IUPUI researchers on how to take advantage of IU's high performance systems for their research projects. Big Red II and IU's storage facilities have enabled IU researchers to take on important project leadership roles in addition to leading scientific research.

Bioinformatics training

The annual bioinformatics clinic held in July 2014 provided IUPUI biology students, postdocs, faculty, and staff with an introduction to cyberinfrastructure resources for computational genomics.

Karst: New supercomputing cluster will help researchers secure federal grants

Karst is a high throughput computing cluster accessible to anyone at IU. It delivers large amounts of processing capacity over long periods of time. Among its heaviest users are IUPUI researchers doing research related to drug discovery. <http://go.iu.edu/Csu>

Jetstream: IUPUI researchers gain access to advanced computing tools

In November 2014, the Pervasive Technology Institute at Indiana University received \$6.6M to create Jetstream, the NSF's first general-purpose cloud computing resource for science and engineering research. <http://go.iu.edu/Csx>

IU's advanced cyberinfrastructure resources serve many disciplines

UITS has made a strong commitment to diversity of uses and users of its advanced cyberinfrastructure resources. Altogether, 136 different disciplines and sub-disciplines are represented among the IUPUI-based users of IU's advanced cyberinfrastructure.

NCNAS expanded services impact IUPUI researchers

In April 2015, the IU-based National Center for Genome Analysis Support (NCNAS) announced new services and partnerships to further support genome science and researchers working to study the diversity of life, cure disease, and improve farming around the world. <http://go.iu.edu/Csy>

CAITS transitioned to UITS

In July 2014, ISTM transitioned from the School of Medicine to UITS and was renamed Clinical Affairs IT Services (CAITS). Headquartered at IUPUI, CAITS will focus on the eight Clinical Affairs schools and the Regenstrief Institute, and also provide support statewide. <https://caits.iu.edu/CAITS>

Collaboration and Best Practices

Cyrus (IU Webmail) retirement and Exchange upgrade

UITS is discontinuing the Cyrus (Webmail) email system in fall 2015 and migrating all Exchange mailboxes to the new Exchange 2013 server environment in summer 2015. The migration includes providing unlimited storage. <https://kb.iu.edu/d/bfmy>

Statewide IT

New York Times technology columnist Nick Bilton delivered the keynote at the annual Statewide IT conference in October 2014. IT professionals and faculty from all over the state learned about new technologies and initiatives and planned for the future. <https://statewideit.iu.edu>

Tech Bytes podcast

Tech Bytes, short videos on YouTube, deliver quick and easy tech tips and information about IT at IU. Tech Bytes was rebooted in April 2015 to feature the innovative ways that IU faculty use technology. <http://www.youtube.com/UITSatIU>

One.IU lauded as OneStart moves toward retirement

IU will retire OneStart in October 2015. It's been replaced by One.IU, which brings an app experience to IU services. OneCampus, the commercial counterpart of IU's One.IU, was named a 2015 Campus Technology Innovators awardee in the IT Infrastructure and Systems category. <http://go.iu.edu/CkF>

Box now has unlimited storage, approved for restricted data

IU Box provides a simple, secure way to share and store files and folders online. Beginning in March 2015, all IU Box accounts have unlimited storage. In 2015, Box at IU also was approved for institutional data classified as public, university-internal, or restricted. <http://go.iu.edu/Cso>

IT-28 outreach and outcomes

Policy IT-28 (Cyber Risk Mitigation) helps the IU community reduce cyber risks on campus, in the lab, and wherever vulnerabilities exist. IU has succeeded in reducing its attack surface by consolidating core services in its hardened data centers on the IUPUI and Bloomington campuses. <http://go.iu.edu/Csp>

Log-ALERT service expansion

The Log-ALERT service expanded to reduce cyber risk for IU. Departmental IT professionals can use Log-ALERT to more easily align systems with IU IT policy. This will better protect IU data and systems while proactively monitoring potential outage situations.

IT Policy Alignment Consultation

The IU IT Policy Alignment Consultation (ITPAC) service ensures that IUPUI IT services align with IT security policies. This confidential, no-fee service has achieved a significant reduction in cyber risk through onsite consultations with IT staff regarding their existing IT procedures, systems, and practices.

IU's server management efforts garner VMware Innovation Award

VMware announced in August 2014 that IU received the VMware User Group (VMUG) Impact award for

the IU Intelligent Infrastructure (IUII) program. IUII is a suite of services provided by the Enterprise Infrastructure division of UITs. <http://go.iu.edu/Csr>

Read&Write Gold (RWG) literacy software available at no charge

Starting in September 2014, all IU students, faculty, and staff could download Read&Write Gold (RWG) literacy software at no charge through IUware. RWG is assistive software that will read aloud a variety of materials, from a Word doc or PDF file to web pages and screen shots. <https://kb.iu.edu/d/bevy>

UITs Support Center achieves 1 million milestone

In October 2014, IU's IT support center logged its millionth question answered for IU faculty, staff, and students since the ticketing system was implemented in June 2009. Surveys indicate a customer satisfaction rating of 94%-96% for all services provided. <http://go.iu.edu/Csv>

Campus Center walk-in Support Center opens

In May 2014, the UITs Support Center and the Campus Center partnered to open a second walk-up location on the first floor at the Information Desk. Support is provided Monday-Friday, 9am-5pm. Over 1,307 faculty, staff, and students have been served.

MDPI to preserve IU's priceless treasures

IU's Media Digitization and Preservation Initiative (MDPI) specialists will inventory and barcode 100 years' worth of time-based media deemed to be of scholarly value. The team will then batch and queue media for digitization, starting with the most valuable and the most vulnerable. <https://mdpi.iu.edu>

Pluralsight partnership

IU's partnership with Pluralsight, a leading provider of video-based online training, provides a one-year \$60 subscription for IU students, faculty, and staff that normally costs \$499. <https://ittraining.iu.edu/pluralsight>

IU StartHere Wi-Fi replaces need for Get Connected

IU StartHere, available at IUPUI in May 2015, is a wireless broadcast network (also known as an SSID) for those connecting to IU's network for the first time. <https://kb.iu.edu/d/bfnj>

New UITs website

The new UITs website is mobile friendly and has an improved search function. <https://uits.iu.edu>

GlobalNOC housed at IUPUI wins nearly \$9 million to manage, improve international networks

Two new NSF grants to Indiana University—totaling \$8.6 million—call on IU to manage and analyze the networks that power the agency's international research and education collaborations. IU has now earned more than \$13 million in NSF international networking awards this year. <http://go.iu.edu/Csz>

Alertus desktop alerts for IU-Notify

IU will now show emergency notifications on workstation displays. Desktop alerts will only appear on active desktops with Alertus software, including all Student Technology Center desktops and some faculty/staff computers based on campus or department. <http://go.iu.edu/CsA>

IUPUI participates in EDUCAUSE Core Data annual survey

More than 825 colleges and universities use the Core Data Service (CDS) to inform IT planning. CDS provides benchmarks and core metrics universities can use to compare data on IT staffing, financials, and services to peer or aspirant institutions. <http://go.iu.edu/CsB>

Duo replacing OTP for two-factor authentication

UITS replaced One Time Password (OTP) with Duo for two-factor authentication. IUPUI users can choose from Duo Push (via app on multiple smart devices), text messages via cellphone, automated voice calls to any phone, or dedicated hardware. <https://kb.iu.edu/d/beum>

IU web hosting is the gateway to IUPUI

In March, major upgrades to web hosting and migrations assured a continued secure, reliable, and high performing environment. Each month approximately 500,000 requests are made for the IUPUI home page hosted in the IU web hosting environment provided by UITS.

Microsoft distribution via IUware and bookstores

IUPUI students, faculty, and staff accounted for over 29,000 downloads of Microsoft Office and 2,000 copies of Windows in this reporting period.

Cloud storage integration

A new version of IU Cloud Storage adds OneDrive for Business to OneDrive, Google Drive, Box, and Dropbox, making it possible for students to easily map personal cloud storage services onto IU devices or virtual apps.

Broadcast

Part of IU Cloud Storage, a new version of Broadcast helps faculty using Canvas place course materials in their students' Box accounts. Broadcast and IUanyWare make it possible to provision all participants identically regardless of location.

PeopleSoft SIS/HRMS split and HRMS upgrade

In June 2015, the PeopleSoft HRMS and SIS databases were split onto separate environments in advance of a PeopleSoft deadline. HRMS was upgraded. The databases share some data through an integration tool (Integration Broker), but otherwise may operate independently.

Library Systems IUCAT upgrade

In December 2014, Library Systems upgraded IUCAT to improve the overall user experience, accessibility, and mobile responsiveness.

Kuali Coeus releases

In November 2014, the Negotiations and Sub-award Modules for Grants Administration were released.

Kuali Financial System upgrade

In January 2015, Kuali Financial System (KFS) was upgraded to version 5.3, which included the initial release of the Travel and Entertainment Module (TEM). TEM production is planned for February 2016.

Decision Support Initiative

The Decision Support Initiative (DSI) kicked off in April 2015. DSI is a two-year plan to close the gaps between the abundance of available data and the people whose decisions will help IU achieve goals outlined in the Bicentennial Strategic Plan. <http://strategicplan.iu.edu/> <http://dsi.iu.edu/>

OnBase

OnBase, the university's official enterprise document management service for storing critical IU data, was upgraded in June 2015 to add more than 4,000 enhancements.