



FY 2022 ANNUAL REPORT

EXECUTIVE SUMMARY

LSU Information Technology Services (ITS) aims to support enterprise IT operations and enhancements to the information technology infrastructure with the best interest and user experience for the LSU community in mind. ITS enables the IT resources utilized by LSU students, faculty, and staff and works to create and maintain vital university systems. ITS strives to proactively address the constantly evolving technology needs of the LSU community.

ITS is focused on five strategic areas as outlined in its Five-Year Strategic Plan::

1. Institutionalize IT Governance and good IT practices
2. Modernize IT architecture
3. Student systems modernization
4. Enable research expansion and innovation
5. Institutionalize security programs

FY22 saw LSU continue to resume regular daily operations, after nearly two years of navigating COVID-19 restrictions and regulations. As more classes returned to campus and “normal” routines were reestablished, ITS worked to ensure that transition was as seamless as possible. Staff continued to work with those faculty members who remained in a virtual learning setting, as well as those who adopted a hybrid model. The adaptability of the department allowed for quicker response time with more satisfactory results for faculty and staff.

FY 2022 KEY ACCOMPLISHMENTS

ITS is proud to partner with university stakeholders to enhance the services offered to the LSU community, and this year was no exception. ITS led or participated in many exciting initiatives over the course of the year, including the following:

- **SIS Project:** ITS Data Architecture, IT Security, and Service & Operations teams participated in leading and managing a large multi-institutional, cross-functional project team in the initiation of the Workday Student project.
 - o LSU A&M and LSU Eunice (Cohort 1) are slated to go-live with Workday beginning August 2024, completing the move to Workday in August 2025. LSU Alexandria and LSU Shreveport (Cohort 2) will follow one year later in August 2025, finishing up in August 2026.
- **Data Warehouse:** Several technical solutions required to deliver a centralized enterprise data portal have been identified and infrastructure components for data warehouse storage, security, cataloguing, integration, visualization, and delivery are in place.
- **Enterprise Document Management:** LSU Eunice completed their adoption of Hyland OnBase, a cloud-based electronic document management solution, in FY22.
 - o LSU A&M successfully migrated to Hyland OnBase Cloud from one legacy document management system, Nolij, and is in the final stages of conversion activities from a second legacy system, IBM Content Manager.
- **ITS Computer Store:** The ITS Computer Store was established as a time saving and more cost-efficient option for campus departments to order desktops, laptops, monitors, and docks. The ITS Computer Store opened a storefront in the LSU Union, making it even more convenient and accessible.
- **MS Teams Telephony Project:** During FY22, the MS Teams Telephony project was initiated and to date has been adopted by 10 departments across campus and there were five departments underway.
- **Information Security Enhancements:** The IT Security and Policy (ITSP) team continued working with the IT Governance and Departmental IT Subcommittee to develop campus level policies and standards. These assist LSU in complying with requirements from PM-36 and enhance the security posture of the campus.
 - o ITSP also worked with various ITS teams to continue improving our security posture by enhancing the Multi-Factor Authentication environment, endpoint management, and endpoint encryption. The Technology Support Professionals (TSPs) have been assisting LSU by addressing vulnerabilities in their infrastructure to reduce the overall risk to LSU.
- **IT Governance Council:** The ITS Governance Council has maintained focus on the new strategies put in place in the last fiscal year and has dedicated a considerable focus to the security policy revision process.
- **Multi-Media Classrooms:** ITS worked with the Office of Academic Affairs to create a faculty survey for classroom technology usage. The information garnered from the survey led to the ITS CIO obtaining funding for classroom updates that will upgrade Audio Visual technology in 63 classrooms. This project began in FY22 and is expected to be completed in FY23-24.

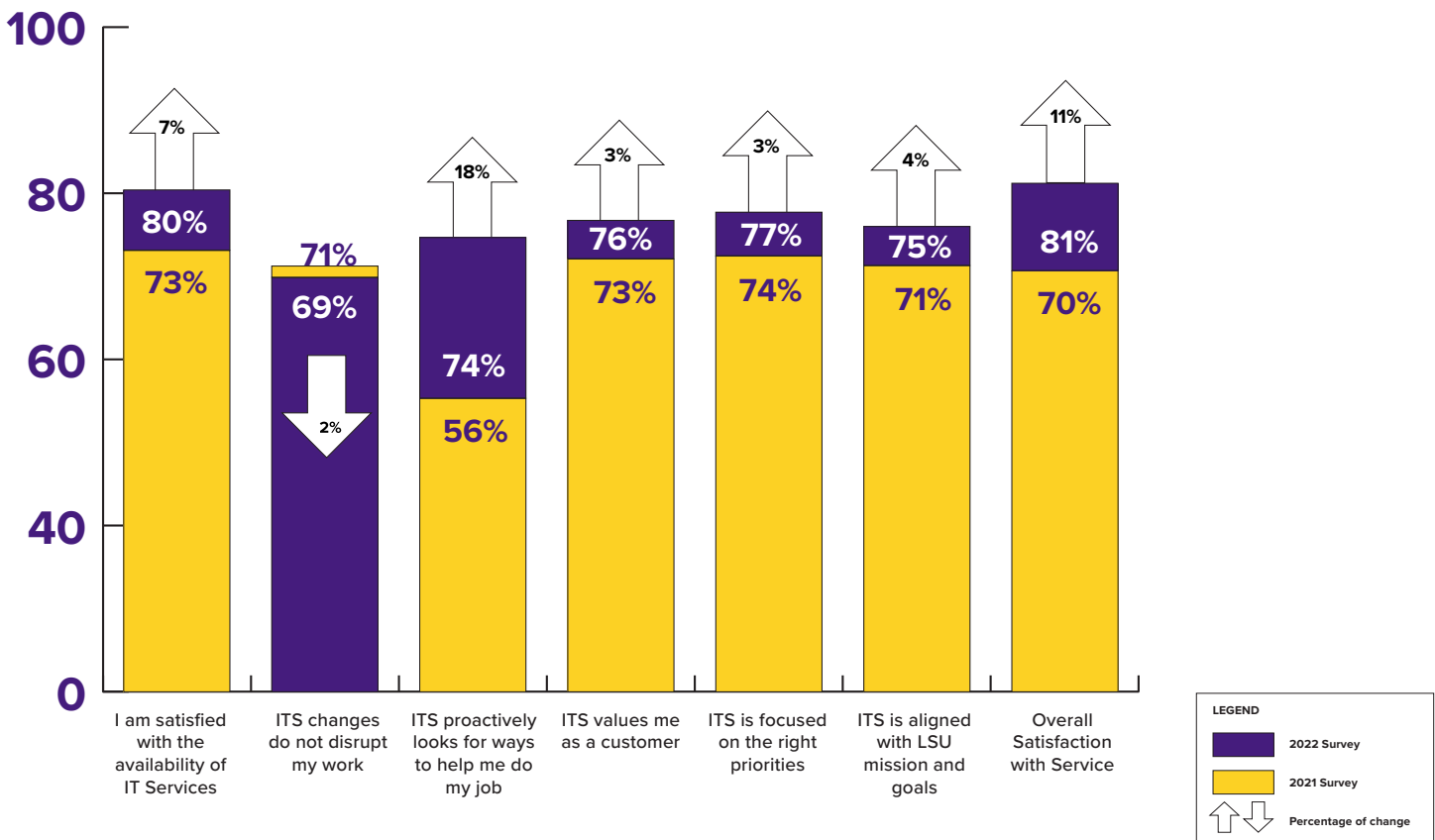
FY 2023 AREAS OF FOCUS

LSU ITS will continue implementation of initiatives that enhance the user experience and strengthen the security posture of the university.

- **IT Security and Policy:** ITSP is working with the Departmental IT Subcommittee and IT Governance for LSU A&M Security Policies review. These policies are designed to meet the requirements outlined in PM-36 as well as to establish a robust cybersecurity posture in support for academic, research, and administrative functions at LSU.
- **SIS Project:** Over the next year, focus for the Workday Student project will begin architect and configure (A&C) activities for LSU A&M and LSU Eunice. The first LSU multi-institution tenant will be built, and the project team will see and begin interacting hands-on with LSU-configured processes.
- **Data Warehouse:** Over the next year, data staged in the data warehouse will be enhanced – potential additions include admissions, sponsored programs, and institutional survey data. Other planned enhancements include a centralized online data access hub, institutional metrics and dashboards, data governance, and educational resources.
- **Enterprise Document Management:** In FY23, LSU A&M will complete the move to Hyland OnBase Cloud and will be able to successfully decommission two legacy solutions.
- **MS Teams Telephony Project:** LSU continues transitioning to Microsoft Teams for voice communication needs. This transition to Teams will not only enhance the way we talk to each other, it will also provide additional means of collaboration, communication, and messaging. Teams also allows for file sharing and video meetings and recordings.
- **AI Supercomputer:** Funding has been secured for an AI Supercomputer cluster that will benefit the university as well as other state institutions, and the cluster is currently being designed in collaboration with researchers.
- **Security Operations Center (SOC):** LSU is currently in the strategic planning phase to develop partnerships with external parties to implement a SOC for LSU A&M. This Center would allow LSU to take a proactive approach in identification, management, and remediation of security events and/or incidents, while at the same time providing students with valuable training. The ultimate goal is to provide SOC-as-a-Service to other LSU institutions and/or other higher education institutions within the State of Louisiana through LONI.
- **Identity and Access Management (IAM):** LSU ITSP is working to modernize the IAM system as part of a larger effort to move from Legacy Platforms/Applications. In the upcoming year, ITSP plans to identify a solution that meets the institution's need for identity management, as well as support account and access management through automation for our user community.
- **TeamDynamix Expansion:** Following a successful implementation of our primary IT Service Management solution, TeamDynamix, ITS is focused on expanding the usage of this platform across campus. ITS is partnering with departmental IT staff to onboard their service offerings into TeamDynamix to create a more efficient and seamless support experience for LSU staff, students, and faculty.
- **Configuration Management:** In FY23, ITS Plans to undertake an effort to developing a comprehensive inventory of assets and services provided by those assets, as a response to internal risk assessments. A configuration management database (CMDB) will be utilized to document and understand dependencies for applications and services. This information will directly impact various efforts related to disaster recovery, business continuity, and incident response, among others.
- **Customer Service and Satisfaction:** ITS conducts an annual Customer Satisfaction Survey and plans to implement several process and service offering improvements based on recent responses. Continued customer service training for ITS staff is an ongoing priority in the effort to provide the exemplary service the LSU community expects and deserves. We also plan to address gaps in service offerings that were surfaced in the survey responses, including storage concerns, potential cost savings that could be yielded by negotiating master agreements for software products, and efficiencies regarding password resets. There will also be a greater focus on faculty support in FY23. Responding to the annual survey is one of the best ways to communicate what we are doing well and where improvements are needed. We appreciate the feedback and the improvements made are a direct result of that input from our users.

ITS CUSTOMER SATISFACTION

ITS surveyed LSU faculty and staff to determine their satisfaction with the department, as well as service offerings and support provided. The responses allowed the department to see where things have improved and where there remain areas for growth and enhancement. The results and feedback from the survey will help inform decisions regarding purchases, service offerings, and additional initiatives for the coming years.



FY23 ITS INITIATIVES/RESPONSE TO CUSTOMER FEEDBACK

1. Continue Customer Service training across all ITS Staff
2. Education and collaboration campaigns on misperceptions and improve a seamless experience for customers
3. Address gaps in service offerings (storage, after hours support, more savings via master agreement negotiations, processes ex: password reset)
4. Place greater focus on Faculty Support, both in classroom and in research

OPERATING HIGHLIGHTS FY22

SERVICE DESK

57,685
TOTAL SUPPORT REQUESTS

TIGERWARE

24,910 | **10,989**
DOWNLOADS | UNIQUE USERS

GROK

9,188,125
TOTAL ARTICLE VIEWS

LONI

44
SUBSCRIBERS

HPC

567 USERS RAN **445,823** JOBS
146.6 MILLION CPU-HOURS
94 HOURS OF TRAINING
\$16 MILLION IN NEW GRANTS

RETS

Multimedia Classrooms:
46 CLASSROOMS RETROFITTED
REPLACED **92** CLASSROOM PODIUM
COMPUTERS

Computer Labs:
DEPLOYED **121** NEW LAB PCS.
DEPLOYED **250** LAPTOPS INTO THE
GEAR TO GEAX PROGRAM.

PMO

20
TOTAL PROJECTS

UNI

Wireless:

INDOOR WIRELESS ACCESS POINTS **4,903**
29,500 CLIENTS AVERAGE CONNECTED
PER DAY TO EDUROAM

Wired:

10.5 GBPS AVERAGE INTERNET BANDWIDTH
CONSUMED TELECOMMUNICATION ARCHITECTURE
AND NETWORK

Construction:

55,000 TOTAL ETHERNET NODES ACTIVE

Fiber:

APPROX. **4,000** MILES OF FIBER STRAND
REPLACED ON LSU A&M CAMPUS

Systems Architecture:

655 VIRTUAL MACHINES / SERVERS
1.52 PETABYTES OF STORAGE CONSUMED

ITS PORTFOLIO – FY22 BUDGET

STATE FUNDS*	\$32,397,114
ITS - SELF GEN	\$1,380,535
INSTITUTIONAL RESTRICTED*	\$-2,902,255
SPONSORED	\$6,666,193
TECH FEE	\$2,745,398
TOTAL	\$40,286,986

* \$12,500,000 TRANSFER FROM INS RESTR TO STATE FUNDS FOR AI SUPER COMPUTER

