The past twelve months have been a time of change as we transformed from CITES to Technology Services. The purpose of Technology Services runs deeper than just providing the university with technology, expertise, and assistance. Our purpose is to create connections and develop solutions using state-of-the-art technology products, services, and support.

We seek to strengthen our offerings to the university community through alignment of our services and products to support the research, teaching, and outreach missions of the university, as well as its strategic plan. We foster our connections to campus by demonstrating operational excellence and great customer service.

We would like to acknowledge the Provost, the Council of Deans, and the IT Governance committees for their assistance in helping us achieve the outcomes found in this report. We look forward to working with the Council of Deans and Distributed IT to continue enhancing IT services and support, reducing costs, and enabling the University of Illinois at Urbana-Champaign to become the preeminent research one, land grant institution.

Mark D. Henderson, Chief Information Officer
UNIVERSITY OF ILLINOIS AT URBANA-CHAMPAIGN
CITES faced multiple challenges that required us to transform the way we work to effectively deliver IT services and support that our campus needs.

Today, Technology Services, in partnership with Distributed IT organizations, is transforming IT support to meet the technology needs of faculty, students, and staff through enhanced support while managing and reducing costs.
INTEGRATION GOALS

Create a mobile, agile IT support team focused on supporting faculty and student needs

Build centers of IT expertise and service delivery that can partner with faculty to explore the “art of the possible”

Enhance and coordinate trusted college and departmental IT capabilities while leaving them where faculty need them most – in their home units

Reduce duplication, waste, and costs in delivering IT support

UNITS INTEGRATED

FAA, Law, Swanlund IT Shared Services

SUPPORTING

236 faculty

2,297 students
HIGH SPEED RESEARCH NETWORK (CARNE)

The University of Illinois is now connected to a major research hub providing access to Internet2 and ESnet.

Technology Services partnered with NCSA to expand our Wide Area Network coverage, allowing for faster networked collaborations over larger geographic distances.

We leveraged our existing fiber network to provide high-speed connections between WILL in Urbana and WTVP in Peoria allowing for collaborations between these public media outlets.

YEAR OF CYBERINFRASTRUCTURE COLLABORATION

The Year of Cyberinfrastructure is a partnership between the Office of the CIO and the Vice Chancellor for Research which seeks to adapt IT to meet faculty research needs.

Through focus groups, surveys, and workshops, the Year of CI sought to understand the exact IT needs of faculty researchers.

From this study of research needs, the Year of CI plans to provide faculty with better information and access to the IT resources that they need.
SUPPORTING TEACHING & LEARNING

12
Tech Services FTE and budget transferred to CITL to expand their capabilities and reduce duplication

2,868
requests for help in classroom spaces resolved

27
General Assignment Spaces upgraded with new audio/visual technology

collaborated with College of Media to develop a social media lab for instruction and research

8,177 video files, many of them lecture captures, were accessed 317,000 times on Illinois Media Space for a total of 35,516 hours viewed
SUPPORTING STUDENT SUCCESS

WIRELESS IMPROVEMENTS TO RESIDENCE HALLS

**647**
new Wireless Access Points installed in Residence Halls to increase WiFi coverage area

**228**
existing Wireless Access Points upgraded in Residence Halls to improve existing WiFi

**3**
computer labs updated to add collaborative study areas in the labs as well as new audio/visual equipment

extra support for students during move-in week in Residence Halls, dining rooms, and popular study areas (Union, BIF, Library) to help properly configure phones, laptops, and other devices
IDENTITY & ACCESS MANAGEMENT

After years of work with AITS, a new password management system allows all faculty, staff, and students to have One ID and One Password instead of maintaining a separate NetID and EnterpriseID.

INVESTMENTS IN CAMPUS SUCCESS

$475K in efficiency savings returned to campus

$600K invested in college and student IT initiatives

$400K invested in virtualization and storage allowing units to forego similar capital investments

$0 no IT service rate increase in FY15
PROTECTING CAMPUS

Partnered with Public Safety to increase the number of security cameras on campus to over 1,200.

RISK MITIGATION BY THE NUMBERS

- 5.1 BILLION malicious connections blocked
- 945 MILLION malicious emails blocked before they could reach campus
- 570% increase in the amount of account compromises detected thanks to new monitoring technologies
- responded to 2,006 security incidents & 692 compromised accounts
WHAT IS IT?

The IT Power Plant is a collaborative partnership bringing IT organizations across campus together to deliver consistent, reliable, and cost-effective technology services for all University of Illinois students, faculty, and staff.

Over 120 representatives from 24 different units across campus are working on various initiatives that will deliver core IT services and support at scale across campus. By working together instead of separately, the IT Power Plant will drive down costs, reduce duplication, and free up resources that will allow the campus to support more cutting-edge technologies for research, teaching, and learning.
POWER PLANT INITIATIVES

WEB HOSTING
Allow all of campus to take advantage of web hosting services while enabling locally-supported, customized sites and features

VIRTUALIZATION
Instead of running and maintaining physical servers, make it easier for everyone to request and use cost-effective virtual hosting

CONCIERGE
Refocus IT professionals to become more engaged; Enabling partners in the academic mission to create a seamless, superior customer experience for campus

STORAGE AND BACKUPS
Provide storage solutions to meet individual and group needs, from simple personal cloud storage to petabytes of backup space

HELP DESK
Provide students, faculty, and staff with a professional, uniform, seamless support experience accessible 24 hours a day, 365 days a year

PRINTING
Create a unified printing experience to reduce complexity in how and where people print, and simplify the associated costs with printing

ENDPOINT SERVICES
Make it easier for IT professionals to manage computers and devices; Freeing up time and resources to focus on supporting research, teaching and learning, and student success
The Wireless Expansion and Upgrade Project is a three year endeavor at the University of Illinois at Urbana-Champaign. The project will add more than 6 million square feet of coverage to the wireless network. The Wireless Expansion and Upgrade Project’s three year plan calls for more than 5,000 new wireless access points (WAPs) to be installed in academic spaces across campus.

Expanding the coverage of the wireless network across campus will enhance the student learning environment by developing a robust wireless infrastructure that supports innovative teaching and learning at Illinois.

**Wireless by the Numbers**

- **2,107** new Wireless Access Points installed since the beginning of the project
- **4,329,415 SQ. FT.** of total wireless coverage in upgraded buildings - enough coverage to fill the Main Quad 22 times

**Completed Buildings**

- 205 S. Goodwin
- 408 S. Goodwin
- 505 E. Green
- 901 W. Oregon
- 1204 W. Nevada
- 1205 W. Oregon
- ACES Library
- Admissions and Records
- Aeronautical Lab A
- African American Studies
- Animal Sciences Lab
- Architecture Building
- Armory
- Asian American House
- Beef, Cattle & Sheep Field Lab
- Bevier Hall
- Business Instructional Facility
- Campbell Hall
- Chemical & Life Sciences Lab
- Children’s Research Center
- Colonel Wolfe School
- David Kinley Hall
- Early Childhood Development Lab
- EBI Farm Shed
- Education Building
- ECE Building
- Engineering Hall
- Engineering Senior Design Lab
- English Building
- Environmental Health and Safety
- Flagg Hall
- Foellinger Auditorium
- Foreign Languages Building
- FSI – Learning Resource Center
- Gable Home
- Graduate Photography Studio
- Grainger Engineering Library
- Gregory Hall
- Gregory Place I
- Gregory Place II
- Harding Band Building
- Henry Administration
- Huff Hall
- Illini Media Building
- Japan House
- Library (Main Library)
- LIS Building
- Madigan Laboratory
- Medical Sciences Building
- Native American House
- Natural Resources Building
- Nevada Computer Lab
- Noble Hall
- Noyes Lab
- Nuclear Radiation Laboratory
- Nursing Workshop
- Observatory
- Police Training Institute – Tactical
- Public Safety Building
- Richmond Studio
- Roger Adams Laboratory
- Seitz Materials Research Lab
- Siebel Center
- Smith Memorial Hall
- Solar Decathlon House
- Speech and Hearing Science
- Speech Language Pathology Clinic
- Superconductivity Center
- Swanlund Administration Building
- Transportation Building
- Turner Hall Greenhouses
- Undergraduate Library
- Vermillion Development Building
- Vet Med Basic Sciences
- Wohlers Hall
## Technology Services Budget Comparisons

### TECHNOLOGY SERVICES FUNDING FY16 VS FY15

<table>
<thead>
<tr>
<th>Component</th>
<th>FY15 Budget</th>
<th>FY16 Budget</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>State Funding</strong></td>
<td>$20,626,100</td>
<td>$18,474,856</td>
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<tr>
<td><strong>Cost Recovery Activity</strong></td>
<td>$18,410,970</td>
<td>$15,868,521</td>
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<tr>
<td><strong>Library IT Fund</strong></td>
<td>$4,712,700</td>
<td>$4,712,700</td>
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<tr>
<td><strong>Indirect Cost Recovery Funding</strong></td>
<td>$885,982</td>
<td>$885,982</td>
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<tr>
<td><strong>Integration Funding</strong></td>
<td>$0</td>
<td>$519,599</td>
</tr>
</tbody>
</table>

### Technology Services Budget

- **State Funding**: 39%
- **Cost Recovery Activity**: 12%
- **Library IT Fund**: 2%
- **Indirect Cost Recovery Funding**: 1%
- **Integration Funding**: 1%

### FY15 vs FY16 Budget Summary

- **State Funding**: Decrease of 10%
- **Cost Recovery Activity**: Decrease of 14%
- **Library IT Fund**: No change
- **Indirect Cost Recovery Funding**: No change
- **Integration Funding**: Increase of 315%
INTEGRATING IT
The Graduate College and other departments will be integrated with Technology Services to improve collaboration and reduce costs.

WHAT’S NEXT

HIRING
Two new Deputy CIOs were hired from within the campus, with one focused on Research IT and one on Service Delivery.

EXPANDING WIRELESS
The Wireless Expansion and Upgrade Project is expecting to add 1,900 Wireless Access Points and 3.5M sq. ft. of new coverage in FY16.

IMPROVING
The cellular network will be upgraded across campus to provide better connectivity.

IT GOVERNANCE
Evolving to act on recommendations of previous IT Governance committees.

MANAGING
New security tools, policies, and programs will enable Technology Services to better manage security risks and threats.
WHAT’S NEXT

MAINTAINING COSTS
As part of our commitment to making IT cost-effective, there will be no IT service rate increases in FY16

PARTNERING WITH AITS
In addition to continuing to transition students, faculty, and staff to the new One ID and One Password system, new systems for account provisioning and guest accounts will be released

PARTNERING WITH CITL
Technology Services will partner with the Center for Innovation in Teaching and Learning to improve campus learning management systems

INTRODUCING
Access to cloud services that were previously unavailable to campus, including Amazon Web Services, will be introduced in FY16