ABOUT OIT

Our Vision

To empower and serve the University community through accessible, collaborative, innovative and advanced technology solutions that provide an enriching academic experience to our students and to strengthen the ability to educate the public we serve.

Our Mission

The mission of OIT, in support of the strategic goals of the University, is to provide the highest-quality service delivery through innovative and efficient technology for students, faculty, staff and the community. As an integral part of the University and as leaders in technology we will:

- Improve the learning experience with flexible classroom designs that accommodate a variety of learning and teaching styles, utilizing technology best practices in both face-to-face and distance-learning classes.
- Provide students, faculty and staff with easy access to information anytime, anywhere, across a variety of devices and platforms to support learning, decision-making and operational effectiveness.
- Assist and support the northern Kentucky region to achieve educational excellence through advanced and efficient technology solutions.
- Provide a robust, high-performing and secure IT infrastructure for University resources and information.
- Evaluate and implement emerging technologies to provide solutions that enhance processes and improve services for the University and community.
- Provide training and support for the University community in the use of advanced software and educational tools through a highly skilled technical staff.

Governance and Collaboration

To support communication, decision making and prioritization, NKU has several key organizations that OIT works collaboratively with including:

- IT Policy Council – This council is composed of members of the President’s executive team or their designee. They meet on a monthly basis to discuss/approve IT policies and projects affecting the campus community.
- IT Advisory Committee – This council is composed of faculty, staff and students. It is chaired by faculty on a rotating basis. To obtain information in support of the work of ITAC and its subcommittees, surveys are issued to faculty, staff and students.
- myNKU Advisory Workgroup – This council is composed of faculty and staff and focused on initiatives related to the student life cycle management, human resources, finance and reporting components that make up the myNKU system. Appointees to the group provide input and feedback on new and enhanced functionality, and serve as liaisons between their respective areas and the myNKU teams.
- Student Focus Groups – To get input and assistance on specific topics, student focus groups are formed. For instance, students were consulted and assisted with testing of the virtual desktop service that offers students remote access to the base computer lab software.
What technology devices do you own?  
(select all that apply)

- Laptop  
- Smart phone  
- Desktop  
- iPad  
- e-Reader  
- Android Tablet  
- Cell phone  
- Windows Tablet  
- Other  
- None

How would you rate the Wi-Fi coverage on campus?  
(select only one)

- Superior  
- Very Good  
- Average  
- Poor  
- Other

Which of the following services have you used at the Norse Tech Bar?

- Printing/copying/scanning/faxing (8.5x11)  
- Technical services offered at the front desk (i.e. virus scan, software installation, etc.)  
- Computer lab  
- Borrow equipment (i.e. tablets, laptops, cameras, etc.)  
- Mobile phone charger  
- Other (please specify)  
- Large format printing (i.e. posters, photographs, etc.)  
- LCD screens for group work
KEY TRENDS IN HIGHER EDUCATION

OIT relies on technology information from industry leaders, such as Gartner and Educause, to predict trends as well as identify key issues we must overcome. The following is a list of technology to watch, trends and issues.

Top 10 IT Issues, 2016

1. Information Security: Developing a holistic, agile approach to information security to create a secure network, develop security policies and reduce institutional exposure to information security threats
2. Optimizing Educational Technology: Collaborating with faculty and academic leadership to understand and support innovations and changes in education and to optimize the use of technology in teaching and learning, including understanding the appropriate level of technology to use
3. Student Success Technologies: Improving student outcomes through an institutional approach that strategically leverages technology
4. IT Workforce Hiring and Retention: Ensuring adequate staffing capacity and staff retention as budgets shrink or remain flat and as external competition grows
5. Institutional Data Management: Improving the management of institutional data through data standards, integration, protection and governance
6. IT Funding Models: Developing IT funding models that sustain core services, support innovation and facilitate growth
7. BI and Analytics: Developing effective methods for business intelligence, reporting and analytics to ensure they are relevant to institutional priorities and decision making and can be easily accessed and used by administrators, faculty and students
8. Enterprise Application Integrations: Integrating enterprise applications and services to deliver systems, services, processes and analytics that are scalable and constituent centered
9. IT Organizational Development: Creating IT organizational structures, staff roles, and staff development strategies that are flexible enough to support innovation and accommodate ongoing changes in higher education, IT service delivery, technology and analytics
10. E-Learning and Online Education: Providing scalable and well-resourced e-learning services, facilities and staff to support increased access to and expansion of online education

Source: www.educause.edu
FY16 ACCOMPLISHMENTS

myNKU

The myNKU teams completed 191 projects in FY16. Projects of note are listed below.

myNKU Finance

Budget Model Development and Enhancements Assisted Budget Office with the new budget model, including classifications of each fund center into myNKU (which allows the reporting to come from BW).

Removal of Blocked Vendors Removed vendors that are relevant only for Procurement Services. Removed all blocked vendors from all searches in myNKU.

myNKU Human Resources

2015 Annual Benefit Enrollment Process Enhancements were implemented to the Employee Self-Service screens and functionality, additional changes to the annual enrollment process for benefits included configuration for plans and rates changes, updates to programs, employee benefits and vendor interfaces.

Additional Retirement Savings Plan Options for TIAA-CREF A 403b Roth and 457 plan were implemented as additional options for retirement savings options through TIAA-CREF.

Affordable Care Act (ACA) Management Platform Software (Equifax) As part of Affordable Care Act compliance, a new vendor interface was completed to ensure compliance. This is an ongoing process as a result of legal requirements.

Organizational Unit Attribute A new attribute was developed which will be used as an additional identifier in the academic organizational structure.

Year-end Payroll and W-2 Process Made necessary updates to Federal and State tax tables and implemented additional changes required by the IRS and W-2 processing.

myNKU Reporting & Analytics

Academic Snapshot Created a report that breaks out various academic metrics by colleges and departments and will eventually bring in actuals from the finance system. The academic data is based on CPE census data.

Chairs Dashboard A new dashboard for chairs to review enrollment statistics for their programs is accessible through myNKU. The dashboard is updated daily with personalized detail highlighting graduate and undergraduate enrollment information as well as demographic statistics currently compared to last year.

Data Governance Website Completed a project initiated by the Data Governance Committee to create a website dedicated to promoting data governance at NKU. This project includes access to the Data Dictionary.

Student Credit Hour Distribution Enhanced existing logic for the distribution of student credit hours by instructor. This logic and the subsequent reports will help support NKU during its transition to the new budget model.

myNKU Student Life Cycle Management

Admissions Transfer Processing Script Enhanced processing functions for Transfer Services. Designed and implemented SAP functionality to replace existing visual basic functionality. Replaced each piece of functionality that is currently being completed in myNKU for ED and SU tabs. Included a process for staff/advisors and students to print a transfer credit approval report via myNKU.

Educational Advisory Board Student Success Collaborative Project Provided the necessary support to enable NKU to become part of the Educational Advisory Board’s Student Success Collaborative.

Electronic Loads of Test Scores Automated the loading of GRE, GMAT and TOEFL test scores.

Enhance Cash Desk Receipt Created a new cash desk receipt that is easier to read and better organized.
Enhance Student Accounts Holds Mass Assignment The “mass hold assignment” for Student Account Services was revamped to a custom program created to assign holds in accordance with student account processes.

New Electronic Catalog - Acalog Implementation Implemented the Electronic Academic Catalog solution to create, organize and publish interactive course information in real time while maintaining a comprehensive audit trail.

Post Processing for Registrar and Admissions Automated certain tasks within Admissions and Registrar functions.

R3 to BW Validation Validated that the data reflected in the major tables of the SLCM transactional system is exactly the same in the data warehouse.

Royall UG/Application/Processes Transfer to TWG Plus Transferred/converted the UG Application and process from Royall to TWG Plus.

Tuition Updates Changed our system to accommodate tuition increases, new programs, new courses and updates to existing rates and fees.

Undergraduate Admissions Application Updated the branding to comply with NKU marketing standards and updated the scholarship section with new scholarship questions.

Enterprise Systems/Development

Mobile App Development Upgraded the Admissions mobile application with fresh content and links. Upgraded main NKU mobile app by making safety information easily accessible.

“Road to NKU” Web Application Upgraded the “Road to NKU” web application to allow for data collection when no Wi-Fi is available and an automated sync with the master database once Wi-Fi is available.
Infrastructure and Operations

**Annual Upgrades of Primary Systems** Completed the SAP Support Packs and Blackboard upgrades.

**Campus Recreation Expansion** Implemented technology infrastructure necessary for the Campus Recreation Center (CRC).

**Complex Password Change** Introduced rules to campus for creating more complex passwords to improve security. Implemented changes to the web app functionality to comply with audit recommendations.

**Computer Replacements** Completed annual computer replacement project for faculty and staff.

**Founders Hall Shutdown** Smart classroom and networking equipment was removed from Founders Hall and relocated.

**Firewall Update** Updated the campus firewall to better protect the network.

**Governor’s Scholars Program** Fulfilled the technical needs for the GSP program including computers, accounts, printing, etc.

**Housing Application Upgrade** Upgraded the housing application to utilize single sign on and removed the social security number requirement in the application.

**IT Security Audit – Phase 1** Contracted with Securcure to conduct an external security audit. Implementation of recommendations will be conducted in later phases.

**Microsoft Exchange 365** Migrated faculty/staff email to the Microsoft Cloud. This removal will reduce hardware costs in the future, mitigate risk of recovery of email if our data center experiences damage and allows faculty and staff easier access to Microsoft Office work-at-home software (as well as cloud storage).

**Parking Gate System Replacement** Installed new software and systems that will enable the parking office to upgrade the parking gates in the campus garages and lot N.

**PCI Compliance – NKU Application** Upgraded the locally hosted applications (Graduate, International) to utilize a PCI compliant credit card processing system.

**Removal of Equipment from METS Center** Removed the smart technologies from METS including projectors, screens and network equipment. Transported equipment back to campus for repurposing.

**Smart Classroom Updates** Updated equipment in designated smart classrooms across campus.

**Transition of Internet Service Provider (ISP) from KPEN to KyRON** Transitioned our Internet from a connection called KPEN (currently at 1 Gbps capacity) to an Internet2 connection through KyRON (capable of 10 Gbps capacity). This change will increase our bandwidth potential to communicate with other educational institutions.

**University Police Phone System Upgrade** Upgraded the phone systems used by university police.

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**Statistics**

**Emails processed daily**
- Sent off campus: 40,000
- Received: 170,000
- Blocked spam emails: 80,000

**Hardware/Software**
- Terabytes of data stored: 230
- Physical servers: 90
- Virtual servers: 413
- Routers and switches: 505
- Wireless access points: 1600
- Supported concurrent devices daily 25,000

**Printing**
- Print jobs processed: 308,080
- Value of student printing allowance: $110,250.90
- Students paid prints: $23,841.50

**Resources**
- Smart classrooms updated this year: 15
- Service requests recorded: 22,874

**Streaming**
- Campus events streamed: 16
- Athletic events streamed: 55

**Paperless**
- Document Count: 2,107,661
- Page Count: 5,238,332
- Card swipes: 508,752

**Training**
- In-person training classes offered: 178
- Participants (not unique): 435
- Online training courses created/redeveloped: 8
- Online training participants (not unique): 369
IT Central

Training

Conversion of myNKU HR and Adobe CQ Training Courses to Online Converted select face-to-face training courses to an online format.

Review myNKU Help Website Added process-based content to myNKU help website.

Training Materials for New Documentation for Printing Services Created an instructional video and documentation for new printing process at Printing Services.

Norse Tech Bar

Services Upgraded aging laptops that are loaned to students via the Norse Tech Bar. Last year, the Norse Tech Bar processed 2,498 tickets including 1,268 equipment checkouts.

Communications

Service Catalog for IT – Phase 1 Gathered a holistic list of services for our department to prepare for the new budget model and new service request system (VFire) installation.

Student Technology Survey 2015-16 Completed the distribution of the annual technology survey to NKU students.

Business & Finance

Inventory Overhaul Worked closely with Comptroller’s office to get a significant amount of tagged equipment correct in inventory records maintained in myNKU after the separation of IT between Academic Affairs and Administration and Finance.

Project Management

Directory/Find-It Application Revision Upgraded the online directory to generate more robust search results. Added a departmental search.

Health Innovations Center Planning – Phase 1 Determined the audio/visual and infrastructure needs of the HIC building. Four vendors submitted for the RFP and SW&M was selected.

New Policies Three new policies were written and approved: Data Governance Policy, Information Security Incident Response and Electronic Signature. The existing policy on Information Security was revised.
**FY17 IT OBJECTIVES**

**Fuel the Flame Strategic Plan**

### Goal 1: Student Success
Provide a supportive, student-centered educational environment that promotes academic success, global awareness and timely graduation.

1.5 Promote financial access and affordability for students
   - b) Increase availability of on-campus student employment

#### IT Objectives

<table>
<thead>
<tr>
<th>IT Objectives</th>
<th>Primary</th>
<th>Also Supports</th>
<th>Begins</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Continue to provide IT employment to a large number of student workers enabling real-world experience upon entry into the workforce.</td>
<td>1.5b</td>
<td>2.3a, 2.4b</td>
<td>Ongoing</td>
</tr>
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### Goal 3: Academic Innovation
Advance academic programs that are innovative, distinctive, experiential, and transdisciplinary.

3.3 Develop programs and course delivery methods that meet the diverse needs of our student body
   - a) Grow online, hybrid and flexible programs and courses to serve the diverse needs of our students and the region

#### IT Objectives

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<tr>
<td>• Investigate best practices and policy for authenticating the identity of students who use online resources (e.g. online testing).</td>
<td>3.3a</td>
<td>1.1c, 5.6a, 5.6b</td>
<td>FY17</td>
</tr>
<tr>
<td>• Create a prototype smart classroom to determine useful functionality and inform future classroom design (e.g. HC 318).</td>
<td>3.3a</td>
<td></td>
<td>FY17</td>
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### Goal 4: Community Engagement
Engage with community partners to catalyze regional growth and vitality.

4.1 Expand partnerships with business, government, education and non-profit organizations
   - c) Enhance outreach activities in P-12 schools to improve college readiness

#### Objectives

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<tr>
<td>• Continue to provide support to the strategic planning efforts of other areas within NKU with a focus on retention (e.g. EAB, Graduate Office recruitment system).</td>
<td>4.1c</td>
<td></td>
<td>FY16</td>
</tr>
<tr>
<td>• Support other summer outreach/retention programs (orientation, GSP, Summer Spark, etc.).</td>
<td>4.1c</td>
<td>2.1b</td>
<td>FY16</td>
</tr>
</tbody>
</table>

### Goal 5: Institutional Excellence
Strengthen the capacity of the University to fulfill its mission and achieve its vision.

5.2 Generate new resources from public funds, private giving and other revenue streams
   - d) Engage in entrepreneurial activities that generate additional revenue

#### Objectives

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<tr>
<td>• Work with outside organizations, through partnerships and/or grants, to increase funding (e.g. 3V and National Science Foundation).</td>
<td>5.2d</td>
<td></td>
<td>FY17</td>
</tr>
</tbody>
</table>
5.3 Secure our financial future through strategic and innovative investments, partnerships and resource management
   a) Develop an all-funds approach to budgeting and ensure budget processes align resources with strategic goals
   b) Steward resources wisely and efficiently to achieve goals
   c) Assess and modify administrative and support services for quality, relevance and sustainability

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<tr>
<td>• Support the Budget Office in implementing the new budget model (e.g. budget software, integration and reporting functionality).</td>
<td>5.3a</td>
<td>5.3b, 5.3c</td>
<td>FY16</td>
</tr>
<tr>
<td>• Ensure all cloud computing options are secure and robust (e.g. review SAP and other software in terms of cloud possibilities).*</td>
<td>5.3b</td>
<td>5.3a, 5.3c, 5.4d, 5.4f, 5.6.b</td>
<td>FY15</td>
</tr>
<tr>
<td>• Continue to strengthen software and service sourcing by reviewing contracts routinely (e.g. learning management system, content management, Adobe, AVID).*</td>
<td>5.3b</td>
<td>5.3c</td>
<td>FY16</td>
</tr>
<tr>
<td>• Expand software self-service catalog to allow faculty and staff to install software themselves as needed.</td>
<td>5.3c</td>
<td>5.6a</td>
<td>FY16</td>
</tr>
</tbody>
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*A metric we report quarterly for Fuel the Flame.

5.4 Improve organizational effectiveness
   a) Update and streamline university policies
   b) Strengthen regulatory compliance and risk management efforts
   c) Use data analytics to enable actionable insight
   d) Enhance internal communications and transparency
   e) Increase environmental sustainability efforts across the campus
   f) Improve cross-divisional collaboration and continue to elevate service standards

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<tbody>
<tr>
<td>• Create additional policies around web privacy, technology acquisition, etc. Update existing policies as needed.</td>
<td>5.4a</td>
<td>5.4b</td>
<td>FY17</td>
</tr>
<tr>
<td>• Assist the University’s Emergency Preparedness Task Force safety initiatives; as an example, expanding the impact of Norse Alert.</td>
<td>5.4b</td>
<td>5.4d</td>
<td>FY16</td>
</tr>
<tr>
<td>• Enhance the IT security program to identify and reduce IT security risks, address security audit findings and meet legal requirements for the University (e.g. implement security information and event management [SIEM] solution for campus, support the PCI compliance campus implementations).</td>
<td>5.4b</td>
<td></td>
<td>FY16</td>
</tr>
<tr>
<td>• Improve our disaster recovery capability by updating equipment (e.g. install disk based replication and enhanced recoverability with Tivoli at disaster recovery site, replace aging UPS units).</td>
<td>5.4b</td>
<td>5.4e</td>
<td>FY17</td>
</tr>
<tr>
<td>• Replace aging storage area network (SAN) equipment to save electricity while improving efficiency and speed.</td>
<td>5.4b</td>
<td>5.4e</td>
<td>FY17</td>
</tr>
<tr>
<td>• Leverage existing Business Objects reporting environment to streamline the accessibility and analysis of operational data (e.g. develop dashboards to help monitor a variety of operational metrics for internal decision making).</td>
<td>5.4c</td>
<td>5.4f</td>
<td>FY16</td>
</tr>
<tr>
<td>• Streamline SLCM Business Warehouse reporting by ensuring decision support personnel across campus have access to the data they need to improve cross-campus decision making.</td>
<td>5.4c</td>
<td>5.4f</td>
<td>FY17</td>
</tr>
<tr>
<td>• Research and implement initial phase(s) of module planning to allow more efficient scheduling of classes and rooms.</td>
<td>5.4c</td>
<td></td>
<td>FY17</td>
</tr>
<tr>
<td>• Explore data visualization tools for situations where quickly analyzing data at-a-glance would be beneficial (e.g. Qualtrics or Tableau).</td>
<td>5.4c</td>
<td></td>
<td>FY17</td>
</tr>
<tr>
<td>• Support the redesign of NKU’s websites to segment content by appropriate audiences.</td>
<td>5.4d</td>
<td></td>
<td>FY16</td>
</tr>
<tr>
<td>• Expand adoption of enterprise instant messaging tool Skype for Business (a.k.a. Lync).</td>
<td>5.4d</td>
<td></td>
<td>FY17</td>
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</tbody>
</table>
• Research options for implementing a consolidated project request process for all of IT services.

• **Strengthen communications.**

• Improve services to faculty, staff and students by expanding our best practices (e.g. SLAs, change management, ITIL Best Practices).

• Facilitate the University’s efforts towards better ADA accessibility (closed captioning, LMS, web redesign).

• Develop an outreach program to meet with new hires individually to explain technology services available.

• Continue to provide fiscal and technology support resources to complete annual IT programs (e.g. Academic Software Process, Computer Replacement Process, Smart Classroom upgrades).

5.6 **Provide technology that supports effectiveness and innovation across campus**

a) Expand faculty capability to engage in technology-enabled learning

b) Advance technological solutions that support integrated student services

c) Improve administrative systems and data governance

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<tr>
<td>• Continue to enhance IT support for colleges and units (e.g. transition Chase to central IT technology standards, work with colleges to identify and update key virtual and audio/visual production technologies).*</td>
<td>5.6a</td>
<td>5.6b</td>
<td>FY16</td>
</tr>
<tr>
<td>• Expand the Virtual Desktop program and software available online.*</td>
<td>5.6a</td>
<td>5.6b, 5.6c</td>
<td>FY16</td>
</tr>
<tr>
<td>• Explore Learning Analytics tools with faculty to measure student performance. This can be used to target at-risk learners in an effort to improve student retention as well as support course redesign and personalized student learning.*</td>
<td>5.6a</td>
<td>3.3a</td>
<td>FY16</td>
</tr>
<tr>
<td>• Support the transition of our academic learning management system including infrastructure support, training and implementation.</td>
<td>5.6a</td>
<td>5.6b</td>
<td>FY16</td>
</tr>
<tr>
<td>• Support NKU’s goal to expand online learning opportunities by providing technology solutions that facilitate faculty/student communication and technology tools that assist the online learning process (e.g. easy access to virtual labs/desktops, etc.).*</td>
<td>5.6a</td>
<td>3.3a</td>
<td>FY16</td>
</tr>
<tr>
<td>• Transition faculty and staff in-person technology support from IT Help Desk to Norse Tech Bar.</td>
<td>5.6b</td>
<td></td>
<td>FY17</td>
</tr>
<tr>
<td>• <strong>Enable student mobility by promoting access to services.</strong>*</td>
<td>5.6b</td>
<td></td>
<td>FY15</td>
</tr>
<tr>
<td>• Pilot a personalized student experience (portal) enabling easier access to campus resources and targeted messaging and communication.*</td>
<td>5.6b</td>
<td>Weave</td>
<td>FY16</td>
</tr>
<tr>
<td>• Revise annual IT Student Survey.</td>
<td>5.6b</td>
<td>5.4f, Weave</td>
<td>Ongoing</td>
</tr>
<tr>
<td>• Support the offering of online training courses, face-to-face workshops and reference materials for currently supported and newly emerging software systems used by the NKU community.</td>
<td>5.6b</td>
<td>5.4f</td>
<td>Ongoing</td>
</tr>
<tr>
<td>• Improve the wireless infrastructure in academic buildings and residence halls.</td>
<td>5.6b</td>
<td></td>
<td>FY17</td>
</tr>
<tr>
<td>• Research options for making the NKU Public wireless more secure (e.g. reassign SSIDs).</td>
<td>5.6b</td>
<td></td>
<td>FY17</td>
</tr>
<tr>
<td>• Continue to support NKU campus construction projects (e.g. determine and implement infrastructure requirements for the Health Innovations Center, Founders Hall, etc.).</td>
<td>5.6b</td>
<td>Weave</td>
<td>Ongoing</td>
</tr>
<tr>
<td>• Research and implement initial phase(s) of degree audit to help students plan class schedules and have clear insight into graduation requirements.</td>
<td>5.6b</td>
<td>Weave</td>
<td>FY17</td>
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*A metric we report quarterly for Fuel the Flame.
<table>
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<tr>
<th>• Automate and enhance business processes to improve efficiency, service and usability (e.g. online W-2, POP projects).* Also, make necessary changes to comply with new regulations.</th>
<th>5.6c</th>
<th>2.1a, 2.1b, 2.2a, 5.4a, 5.4d, 5.6b</th>
<th>FY15</th>
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<tr>
<td>• Continue to mature data governance practices as determined by the Data Governance Committee (e.g. maintain historical database of data quality issues).*</td>
<td>5.6c</td>
<td>5.4c</td>
<td>FY16</td>
</tr>
<tr>
<td>• Implement enhancements and upgrades to critical business applications (e.g. myNKU, Blackboard, DirSync, AdAstra, Pharos, VMWare vSphere and VMWare View, Software Center Manager).</td>
<td>5.6c</td>
<td>5.6b</td>
<td>Ongoing</td>
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<tr>
<td>• Assist business units with researching and implementing technologies to streamline their processes (e.g. course evaluation system).</td>
<td>5.6c</td>
<td>5.6b, 5.4f</td>
<td>FY17</td>
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<tr>
<td>• Mature data governance practices as determined by the Data Governance Committee.*</td>
<td>5.6c</td>
<td>5.4c</td>
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