SUPPORTING THE UNIVERSITY OF FLORIDA

UFIT Contributions
2013-2014

UF | UNIVERSITY *of* FLORIDA

CONTRIBUTIONS 2013-2014

University of Florida Information Technology

WHAT'S INSIDE

University of Florida's
Strategic Plan for IT
2011-2013

To view *Supporting the University of Florida: UFIT Contributions 2014* online, visit: *www.it.ufl.edu/contributions*.

The *University of Florida: UFIT Contributions* is a companion progress report to the *University of Florida's Strategic Plan for IT*. To view the strategic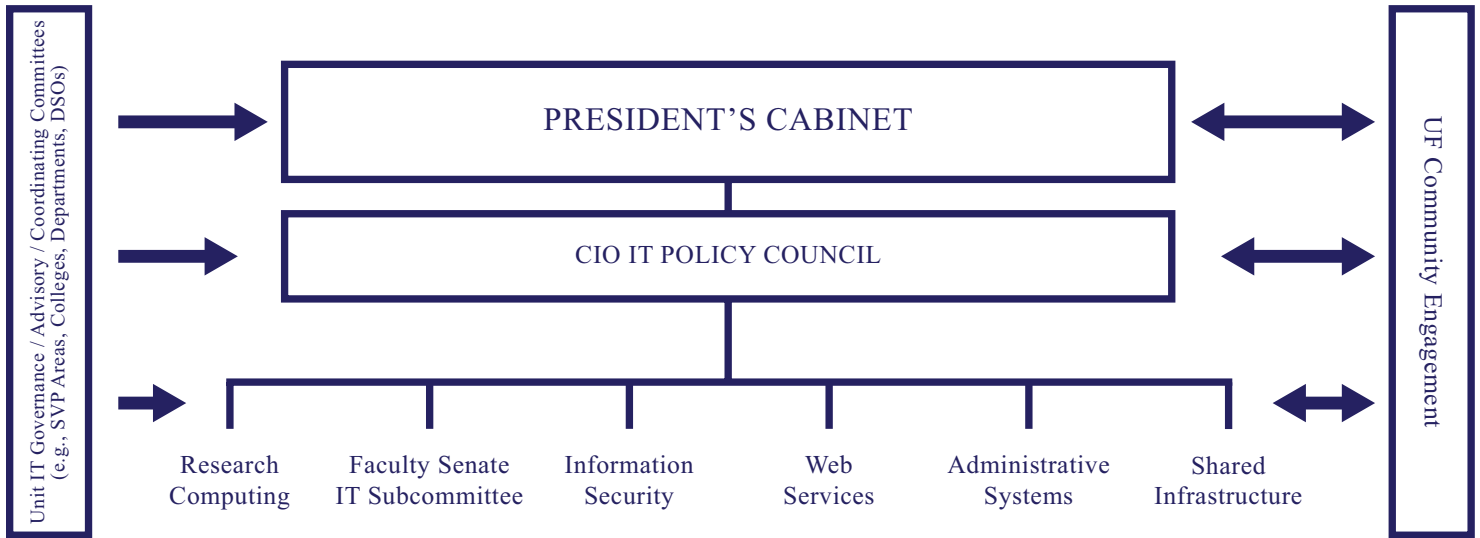 plan online, as well as the recommendations of UFIT's governance committees, visit: *www.it.ufl.edu/vp-cio-office/strategic-plan/*.

UNIVERSITY OF FLORIDA
INFORMATION TECHNOLOGY

Governance Overview

Unit IT Governance / Advisory / Coordinating Committees (e.g., SVP Areas, Colleges, Departments, DSOs)

PRESIDENT'S CABINET

CIO IT POLICY COUNCIL

Research Computing | Faculty Senate IT Subcommittee | Information Security | Web Services | Administrative Systems | Shared Infrastructure

UF Community Engagement

UF Information Technology governance is a well-defined, transparent process. These topical advisory committees provide recommendations and guidance on policies, standards, and priorities in support of the university's mission and business goals.

Information about the six advisory committees can be found at:

www.it.ufl.edu/governance/advisory-committees/

VICE PRESIDENT &
CHIEF INFORMATION OFFICER

It's been four years, but in many ways it seems like just four days ago that my family and I moved from Buffalo, New York to Gainesville. One way the passage of time truly hits home is when I look at some of the achievements highlighted in this, our 2014 Contributions Report. The achievements are the result from projects identified in the *University of Florida's Strategic Plan for IT*, approved by President Machen and his cabinet in spring, 2011.

I am proud of how much of the 2011 plan focus was accomplished. That strategic plan was developed less than four years ago, but in those four years technological capabilities and uses in higher education has grown exponentially.   We now have a mobile "bring your own everything" device environment on campus, a fully online bachelor's degree program, and transformative classroom technologies for teaching and learning. We've also built and deployed HiPerGator, the state's first supercomputer. At the same time, we must be on constant vigil for the underside of progress—the safeguarding of the university's systems and data from threats unimaginable just a few years ago.

The Strategic Actions from the *University of Florida's Strategic Plan for IT* are provided here, along with info graphics highlighting ways that IT has moved the university forward.

Go Gators!

Elias G. Eldayrie
Vice President & Chief Information Officer
eldayrie@ufl.edu

"OUR BENCHMARK IS TOP-10 TECHNOLOGY SERVICES FOR A TOP-10 UNIVERSITY."

Elias G. Eldayrie

Advance the University of Florida to the forefront of teaching

Strategic Actions

Provide support to expand UF's course management system.

Provide support for teaching and technology.

Develop and implement mobile technology services.

Provide support for distance learning programs.

Create an innovative environment that encourages evaluation and continuous improvement.
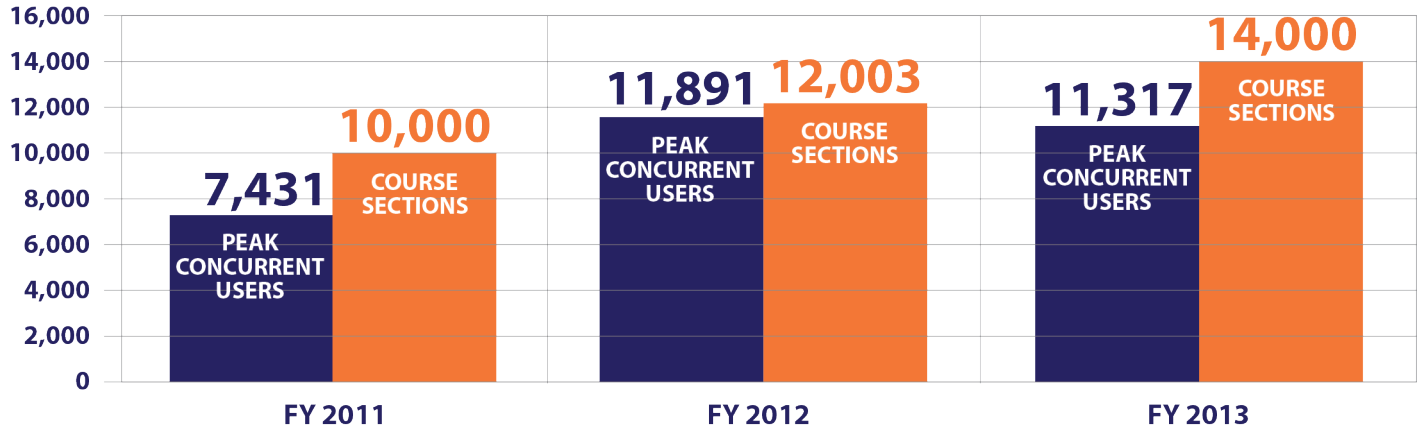
The technological resources UF provides allows me to be academically successful! As an industrial and systems engineering major who is also involved in student organizations, I spend the majority of my time on campus. I am appreciative of spaces like Collaboration Commons because there are outlets just about everywhere to charge my personal devices. I can use their computers if I don't feel like carrying my laptop to campus, there are numerous group study rooms, I can rent my textbooks there since it is in the science library, and the interior design of the space provides a calming atmosphere which helps me mentally when I am having difficulty with assignments.

Brandi McGhee
Junior
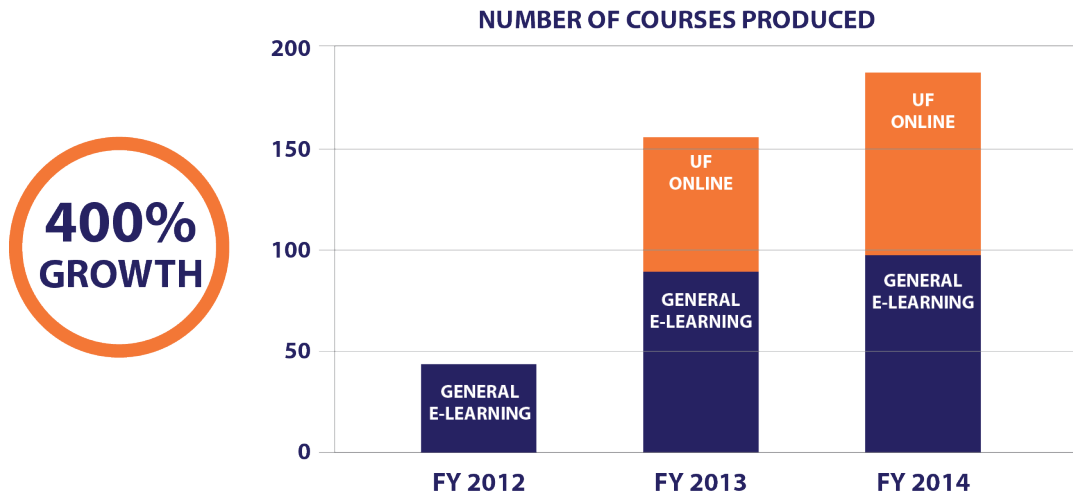Industrial and Systems Engineering
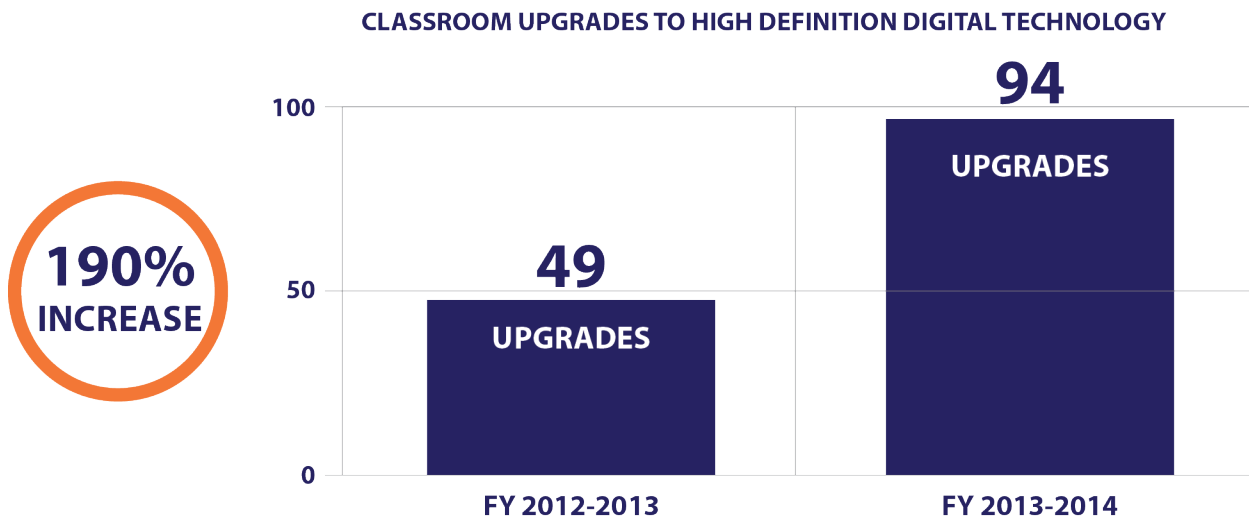
HIGHLIGHTS OF OUTCOMES ACHIEVED: 2011-2014

Invested heavily in resources required to grow online teaching delivery.

FY 2011
- 7,431 PEAK CONCURRENT USERS
- 10,000 COURSE SECTIONS

FY 2012
- 11,891 PEAK CONCURRENT USERS
- 12,003 COURSE SECTIONS

FY 2013
- 11,317 PEAK CONCURRENT USERS
- 14,000 COURSE SECTIONS

Expanded instructional design services to meet the needs of traditional undergraduate programs and support UF Online.

NUMBER OF COURSES PRODUCED

400% GROWTH

- FY 2012: GENERAL E-LEARNING
- FY 2013: GENERAL E-LEARNING, UF ONLINE
- FY 2014: GENERAL E-LEARNING, UF ONLINE

Upgraded classrooms to support teaching with all-digital mobile devices and Full HD.

CLASSROOM UPGRADES TO HIGH DEFINITION DIGITAL TECHNOLOGY

190% INCREASE

- FY 2012-2013: 49 UPGRADES
- FY 2013-2014: 94 UPGRADES

Position UF as a Leader in Research Computing and Innovation

THE UNIVERSITY'S STRATEGIC INITIATIVE ADDRESSED BY THIS AREA OF GOVERNANCE:

☑ Grow the University

☑ Create a Culture of Operational Excellence

☑ Reduce Risk

Strategic Actions

Develop and deploy fundamental infrastructure and services for research and scholarship.

Collaborate with the Office of Research and the George A. Smathers Libraries to provide research faculty with information resources and services.

Collaborate with the Office of Research and the Division of Finance and Accounting to develop auditable mechanisms that help sustain and grow information resources for research.

UF Research Computing is an innovative infrastructure plan that brings high performance cluster computing to my lab. We invest in the hardware we use and they provide the personnel to support the hardware and train students on how to use HiPerGator. In the last four years, I have written about UFRC in all my facilities statements and included just the marginal costs of the project in my grants. This has made my projects very competitive as we are able to spend more of our grant budgets on data generation. Their commitment to my research, does not just cover the large projects. Research Computing has also supported small projects and given time and attention to install tools, debug large job arrays, and help us use the resources more efficiently. Their competence make the University of Florida, and me, look good.

Lauren M. McIntyre, Ph.D.
Professor
Molecular Genetics & Microbiology
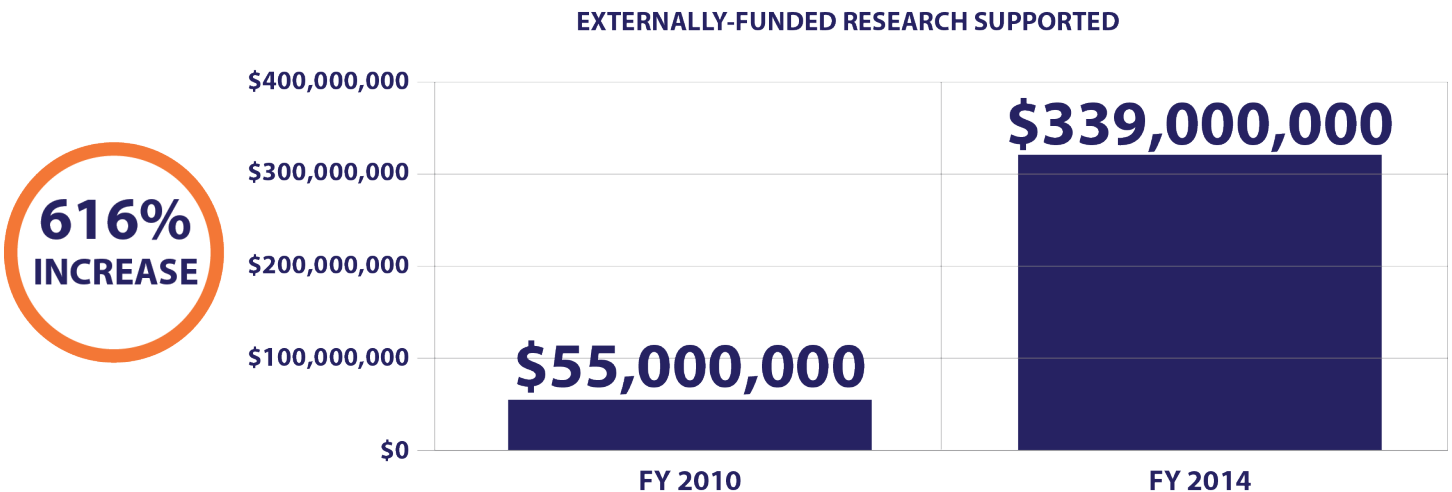
HIGHLIGHTS OF OUTCOMES ACHIEVED: 2011-2014

Grew research faculty usage of high-performance computing facilities with expansion of services and infrastructure.

275% GROWTH

400 RESEARCH FACULTY	**1,100** RESEARCH FACULTY
FY 2011	FY 2013

Improved the collaborative environment for UF researchers and academic institutions across the globe by linking to EDUROAM, a secure, worldwide internet service.

Increased the resources necessary to grow the externally-funded research supported by UF Research Computing.

EXTERNALLY-FUNDED RESEARCH SUPPORTED

616% INCREASE

$55,000,000	**$339,000,000**
FY 2010	FY 2014

Develop a State-of-the-Art Information Security Environment

☑ Grow the University   ☑ Create a Culture of Operational Excellence   ☑ Reduce Risk

Strategic Actions

Staff and operationalize the Information Security & Compliance office.

Develop a risk management and compliance framework.

Develop an information security policy and standards framework.

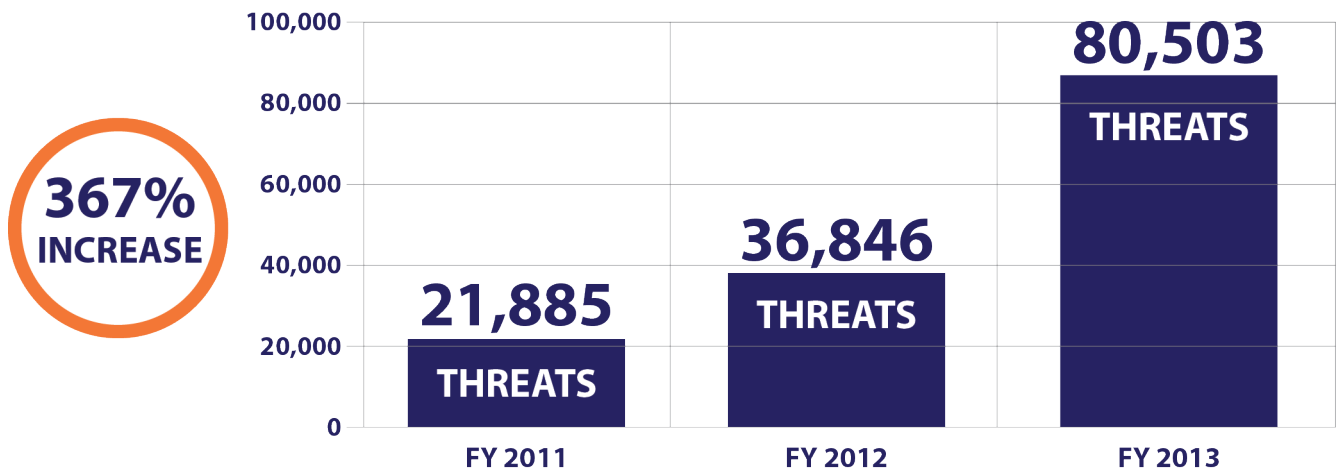Develop an education and awareness program.

Develop a monitoring program.

The seamless partnership and cooperation between UFIT and Pharmacy IT has been critical to the success of our research, academic, and business needs. In today's increasingly hostile digital environment, this invaluable relationship with the Information Security Office touches on almost every computing facet within the College. From participating in incoming PharmD orientation for hundreds of new students, sharing information on secure computing in the UF environment, assisting with implementing research processes for securely accessing hundreds of millions of patient records, to helping test secure business operations in a multi-million dollar call center, I consider UF's Information Security staff an integral part of the team for getting my job done.

Lane Blanchard
IT Director
College of Pharmacy

HIGHLIGHTS OF OUTCOMES ACHIEVED: 2011-2014

Identified and resolved UF network vulnerabilities amid rapidly increasing number of threats to systems and data.
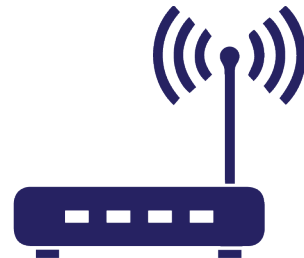
367% INCREASE

Chart — FEB data:

- FY 2011: 21,885 THREATS
- FY 2012: 36,846 THREATS
- FY 2013: 80,503 THREATS

(Y-axis: 0 / 20,000 / 40,000 / 60,000 / 80,000 / 100,000)

Established a data classification system to provide the basis for protecting the confidentially of UF data.
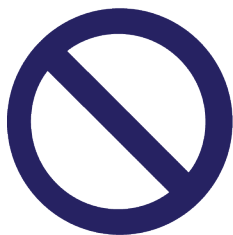
RESTRICTED   **SENSITIVE**   **OPEN**

Reduced risk associated with SPAM and malware and improved university-wide email efficiencies.

FEB 2014: EMAILS ATTEMPTING TO ENTER UF MAIL SYSTEMS

467,711,678 (94%)
EMAIL REJECTED

30,050,518 (6%)
EMAIL ACCEPTED

Deploy Advanced Technologies to Improve Administrative Processes

THE UNIVERSITY'S STRATEGIC INITIATIVE ADDRESSED BY THIS AREA OF GOVERNANCE:

✓ Grow the University

✓ Create a Culture of Operational Excellence

✓ Reduce Risk

Strategic Actions

Develop a business intelligence (BI) strategy and implement the related systems and services.

Improve business processes and workflow management.

Integrate budgeting into the campus Responsibility Center Management initiative.

Improve student service systems leading to consolidation and integration.

Improve the UFIT user experience.

The collaboration of UFIT and the Division of Enrollment Management ensured the smooth delivery of over 30,000 admission decisions more than 100,000 individual users during 2014's Freshman Decision Release Day. The process was seamless to students and their families and helped to reinforce the good reputation of the university while protecting other administrative systems for use by currently-enrolled students. The work of UFIT in engineering an elegant solution that met the needs of all the various types of freshman applicants and their families was nothing short of amazing.
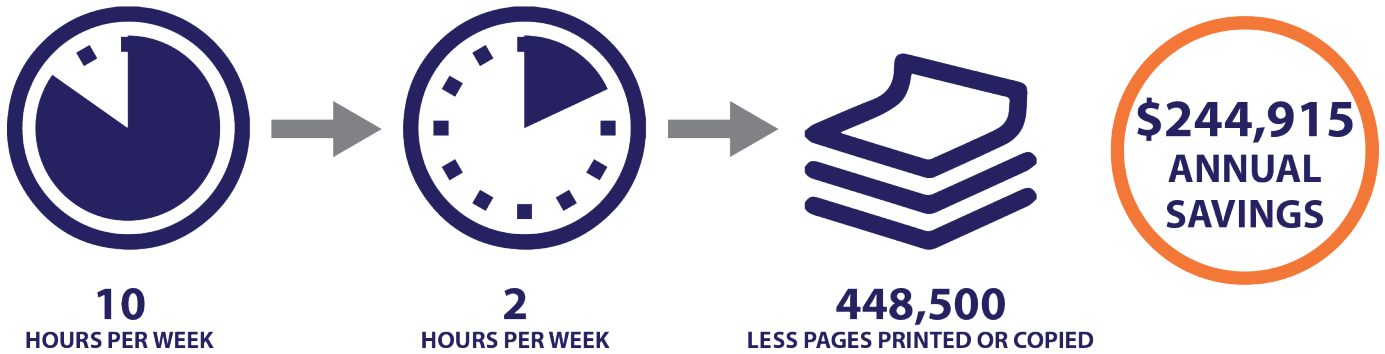
Tammy Aagard, Ph.D.
Associate Vice President
Division of Enrollment Management
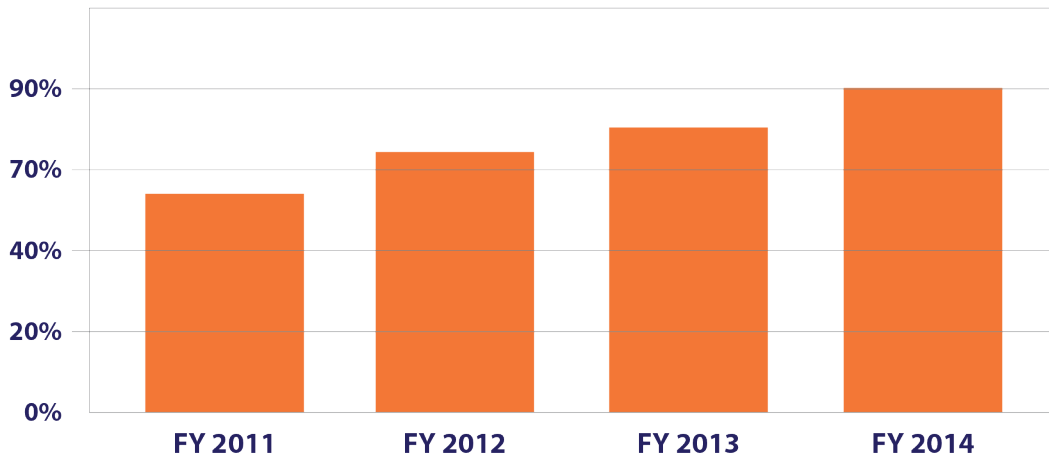
HIGHLIGHTS OF OUTCOMES ACHIEVED: 2011-2014

Created workflow efficiencies and reduced the university's carbon footprint with the implementation of UF's new Online Promotion and Tenure system.

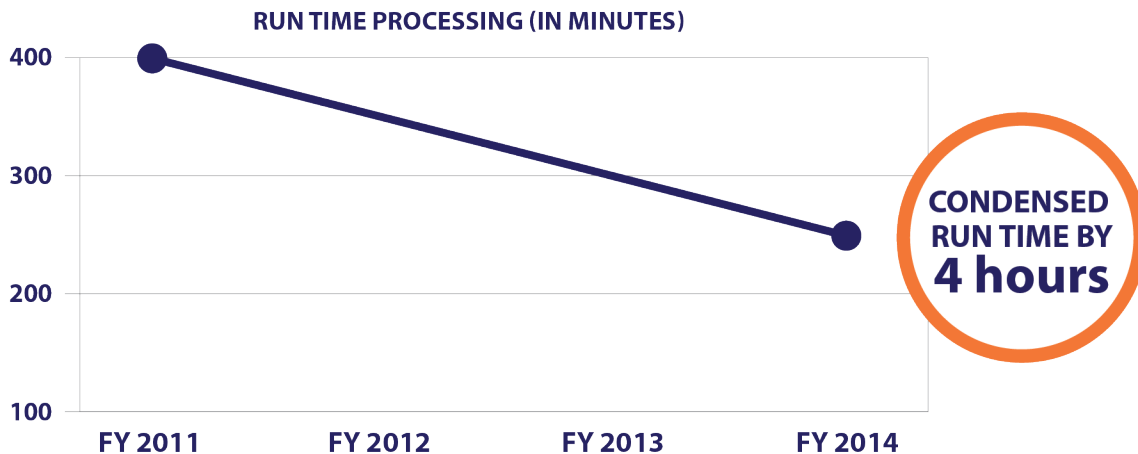**TENURE PACKETS: TIME SAVINGS FOR FACULTY AND STAFF**

10
HOURS PER WEEK

2
HOURS PER WEEK

448,500
LESS PAGES PRINTED OR COPIED

$244,915
ANNUAL
SAVINGS

Improved performance of administrative IT systems.

PERCENTAGE MEETING SERVICE TARGET

	FY 2011	FY 2012	FY 2013	FY 2014

Reduced the nightly run-time required to complete UF's enterprise-wide systems processing.

RUN TIME PROCESSING (IN MINUTES)

	FY 2011	FY 2012	FY 2013	FY 2014

**CONDENSED
RUN TIME BY
4 hours**

Maximize Efficiency of UF's Information Technology Infrastructure

THE UNIVERSITY'S STRATEGIC INITIATIVE ADDRESSED BY THIS AREA OF GOVERNANCE:

☑ Grow the University

☑ Create a Culture of Operational Excellence

☑ Reduce Risk

Strategic Actions

Improve the computing infrastructure used by enterprise systems.

Improve the network and telecommunications infrastructure campus-wide.

Expand data center infrastructure facilities and capacity.

Standardize the computing infrastructure used to host departmental systems.

Change widely-used services from user chargeback to central funding.

In 2014 we created the Florida Public Radio Emergency Network (FPREN), a statewide network serving 13 public radio stations covering the state with critical lifesaving emergency weather and public safety information. We worked with UFIT from the start, and their expertise and professionalism was second to none. As broadcasters, we are here to serve the public and the FPREN network is a shining example of UF's media properties living up to that mission. UFIT played a critical role in helping us establish a state-of-the-art networking solution that we know will help us accomplish our goals for the citizens and visitors of our state.

Brad Noblitt
Director of Engineering
College of Journalism & Communications

HIGHLIGHTS OF OUTCOMES ACHIEVED: 2011-2014

Provided virtual access to university software licenses from anywhere, at any time, and from any device.

UF APPS USAGE (APPS.UFL.EDU)

342%
SURGE

2,152 STUDENTS (FY 2012)	**7,368** STUDENTS (FY 2013)
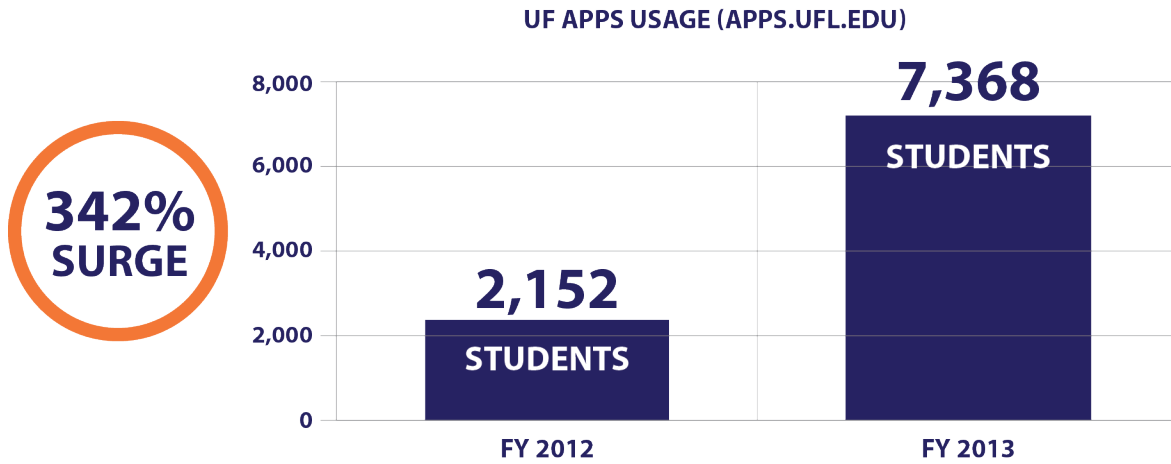
Improved the wireless experience at UF by increasing the number of wireless receiver points and reducing dropped connections.

1,521 ACCESS POINTS (FY 2011)	**2,791** ACCESS POINTS (FY 2012)	**3,294** ACCESS POINTS (FY 2013)
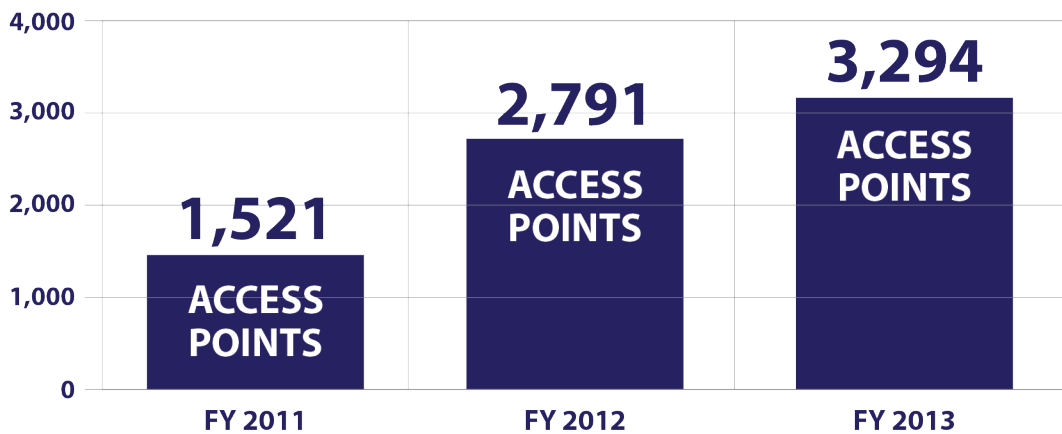
Supported the ever-growing demand for rich media in teaching and learning with increased resources for streaming technologies.

180%
GROWTH

496,392 VIEWS (MAY 2012)	**736,588** VIEWS (MAY 2013)	**1,392,023** VIEWS (FEB 2014)