



ANNUAL REPORT

FY2021



Information Technology Services

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WHO WE ARE & WHAT WE DO

Information Technology Services (ITS) is Mason's central IT organization. We provide IT resources, systems, services, and support to the university community. Six groups comprise ITS, and in FY2021, ITS employed more than 220 employees and 150 students.

ALIGNED WITH OUR PRINCIPLES

- Engage with our customers and partners to align resources
- Incorporate lifecycle planning to develop sustainable services
- Value our people by encouraging their professional growth, promoting their well-being, and recognizing excellence
- Ensure that information technology assets are protected and monitored to reduce university risk
- Deliver solutions that catalyze student success
- Respond with agility to changing technology needs

OUR GROUPS

- Academic Strategies
- Enterprise Applications
- Enterprise Infrastructure Services
- Enterprise Service Delivery
- IT Security
- Learning Support Services

PROVIDING SERVICES AND SUPPORT TO MAKE MASON GREAT

- Application Integration
- Aquia Data Center
- Blackboard & Collaborate
- Business Intelligence & Databases
- Collaborative Technologies
- Communications & Project Management
- Computer & Software Resources
- Data Governance & Integration
- Email & Telecom
- Virtual Computing Lab
- Enterprise Applications
- GMU-TV
- Infrastructure & Network
- IT Security
- STAR Lab & CLUB
- Systems Integration
- Technology & Classroom Support
- Technology Enhanced Classrooms
- Videoconferencing & Telepresence
- Web Content Management



ENLIGHTENED BY OUR VISION

To inspire life-changing learning and success for our students and for the entire Mason community by providing superior technology and collaborative solutions



GROUNDING BY OUR MISSION

Collaboratively implement and support technology that enriches teaching and learning, research, and university operations



GUIDED BY OUR VALUES

Communication
Innovation
Integrity
Respect
Teamwork

PROJECTS THAT IMPROVE INFORMATION SECURITY

- Implemented Duo Two-Factor Authentication (2FA) on all accounts in the Mason Office 365 employee tenant, providing improved security of user credentials and prevention against account phishing attacks
- Fully redesigned the Password Management site with a cleaner design, better usability and functionality, and Mason branding for a more responsive and adaptive experience across devices and resolutions
- Registered and protected more than 91% of the currently enrolled students over a 6-month period by linking 2FA enrollment to the password reset process
- Implemented RSA Archer as the university's IT governance, risk, and compliance tool, and achieved efficiency previously not possible, including streamlined support, advanced reporting, and automated workflow processes
- Deployed the VMWare NSX network virtualization platform into the CUI environment to enhance security and improve the overall architecture and management of the environment
- Conducted a risk assessment for Banner Core, which produced a System Security Plan (SSP) showing present day status of compliance and a Plan of Actions and Milestones (POAM) to identify and remediate known vulnerabilities
- Implemented several IT Security infrastructure upgrades to improve availability and reliability, and increase automation
- Implemented HR Security in the Human Resources Module of Banner to protect personal information and enable unused functionality within Self-Service Banner





PROJECTS THAT IMPROVE THE ACADEMIC, RESEARCH & ADMINISTRATIVE EXPERIENCES

- Implemented technical solutions for Integrated Enrollment Marketing to provide additional financial aid literacy information via personalized videos and financial aid notifications
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- Added Hopper, a new High Performance Computing (HPC) Cluster, to the research community's centralized systems to provide increased compute resources and flexibility to support Mason's growing needs for research and educational activities
- Refreshed all computers in classrooms and labs with necessary software versions for innovative teaching experiences
- Provided A/V design consultation and planning for the College of Science Bull Run Hall addition and the upgrade of the Smithsonian Mason School of Conservation spaces
- Launched Zoom with Single Sign-On, a HIPAA environment, and expanded functionality, including improved video integration capabilities and breakout rooms, as another collaboration option for faculty, staff, and students learning and working remotely
- Moved Mason's transcript fulfillment service to Parchment allowing for improved transcript delivery and diploma replacement order functionality
- Implemented an improved faculty hiring system to allow more responsiveness and significantly better turnaround time when processing, tracking, and reporting faculty load and assignment activities
- Created the Patriot Virtual Computing service to leverage the existing Controlled Unclassified Information (CUI) infrastructure for a less restrictive Virtual Desktop Infrastructure (VDI) environment in support of virtual research, administrative, and other use cases
- Refreshed and renovated the classroom technology for 28 University Registrar classrooms—5 on Arlington Campus and 23 on Fairfax Campus— and renovated one space as a mockup of the Robinson Replacement building, Horizon Hall
- Established the configuration of the network infrastructure, servers, LANS, desktops, peripherals, and telecommunications services in Horizon Hall to support more than 350 faculty and staff moved into this new building

PROJECTS THAT IMPROVE THE ACADEMIC, RESEARCH & ADMINISTRATIVE EXPERIENCES

- Adopted a new student evaluation system, Explorance, for an accessible, web-based delivery method with more timely results
- Implemented an improved solution for the Office of Student Scholarship, Creative Activities, and Research (OSCAR) to manage applications for grants and grant-funded programs
- Established a data feed for Mason's new Student Conduct system, Guardian, to easily allow staff to access student conduct records
- Automated updates to the College of Education and Human Development's (CEHD) system used for collecting and viewing assessment scores and reporting program certifications
- Developed a streamlined and standardized process for the Office of the Provost to track, manage, and review Notices of Intent (NOI) and enforce official templates and policies before moving NOIs to Memorandum of Understanding (MOU)
- Implemented the Degree Works Transfer Equivalency, which enables transfer students to self-serve their credits and degree completion questions and increases the university's transfer yield
- Enabled the Banner 9 Student Profile and Advising Student Profile to provide a single place for student information and a more modern look
- Replaced the university's Network Access Control (NAC) system with no significant impact to customers connecting to Mason's Wi-Fi and Residence Hall wired networks
- Enabled the Banner 9 Student Registration to provide a more modern look and allow students to create plans in preparation for registration
- Enabled the new the Banner 9 Action Item Processing functionality to require students to agree to the Financial Responsibility Agreement before being allowed to register for classes and gather mandatory student location information

PROJECTS THAT IMPROVE THE WAY MASON DOES BUSINESS

- Rolled out Microsoft Teams, including enrollment and basic training and support information, for all faculty and staff
- Streamlined operations and maintenance of the university's supported telephone system and reduced costs by consolidating all analog telephone lines
- Migrated 1,000 Mason faculty phones from a desk phone-based solution to a flexible softphone environment, which enabled enhanced features and access to Mason's phone system during remote work
- Upgraded the COVA (eProcurement) solution for the latest features and functionalities of the Ellucian integration
- Implemented the CampusLogic StudentForms to process student financial aid documents and improved the documents verification process, secured sensitive documents, and eliminated 30% of manual work
- Implemented Mason Finance Gateway, powered by Chrome River, to replace the home-grown travel system and provide more robust capabilities, modern designs with better usability, and integration capabilities with Banner DB
- Automated the process to assess all Mason units/ departments' activities and determine what areas required employees to return to campus, and do so in ways that met all COVID-19 requirements
- Developed a new enterprise WordPress theme to support university sites, which are brand compliant, accessible, and responsive
- In advance of Microsoft's plans to decommission Skype for Business, ITS proactively retired the service and transitioned existing users to Microsoft Teams
- Enabled the Banner 9 Employee Profile and Direct Deposit for a more modern look of employee personal data and timesheets, new functionality to streamline the approval process, and improved direct deposit notifications
- Created a Microsoft Roadmap to identify and prioritize the adoption of Microsoft tools and services across Mason
- Redesigned the Human Resources and Payroll website (hr.gmu.edu) in the Word Press environment and established a process to push new and regularly updated data to the site to support business continuity
- Developed a database-driven application to automate the COVID-19 screening and surveillance framework to carry out screening protocols for students, faculty, staff
- Created an online dashboard to provide a consistent window into performance data across functional areas including Finance, Research, Enrollment, Registration, Admissions, Diversity, and Workforce, which allows trending and threshold analysis to inform tactical decisions and monitor strategic initiatives

PROJECTS THAT IMPROVE THE WAY MASON DOES BUSINESS

- Revised the policies for provisioning and deprovisioning Oracle accounts in the Banner and DataMart databases
- Completed the migration of mason.gmu.edu off Solaris to Red Hat Linux as part of a technology refresh
- Delivered process to export Banner data, including faculty and course information, to support Barnes & Nobel's new book adoption system, Adoption & Insights Portal (AIP)
- Supported the effort to create a customized, business-branded online application portal for the School of Business
- Established and communicated hardware standards and updated procurement practices for newly purchased Mason-owned endpoint devices
- Enabled the Banner 9 Communication Manager to allow the sending of personalized emails to students
- Enabled the Banner 9 Personal Profile for faculty, staff, and students to see and update personal information, such as addresses, phone numbers and emergency contact information, in one spot and introduced the ability for the Mason community to specify preferred name and gender identification



FY21 BY THE NUMBERS

2,186,391

Total ITS Website
Page Views



20%

ITS Website
Views From Mobile

1,069,152

ITS Website
Knowledgebase Views

2,438

MicroStrategy Users



2,300

Wireless
Access Points

2,762

Citrix Virtual Lab (CVL)
Unique Users

26,267

CVL
Total Sessions



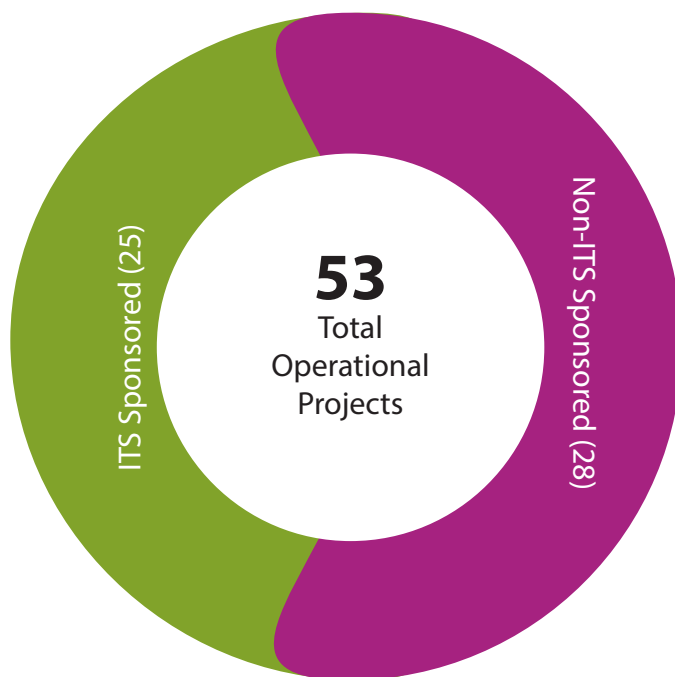
1,014,376

Avaya Calls



8,379

Dynamic
Forms Used



STRATEGIC/
CAPITAL

MANDATES/
MAINTENANCE



TDX: First
Call Resolution

72,182

107,074

TDX: Total Tickets
Submitted

25,168

Mobile Mason
Users (Devices)



4,444

Mobile Mason Avg.
Monthly Users



1,547

Banner Users

38% FY21 increase



58,515

Support Center
Calls Answered

210,262

MS Teams
Meetings



5,887,450

MS Teams
Messages

298,334

MS Teams
Sessions

1,174

MS Teams
Spaces



856,339

Total Zoom
Meetings

3,616,293

Zoom Meeting
Hours

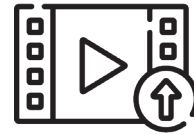
4,336%



152%

3,402,007

Kaltura Video
Plays



246,977

Kaltura Video
Uploads



210%



1,310,205,471

Inbound Email Messages



34%



774

Servers

VIRTUAL

204

NON-VIRTUAL

570

114

TB of
OneDrive
Storage

36,500,000

Total
OneDrive
Files



341%



1,218,597,045
MESSAGES REJECTED

Bb

6,059,862

Graded Bb
Submissions

46,662

Bb
Users

254,976

Collaborate
Sessions



4,575

BI Individual
Reports

643,553

BI Reports Delivered

