



Information Technology Services



2022

ANNUAL REPORT



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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 FY2022, 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
- Enterprise Applications
- GMU-TV
- Infrastructure & Network
- IT Security
- STAR Lab & CLUB
- Systems Integration
- Technology & Classroom Support
- Technology Enhanced Classrooms
- Videoconferencing & Telepresence
- Virtual Computing Lab
- Web Content Management





GROUNDING BY OUR MISSION

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



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



GUIDED BY OUR VALUES

Communication
Innovation
Integrity
Respect
Teamwork

PROJECTS THAT IMPROVE INFORMATION SECURITY



- Implemented 2FA for Blackboard to protect Mason credentials from unauthorized use and make the learning management system more secure for faculty, staff, and students
- Installed CrowdStrike software on Mason-owned servers to leverage advanced EDR (endpoint detection and response) and provide next-generation antivirus to ensure breaches are stopped before they occur
- Assessed security and compliance controls and implemented 205 controls to improve Mason's security and compliance posture by 10%
- Rolled out Safe Links and Safe Attachments to protect the University from malicious activities
- Developed and implemented 4 Data Loss Prevention policies
- Performed complete migration of the firewall devices, including testing the disaster recovery and cleanup of duplicate objects/templates, and upgraded the Palo Alto software
- Assessed our level of vulnerability and identified and remediated gaps in backing up and restoring critical data in the event of a ransomware or other cyber security attack
- Merged the previously separate 2FA Account Management application and website into the Password Management Site to create a single application for managing Mason credentials
- Developed and implemented centralized, risk-based processes for patch management of servers and workstations
- Deployed Microsoft Intune within Mason's enterprise M365 environment to provide Mason-managed devices monthly Windows updates remotely, allowing for better security and management
- Designed a sensitivity label scheme based on Mason Data Stewardship Policy 1114 to protect university data and collaborated with Records Management to design a data retention label scheme to comply with state record retention guidelines



PROJECTS THAT IMPROVE THE WAY MASON DOES BUSINESS

- Developed procedures for writing auditing requirements and documented the various ways to capture and report on auditing information
- Upgraded all Oracle databases to provide users with higher security and the latest Oracle features
- Deployed Ellucian Workflow, a cloud base workflow platform, and established processes to convert Dynamic Forms and maintain an inventory of workflows
- Built an events model in the data warehouse to help colleges and departments across the university analyze event and student engagement data
- Populated the supervisor field in Banner and implemented the “My Team” functionality in Employee Self-Service 9 to allow supervisors to see information about their direct reports
- Updated MicroStrategy in all three environments, allowing users to take full advantage of the latest enhancements
- Partnered with the Procurement Office to implement a UiPath robotic assistant to streamline labor-intensive processes, which eliminated manual efforts and saved an average of 13 hours weekly of staff time
- Developed the Mason Account Management Lifecycle Guidelines, which outline how accounts are created and de-provisioned based on a user’s association with the university
- Completed assessment and health check of Mason’s identity and access management infrastructure (IAM) and produced a recommendation report that includes 32 recommendations to improve Mason’s IAM infrastructure
- Successfully migrated the www.gmu.edu domain alias to the core website to ensure the primary website matches market standards for home domain and web presence
- Piloted and then established the infrastructure to centrally manage DocuSign, which allows users to send documents digitally for signatures
- Developed the Mason Microsoft 365 Group Usage Guidelines, which outline roles and responsibilities, policies, and processes that guide, direct, and govern the management and operation of Microsoft 365 groups

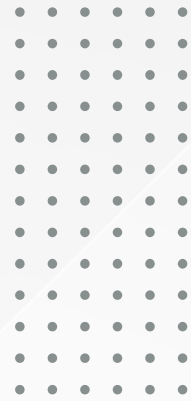


PROJECTS THAT IMPROVE THE ACADEMIC, RESEARCH & ADMINISTRATIVE EXPERIENCES

- Provided AV design and project management of the classroom technology installation for more than 40 informal and formal learning spaces in the new Horizon Hall
- Upgraded Degree Works to the latest version, which introduced features and architectural improvements
- Setup the Citrix Virtual Desktop environment to provide a flexible and secure computing environment with more than 30 academic software packages and serving 800 unique monthly users
- Implemented the Student Account pages in Student Self-Service 9 for a more modern, mobile-friendly user interface and made sign-up for direct deposit available to the students in Patriot Web, which reduces the number of paper checks to be mailed
- Migrated 61,060 active and eligible to-enroll students from MasonLive to the M365 employee tenant for improved collaboration between students and faculty members, a simplified process for provisioning student accounts, and an enhanced user experience
- Retired Webex-related services, including Meetings, Events, Training, and Webex Teams, from use at Mason to simplify and streamline web and video conferencing offerings at Mason
- Introduced real-time integration of Banner data into Blackboard, which allowed grades to be entered and student class registration information updated seamlessly in Blackboard
- Upgraded 10 College of Education and Human Development classrooms in Thompson Hall and one in Krug Hall on the Fairfax Campus



PROJECTS THAT IMPROVE THE ACADEMIC, RESEARCH & ADMINISTRATIVE EXPERIENCES



- Designed and project managed the AV in ten consultation spaces, three meeting rooms, and one active learning/training workshop space as part of the renovations to combine the Writing Center and Communication Center in the Johnson Center
- Provided AV technologies for in-person and remote learning, video conferencing, informal learning space, and administrative office technologies in 12 spaces in Vernon Smith Hall
- Created a system to facilitate university compliance with federal and accrediting agency mandates to maintain a log of student complaints.
- Evaluated and converted the existing faculty credential system to be self-contained and available offline to address SACSCOC re-accreditation needs
- Contracted Apogee to upgrade the network in all Mason residence halls on the Fairfax, Science and Technology, and Smithsonian-Mason School of Conservation campuses and provide ongoing support for residents 24/7/365.
- Successfully ran summer programs involving non-Mason residents by ensuring the ability of this population to sign up for COVID-19 testing and check test status
- Merged the genericpassword.gmu.edu application into the Password Management Site to provide one cohesive user experience related to managing Mason credentials

FY22 BY THE NUMBERS

3,337,538
Total ITS Website
Page Views



21%
ITS Website
Views from Mobile

962,591
ITS Website
Knowledge Base Views

19,996
Citrix Virtual Lab
Sessions



2,230
Citrix Virtual Lab
Unique Users

199
Non-Virtual Servers



555
Virtual Servers



45,965,372
OneDrive Total Files

161
OneDrive Storage
Used (TB)



2,329
LinkedIn Learning
Avg. Monthly Users

76,921
LiL Courses
Viewed

563,041,700
Messages Rejected

**16%
clean**



778,597,323
Total Inbound
Messages

3,100
Mobile Mason Avg.
Monthly Users



17,320
Mobile Mason
Avg. Monthly Views

2,064,658
Kaltura Total Plays



154,641
Total Uploads

42,992
Blackboard Avg.
Monthly Users

46,245
MyMason Avg.
Monthly Users



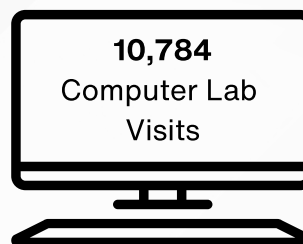
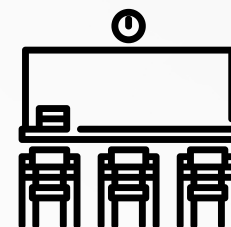
3,692,368
Graded Bb
Submissions

90,555
Collaborate
Sessions



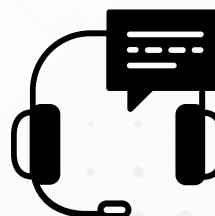
31,716
University Courses
Supported

114,178
Class Sessions
Supported

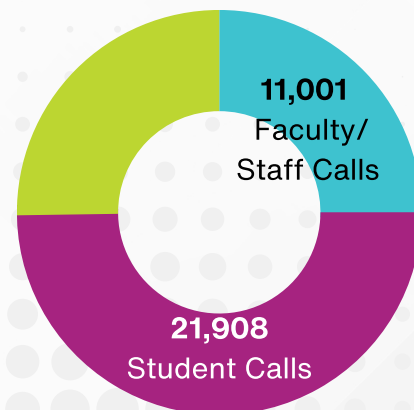


10,784
Computer Lab
Visits

1,679
CLUB Users
2,054
STAR Lab Users



44,017
Total Support
Center Calls
6,928
Dynamic Forms Used



52,000
Patriot Web Users
1,509
Banner Users



Information
Technology Services



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