

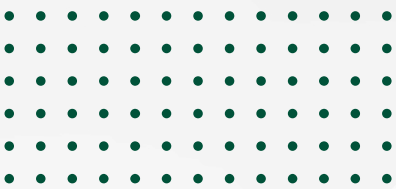
ANNUAL REPORT

20
23



**INFORMATION
TECHNOLOGY SERVICES**
George Mason University®

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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 FY2023, ITS employed nearly 250 employees and 110 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

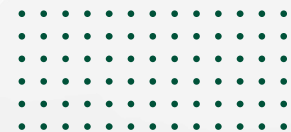
OUR GROUPS

- 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

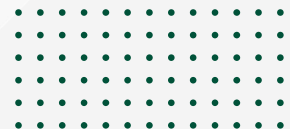
PROJECTS THAT IMPROVE INFORMATION SECURITY

- Deployed Third Party Vendor Risk Module, RSA Archer, which operationalized the ability to do SSPs and POAMs for systems and track assets, manage third-party vendors, and assist in writing SSPs for sensitive systems.
- Ensured 100% compliance with the IT Security Awareness Program. Provided process and reporting support, disabled non-compliant accounts, and tracked exceptions and optional enrollees based on conditions and levels of risk.
- Completed the Disaster Recovery exercise process with subject matter experts at the SciTech Campus.
- Enabled George Mason to manage Office 365 groups effectively by leveraging self-service, lifecycle management, and automated workspace reporting via myHub. Reduced security and compliance risks, improved Mason's security posture, and reduced operation support.
- Migrated the BeyondTrust (formerly Bomgar) remote support application to a virtual environment to reduce the chances of unplanned outages.
- Retired the DocuShare service and consolidated the services on the Office 365 platform to provide enhanced services while reducing the security footprint.
- Moved the Internet Protocol Address Management (IPAM), the system Mason uses to manage all IP assignments, to IPC10, which reduced our overall maintenance load and provided additional redundancy for IPAM services.
- Developed an Active Directory Disaster Recovery Process.



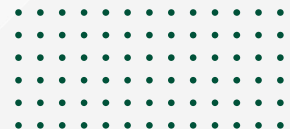
PROJECTS THAT IMPROVE THE WAY MASON DOES BUSINESS

- Captured the requirements needed for a single solution to handle the needs of an ITS Portfolio Management Tool, and reviewed the current products under contract.
- Created an Executive Dashboard for use by senior executives.
- Redesigned the Chart of Accounts (COA) to consolidate all financial transactions in a single hierarchy using a FOPAL structure.
 - Established a framework to transition existing processes and transactions into revised COA.
 - Evaluated Banner functionality for core business processes concerning COA and leveraged baseline functionality to avoid redundancies and streamline/standardize processes.
 - Provided standardized reporting tools to meet unit-level financial management needs.
 - Implemented chart elements to support accrual basis accounting while maintaining required cash basis reconciliations with the state accounting system.
 - Aligned the financial hierarchy with the academic hierarchy to enable financial reporting by academic program and the organizational hierarchy reflected in HR/Payroll to enable consistent reporting and analysis.
 - Established guidelines for using COA elements to support consistency across the university.
 - Examined the use of the general ledger to support multi-year projects (i.e., sponsored projects, capital projects) without distorting fiscal year reporting.
- Configured Banner feeds to push data to CampusKaizen, a separate instance of Guardian Case Management Software for the Office for Diversity, Equity, and Inclusion.
- Evaluated current application architecture and created Application Architecture Diagrams. Provided suggestions on improvements to the current architecture. Evaluated the integration architecture currently used at GMU and created an Integration Architecture Diagram. Provide suggestions on improvements to integration architecture.

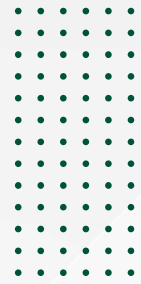


PROJECTS THAT IMPROVE THE WAY MASON DOES BUSINESS

- Conducted IT strategic planning development in the following domains: Customer Relationship Management (CRM), Learning Management, Communication and Collaboration, Financial Management, Human Resources Management, Student Information, Identity and Access Management, Cybersecurity, Endpoint Management, and Business Intelligence (BI). Captured and conveyed IT goals and objectives through FY25 and the activities, technologies, investments, and resources needed to achieve these goals.
- Coordinated Fiscal Services (Purchasing, Accounts Payable, Training) and the Finance Administrative Systems Team (FAST) to configure eVA Next, the new State-built application, and related automated data feeds.
- Create a Quality Management Framework for the delivery of IT services, both within ITS and between ITS and distributed partners. Goals of this effort included documenting processes, identifying metrics for key processes within ITS, and publishing a dashboard to display relevant key metric data.
- Established a Mason Integration Model by extending the components of the Ellucian Ethos Platform to create a common approach to data exchange and application integration in production using common integration patterns.
- Deployed DateAccess to expand the number of APIs available for reuse and identified API extensions and custom APIs that can build an integration foundation between Banner and other enterprise platforms.
- Created an inventory of processes to be extended, evaluated, prioritized, and scheduled using the Ellucian Workflow tool.
- Developed an enterprise-supported solution for data entry and maintenance of employee position description details. Developed a form and workflow structured per HR specifications to automate Position Description form data collection and maintenance.



PROJECTS THAT IMPROVE THE ACADEMIC, RESEARCH & ADMINISTRATIVE EXPERIENCES



- Developed business plans based on current capabilities, gaps, and key priorities and a roadmap for supporting research computing (RC) services
- Deployed Poll Everywhere, an audience engagement tool, for the university.
- Refreshed and renovated the AV technology, including adding Web conferencing, in 35 spaces (3- Mason Square, 22- Fairfax, 8- SciTech, 1- Signal Hill, and 1- Potomac Science Center) and replaced end-of-life equipment at 7 remote locations.
- Operationalized the Salesforce platform, governance structure, and related technologies to support the Student Experience Redesign (SER) Program. This included an architecture assessment, technology design and implementation, and Banner integration to support all phases of SER.
- Operationalized Salesforce features, including Case Management, FAQ, Call Center, Web Forms, Web Interface, and Scheduling.
- Enhanced the Admissions application review process such that the review can take place entirely inside the Salesforce Lifecycle CRM, using the TargetX Application Review tool. This enables reviewers to make quicker decisions with fewer errors and less manual intervention. The estimated time saving is 5 minutes per review with 40,000 reviews per admissions cycle, resulting in quicker turn-around (especially for the transfer population) and additional admits/enrollments.
- Assessed Salesforce instances with recommendations for overall architecture and management to support the expansion of the platform to become a true lifecycle CRM that will benefit the entire Mason community beyond Enrollment Management and Admission areas.
- Deployed improved indoor/outdoor wireless access points in West, East, Krug, and Finley and indoor access points in Enterprise, The Hub, and Concert Hall.
- Updated the parking card reader and network equipment to support payment processing at Rappahannock, Van Metre, and Mason Pond parking decks.
- Created a website and backend workflow to enhance the entering, processing, and displaying of program details, which was formerly a manual process, to support nine graduate units and 400+ grad programs.
- Developed a roadmap and plan for upgrading the Data Center to support short and long-term research computing requirements.

FY23 BY THE NUMBERS

934,066
ITS Website
Knowledge Base Views



3,013,787
Total ITS Website
Page Views

22,048
Citrix Virtual Lab
Sessions



2,193
Citrix Virtual Lab
Unique Users



2,132
LinkedIn Learning Avg. Monthly Users

92,346
LinkedIn Learning Courses Viewed

227
Non-Virtual Servers



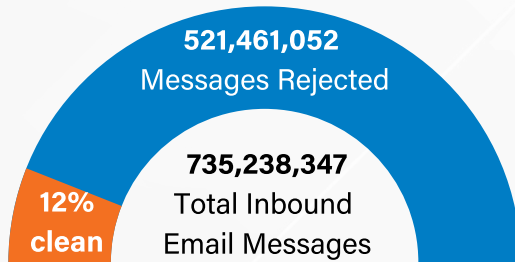
575
Virtual Servers



70,971,775
OneDrive Total Files

230
OneDrive Storage Used
(TB)

99,045
Duo Users



548,349
Meetings



2,250,060
Participants

13,800
Mobile Mason
Unique Visitors



28,052
Mobile Mason
Avg. Monthly
Views



167
Completed ASRB
Requests

5,160

Individual Business
Intelligence (BI) Reports

2,120

Enabled MicroStrategy
Users

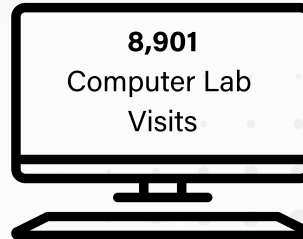
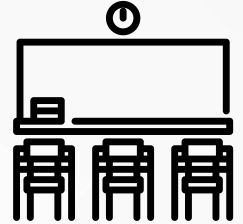


1,616
Unique Users Running
BI Reports

1,065,890
BI Reports Executed in
Production

368
Supported Spaces Total

129,521
Class Sessions
Supported



8,901
Computer Lab
Visits

2,203
CLUB Users

4,138
STAR Lab Users

28,661
Total Support
Center Calls

7,594
Dynamic Forms



31,648
Total Support
Emails Sent

20,855
First Call Resolution

1,594,791
Kaltura Total Plays

131,905
Total Uploads



199
Informatica
Total Application
Integrations



62,956
Patriot Web Users

1,446
Banner Users

41,476
Blackboard Avg.
Monthly Users

44,788
MyMason Avg. Monthly
Users



5,787,401
Graded Bb
Submissions

58,029
Collaborate
Sessions



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