LSU | Information Technology Services

FY 2023 ANNUAL REPORT

EXECUTIVE SUMMARY

LSU Information Technology Services (ITS) aims to support enterprise IT operations and enhancements to the information technology infrastructure with the best interest and user experience for the LSU community in mind. ITS enables the IT resources utilized by students, faculty, and staff and works to create and maintain vital university systems. ITS strives to proactively address the constantly evolving technology needs of the LSU community.

ITS is focused on five strategic areas as outlined in its Five-Year Strategic Plan:

1. Institutionalize IT Governance and Good IT Practices
2. Modernize IT Architecture
3. Student Systems Modernization
4. Enable Research Expansion and Innovation
5. Institutionalize Security Programs

FY23 saw ITS continue to find innovative ways to serve the LSU community. The expansion of TeamDynamix into more departments across campus has led to greater efficiencies in communication and workflow, and an increase in staff training has led to greater customer satisfaction.

ITS is leading and managing the transition to Workday Student and the many partners involved are ensuring the project's success at each milestone.

ITS Security was able to update existing policies and create needed ones to ensure the LSU community is protected from potential security threats, and the opening of the Security Operations Center – in collaboration with LONI, the State of Louisiana, Louisiana Board of Regents, along with TekStream and Splunk – will serve as a model for other campuses to deter potential cybersecurity threats and promote student real-world work experience while in school.

ITS remains committed to providing the best possible customer service while continuing to evolve and meet the ever-changing needs of the technology landscape.

ITS is proud to partner with university stakeholders to enhance the services offered to the LSU community, and this year was no exception. ITS led or participated in many exciting initiatives over the course of the year, including the following:

- **Published new IT Security policies & standards:** LSUAM has been working to create a new IT Security policy framework that aligns with PM-36. The LSU IT Security and Policy Team continues to work with stakeholders such as Department IT Subcommittee, Faculty Senate IT Committee, etc., to review these policies and make appropriate changes as necessary.
- **Implementation of Security Operations Center through LONI:** LSUAM initiated the implementation of a Security Incident and Event Management system as well as a Security Operations Center (SOC) through a LONI SOC-as-a-Service offering. ITSP began its efforts for implementation in December 2022 and went live with the SOC on April 7th, 2023. The SOC allows LSUAM to have a single pane of view across critical platforms to support our security posture and continue to enhance it by proactively addressing events.
- **TeamDynamix Expansion:** ITS has continued the expansion of the TeamDynamix platform to departments across campus on two fronts. Numerous departmental IT support teams have been onboarded to TeamDynamix in the past year, including Biological Sciences, the LSU Law Center, and LSU Online & Continuing Education. ITS has engaged several non-IT departments on campus to transition their processes into this service management solution. OCUR has moved their service offerings to TeamDynamix while the Office of Civil Rights & Title IX brought their ADA Accessibility Concerns Report service to TeamDynamix in the past year. ITS will look to continue growing usage of this platform across campus to assist in reducing administrative burdens and improving process efficiency for all interested departments.
- **Configuration Management:** During FY23, ITS staff researched and prototyped a framework for the design of a comprehensive inventory of assets and IT services. Decisions were made to target the most critical IT services first so the effort can provide the most immediate value. Industry experts were consulted, and several models were explored to ensure the best path forward. Work on this endeavor will continue into FY24.
- **Customer Service & Satisfaction:** The CIO, ITS Leadership Team, and staff made productive use of the feedback given during its annual Customer Satisfaction Survey. Customer service training is an ongoing primary focus, and efforts were made to increase the number of full-time staff in the ITS Service Desk. Significant progress was made this year to solidify departmental partnerships by leveraging mutual investment in resources. Enhancements to classroom technology addressed many concerns expressed by faculty in the survey. Efforts to renegotiate enterprise software contracts, like Adobe, resulted in cost savings as well as expanded usage for students.

- **SIS Project:** ITS participated in leading and managing the multi-institutional, cross-functional Workday Student project. LSU A&M and LSU Eunice are slated to go-live with Workday beginning August 2024, completing the move to Workday in August 2025. LSU Alexandria and LSU Shreveport will begin in August 2025, finishing up in August 2026. More information about ongoing project activities can be found at www.lsu.edu/workdaystudent.
- **Data Warehouse:** Future state SIS data identification and mapping has begun. Also, as part of that program, LSU A&M, LSU Alexandria, LSU Eunice, and LSU Shreveport have been provisioned to use the multi-institution data warehouse, currently for the purpose of SIS data conversion, identity merging across all institutions, and eventually for the archive of historical SIS system data.
- **Enterprise Document Management:** LSU A&M completed the adoption of Hyland OnBase, a cloud-based electronic document management solution. This project completion has enabled the decommissioning of several historical Finance mainframe systems, realizing significant operating cost reductions and reduced IT security risk.
- **nextSource:** LSU A&M engaged in a strategic partnership with nextSource, which included the implementation of a cloud-based Vendor Management System (VNDLY) for use by all LSU campuses. This resulted in nationwide access to quality talent while providing protection for the institution from compliance risks related to frequently changing City, State, and Federal Labor and Tax laws.
- **Mainframe Decommissioning:** As ITS continues to sunset the LSU A&M mainframe, several large complex legacy mainframe systems were decommissioned this past year, including Budget (BGT), Human Resources (HRS), Procurement (PRO), Purchasing (PUR), and Traffic (TRF).
- **SuperMike-3 Cluster:** LSU HPC successfully deployed the latest addition to the LSU HPC portfolio with a peak performance of 1.3 PetaFLOPS.
- **Design & purchasing of QB-4:** The AI supercomputer is the latest addition to the LONI HPC portfolio.
- **NSF Cyberinfrastructure & Research Infrastructure programs:** In collaboration with researchers from LSU and other institutions around the state, LSU HPC led the development and submission of two grant proposals to the NSF Campus Cyberinfrastructure program and participated in the development and submission of an NSF Mid-scale Research Infrastructure-1 proposal.
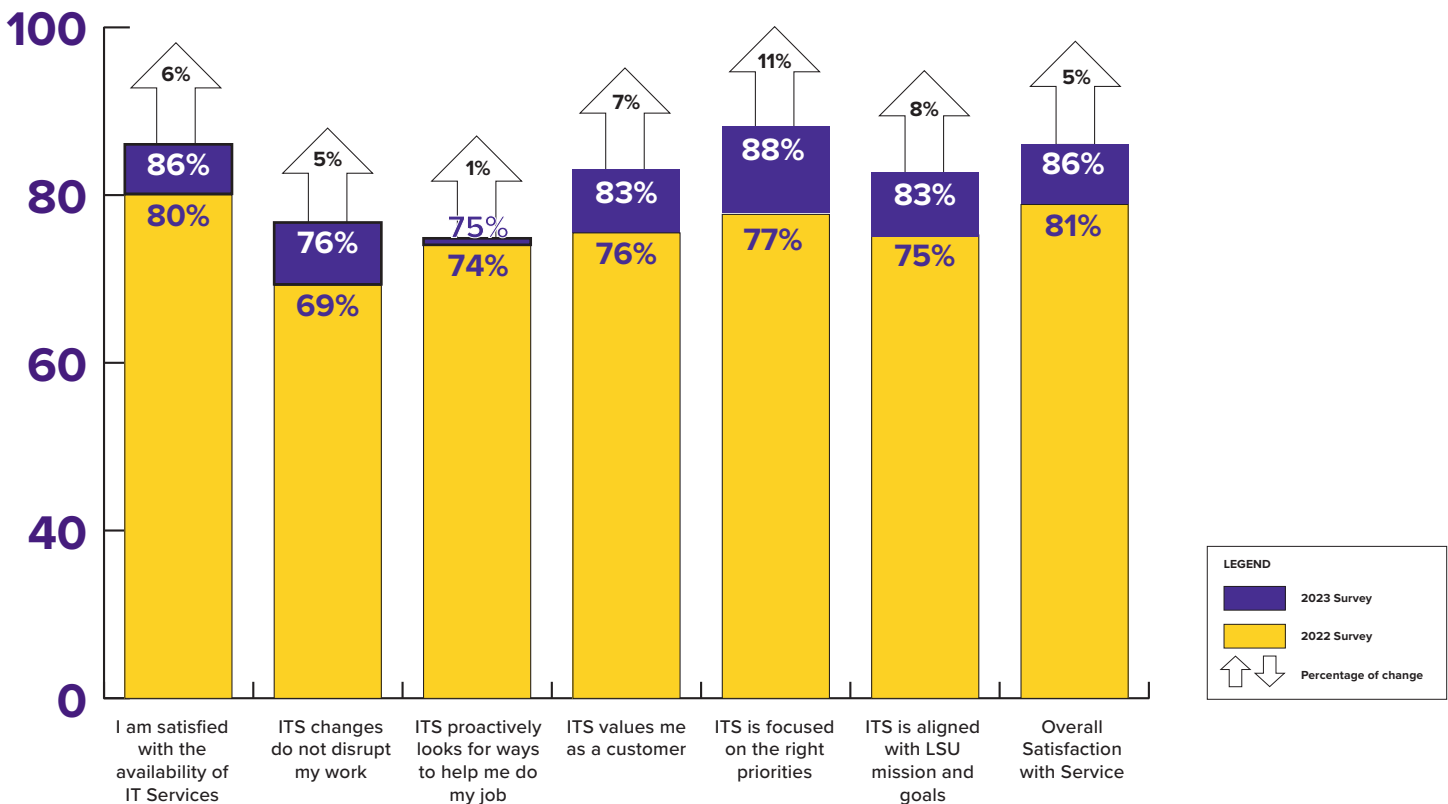
FY 2024 AREAS OF FOCUS

LSU ITS will continue implementation of initiatives that enhance the user experience and strengthen the security posture of the university.

- **SIS Project:** Over the next year, the Workday Student project will continue architect and configure (A&C) activities for all institutions across both cohorts, adding functional depth and complexity. Efforts continue to get to one student ID/one identity across all institutions. Integration and report design, development, and testing continues. In Spring 2024, final testing for Move to Production 1 will begin.

- **Data Warehouse:** Work continues to provide more modern data transformation, modeling, governance, and data management solutions and approaches. Over the next year, new data transformation tools will be implemented. Additional administrative units will be onboarded to use the data warehouse, further enriching data availability. Additionally, in partnership with the new office of Data and Strategic Analytics, ITS will be contributing to the delivery of institutional metrics and dashboards and a new data catalog in support of data governance.

- **Enterprise Document Management:** The successful completion of this project has enabled the final decommissioning of historical Human Resources and Research Administration mainframe systems, which are nearing completion.

- **Planning and Forecasting Management:** Over the next year, Central Support will collaborate with the Office of Budget and Planning to evaluate potential options for a university Planning solution. This would transform the way the university conducts financial, workforce, and operational planning and would enable the replacement and decommissioning of an aging custom budgeting application.

- **Strategic Sourcing:** Over the next year, Central Support will collaborate with Procurement Services to evaluate potential options for a comprehensive university Strategic Sourcing solution that would allow the university to engage in strategic sourcing, supplier relationship management, and contract management. This would enable the replacement and decommissioning of two aging custom supplier and sourcing applications.

- **Mainframe Decommissioning:** Work continues to identify mainframe applications to be decommissioned, transitioning transactional data to a non-mainframe environment. Legacy systems anticipated to sunset over the next year include File Management System (FMS), Sponsored Program Management (SPM), and Student Loan Management (SLM).

- **IT Security & Policy:** Identity and Access Management phase 1 implementation to be completed Spring 2024, onboarding student SOC analysts and ongoing work effort for policy and standards improvement.

- **Website Management:** Effective April 30, 2024, LSU will be retiring the WordPress website management environment supported by ITS and is actively working with content owners to either retire or migrate remaining sites to Omni, the currently supported website management solution.

- **Customer Service Efforts:** Ongoing efforts to improve customer service are always on the radar. Investment in training, targeted interdepartmental training across ITS functional areas, as well as working with other units to strengthen Tier 1 support through bi-weekly meetings have generated positive results in the past and should continue to make a positive impact going forward.

ITS surveyed LSU faculty and staff to determine their satisfaction with the department, as well as service offerings and support provided. The responses allowed the department to see where things have improved and where there remain areas for growth and enhancement. The results and feedback from the survey will help inform decisions regarding purchases, service offerings, and additional initiatives for the coming years.

Question	2023 Survey	2022 Survey	Change
I am satisfied with the availability of IT Services	86%	80%	6%
ITS changes do not disrupt my work	76%	69%	5%
ITS proactively looks for ways to help me do my job	75%	74%	1%
ITS values me as a customer	83%	76%	7%
ITS is focused on the right priorities	88%	77%	11%
ITS is aligned with LSU mission and goals	83%	75%	8%
Overall Satisfaction with Service	86%	81%	5%

LEGEND
2023 Survey
2022 Survey
Percentage of change

FY23 ITS INITIATIVES/RESPONSE TO CUSTOMER FEEDBACK

1. Creation of Research Computing Division within ITS.
2. Work with Faculty IT Committee on stakeholder engagement for Security Policies.
3. Enhance the technology experience for employees who are dual appointed between Ag/LSUAM.
4. Customer Service Efforts –
   - Ongoing efforts to improve customer satisfaction continue to be a priority.
   - Investment in training and targeted interdepartmental training across ITS functional areas will be implemented.
   - Working with other units to strengthen Tier 1 support through bi-weekly meetings have proven successful and should continue producing a positive impact in the future.

UNI

Wireless:
INDOOR WIRELESS ACCESS POINTS **5,016**
30,000 CLIENTS AVERAGE CONNECTED PER DAY TO EDUROAM
57,000 UNIQUE CLIENTS AUTHENTICATED TO EDUROAM PER DAY

Wired:
17.8 GBPS AVERAGE INTERNET BANDWIDTH CONSUMED TELECOMMUNICATION ARCHITECTURE AND NETWORK

Construction:
55,000 TOTAL ETHERNET NODES ACTIVE

Telephony:
7,033 PHONE NUMBERS MIGRATED TO MICROSOFT TEAMS

Communication & Collaboration:
150,000 USERS IN **975** TEAMS IN MICROSOFT TEAMS

Systems Architecture:
655 VIRTUAL MACHINES / SERVERS
1.52 PETABYTES OF STORAGE CONSUMED

Email:
90,000 ACTIVE MAILBOXES

SERVICE DESK

62,701
TOTAL SUPPORT REQUESTS

TIGERWARE

26,899
DOWNLOADS

GROK

9,916,259
TOTAL ARTICLE VIEWS

LONI

49
SUBSCRIBERS

HPC

644 USERS RAN **434,276** JOBS
150 MILLION CPU-HOURS
74 HOURS OF TRAINING
$17,498,926 IN NEW GRANTS

RETS

Multimedia Classrooms:
189 CLASSROOMS SUPPORTED
DEPLOYED **92** CLASSROOM COMPUTERS

Computer Labs:
DEPLOYED **224** NEW LAB PCS.
DEPLOYED **72** NEW DEVICES INTO THE GEAR TO GEAUX PROGRAM.

PMO

20
TOTAL PROJECTS

ITS PORTFOLIO – FY23 BUDGET

STATE FUNDS	$14,670,454.01
ITS - SELF GEN	$8,908,045.79
LONI RESTRICTED SELF GEN*	$4,819,700.75
SPONSORED	$4,284,209.62
INSTITUTIONAL UNRESTRICTED*	$3,387,310.00
TECH FEE	$3,281,831.38
RESTRICTED*	$2,625,894.89
PROJECT/PLANT – EQUIPMENT RESERVE*	$1,978,794.94
TOTAL	$40,286,986

* New classification type in FY23

Pie chart values: 33.38%, 20.27%, 10.96%, 9.75%, 7.71%, 7.47%, 5.97%, 4.50%