

Welcome to AU ITS Technology Roadmap

Sam Kann CIO @ AU



Introduction

- We believe success depends on IT initiatives clearly aligned to university goals resulting in IT excellence and driving technology innovation.
- This session will cover AU's technology landscape and the technology roadmap for FY 23 – FY 25

Today's Talk Includes...

Team Introduction

ITS Key Initiatives

Technology Roadmap FY 23/24

AU'S Technology Eco System

Technology Roadmap FY 24/25

New ITS Website

AU Project Management

Q/A



OFFICE OF INFORMATION TECHNOLOGY SERVICES (ITS)

Administrative Systems

AV & Classroom Technology

Client Services

Institutional Research

Network and Infrastructure

Brad C.

Administrative
Systems

Dan H.

Classroom
Technology and
Audio Visual

Ben R.

Client Services
and Help Desk

DC SS

Surveys,
IPEDS,
Business
Intelligence

Todd F.

Networking,
Servers,
Technology
Infrastructure,
Telecom

ITS - Administrative Systems

We provide support for enterprise applications including the following areas:

- Advancement
- Financial areas
- Student Records/Registrar
- Human Resources
- Campus Safety
- Academic departments as related to administration

Our services center around Banner and the following:

- Supporting departments and their utilization of Banner and custom reports/applications
- Building and maintaining custom reports and applications related enterprise applications
- Integration Banner with third party applications
- Maintaining access security and deploying application updates for enterprise applications

Team:

Director: Brad Christensen

Banner Functional Support:

Jennifer Janssen-Rogers
Finance and HR

Darryl Kotanko
Advancement and Enrollment

Eloy Wade
Student Academic, Accounts Receivable

Programmer/Analyst:

John Turon

Jonathan Sommer

Robert Steele

Oracle Database and ERP Administrator:

James Lim

IT's key initiatives for FY23 – FY 25 can be categorized three ways

FY22/25 IT Key Initiative Plan

Our top initiatives collectively support Andrews University goals and initiatives and will help improve the delivery of IT services.

1

Leading with Wisdom

Enriching the leadership playbook
Staff training and cross-training across AU



2

The Ultra-Intelligent Institution

- Privacy and Cyber Security
- Greater Student Experience
- Expanding Enrollments and Bottom Line
- Moving from Data Insight to Data Action



3

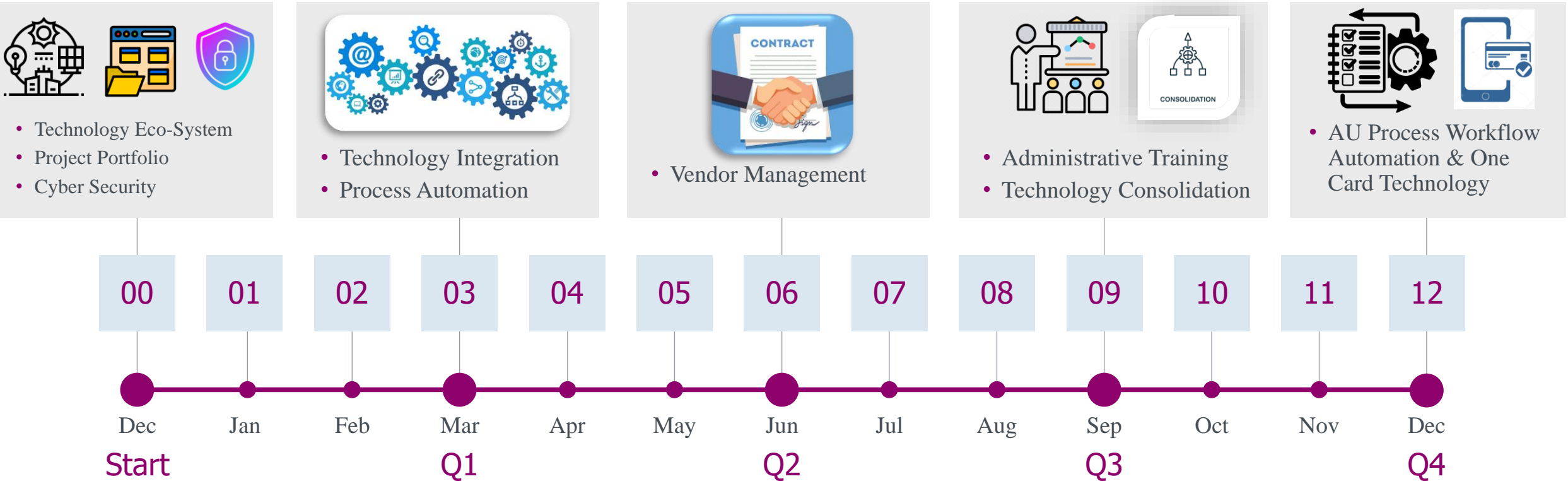
Everything is Anywhere

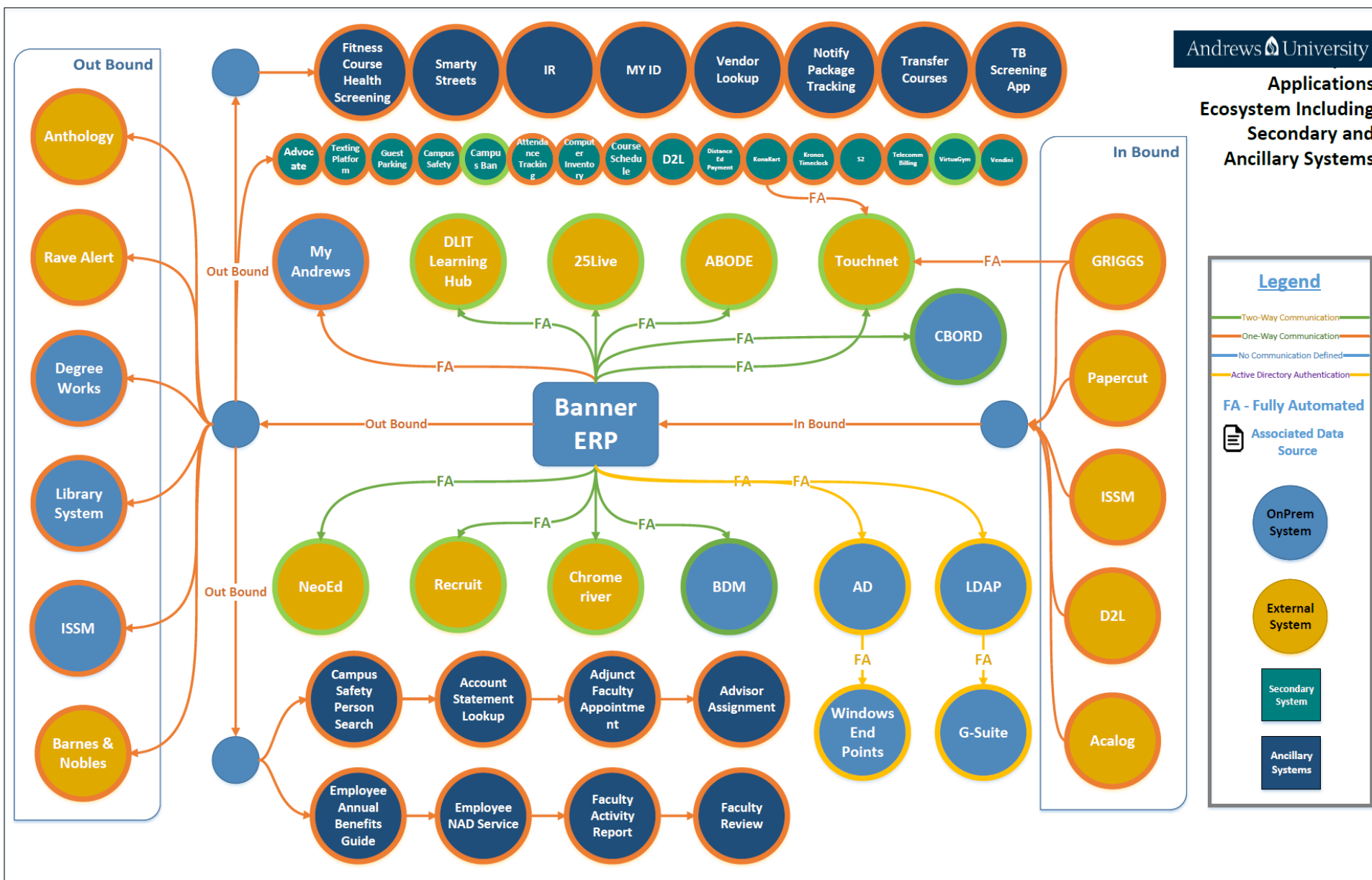
- A New Era of IT Support
- Online, In-person and Hybrid Support
- ERP, LMS, CRM and SaaS – Identifying and Scaling Opportunities

Technology Roadmap

FY 23 - 25

The Pathway Forward: Dec 2022 – Dec 2023



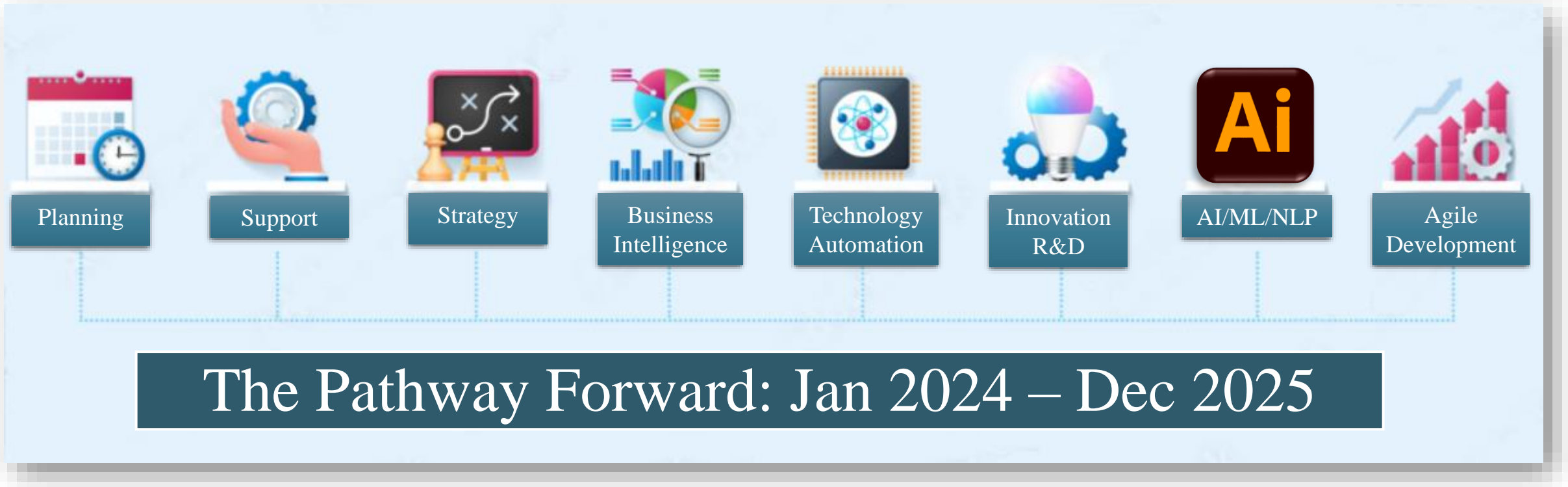


AU Product Eco-System

58+ Technology products

Technology Roadmap

FY 23 - 25



OFFICE OF INFORMATION TECHNOLOGY SERVICES (ITS)

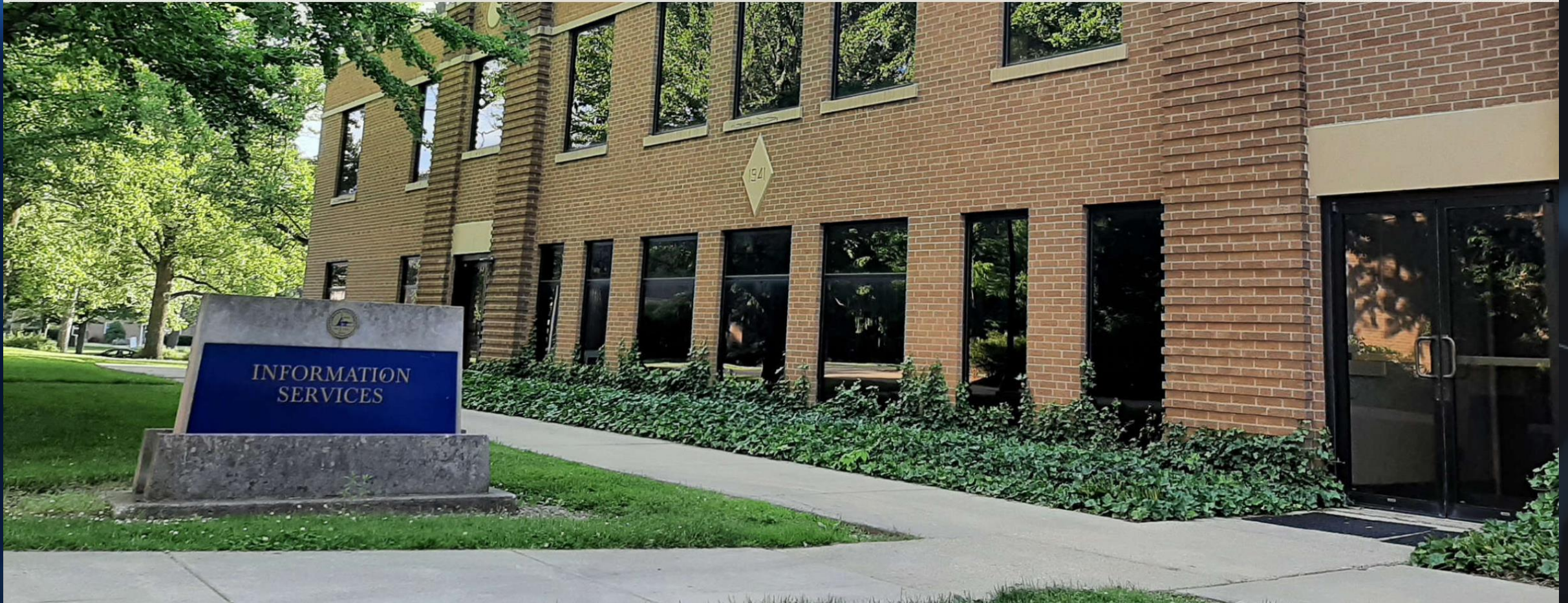
Administrative Systems

AV & Classroom Technology

Client Services

Institutional Research

Network and Infrastructure



Project Requests & Approvals

Use this board to receive project requests via a form and manage the project approval process. [See More](#)

[Main Table](#) | [Project Requests Fo...](#) | +

[New Project](#) | Search | Person | Filter | Sort | Hide | ...

New requests

Project	Initiator	Request Stat...	Request Date	Execu
DaaS Solution ...	TT	New request	May 3	What: ITS is doing a
AU DR solution	TF	New request	May 11	Project to implemen
+ Add project				

Under consideration

Project	Initiator	Request Stat...	R
GRIGGS SIS el...	BC	Under considerati...	
US News & W...	JLBC	Under considerati...	
+ Add project			

Approved

Project	Initiator	Request Stat...	R
AU/ITS Trainin...	BC	Approved	
NeoEd	BC	Approved	
25Live	BC	Approved	
ABODE	BC	Approved	
+ Add project			



Project Board

A high level overview of all your upcoming, current and completed projects. If the request is c... [See More](#)

[Main Table](#) | [Gantt](#) | [Cards](#) | +

[New Project](#) | Search | Person | Filter | Sort | Hide | ...

Upcoming projects

Project	Project Manager	Project Phase
Offsite backup replacement	TF	Upcoming
Create G Drives for New Departments		Upcoming
AU/ITS Training/cross Training		Upcoming
+ Add project		

Current Projects

Project	Project Manager	Project Phase
CBORD: Odyssey PCS Server Upgrade		Planning
SPSS: Server Move to Windows Server		Planning
LABSTATS: Data Audit & Cleanup		Execution
JAMF Development		Execution
MECM Development		Execution
NeoEd	BC	Execution
ABODE	BC	Execution
25Live	BC	Execution
Datacenter Fiber Redundancy	TF	Planning
Audit ARCH1 Share Permissions		Planning
DSRec Rollout	BC	Execution

ITS Project Requests System (PRS)

ITS Project request system (PRS) is a system for applying consistent, value-based approval criteria and automated routing for project requests that impact an organization financially and strategically.

Project Name *

Executive summary *

Attach File

Please upload any project related documentation.

Click to upload files, or drag & drop files here



Summary

- 1 Leading with Wisdom
- 2 The Ultra-Intelligent Institution
- 3 Everything is Anywhere

Q/A

Thank You

Sam Kann, CIO

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<https://www.andrews.edu/its/>

