Baylor University Information Technology Services is a leader among higher education institutions in North America. With the opening of McLane Stadium in August, Baylor set a new standard for the integration of technology to support the gameday experience. Media coverage touted not only the success of our football program but also the hardware, software, and technical personnel that empowered our athletic success.

Off the field, ITS continued to develop and maintain a robust technology infrastructure that enabled Baylor faculty and their students to explore new horizons in research and development. We leveraged a variety of new resources to enhance teaching and learning both in the classroom and online. We provided and supported technologies that enhanced the daily operations of the university, particularly in the areas of student recruitment, contract management, and secure information storage.

As Vice President for Information Technology Services, I have the privilege to work with many dedicated IT professionals who develop and manage systems that provide reliable and innovative tools to the Baylor family. In the pages that follow, you will encounter those in Information Technology Services that ensure that Baylor’s most valuable resource—its people—are equipped to lead in their individual fields of work on a local, national, and global scale. If you have any questions or are interested in learning more about Baylor ITS, please contact my office.

Thank you for your support!

Pattie Orr
Introduction

The Information Technology Services division manages Baylor's information assets and technology infrastructure to support the vision and mission of the university. This division deploys and supports secure, leading-edge technologies and systems, while remaining committed to providing excellent service.

ITS staff members also represent Baylor well in the external higher education community through participation in professional organizations. This participation includes attendance at conferences, seminars, and training events; service on boards and committees for these organizations; and professional presentations.

The following report, arranged by organizational departments within Information Technology Services, summarizes the activities and accomplishments of ITS during the 2014-2015 academic year.

ITS Senior Leadership Team

Pattie Orr, Vice President for Information Technology & Dean of University Libraries
Becky King, Associate Vice President for IT & Deputy CIO
Bob Hartland, Associate Vice President for IT Infrastructure
Vicky Gerik, Assistant Vice President for Client Services
Randy Woodruff, Assistant Vice President for Internet Services
Steven Kucera, Assistant Vice President for Information Systems & Services
Jon Allen, Assistant Vice President & Chief Information Security Officer
ITS by the Numbers

Equipment Supported

- 4,875 Windows Desktops
- 1,586 Windows Laptops/Notebooks/Tablets
- 1,152 Networked Printers
- 1,015 iPads
- 1,119 Mac Desktops
- 684 Mac Laptops

Equipment Installations

- 1,232 Desktops
- 536 Laptops/Notebooks
- 414 iPads
- 103 iPhones
- 276 Printers
- 414 Laptops/Notebooks/Tablets

Mobile Phones Supported

- 750 iPhones
- 451 Standard Cell Phones
- 72 Androids

Standard Cell Phones

Networked Printers

iPads
<table>
<thead>
<tr>
<th>Metric</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Devices Online</td>
<td>488,500</td>
</tr>
<tr>
<td>ActiveSync Devices</td>
<td>289,422</td>
</tr>
<tr>
<td>Data Drops</td>
<td>14,380</td>
</tr>
<tr>
<td>Wireless Access Points</td>
<td>1,870</td>
</tr>
<tr>
<td>Network Closets</td>
<td>243</td>
</tr>
<tr>
<td>Internet1 Bandwidth</td>
<td>1.4 GB</td>
</tr>
<tr>
<td>Internet2 Bandwidth Usage</td>
<td>1 GB</td>
</tr>
<tr>
<td>Average Help Desk Calls/Month</td>
<td>2,012</td>
</tr>
<tr>
<td>Total Help Desk Tickets</td>
<td>39,133</td>
</tr>
<tr>
<td>FTE Employees</td>
<td>108</td>
</tr>
<tr>
<td>FTE Student Assistants</td>
<td>10</td>
</tr>
<tr>
<td>(A Total of 16 Students)</td>
<td></td>
</tr>
<tr>
<td>Self-Service Help Searches</td>
<td>7,795</td>
</tr>
<tr>
<td>ITS Training Seminar Attendees</td>
<td>769</td>
</tr>
<tr>
<td>Average Bandwidth Utilization</td>
<td>751 MB</td>
</tr>
<tr>
<td>Operating Budget</td>
<td>$17.34 million</td>
</tr>
<tr>
<td>TSE Employees</td>
<td>108</td>
</tr>
<tr>
<td>Peak Internet2 Bandwidth Usage</td>
<td>1 GB</td>
</tr>
<tr>
<td>Storage Area Network (PB)</td>
<td>1.74</td>
</tr>
<tr>
<td>Oracle Databases</td>
<td>53</td>
</tr>
<tr>
<td>SQL Server Databases</td>
<td>372</td>
</tr>
<tr>
<td>FileMaker Pro Databases</td>
<td>248</td>
</tr>
<tr>
<td>Documents Scanned/Stored</td>
<td>3,167,266</td>
</tr>
<tr>
<td>Campus Telephone Units</td>
<td>8,788</td>
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<tr>
<td>Voice Mailboxes</td>
<td>3,200</td>
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<tr>
<td>ID Card Door Readers</td>
<td>1,907</td>
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<tr>
<td>ID Card Turbo/Aero Readers</td>
<td>144</td>
</tr>
<tr>
<td>Other ID Card Readers</td>
<td>32</td>
</tr>
<tr>
<td>Average ID Card Swipes per day</td>
<td>34,912</td>
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<tr>
<td>DVRs</td>
<td>12</td>
</tr>
<tr>
<td>Security Cameras</td>
<td>667</td>
</tr>
<tr>
<td>Emergency Call Boxes</td>
<td>216</td>
</tr>
<tr>
<td>PGP Licenses Used</td>
<td>2,105</td>
</tr>
</tbody>
</table>
McLane Stadium: The Inaugural Season

The highlight of the year for Information Technology Services (ITS) was the integral role it played at every stage in the preparations for the inaugural football season in McLane Stadium. After two years of planning and preparation, 2014-2015 was the season to both manage and participate directly in the implementation of the cables, switches, antennas, computing hardware, and software systems essential to the operation of McLane Stadium and to support the gameday experience. The success of the opening season in McLane Stadium was the result of diligent efforts on the part of ITS leadership and technical staff working alongside its dedicated technology partners.

Network Infrastructure

Baylor’s McLane Stadium was touted as the most technologically-rich athletics stadium in collegiate sports in its first season. The networks that power stadium operations and the gameday experience are comprised of 500 miles of cabling, 20 network closets, 160 wireless antennas to cover the bowl and 185 to cover interior spaces, a distributed antenna system (DAS) system that includes 486 cellular access points, and 483 flat screen displays. ITS technical staff oversaw or participated in the installation of these wires, components, and systems throughout the construction process. Bob Hartland, Associate Vice President for IT Infrastructure, and members of his staff worked on a daily basis with contractors and vendor partners to ensure the installation of the stadium infrastructure would support both the basic operation of the facility and the 45,000+ gathered for events. A high school football game and Baylor’s traditions rally provided excellent opportunities to test the network infrastructure prior to the first football game. As hoped, with very minor adjustments, the years and months of planning resulted in a robust technology environment that supported gameday operations and fans throughout the season.

Vendor Partnerships

The success of the IT infrastructure and operation of McLane Stadium hinged on establishing excellent vendor partnerships. While Baylor University provided Internet access for stadium operations, Grande Communications provided the Internet access for public Wi-Fi connections. AT&T installed a new DAS that supported not only its own customers but also allowed other carriers, such as Verizon, onto the system. The DAS ensured cellular connectivity throughout the facility for both making calls and sending/receiving data. Extreme Networks implemented a pervasive wireless network that delivered connectivity to each person in McLane Stadium. Operators of other services within the new stadium leveraged the rich technology infrastructure to manage the elevators, the lighting system, surveillance cameras, security access, media walls, and other systems. ITS managed the relationships with and among these vendors through the process of developing the network and the infrastructure to install and initialize these systems.
Supporting Fan Engagement
The systems built into McLane Stadium were intended to deliver a unique fan experience. Today’s football fan is always connected and is not merely a spectator but an engaged participant. In order to empower fans, ITS partnered with Baylor Athletics and Yinzcam to create the Baylor InGame mobile app. The app leverages the robust wireless network to bring fans deeper into the game through video replays delivered by a series of cameras deployed throughout the stadium. Live video feeds, stats, and scores from other games keep fans up to date with what is happening both on and off the football field. In addition, social media platforms are directly integrated into the app so that fans can engage with the Baylor faithful near and far. The Baylor InGame app provides convenient venue information to help fans navigate parking and stadium amenities. The app was met with great praise; over 28,000 people downloaded it during McLane Stadium’s inaugural season.

Gameday Operations
The network infrastructure at McLane Stadium performed well throughout the 2014 football season. Vendor representative were on hand during the first few games to monitor system performance and quickly address any issues. A creative feature that enhanced the Baylor family’s McLane experience was a brick locator app created by ITS Internet Services. This system enabled donors to locate their personal bricks amongst the large number placed throughout the stadium grounds. A unique ticketing system was also introduced and ITS staff were successful in rolling out new ticket scanners and new processes for student ticketing. Over 2 TB of data per game was handled by the stadium networks. At the peak, 35 percent of fans in attendance each game were connected to the McLane Stadium Wi-Fi network. The benefits of the extensive McLane network extend beyond football gamedays. Throughout the year, the stadium public Wi-Fi network provides access to Baylor Club patrons and to participants in meetings, conferences, and other events held at McLane. Additionally, during each football off-season, the network infrastructure will be evaluated for enhancement, and updates and new features will be incorporated into the Baylor InGame app. ITS will continue to work in collaboration with Baylor Athletics and other partners as we all strive to further enrich the gameday - and everyday - experience at McLane Stadium.

Wi-Fi Coaching Program
To support the technology-driven fan engagement McLane Stadium was intended to provide, ITS reached out to Baylor’s Management Information Systems (MIS) department in the Hankamer School of Business. Students in the MIS program were invited to apply to serve as Wi-Fi coaches during football season. These Wi-Fi coaches would help fans connect to the stadium wireless network, download the Baylor InGame app, and learn to use it. We recruited 20 Wi-Fi coaches who enjoyed an amazing experience engaging with fans. Wi-Fi coaches were not only an invaluable resource in supporting fans, but they also tested the network both prior to and during games. Through social media and in-person feedback from coaches, ITS was able to quickly identify and address network connectivity issues during each game. The Wi-Fi coaching program was one of the many successes ITS experienced during the first year of McLane Stadium. The co-curricular dimension of the program provided real-world experience for students training for a career in technology and contributed substantially to the success of gameday operations.
IT Infrastructure operates the central campus data center and provides a robust communications and server infrastructure that enables the Baylor community to access, transfer, and store information. The group manages the university’s voice, video, and data networks as well as the ID system and server architecture. As the campus physical and technological footprints expand, this group works to ensure excellent infrastructure undergirds the expansions to support the work and constituents of the university now and into the future.

Campus Infrastructure Support
During the year, the IT Infrastructure group provided technology support for many critical campus construction projects including the Paul L. Foster Campus for Business and Innovation, North and South Russell residence hall renovations, Penland Hall Dining expansion, Baylor Athletic Nutrition Center (BANC), Soccer center, Hart Track and Field complex, Elliston Chapel, and BRIC additions, as well as other smaller projects. Other major infrastructure projects were:

- Upgrade of the Baylor ID System to include new technology releases and to add reservations and visitor management modules to provide additional functionality.
- Extension of the campus fiber networking structure through relocation of cables between the main campus and Clifton Robinson Tower to support the Interstate 35 Expansion project and extension of the fiber duct bank down University Parks and into Ferrell Center.
- Expansion of the AirBear Wi-Fi network in both indoor and outdoor sites.
- Extension of the Command and Control network into 13 more buildings for fire alarm, voice evacuation, and security camera functionality.

Bob Hartland examines a server for maintenance. Hartland is the Associate Vice President for IT Infrastructure.
Email
ITS staff members developed standard provisioning and support processes for the successful project moving alumni email to the Microsoft cloud. Storage reclaimed from this transition of alumni accounts allowed IT Infrastructure staff to double student email quotas, a project on which CIO Pattie Orr collaborated closely with Baylor Student Government. Additionally, the group began technical research and infrastructure implementation to support migration of student, faculty, and staff email to the Microsoft Office 365 cloud. Because the fight against spam and viruses continues to be an important objective, the Barracuda email gateway was implemented to improve management of email processing.

Voice over Internet Protocol (VoIP)
After significant research and evaluation, Baylor chose Genband as a partner to migrate away from the university’s extensive Nortel legacy telephone switches and towards newer VoIP technology. The new Business School will be the first general VoIP deployment. Also, ITS staff installed and began testing a new Genband voicemail system.

Security of Cloud Services
IT Infrastructure staff expanded and upgraded the Shibboleth identity management authentication infrastructure, which is a critical component of many cloud system implementations.

- Baylor currently has 23 supported Shibboleth services (eight were added in 2014-2015).
- Baylor has sponsored nine vendors (eight in 2014-2015) into the InCommon federation allowing them to use standardized Shibboleth for authentication purposes.

In preparation to support authentication for major Microsoft-related cloud initiatives, ITS successfully implemented the Microsoft DirSync service.

Departmental Collaborations
Throughout the year, ITS worked with various campus areas to provide technology infrastructure support for important projects. Examples of this work are:

- Implemented technology to record and critique students in classroom mock trials for the Law School. The system was used for the TOP GUN National Mock Trial Competition to rave reviews.
- Replaced the existing tennis video broadcast system, in collaboration with Athletics, to provide top notch support for the Big 12 and NCAA Championship tournaments.
- Extended the SAVOR point-of-sale network into Ferrell Center from McLane Stadium to support basketball game day concessions.
- Joined with Campus Security to extend the Command and Control network and assisted with migrating fire alarms onto an improved Security and Alarms monitor system.
- Partnered with Student Government on expansion of the AirBear Wi-Fi network to the deck outside of Marrs McLane Science, the Amphitheater/seating space outside of the Student Union Building, and seating space outside of Carroll Science.
- Worked with the School of Engineering and Computer Science to expand the Baylor University Research Network (BURN) to the BRIC.
Information Security ensures the confidentiality, integrity, and availability of the university’s information assets in order to enable the academic and research growth of the university and its constituents. Information Security staff work closely with ITS colleagues, campus administrative departments, and faculty to maintain and enforce effective policies, compliance, guidelines, and procedures to protect the university’s network, information, and technology assets. This group performs risk assessments on new and existing information systems and contracts to provide guidance to decision makers on their risk impact and possible mitigations. Additionally, these staff members are responsible for the education of the campus community on security awareness issues and best practices through BearAware, a security awareness program.

Information Security analysts handled security and technology reviews for 67 technology systems requests in 2014-2015. These reviews help ensure that software and hardware systems that are added to the Baylor IT services suite fit within the university’s architecture and standards and maintain security of university data resources.
Baylor hosted the inaugural Big XII Chief Information Security Officers (CISO) meeting October 12-14, 2014, at McLane Stadium. The security officers from colleague Big XII institutions gathered to network, share issues and solutions, and build relationships that can be leveraged in the future as we all continue to be challenged to secure institutional and personal information in an increasingly online world.

ITS Information Security staff members were significant contributors to the long term university PCI compliance project that reached a momentous milestone. The submission of a completed Self-Assessment Questionnaire (SAQ) marked the formal recognition of accomplishment of PCI-DSS compliance at Baylor University.

The Information Security group continued to expand deployment of technology tools to assist in safeguarding Baylor information resources:

- The Duo two factor authentication system was purchased and implemented in initial pilot areas including virtual private network (VPN) access.
- The Baylor Splunk environment, which manages and monitors system performance and utilization, was enhanced and expanded to provide increased capacity for growth. The Splunk environment aggregates and analyzes log data gathered from critical systems to ensure the integrity and security of the Baylor network. The enhancements, increased capacity and sophisticated analytics support a growing network infrastructure and will expand the ability to detect threats to university data.
- Staff members researched and completed in-depth reviews of Identity Management (IDM) systems. Funding was secured for the selected product. IDM deployment will begin with initial projects in 2015-2016.
- A Web Application Firewall (WAF) was added to the Baylor network to better protect the university’s web presence. A WAF filters incoming web (HTTP) traffic and detects known malicious code segments, prohibiting them from entering Baylor’s web server environment.
- Information Security staff assisted the university’s Department of Public Safety with the selection, validation, and procurement of the Rave Guardian safety app for mobile devices, which will be a great addition to the efforts to secure Baylor’s campus.
Client Services

Client Services provides installation and disposition of computers and printers, hardware repairs, mobile device support, departmental application and server support, Help Desk operations, and operating system and software resolutions for university-owned computers. Staff members work together efficiently to resolve issues as quickly as possible while maintaining an excellent customer satisfaction rating.

**ITS website (www.baylor.edu/its)**
Client Services staff members worked closely with Marketing & Communications representatives on a refresh of the ITS website to provide responsive design for optimal viewing and interaction experiences across a wide range of devices. Additionally, a “popular searches” tool was included so that clients can easily locate detailed information by typing only a few keywords. The new look was met with a very positive response and use of the website continues to increase.

**Technology Procurement**
ITS added a Customer Service Assistant (CSA) to verify the accuracy of vendor websites and assist clients with their ordering processes. This new CSA created an ITS web presence for improved navigation of the university’s standard options for purchasing computers and printers. Additionally, Client Services scheduled several vendor training sessions and vendor road maps for all budget contacts responsible for ordering equipment for their areas.

**Box**
Client Services coordinated the final transition from to Box, a secure, encrypted cloud storage solution, as the university’s standard for file storage and collaboration. ITS provides the administration of the Box cloud storage and developed a website for support documentation (http://www.baylor.edu/its/box). New features and functions introduced by Box, and by providers of software that integrates with Box, are tested and communicated to the campus to increase use and value to the university.
CrashPlan Pro
In 2014, Client Services began transitioning backup services for laptops to a new application, CrashPlan Pro. The number of laptops deployed to faculty and staff has continued to rise and this product allows backup services to occur at any time the device is connected to a network, wired or wireless. Using CrashPlan Pro, the backup includes the client’s entire profile rather than just critical files selected to minimize copy time and volume. In addition, one CrashPlan Pro license can be deployed on multiple devices used by a client which is particularly helpful in academic and research areas where faculty often require more than one computer to meet their needs.

Office 365 ProPlus
Based on decisions made by Microsoft for the higher education market, Baylor students, faculty, and staff became eligible to use the online subscription-based Office 365 ProPlus application suite. Client services staff members researched the new offerings extensively, tested the applications in many hardware and operating system environments, and configured the Baylor administrator instance. They developed a website for support documentation and FAQs for the use of these products via the web, or through downloads to personal computers and mobile devices (http://www.baylor.edu/its/Office365).

Computers for Increased Adjunct Faculty
In order to serve the unusually large fall 2014 freshman class, the university expanded the number of adjunct faculty hired. All of these new adjuncts needed computers, and Client Services, in partnership with the Provost’s Office, created a process for the academic areas to request and for ITS to deploy and track, used, but reusable, computers for this group of faculty.

Mobile Device Management (MDM)
Client Services staff completed testing and implementation of the AirWatch MDM tool on the ITS checkout program. This tool will enable departments to control mobile devices needed for special projects within their areas. AirWatch allows the creation of a machine profile per device rather than a personal profile for the device user.
Information Systems & Services (ISS) provides consulting, analysis, application development, integration services, project management, ongoing support, reporting, training, and implementation services for university enterprise resource planning (ERP) systems, as well as other information systems. Staff members provide high-level administration for relational databases that support systems and applications spanning the administrative and academic areas.

Recruiter
The Ellucian Recruiter system implementation project was a top priority throughout the year. ISS staff worked diligently with the vendor and the Office of Admissions to ensure a successful recruiting year. ISS staff worked directly with the vendor’s research and development department and consultants within the Office of Admissions, participating continuously in planning, testing, and meetings over much of the fiscal year. Many hours of research, troubleshooting, testing, coding, and integrating were expended. These efforts led to a successful class recruitment, an improved vendor product, and an even stronger partnership between ITS and Admissions.
DonorNet
The DonorNet system was implemented for the Bear Foundation to provide members better, more complete access to their personal information. This project required coordination between ITS and Bear Foundation staff and the integration of the current donor system (Advantage), the ticketing system, the university’s Advancement ERP, the university’s payment processing partner, and DonorNet. ISS staff members took the lead on project management of this complex implementation and shepherded it to a successful completion enabling use of DonorNet during annual membership renewals.

PeopleSoft 9.2
The project to upgrade the university to the PeopleSoft Financials version 9.2 was a major priority during the 2014-2015 academic year. This upgrade introduced significant changes that impacted business operations for the entire campus. Planning and coordination with campus clients and business owners, development of training, engagement of consulting partners, and migration of code for the new environment have all been strategic project initiatives for ISS staff members. Final migration is scheduled for July 2015.

Technology Upgrades
It is critical that servers, software applications, and databases are maintained at supported versions to ensure reliability and optimal performance. During 2014-2015, the ISS group accomplished many of these technology upgrades, including:

- Business Objects to version 4.1.
- Khalix budgeting system to version 7.2.
- SQL Server databases to versions 2012 and 2014.
- Numerous Java updates, primarily for security vulnerability purposes.
- Banner regulatory upgrades for Human Resources and financial aid, as well as additional required vendor Banner releases.
- Oracle 12c database upgrades.
- Transition of NolijTransfer to Perceptive DataTransfer.

System Implementations
Throughout the year, ISS staff members partnered with campus areas to research, evaluate, select, and implement software solutions that had great impact on university operations. Some of the major projects to which these ITS colleagues contributed their expertise in 2014-2015 were:

- AmberRoad denied party screening application was integrated with Financials, Grants, Student, and Human Resources systems for the Office of Export Compliance.
- The Halogen talent, learning, performance, and compensation management modules were implemented in partnership with the Office of Human Resources.
- Integration between the OrgSync student organization management system and the university’s Banner student system was completed.
- The Digital Measures Activity Insight faculty activity reporting application was extended to the School of Engineering and Computer Science.
- The Parchment eTranscript electronic transcript transmission system was implemented in coordination with the Office of the Registrar.
- An internally-developed travel expense reporting application was tested with a pilot group of employees and then rolled out to the entire campus, greatly increasing the efficiency in this important campus business process.
- As the campus learning management environment transitioned to Canvas, integration with student, class enrollment, and faculty data was accomplished.
Internet Services Department

Internet Services is the IT component of a hybrid structure reporting to both ITS and Marketing and Communications. Internet Services provides the technology tools and solutions to support the university’s Internet presence, systems and activities. These products allow Baylor to use the Internet effectively to connect with all of her constituent groups. Internet Services works with other ITS professionals, as well as web designers, web consultants, and electronic communication specialists to bring to life many important and high-profile university-wide initiatives.

goBaylor and Recruiter
This past year, the Internet Services staff assumed responsibility for the integration of the very successful goBaylor web-based system with the new Ellucian Recruiter system. This project, though challenging, was successfully accomplished with extraordinary efforts from ITS, Admissions, and vendor staff members. Additionally, this crucial, high profile project led to an even stronger trust-based working relationship and partnership between ITS and the Admissions Office.

Graduate Level Admissions Projects
Internet Services staff members delivered two major enhancements to graduate level admissions systems:

- An email communication system was added to goBaylor Grad providing automated reminders and notifications. goBaylor Grad was upgraded to a fully responsive website.
- For Truett Seminary, a thinkTRUETT system was implemented based on the goBaylor Grad system. This moved the seminary toward a paperless process. The thinkTRUETT website is fully responsive.

Alumni & Development-focused Technology
A number of significant Internet Services projects addressed technology in these important areas:

- The “unsubscribe” system was reworked from a number of key university email vehicles. These changes ultimately added many thousands of disengaged alumni back into Baylor communications channels.
- Mapping technologies, information from the EPIC/ERS event management and registration systems, and information from the web CMS calendar system were utilized to develop the Network Events website.
- A new Giving to Baylor website was launched to better tie giving options to the university’s strategic priorities with improved usability and undergirding technology infrastructure.
- Programming work allowed continued support for faculty/staff payroll deductions for Bear Foundation donations because the newly implemented DonorNet application did not provide that functionality.
- More effective partnering with University Development has led to the start of important functional and technical improvements to the DevNet, EPIC, and ERS systems.
Security of Baylor Web Infrastructure
While a tremendously valuable element of communications and information systems, Internet-based systems are increasingly under attack by amateur and professional hackers. Protection of these valuable assets is a priority for Internet Services. The team successfully halted attempted breaches of university web servers during contracted security assessment. Further, the team improved security at multiple points within the infrastructure of Baylor’s web environment (including improvements to network, server, and application layers). Research was completed on additional security improvements that will be added in the next fiscal year. These security improvements help identify attacks, halt them in their tracks, and harden the security of our systems so that attacks cannot penetrate our valuable systems or interrupt our operations.

Student Life Support
The New Student Orientation Registration System was re-written to provide requested enhancements. Internet Services provided project management for the implementation of the OrgSync student organization management application. This system was used to support 2015 student government elections.
Looking Forward

Baylor's Information Technology Services will continue to enhance the technology resources, network infrastructure and support services that empower the university's success. Many significant IT projects are on the horizon that will impact research, teaching, learning, and university outreach while maintaining high levels of technical efficiency and fiscal responsibility.

- Student, faculty, and staff email accounts will be migrated from locally maintained servers to the Microsoft Cloud.
- Windows 10 and the latest versions of Microsoft Office will be deployed on campus systems and made available to current students per the terms of the current licensing agreement with Microsoft.
- Core Enterprise Resource Planning (ERP) systems will undergo a significant upgrade to provide new functionality and maintain the highest level of vendor support.
- Faculty and staff will be encouraged to expand implementation of Box for file storage and CrashPlan Pro for system-based file backup to enhance the security of university data resources.
- Ongoing campus expansion and development will be supported by ITS technology and infrastructure planning resources.
- Information security and compliance will be enhanced through the further implementation of two-factor authentication on campus systems, the expanded use of IdentityFinder, the installation of the Fischer Identity Management System, and the extended application of Splunk to manage and monitor system performance and utilization.
- Title IX compliance will be supported through the implementation of the Symplicity Advocate reporting and case tracking system, training modules delivered through Canvas Catalog, and alcohol awareness training provided through Student Success EverFi.
- Baylor’s campus network infrastructure will be enhanced with a new data center architecture to improve agility, redundancy and overall performance.
- A new comprehensive residential life system (StarRez) will be implemented in collaboration with Campus Living & Learning.
- SmartBen, a new self-service benefits management system, will be introduced to empower Baylor faculty and staff to better understand and manage their employee benefits.
- The Distributed Antenna System (DAS) at the Ferrell Center will be enhanced to better support fans and the gameday experience for basketball, volleyball, and other events.
- Enhancements will be made to the McLane Stadium network infrastructure to support gameday operations for the 2015-2016 football season.
- Findings from research by the Student Success Data Analytics Committee will be used to identify and implement technologies to support academic success and post-graduation success at Baylor.

Information Technology Services is committed to supporting the vision and mission of Baylor University by providing the secure, robust information infrastructure and resources to support teaching, learning, service and research.