



# **ITS: Annual Report**

**2017-2018**

# Who We Are and What We Do

- **ITS: Innovation**

- We bring innovative solutions and technology to the academic and administrative work of the college.

- **ITS: People**

- Our work is centered on serving students, faculty, staff, and alumni, and we are the first people they want to contact with questions or ideas about technology.

- **ITS: Service**

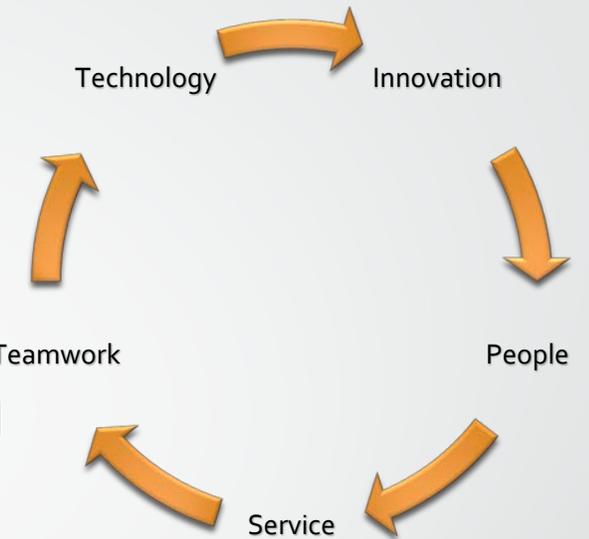
- We prioritize excellent service and customer education.

- **ITS: Teamwork**

- We work together as a division and partner with our CC colleagues and the wider community.

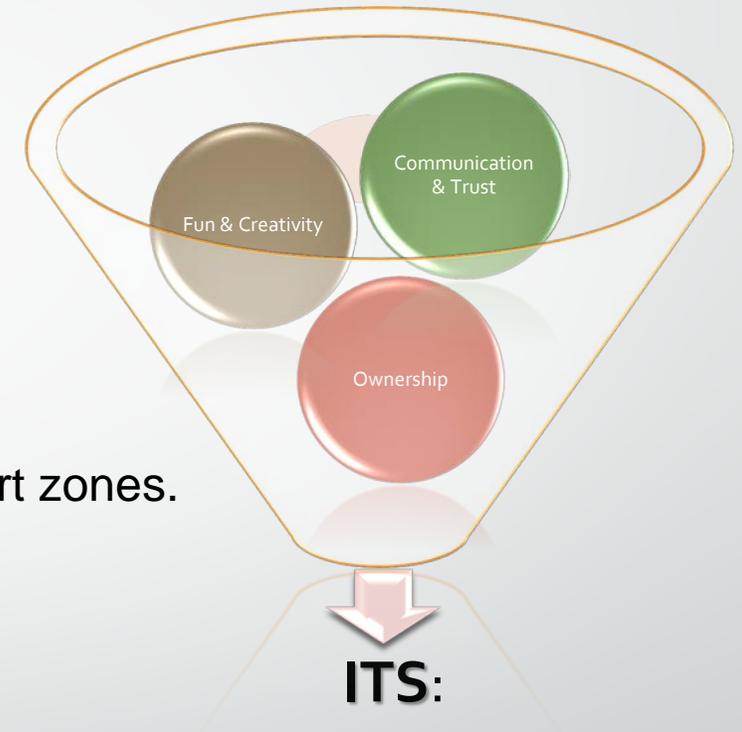
- **ITS: Technology**

- We provide a secure, reliable, and up-to-date technical platform on which everyone can work, build, and innovate.



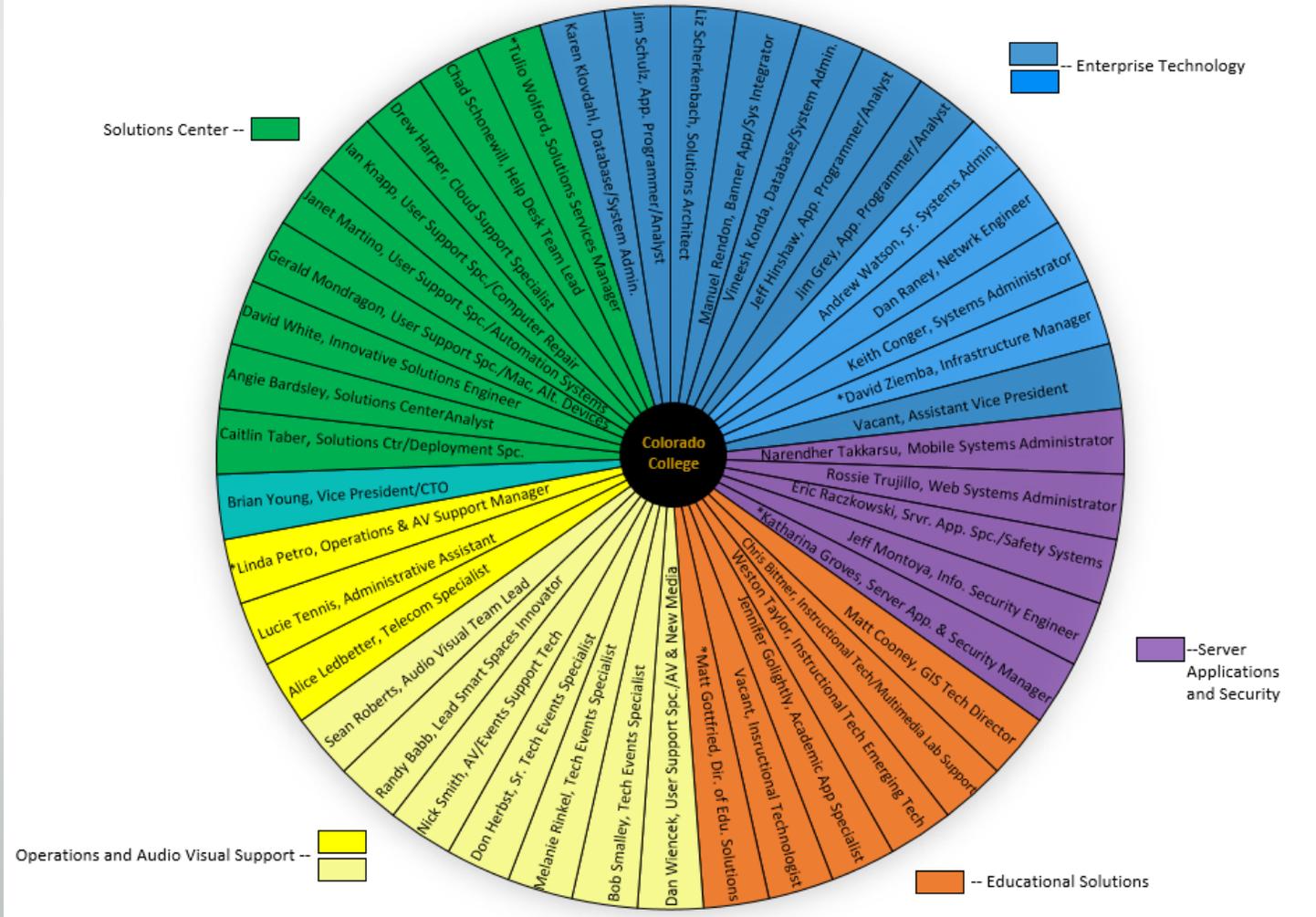
# Our Values

- **ITS: Communication**
  - We reach out to others, and we share what we've learned.
- **ITS: Creativity**
  - We experiment and innovate, often pushing out of our comfort zones.
- **ITS: Fun**
  - We celebrate our efforts whether they succeed or fail.
- **ITS: Ownership**
  - We take responsibility, get the job done, and make sure the technology works.
- **ITS: Trust**
  - We trust and support each other.



# 2017-18 Organizational Structure

ITS: Division Organizational Chart



## **ITS: also supports Colorado College's strategic goals and initiatives:**

- 1) Block Plan: provide additional support to realize the potential of our ground-breaking block plan.
- 2) Summer & Half-Block: build nationally recognized summer and Half-Block programs.
- 3) Innovation: create an innovation institute.
- 4) Distinctive Place: enhance our distinctive place of learning — our campus — to support our engaged, globally connected academic community and embody our regional and historical identity.
- 5) Workplace Excellence: focus on workplace excellence to foster an organization that is as innovative and dynamic as the CC academic experience; connect faculty and staff to the mission of the college and each other, underscoring CC's commitment to inclusion, wellness, and professional development.
- 6) Connect the CC Experience: help students to build connections across diverse communities, disciplines, and academic and co-curricular experiences, and to link their CC education to their future aspirations.
- 7) Colorado Springs Fine Arts Center: contribute to the college's mission while expanding learning opportunities, arts programming, and cultural resources for the greater Colorado Springs community.

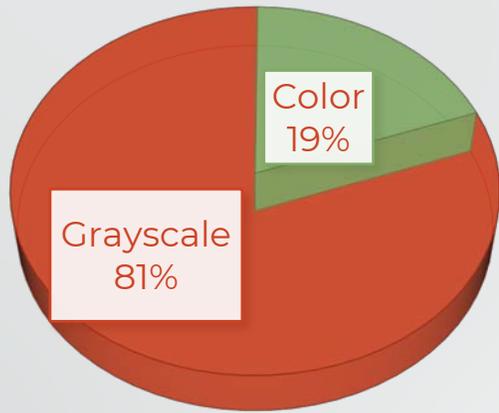
Throughout this report, ITS's contributions to specific strategic goals/initiatives will be noted on the bottom of each slide.



## 2017-18 In Review

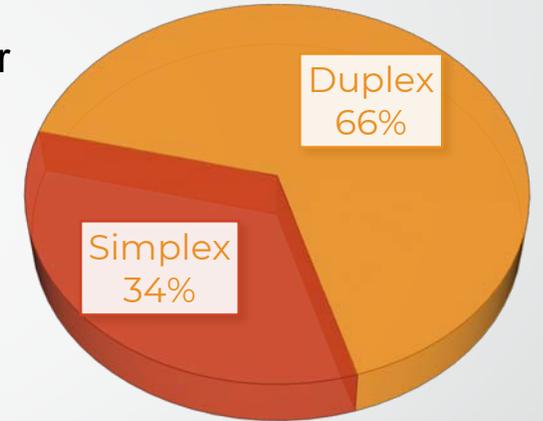
ITS: remains committed to providing secure, reliable, and up-to-date technology; innovative solutions; and excellent customer service to the students, faculty, and staff who live and work at Colorado College.

In keeping with these goals and to provide transparency with our work, ITS: is excited to share highlights of our accomplishments for the 2017-18 fiscal year.



5,603,994 pages were printed campus-wide, using approximately 351 trees:

- 4,524,837 in grayscale vs. 1,079,157 in color
- 3,722,634 duplex vs. 1,881,360 simplex



527,152 pages were saved by using **PaperCut**,  
the equivalent of:

93,990.2 bulb hours saved



or over 33 trees saved



or 1,492.8 kg (3,291.06 lb) of  
CO2 saved



295 computers and peripherals across campus were deployed.



As the Limited Authorized Apple Service Provider, ITS: completed 169 repairs, with April being the busiest month of the year (26).



As part of our sustainability efforts, ITS: recycled 23,963 pounds of e-waste, a 31% increase from the previous year.

Material	Gross Wt	Tare Wt	Net Wt
CFLs	1	0	1
CPUs	6822	675	6147
CRT TVs	4433	480	3953
General/Mix	13662	1200	12462
Halogen Bulbs	2	0	2
HD Shred - Cert by Lot	338	0	338
LCD's End of Life	1104	180	924
Lead Acid Batteries - UPS	9	0	9
Media Tape	187	60	127
		<b>Net Total</b>	<b>23,963</b>

The women and men of ITS: hosted 32 Tech Tuesdays with newly added topics:

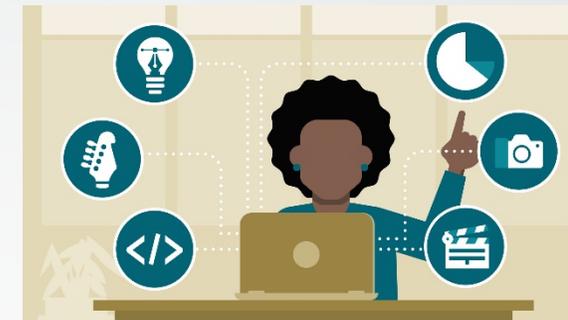
Knitting Tech

360 Video

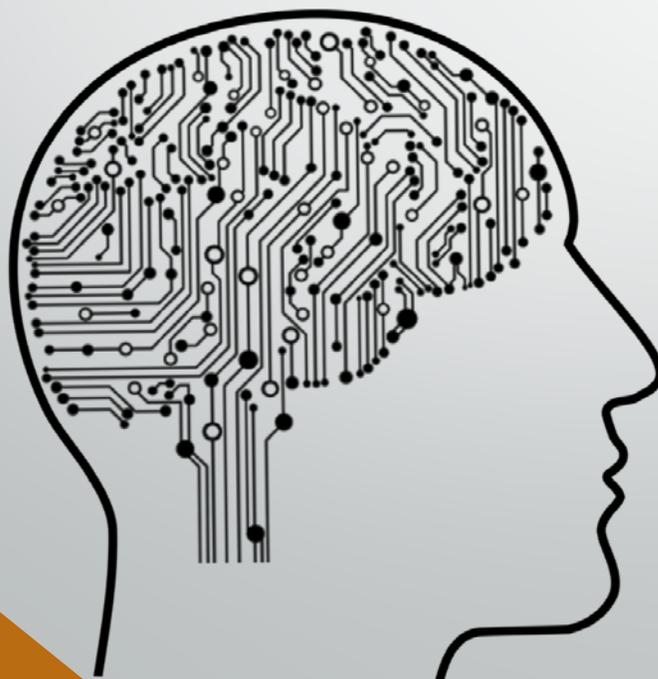
Laser Cutting

eSports

Most attended session was on SiteImprove (30 people).



11 people earned 17 course completion certificates on Lynda.com.  
50 faculty, staff, and students viewed a total of 268.6 hours of Lynda.com videos.



87 people attended at least one session of ITS: FUNdamentals:

77 staff

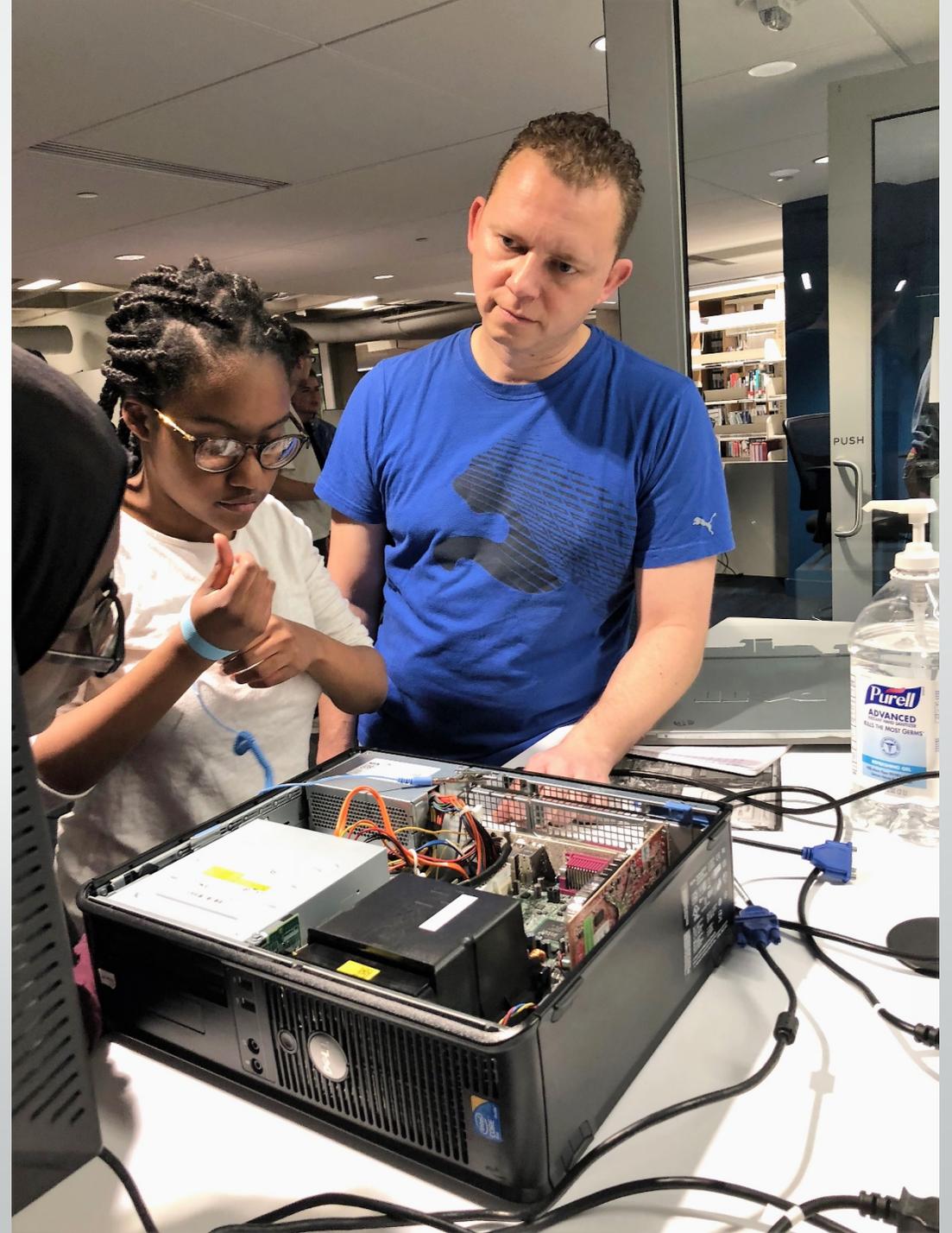
4 faculty

6 students



4 people, all staff members, completed the program and earned a certificate.

For the first time, ITS: offered an A+ computer hardware class to students across campus. Taught by Solutions Center Manger Tulio Wolford, 23 students attended, and 20 finished. Seventy percent of those completing the class earned their A+ certification.



# Information Security



Our Information Security team improved data security measures by implementing the following:

- Email encryption, enhanced firewalls, user segmentation, Central Authentication Service (CAS)-based authentication for applications, authenticated remote access, and user classification-based security.
- Email Data Loss Prevention (DLP), which prevents personally identifiable information from leaving our domain in an unsecured format.
- Office 365 Advanced Threat Protection (ATP) – policies to scan URLs in emails and develop anti-phishing rules. ATP helps in tracking and identifying malicious activity in email.
- A vulnerability management solution that comprehensively scans and identifies vulnerabilities in our server environment allowing us to harden systems.



# Email Security Awareness

The college received 8,760,000 spam emails. Our team blocked 7,608 malicious attachments and 5,356 malware engines. The most common email scams were phishing emails.

Zero-hour auto purge (ZAP) real-time detection instances – 1,144

Threats stopped - 365,000

Deployed technology:

- Data Loss Prevention (DLP).
- Email encryption.
- Advanced Threat Protection (ATP).
  - ATP Anti-phishing.
  - ATP safe-attachment scanning.
  - ATP Anti-spam.
  - ATP Safe URL Scanning.

## How The Bad Guys Attack



# Upgraded Services

**DocuSign**

DocuSign has been added to the list of campus-wide available tools and was successfully deployed to Communications, the Finance & Administration Office, and Human Resources.

Overall, 1,739 documents were sent, 1,346 documents were completed, and 171 templates were created campus-wide.



More than 967 new phones were deployed on the new telecom system.



## Our Audio Visual Services:

- Provided 1,090 checkouts of 2,728 items to 379 unique patrons.
- Supported 1570 events; the busiest month was October with 241 supported events.
- Created five more new smart classrooms, increasing the total of smart classrooms to 133, or 82.6%.
- Installed 22 flat panel displays and 2 new video replay systems, designed and installed 2 large multimedia art exhibits at the Fine Arts Center (FAC) , replaced 15 projectors, and purchased 3 new 95” pop up projection screens for use across campus.
- Rebuilt 1 gaming room in Tutt Library to increase functionality and to add 5.1 surround sound.

# Audio Visual Services, cont.

- Installed and supported 2 large multimedia art exhibits at the Fine Arts Center (FAC).
- Implemented, in conjunction with the Solutions Center, new digital signage system with Four Winds Interactive: 17 existing digital signage locations were upgraded with new hardware and 11 new signs were added in Tutt Library, including one interactive digital wayfinding screen.
- Took on and completed 3 large construction projects involving Audio-Visual design and installation: Hybl Conference Center, Pearson Studio, and Outdoor Education Ahlberg Gear House.
- Updated Gates Common Room with a new mixer and projector. Mohrman Theatre now has new 12,000 lumen laser projector and 4 channels of digital wireless microphones. Celeste Theatre also received 4 channels of digital wireless microphones.



# Solutions Center



The women and men of the Solutions Center answered 10,673 calls.

1,123 customers responded to our satisfaction survey: the team's average rating was 4.93 on a five-point scale.



In support of strategic goals/initiatives #1, #4, and #5

## Uptime

99.8% or 524,760 minutes of uptime overall.

Outages due to power failures, switches, and Web Application Firewall (WAF) failures totaled 840 minutes, or about 14 hours. These minutes included downtimes due to utility, hardware, or locally hosted software failures.

Canvas was the only cloud-based solution with any downtime; one episode that lasted for 45 minutes.

## OneDrive

CC OneDrive users utilized 4.5 TB for file storage.



## Adobe Creative Cloud

ITS: managed 256 Adobe Creative Cloud individual device and campus user licenses.



Adobe® Creative Cloud™

## Email Usage



CC account users sent 1,722,408 emails and received 13,185,781.

These numbers include only the last six months of the fiscal year, as they are only available in six-month increments.

## Canvas



ITS: continued to expand usage of Canvas LMS to include the following:

- 815 courses (394 in the fall, 421 in the spring).
- 8,376 assignments (4,220 in the fall, 4,156 in the spring).
- 1,513 media recordings (749 in the fall and 764 in the spring).

## Website & Social Media

The ITS: website was visited 55,913 times, with the most popular pages being the ITS: home page, digests and listservs, and connecting to a printer. Most visits, 53.41%, came from Google.

Our Twitter has 172 followers and Facebook has 101 likes.

# GIS Lab

The GIS Lab's Introduction to GIS Half Block class had 19 students participants. Students volunteered for the total of 172 hours volunteered on the Humanitarian Open Street Map Team. Our GIS team also:

- Taught 21 senior thesis students how to apply spatial reasoning to their particular projects.
- Supported 24 different classes from various departments, as well as dozens of independent and faculty-guided research students.
- Conducted mapping projects with: Facilities, Advancement, Tree Semester, Office of Field Study, KRCC, Innovation, Digital Liberal Arts, Campus Safety, NEH Grant Mapping Myth, and State of the Rockies.
- Participated in the International Geodesign Collaboration.
- Hosted and organized: GIS in Higher Education for Colorado Springs Symposium and GIS in Higher Education for the State of Colorado Summit.
- Lead the Colorado's state level ArcGIS On-line Mapping Competition for middle and high school students and geomentored local 4th grade students.



# ITS: Budget

## ITS: – 2017-18 Budget

### Operating Funds

Description	Salaries/Benefits	Operating Expenses
Server Applications and Security	397,694.00	4,235.00
Audio Visual Support	498,814.00	8,000.00
ITS:Operations	431,726.00	2,099,227.00
Educational Solutions	340,214.00	31,396.00
Solutions Center	486,313.52	37,869.00
Infrastructure	455,905.00	20,390.00
Enterprise Information Solutions	776,998.00	0.00
<b>Totals</b>	<b>3,387,664.52</b>	<b>2,201,117.00</b>

### Capital Equipment Funds

ORG	Amount
ITS: Operations	678,088.00
ITS: Operations	428,041.00
ITS: Operations	221,725.00
ITS: Operations	172,321.00
<b>Total Capital Equipment Budget</b>	<b>1,500,175.00</b>

The budget committee was able to identify \$215,000 in savings in cancelled, renegotiated, or replaced products.

In total, 45 support contracts were identified for replacement and savings.





# WELCOME

## New Staff

The ITS: division welcomed the following team members in 2017-18:

- Drew Harper, Solutions Center
- Caitlin Taber, Solutions Center
- Lucie Tennis, ITS: Operations
- Nick Smith, Audio Visual Support
- Beka Adair, ITS: Operations (QUAD)
- Michael Palamara, Educational Solutions
- Narendher Takkarsu, Server Applications and Security

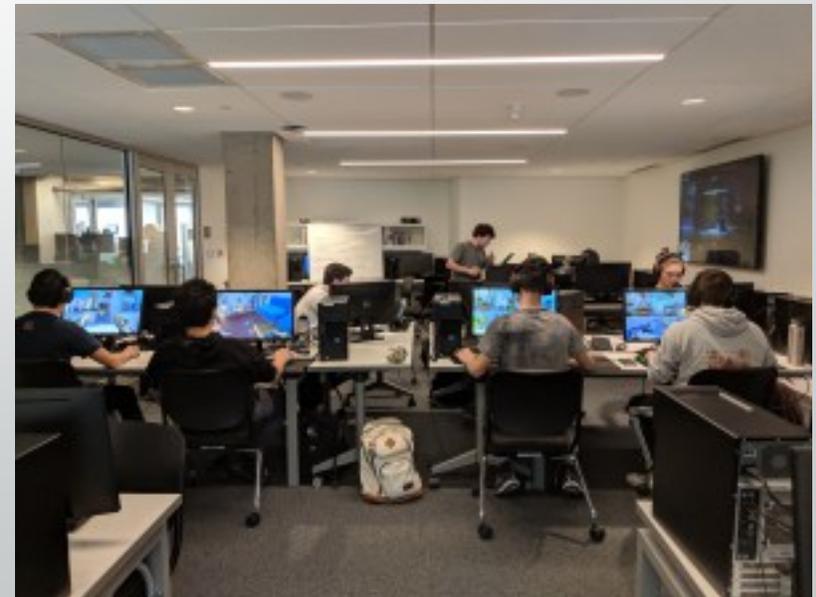
# eSports

The ITS: division started an eSports program in spring of 2018 with great success. Over 150 students expressed interest in participating, 5 student workers were hired to help start up the program, and 3 official teams were created:

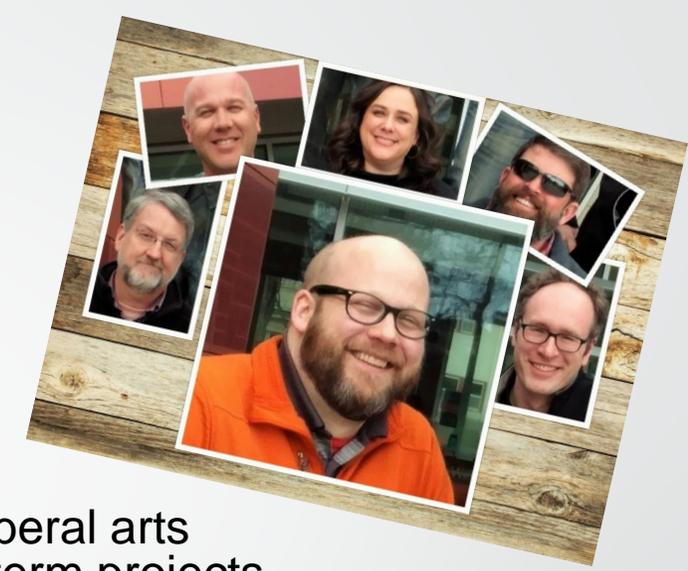
- Overwatch A team (most competitive) – 6 students. Scrimmaged 6 other college teams in spring 2018 (some multiple times). Overall played 9 scrimmage matches and won 6 of them).
- Overwatch B team – 6 students.
- League of Legends team – 5 students.

Many of the matches were broadcasted on [Twitch](https://www.twitch.tv/coloradocollege) (<https://www.twitch.tv/coloradocollege>) with two student workers commentating live on the matches.

The highest concurrent viewership of the broadcasts was 35 viewers. Overall views for the spring semester: 1,308.



# Digital Liberal Arts Project (DLA)



The Educational Solutions (ES) team supported a number of digital liberal arts projects this year, including providing ongoing support for three long-term projects with Tip Ragan, Jane Murphy, and Carol Neel, as well as helping to write a grant for a new, large-scale spatial humanities project.

In addition, during the week of June 11, the Educational Solutions team worked with the Crown Faculty Center to support a Digital Liberal Arts work week, the second such work week sponsored by the Crown Center and supported by the ES team. This year's work week included tutorials on a variety of DLA tools, including Nodegoat, ArcOn-line Storymaps, Omeka/Neatline, Voyant Tools, and Sketch Engine, and featured four guest speakers from other institutions who presented in person and virtually.

The week was a milestone in the digital liberal arts initiative at CC because the CC faculty who participated were all new to the DLA, which indicates that support for the initiative is growing on campus, and because the role of the Educational Solutions team as partners in the DLA initiative at CC was acknowledged and formalized in a new administrative group that will lead the effort going forward.



## **Office of Information Technology**

If you have any question about the presented information, please contact Lucie Tennis at 719-389-7971 or [ltennis@coloradocollege.edu](mailto:ltennis@coloradocollege.edu).