

# UAA Administrative Review Questionnaire – Spring 2020

## Information Technology Services

*IT Services is responsible for UAA's telecommunications, network infrastructure, and academic technology support services. Our mission is to increase the meaningful and effective use of technology in teaching, learning, research and service in meeting the needs of the UAA communities we serve.*

### 1. What are the core functions of your unit funded with Fund 1?

- **Audio/Visual (AV) Services**
  - Audio/Visual support of academic and administrative units, including Zoom support
  - Generally scheduled classroom equipment maintenance and upgrades
  
- **Desktop Central Services**
  - Desktop support for academic and administrative units for regular maintenance and troubleshooting
  
- **Technical Support Center (TSC)**
  - Technical support and helpdesk for students, faculty, and staff including password resets, troubleshooting, identification management, etc.
  - Software for operations of the TSC including ticket management, remote support, screen sharing, chat functions, etc.
  
- **Central Labs**
  - IT Services supported open labs in SMH and Library
  - Provides for onsite lab consultants to assist students and equipment maintenance and replacement
  
- **Central Computing**
  - IT Infrastructure support for UAA Anchorage and Community campuses
  - Integral to the daily operations of UAA including servers, room scheduling, websites, email, general computer applications, teaching and learning
  - Maintenance, replacements, and upgrades of essential hardware used in daily operations of UAA relating to academic, administrative, and safety and security
  - Off-site back up of data for UAA
  - Website maintenance, training, and web accessibility
  - Software Licensing (*Blackboard, Kaltura, Microsoft, etc.*)
  
- **IT Administration**
  - Administrative support of IT Services including purchasing, human resources, travel, budget, executive and management support, and daily front office operations
  - CIO leadership and management

2. If one or more of these functions was reduced or discontinued, what would be the impact on:

- a. More students persisting and completing educational goals?
- b. Supporting overall student, faculty and staff success in meeting UAA's mission?
- c. Impacts to UAA's reputation, and ability to attract and retain students and/or external support?

Information technology (IT) capabilities and support are fundamental to enabling the university to achieve its mission efficiently and effectively and in ways students expect. Without core IT services and capabilities, it will be impossible for students to have access to a reasonable educational experience and to achieve their education goals. Lack of robust information technology will harm UAA's reputation and its ability to attract and retain students.

### Audio/Video (AV) Services, Desktop Central Services

#### PURPOSE:

- IT Services keeps desktop and AV hardware and software functional and up to date for faculty and staff, both in the office and in the classroom. These teams also provide support for students needing assistance with their computers.
- These services account for approximately 2,300 support requests a year.

#### IMPACT OF REDUCTION OR ELIMINATION:

- If these services are reduced or discontinued, the ability to help faculty with instructional delivery in the classroom would be greatly diminished and would erode the quality of teaching. Additionally, online courses would also be greatly affected, and some cancelled, because the technology could not be supported. Both scenarios would be frustrating and disruptive to student success.

### Technical Support Center (TSC)

#### PURPOSE:

- The Technical Support Center (TSC) provides technical support, including password resets, online system access, PC troubleshooting, etc.
- The TSC supports around 25,000 support requests per year.

#### IMPACT OF REDUCTION OR ELIMINATION:

- It would negatively impact students' use of Blackboard, Google G-Suite, Microsoft Office, etc.
- This would also have a serious disruption in the classroom, negatively impacting instructors' ability to use technology or resolve issues as they occur.
- Lastly, staff would be adversely affected by not getting, or receiving delayed, technical support necessary in the performance of their duties.

### Central Labs

#### PURPOSE:

- IT Services provides two general access computer labs available to all students, staff, and faculty regardless of academic discipline, and provides internet access and common software applications for word processing, spreadsheets, publishing, presentations, and many other disciplines specific

software. The labs are staffed with student consultants that can assist with user account problems, applications, general questions, etc.

- Between the two labs, student use was approximately 9,700 hours during fall 2019.

#### IMPACT OF REDUCTION OR ELIMINATION:

- Number of IT Services managed labs was reduced from five to two in the last five years.
- Students, especially those without personal computers, would have further limited options for general access computer labs and access to common software
- Most computer labs on campus are operated as either discipline, or college/school, specific facilities that are only available to affiliated students and generally do not have access to the software packages students may need nor access to staff support.

## Central Computing

Central Computing encompasses five IT Services Infrastructure teams described below.

#### PURPOSE:

- **Directory & Messaging** – Responsible for Identity and Access Management, Directory, and Email and Cloud. Some specific examples of products in these categories are Active Directory (employee and student accounts), Google G-Suite (email and productivity tools), Microsoft Azure (cloud application hosting), Microsoft Office 365 (office productivity tools, e.g., Word, Excel, etc.), & email relay services (allows devices like printers to send email).
- **Network & Telecom** – Responsible for building and maintaining the communications networks among all UAA buildings and community campuses, critical for providing staff, faculty, and student access to phone service, call center services, WiFi, internet access, and network connectivity to UAA systems and applications.
- **Information Security** – Responsible for protecting the information assets and security compliance needs of UAA and the community campuses. Each day there are thousands of malicious access attempts on UAA systems detected by IT Services security measures, many of which require staffing to investigate and respond. In the last 30 days alone, 340,000 malware were blocked. In the last year, there has been a noticeable uptick in the number of infiltration attempts.
- **Systems Engineering** – Responsible for the Anchorage Datacenter, including environmental and mechanical systems, and server and storage infrastructure. This includes the new Virtual Desktop Infrastructure (VDI) for the College of Engineering. Their responsibilities also include computer imaging and security patching for UAA owned PCs; all monitoring, alerting, and load balancing of IT systems; the backend portions of managed print and digital signage; and UAA's security camera and physical access control systems. In FY20, responsibility for the server and storage footprint of the College of Business and Public Policy was added, which has resulted in additional workload of two positions without additional budget or positions.
- **Web & Applications** – Responsible for maintaining the UAA and Community Campus websites, the primary UAA mobile app, staff and faculty web pages, and performing custom application development on request. The team spends significant time supporting efforts to be ADA compliant. The first impression a prospective student has when considering a University to attend comes from their website. Enrollment would certainly be impacted without an excellent website that is consistently maintained. In the last year, 1.8 million users accessed UAA's website.

#### IMPACT OF REDUCTION OR ELIMINATION:

- **Directory & Messaging** – These services are essential and should not be reduced. Core functions would break if further reduced. Staffing for this function is already below industry.

- **Network & Telecom** – These services are essential and should not be reduced. Without a well-functioning data and telecommunications network, UAA would not be able to get business done in the modern world. Staff and students expect modern functionality such as WiFi and fast and responsive email and collaboration platforms. UAA’s digital networks are the foundational element allowing IT Services systems to communicate together as well as interface with the world.
- **Information Security** – Threats continue to increase, and new attacks are regularly discovered. At the same time, there are numerous and growing compliance requirements (HIPAA, FERPA, PCI, CJIS, PII, etc.) aimed to protect students, staff, faculty, and information assets. A breach could result in substantial fines for the University. If this area were eliminated, the University would be accepting a significant risk that would directly impact student persistence and would impact UAA’s reputation. This is an area where further investment is necessary.
- **Systems Engineering** – These services are essential and should not be reduced. This function provides the foundational layer of technology that the entire University relies upon. Without ready access to the data and systems UAA staff, faculty, and students use every day, UAA would not operate. As distance and e-learning increases, further investments here will be necessary.
- **Web & Applications** – Without an attractive and highly functional website, UAA’s reputation would be significantly harmed. Students will not want to attend a University that does not market itself well or one that does not appear to be acquainted with technology that has become a part of their everyday lives. Current students also rely on information on the website; impacts to the website could negatively affect student persistence.

## IT Management

### PURPOSE:

- Oversee all IT Services functions at UAA, including strategy and communications, as well as provide admin support of IT Services including purchasing, human resources, travel, budget, front-line customer service, executive and management support, switchboard, and front office operations.

### IMPACT OF REDUCTION OR ELIMINATION:

- Organization would only be able to focus on operating as its posture, quickly falling behind in the ability to prepare and provide services.
- Administrative, billing, and budget tasks would shift to already at capacity technical resources and managers, making these functions incredibly inefficient and expensive.
- Communications and coordination with other departments would break down.
- There would be insufficient staffing to manage the UAA Switchboard.

3. Identify measures and targets used to monitor the impact of functions on each of the above (not all elements may be relevant for your unit, only address relevant items).

IT Services regularly benchmarks itself against peers using Gartner data. These metrics show that UAA IT operates with significantly less resources compared to its peers.

Metric	UAA	Gartner 2020	*Deficit
IT Spend per Employee	\$5,924	\$8,329	\$5,874,276
IT Spend as % of Revenue	4.65%	5.70%	\$3,268,583
IT FTEs as a % of All FTEs	2.79%	4.70%	47 FTEs

These figures are taken from: 2019 UAA Fact Book, UAA IR report "UAA Fiscal Ledger - Power BI", payroll records actuals (FY19), employees identified in IT (IS) positions in the UAA IR "Active Employee Positions" Report (as of 1/14/2020 - estimated FY20 data), Gartner 2020 Key Metrics for Education. \*Deficit calculated by taking the difference between UAA metric and Gartner benchmark, and calculating that difference against UAA employee counts and total revenue found in 2019 UAA Fact Book.

### AV Services, Desktop Central Services (Field Services)

The metrics/Key Performance Indicators (KPI) measured for Field Services are Total Ticket Count, Cost per Ticket, and Total Mean Time to Resolve (MTTR). The following lists those KPIs, along with the average monthly score for FY20 (July 2019 – Jan 2020).

KPI / Metric	Average Monthly Score	Average Monthly Goal	Industry Score
<b>Total Tickets</b>	321	321	N/A
<b>Cost per Ticket</b>	\$175.11	\$170	\$221
<b>Net Mean Time to Resolve</b>	2.14 days	2 days	N/A

### Technical Support Center

The TSC tracks various metrics and KPIs. The following lists those KPIs, along with the average monthly score for FY20 (July 2019 – Jan 2020), along with the 2019 industry standard:

KPI / Metric	Average Monthly Score	Average Monthly Goal	Industry Score
Total Inbound Contacts	2,314	2000+	N/A
Customer Satisfaction Score	94.6%	95%	81.5%
Net First Contact Resolution Rate	78.8%	80%	80.1%
Total (Weighted) Balanced Scorecard	70.3%	75%	60.8%

### Three Year Trend

Metric	FY18	FY19	FY20 (Forecasted)
Annual Inbound Contacts	24,644	25,026	26,314
Total # of Tickets	22,329	24,513	23,085
Average Wait Time (min:sec)	1:41	1:37	0:47

### Central Labs

The KPIs and metrics for IT Services managed computer labs follow (2019 Fall Semester):

#### LRC/SMH Lab

Metric	Value
Workstation Utilization	17.97% (based on 15 PCs)
Total # of Hours Lab is Open	1048
Total Logins	3,620
Average Logins per Day	34
Unique Users	821

Metric	Value
Total Computer Use	3,582 Hours

#### Library Lab

Metric	Value
Workstation Utilization	11.93% (based on 35 PCs)
Total # of Hours Lab is Open	1480
Total Logins	3,461
Average Logins per Day	32
Unique Users	475
Total Computer Use	6,117 Hours

#### Central Computing

##### Internet Traffic Security Statistics (Last 30 days)

Metric	Value
Malware Blocked	339,700
Phishing Attempts Blocked	1,824
Cryptomining Blocked	1,327

##### Service Availability Statistics

Below are availability metrics for the major services that Infrastructure Services is responsible for maintaining. These scores are based on a 12-month average.

KPI / Metric (Availability)	Avg. Monthly Score	Avg. Monthly Goal
Datacenter	100%	99.999%
Network	100%	99.999%
WiFi	90.196%	99.999%
VPN	100%	99.999%
Call Manager	100%	99.999%
Call Centers	99.888%	99.999%
UAA Website	100%	99.999%
File Server	100%	99.999%
DNS	100%	99.999%
DHCP	100%	99.999%
Security Cameras	100%	99.999%

Note: 99.999% Uptime equates to 26 seconds of unplanned downtime per month.

#### 4. What improvements have been achieved over the last five years?

##### AV Services, Desktop Central Services

- **Recurring Technician Site Visits (RTSVs)** – IT Services recently started implementing monthly IT Services visits with each department, called RTSVs (Recurring Technician Site Visits). This allows a technician to spend several hours a month working on department requested non-urgent technical support. This not only produced efficiency for both IT Services and the departments, but it also helped build synergy and trust between IT Services technicians and staff/faculty.
- **East/West Campus Offices/Dispatch Points** – In FY19, IT Services split the Desktop / AV Field Services team into two locations (East/West campus). The positive results of this include
  - Reduced travel time and time to resolve issues.
  - Better understanding of department-specific needs.
- **Key Performance Indexes (KPIs)** – In FY19, IT Services started measuring, tracking, and reviewing KPIs/Metrics for Desktop/AV team. Now that there is a baseline, the next step will be to perform a Lean/Six Sigma processing re-engineering exercise (similar to the one completed in the TSC) and do a Benchmark study.
- **Desktop Recharge Changes** – In FY19, many clients were complaining about being charged for Desktop work. Many lacked enough budget to request repairs or upgrades. Working with the Provost and Vice Chancellor for Administrative Services, IT Services received an award, which resulted in the elimination of 80% of Desktop department charges. Departments have been very pleased with this change.
- **Zoom** – In FY19, UAA IT Services supported the UA system wide rollout of Zoom as its new Web Conferencing software. The old video conferencing system was becoming antiquated and at times unstable. Zoom is a more robust software that has many efficiencies over the old system and operates at a much lower annual cost.
- **Dell Tier 2 Repair Shop** – In FY17, Desktop Services achieved status as a Dell Tier 2 Repair Shop. This allows the Desktop team to work directly on Dell computers and order parts, resulting in faster repair times.

##### Technical Support Center

- **New Ticketing System** - In FY20, IT Services released a new ticketing system, which enhanced IT Services' ability to perform as a unit and better understand and respond to customer needs.
- **New Customer Portal** - In FY20, IT Services went live with the Seawolf Tech Portal, a customer portal that allows users to submit and track their own tickets (self-service) without **calling** the TSC. As part of this rollout, a new Knowledge Base was introduced for users to search to find solutions.
- **KPIs / Metrics** – In FY19, IT Services implemented and started tracking and reviewing Key Performance Indicators (KPI) on a monthly basis and adjusted operations as necessary. This has allowed the TSC to regularly review performance and continually improve operations efficiency and effectiveness.
- **Benchmarking** – In FY19, the TSC hired an outside KPI Benchmarking company to perform a study of the TSC compared to other universities, where UAA was ranked #4 out of 28. The **organization** looked at all processes and KPIs and made 12 recommendations to improve TSC efficiency and performance. Eight recommendations have been implemented so far.
- **Lean Process** – In FY17, the TSC went through a Lean/Six Sigma review that looked at all processes and touchpoints and implemented changes that eliminated waste and produced **efficiency**. The

TSC also implemented strategies to fix issues immediately with the user on the phone rather than escalating to another group, resulting in a quicker resolution time.

## Central Labs

- **SCCM Imaging** –In FY16, the Desktop team started using Microsoft SCCM to image all lab computers in the central IT Services labs as well as other labs. Compared to previous methods that took hours to perform per PC, SCCM is a technology that can be distributed remotely and simultaneously, eliminating hundreds of hours.

## Central Computing

### Directory & Messaging Services

- This year, as a result of changes to Microsoft licensing for the UA System, the team has been working towards upgrading faculty, staff, and students to Microsoft 365's A3 level. This gives users the ability to utilize more of Microsoft's cloud services at no additional cost.
- In FY19, the team began migrating users from old Skype for Business to either the Office 365 version of Skype for Business and/or Microsoft Teams. The process of migrating those users is nearly complete and the team will move to decommission that infrastructure, which will reduce the maintenance workload as a result.
- The change in email platforms for staff and faculty from an on-premises instance of Microsoft Exchange to Google's Gmail service has allowed the team to greatly reduce the maintenance required to keep Exchange operating efficiently. There is still a small Exchange footprint for supporting HIPAA classified data that has not yet moved over to Gmail.

### Network & Telecommunication Services

- In FY20, the team upgraded the firewalls protecting the UAA datacenter.
- The network team replaces dozens of Uninterruptible Power Supplies and Networking equipment across the campus each year according to an equipment depreciation schedule.
- Since FY18, the team has been working on creating a more distributed core layer for the UAA network, which will allow us to tolerate larger failures in specific areas of campus that do not result in complete network outages for the campus.
- In FY17, the team was restructured to separate the Network and Telecom areas into specific positions, allowing IT Services employees to be more specialized in each area.

### Information Security

- In FY19, IT Services implemented a new service that works proactively to block malicious connections in or out of the UAA network. It works by collecting traffic patterns from around the world, categorizing them, and blocking harmful traffic. This has been a significant step in helping UAA protect staff, students, and faculty from malicious activity on the internet.
- In FY16, in partnership with the UA Statewide OIT Security team, IT Services installed next generation firewalls at the university's internet border. These appliances allow us to block internet traffic coming into the UAA network before it can reach a point where an attack can be perpetrated.

### Systems Engineering

- In FY19, IT Services engineers partnered with the Geomatics department to create a virtual desktop platform that allowed those professors to offer their students access to very powerful virtual workstations to conduct their coursework on.



- Since FY18, IT Services has been working with Facilities, Planning, & Construction on efforts to improve power and cooling in key infrastructure areas. This is a major risk for the University as heat could cause equipment to fail. The Anchorage Datacenter had significant damage to the raised floor system occur during the 2018 earthquake. The room also has cooling and Uninterruptible Power Supply (UPS) equipment that is beyond its useful life and is in critical need of replacement.
- In FY17, IT Services was granted space in OIT's Hillsboro, Oregon Disaster Recovery location. IT Services installed compute, storage, and network equipment there to allow us to run key services from that location in the event of a major outage of the IT Services Anchorage datacenter. This is currently utilized this site to store backups of key systems for that use.

#### Web & Application Development

- In FY17, IT Services web developers migrated the UAA website from an aging Content Management System (CMS) platform, which was not well supported, to a new solution. This has allowed us to update the UAA website to a modern platform. It also resulted in a significant improvement to the stability of the UAA website. This platform was also key in being able to meet accessibility requirements.

### 5. What efforts have your unit made to improve efficiencies and reduce costs? What was the result?

#### AV Services, Desktop Central Services

- Currently working on setting up have a server at the Dell factory that will complete disk imaging prior to shipping. Resulting in Desktop technicians being able to deploy computers upon arrival, instead of spending 1.5 hours imaging the computers when they arrive. This will save significant time.
- Becoming a Dell Tier 2 Repair Shop increased productivity and saved money by expediting ordering of warranty and non-warranty parts with free 48-hour shipping to Alaska. In FY19 and FY20, IT Services negotiated an agreement with GCS to fund IT Services annual Dell Premier Agreement (\$1,800), in which Dell reimburses Field Services for a percentage of warranty claims. Without this agreement, Dell only reimbursed parts.
- FY19, IT Services renegotiated the Microsoft Contract, which decreased licensing costs by \$11,000 annually (6% savings).
- In FY18 and FY19, IT Services negotiated a computer Bulk Buy for the entire university with GCS/Dell. This saved the university over \$100,000 the past two years.

#### Technical Support Center

- **Lean Process** – The TSC went through a Lean/Six Sigma process re-engineering exercise that affected all of IT Services. The major focus was to drive down the time a user had to wait to get their problem resolved (from six days down to three days on average). As you can see from the above metrics, the TSC is meeting this goal. This has reduced the wait time of a user not being able to perform their job because of a technical issue.
- **KPIs / Metrics** – The TSC has been focused on meeting/exceeding the KPI and metric goals over the past year and a half. The TSC's First Contact Resolution rate has been reduced from 60% to 80%, which saves users time and money. The TSC has been working to reduce the Cost per Inbound Contact by using additional channels for customers to reach out to the TSC.

- **Benchmarking** – Through the benchmarking initiative the TSC engaged in last year, there have been several recommended changes made that are resulting in lower costs and increase efficiency.

#### Central Labs

- Reduced Central Labs from five labs to two. Split Lab Student Workers time between the TSC and labs. This produced efficiency in the case that a Lab Student Worker is not actively helping students in the lab, they can follow-up on their TSC tickets.

#### Central Computing

##### Messaging & Directory Services

- Following the migration from Exchange to Gmail, one position from this team was re-allocated to the Systems Engineering group to more effectively meet the workload demand of both teams.

##### Network & Telecom Services

- Starting in FY19, IT Services moved from paying for the support costs of Cisco equipment on a yearly basis to a three-year renewal term. This resulted in better overall pricing for the renewal.
- In fall of FY19, we made the decision to eliminate one of two communication technician positions. This elimination resulted in a savings equivalent to a grade 79 position.

##### Information Security

- In FY19, during the renewal process for Symantec Antivirus, the vendor increased the licensing due to a change in how licenses counts were determined. The cost to UAA increased from \$20,800 to \$51,100 an almost 250% increase. After researching alternative solutions and usage rates, student licenses were not renewed in FY20 due to low usage and available free alternatives. Current costs for Symantec are \$20,800.

##### Systems Engineering

- In FY20, the College of Business & Public Policy lost two of their four embedded IT employees. This necessitated them transferring responsibility for CBPP's server infrastructure to IT Services. CBPP had two FTE's dedicated to this function. IT Services received no additional positions or funding for this.
- In FY19, the distributed IT position from Facilities Maintenance & Operations was moved to this team. Along with the position, responsibility for UAA's physical door control system moved to the team.

##### Web & Application Development

- In FY18, the position for managing 25Live calendaring solution and Housing's Persona access control system at UAA was moved over to this group.

#### IT Management

- **FY21 and forward:** IT Services is exploring opportunities with partners both inside and outside UA in pursuit of potential synergies and additional efficiencies and cost savings opportunities.
- **FY20 – Internal Phone Audit.** Identified 33 lines that were disconnected, resulting in a \$13,000 annual cost savings across all of IT Services. Of that, 17 lines were to GF, with a savings of \$6,500 annually.

- **FY20 - Advertisements from Telephones.** Audited white pages listings through ACS. Resulted in discontinuing advertisements for 150 listings, with a savings of \$9,000 annually. This allowed us to keep rate increases minimal.
- **FY20 - Increased efficiencies in billing processes.** Currently updating billing system to allow for quicker processing and automated entry into Banner. This will create time savings for labor, allowing the Administrative team to focus on other priority projects.
- **FY19 – SPSS License Model Change.** Moved to a campus wide license model based on FTE. This switch, along with additional units, such as UAS, KPC, and MatSu, joining the contract has led to an increased cost efficiency. The campus-wide license allows us to offer the **SPSS base license package to current students free of charge.** During FY19, 139 students and in FY20 (so far) 105 students have used this license. While the overall cost of the contract has not changed, the number of campuses included and total licenses distributed to departments has increased, from 227 to 275, lowering costs to departments and creating a cost efficiency for the university.
- **FY18 - Telecom audit.** Internal audit of phone lines led to the removal and discontinuation of services no longer used. This led to a savings of \$44,000 annually and allowed IT Services to keep rates steady.

6. List and briefly describe any current or proposed Board of Regents Policy, State or Federal mandates, or laws that require the continuation of your core function(s).

There are many State, or Federal mandates, or laws, in addition to UA Board of Regents Policy that IT Services either directly, or indirectly provides guidance and/or oversight to the University of Alaska Anchorage, these include, but are not limited to the following:

- **UA Board of Regents Policy (BOR 02.07).** Addresses operation of IT Services throughout the university system.
- **Family Educational Rights and Privacy Act (FERPA).** Ensure that electronic data systems that may contain FERPA related information are developed, deployed, and maintained in accordance to FERPA guidelines.
- **Health Insurance Portability and Accountability Act (HIPAA) and Health Information Technology for Economic and Clinical Health (HITECH) Act.** Facilitate with departments, units, or projects that use Personal Health Information (PHI) to ensure that any PHI information is stored on secured systems in accordance with HIPAA and HITECH.
- **Alaska Personal Information Protection Act (APIPA).** APIPA is a law that provides several protections for personal information.
- **Controlling the Assault of Non-Solicited Pornography And Marketing Act of 2003 (CAN-SPAM Act) 15 U.S.C. §§ 7701-7713.** UAA IT Services offers various services allowing university departments to send bulk email messages. IT Services works with various groups to ensure that bulk messages that are transmitted conform to the requirements of the CAN-SPAM act.
- **Digital Millennium Copyright Act (DMCA) 17 U.S.C. § 512.** UAA IT Services operates many of the underpinning services that host UAA's web presence (i.e. www.uaa.alaska.edu, matsu.alaska.edu, kpc.alaska.edu, koc.alaska.edu, hosting.uaa.alaska.edu, etc.). IT Services works with content publishers to ensure material published to the institution's sites do not infringe on copyrights.
- **Electronic Communications Privacy Act (ECPA) 18 U.S.C. §§ 2510-2522 (Wiretap) 18 U.S.C. §§ 2701-2711 (Stored Communications).** The ECPA protects communication (i.e. wire, oral, and electronic) while those communications are being made, are in transit, and when they are stored on computers. This applies to email, telephone conversations, and data stored electronically.

- **Hazardous Materials Transportation Act 49 U.S.C. §§ 5101-5128.** The University must properly dispose of computers and electrical equipment containing hazardous materials or the University may be subject to fines and penalties. Once the effective lifespan of the device is reached, IT Services works in partnership with General Support Services (GSS) to scrub storage media and recondition devices suitable for reuse/resale at UAA's public surplus sale or dispose of correctly.
- **Higher Education Opportunity Act Public Law No. 110-315.** Section 488 requires institutions to develop plans to detect and prevent unauthorized distribution of copyrighted material on information technology systems.
- **No Electronic Theft Act Public Law No. 105-147.** Makes it a criminal offense to willfully infringe a copyright by sharing, as well as selling, pirated software with a retail value of \$1,000 or more. IT Services ensures services provided to the University, as well as presented to the general public, comply with these requirements.
- **Federal Information Security Management Act (FISMA) 44 U.S.C. § 35.** Holding federal data pursuant to federally funded research requires that the University protect information systems from all forms of unauthorized access, use, abuse, disclosure, or destruction. IT Services works to ensure that technology services are secure; additionally IT Services consults with Principal Investigators conducting federal research providing them with recommendations and solutions.
- **Freedom of Information Act 5 U.S.C. § 552.** Provides a process by which every person may request access to a public college or university's records or information. IT Services provides means of fulfilling these data requests by retrieving relevant information from various technology services (e.g. G Suite, Office 365, on-premise file servers, etc.).
- **Section 508 of the Rehabilitation Act of 1973 29 U.S.C. § 701.** Web Content Accessibility Guidelines (WCAG) are technical guidelines referenced when testing website, applications and PDF documents for Section 508 compliance.
- **Payment Card Industry Data Security Standard (PCI DSS).** PCI DSS is the standards associated with Merchant & Processors for maintaining security of credit card transactions. IT Services works with various UAA departments to ensure that the devices processing credit card transactions are properly secure and communicating over secured network infrastructure. Additionally, IT Services coordinates with third-party vendors to ensure that they transmit PCI data appropriately.

7. Potential cuts: Please describe any function reductions or eliminations that are feasible without significantly affecting UAA's mission fulfillment or its compliance mandates?

FY15 – FY20 Budget Perspective and Reductions:

- From FY15-20, IT Services has seen a reduction of \$1.8m, or a reduction of 46% of GF. This is in addition to a reduction of \$300,000 in Student Technology Fee revenue projected through FY20 and a reduction of \$283,000 in Network Fee revenue.
- These reductions occurred at the same time UAA consolidated the bulk of embedded IT functions into UAA IT Services.
- During the same period from FY15-FY19, IT Services total position count has not changed, remaining at 57 (includes ~12 student worker FTEs). As IT Services has absorbed embedded IT functions, it has absorbed a very few new (~6) FTEs and has during the same period reduced temp/student FTEs (~6).
- Available carryforward was significantly reduced in FY19 in support of critical infrastructure needs and as a result of prior budget reductions.

- Personnel expense is up approximately \$800,000 from FY15. This increase is primarily explained by a change in how desktop services are paid for. Prior FY19, all desktop services were billed to departments directly. In FY19, the funding for these services was changed to centrally provided fund on behalf of the departments and some funds came with embedded IT positions that were transferred to IT Services.
- **Bottom Line:** IT Services has seen significant reductions in both GF and fee revenue at the same time its workload has seen significant increases as embedded IT has been centralized. Additionally, departments continue to look to IT Services to further automate and streamline functions in response to their own budgetary challenges.
- **Further reductions will result in delayed or reduced services affecting classroom delivery and student, staff, and faculty support. Further reductions would also increase the risk of IT Services' ability to meet compliance and performance requirements.**

#### Proposed Reductions for FY21:

- During FY20, as a result of staff departures in CBPP, IT Services has inherited two FTEs worth of critical infrastructure work, without receiving positions or budget. Suggest this is **equivalent to a cut to IT Services in excess of \$125,000**. This does not represent the full cost of the eliminated positions, but IT Services model is expected to be more cost efficient.
- Reduce number of Student Worker FTEs. **Est. \$66,000 cost savings.**
- Reduce some weekend and extended hours in the TSC. **Est. \$10,000 cost savings.**
- Reduce number of PCs in SMH lab and move to unsupported. **Est. \$10,000 cost savings.**
- Reduce amount of available funds for AV Classroom Upgrades/Refreshes for FY21-FY22. **Est. \$90,000 cost savings.**
- Eliminate vacant student worker position in Web apps. **Est. \$11,000 cost savings.**
- Eliminate temporary positions in Web apps. **Est. \$31,000 cost savings.**
- Use already owned Microsoft Security tools in place of Symantec. **Est. \$12,000 cost savings.**

**Total reduction/absorbed costs: \$355,000** (includes \$125,000 of work absorbed from CBPP)

#### Other Proposed Cost Savings to Explore:

- Move to centrally managed vehicle fleet (IT Services would participate in central fleet).
- Explore centrally managing and reducing labs across campus (IT Services could centrally manage). This would take a sizable exploration effort but could result in a significant savings and general resource efficiency, both technology and facilities.
- Invest in campus-wide VDI to make Labs accessible to all students regardless of location and cut down on the need for as many physical lab locations.
- Work to expand bulk purchase program in collaboration with other MAUs, resulting in additional annual savings to each campus.
- Blend existing UAA call centers where feasible.
- Use one Enterprise Service Management Ticket System (Team Dynamix) for any department that offers services to faculty, staff and students. Explore opportunities to establish this as a system wide license, resulting in better pricing and savings.
- Move UAA Cisco licensing from an annual contract to subscription model. Potential 20% savings.
- Eliminate support agreement for Security camera software. IT Services would have to pay for software upgrades but would result in an overall savings.
- Move away from Kaltura to readily available low cost or free alternatives.
- Explore free, low-cost, or already owned alternatives to Kaltura. Up to \$80,000 savings annually.