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Furman University
Information Technology Services
Annual Report – June 2015
A Message from the CIO

Thank you for your interest in Furman University’s Information Technology Services (ITS). Five years ago we prepared an IT strategic plan using the theme “Communication, Collaboration, Innovation, and Service.” Since then, technology innovations have changed many Furman technology services. This report looks at what ITS did in the past year. It also looks forward to the new IT strategic plan we’re preparing for release in March 2016.

Based on our early discussions with the University’s IT governance groups, we expect the new plan will help us advance:

• The University’s core information technologies,
• Academic support services,
• Our enterprise resource planning systems, and
• IT service quality.

We will continue to work with students, faculty, and staff to chart our course for advancing technology for the next five years. Your feedback in this fall’s technology quality survey will be a big help. We are grateful for your continued support.

Fred Miller
Chief Information Officer

Goals of the 2011 IT Strategic Plan:

• Establish the IT Service Center as the nexus of technology support excellence.
• Champion scalable information technology innovations and best practices.
• Improve enterprise information systems functionality and usability.
• Establish a state-of-the art system and processes for digital media distribution.
• Provide a robust, consistent, and reliable campus network infrastructure.
A wealth of computer resources for student use:

- 366 Furman computers in general and department computer labs,
- 234 Furman computers in research labs,
- 164 Furman computers in our campus libraries,
- 128 Classroom teaching stations, and
- 14 Furman computers available for checkout from the IT Service Center.

New MyFurman

Thanks to everyone who responded to our 2014 IT service quality survey. One of the things you asked to improve was campus web services. We heard you!

In March ITS rolled out a new place to get all your Furman electronic services at my.furman.edu.

There are plenty of ways to communicate with ITS!

- Email: service.center@furman.edu
- Phone: 864-294-3277
- Twitter: @furman_its
- Blog: blogs.furman.edu/its
- Web: its.furman.edu
Everyone on campus can now get to the web version of Office 365 directly from the MyFurman portal – no additional login required. Unlimited storage is also available on OneDrive.

All Furman students, faculty, and staff can download Office Professional at no cost. Microsoft iPad apps are also available for free for all faculty, staff and students.

Furman’s Box file sharing service is a hit! Available from the MyFurman portal, Box provides every student, faculty, and staff with 100Gb of storage, and advanced sharing capabilities.

Since we announced the Box service in March of 2013, over 2000 campus users have begun using Box.

Furman now has an enterprise license for the Qualtrics Research and Insight Platform. This platform for survey, marketing and polling research is used in over 1,400 colleges and universities – 99 of the top 100 business schools in the US. ITS is working with campus users of tools such as Survey Monkey to convert their research to the Qualtrics platform. Since June 1, 2014, 242 surveys were launched with Qualtrics. Since the Qualtrics launch, the many individual campus subscriptions for tools such as Survey Monkey are dwindling. ITS offers training and research design assistance in the use of Qualtrics for academic and administrative goals.
Apple TV
To meet faculty demand for wireless classroom presentation from mobile devices, Apple TVs are being installed in classrooms. By fall 2015, more than 75 teaching spaces will have Apple TVs available at the teaching station. In addition to Apple TVs for wireless presentation capabilities, lecture capture tools are also available.

Lightboard
ITS joined with CTL and the Library to create a professional video lecture and screencast facility in the lower level of the James B. Duke Library. Facilities Services helped with the construction of the illuminated glass “whiteboard”. This new technology helps faculty film short video clips for students to view outside class.

Virtual Apps
Students can now run some computer lab software on their own computer anywhere on campus – even their dorm room! ITS now provides some Virtual Desktop Apps using Furman servers. Examples of virtual apps include SPSS and STATA statistics software. More are on the way!

Virtual Desktops
For Fall 2015, IT Services is taking Virtual apps further. As part of our Multimedia Commons refresh we’ll be testing “thin clients” stations using virtual desktop apps. These stations will provide quick access to the software students use most.

Maintenance Windows
Ideally, we know you’d like to have access to the Internet and campus services 24X7. ITS strives to schedules upgrades at times that are least disruptive. Times that we use for upgrades are:

- Wednesday morning from midnight to 7am
- Saturday morning from 6am to 10am

Our cloud partners also guarantee at least 99.5% service uptime.
Technology Training

ITS Technology training for faculty and staff has a new look and more options. The Professional Development Lab in the lower level of the James B. Duke library was refreshed last summer. Stationary legs on the tables were replaced with casters for arrangement flexibility, and individual monitors were replaced with 3 wall-mounted monitors and a projection screen.

Training opportunities now include Hump Day drop-in training on demand each Wednesday, temporary subscriptions to lynda.com for immediate training needs, and delivery methods modeling blended learning, such as the Information Security video training delivered online.

Anti-Virus: Microsoft Replaces McAfee

Students, faculty, and staff transitioned to Microsoft’s new anti-virus, System Center Endpoint Protection (SCEP), this year.

Did You Know?

IT Services protects your personal data using hardware data encryption.

New Copy/Print/Scan Solution

Sharp has been chosen as the multifunction printer vendor for the next 4 years. Beginning in May, 113 machines were replaced on campus. In the fall, students will be able to email attachments to the printer (email-to-print) and swipe their ID card to print their documents. The new system also provides a scan to email solution.
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COMING IN 2015-16:

• “Print to email” for new copier/printers
• iPad/Laptop rental from IT Service Center
• Multimedia Commons refresh
• Judson Hall networking & multimedia
• Start of campus wireless network refresh
• Improved guest wireless access

Furman University IT Services values:

• Team Support
• Good Communications/Listen First
• Empathy
• Empower the User

“A Furman Information Technology Services will provide the campus community with a digital information environment that reflects and advances the high quality of Furman’s academic program and physical campus.” - 2011 IT Strategic Plan

Advancing Technology Services