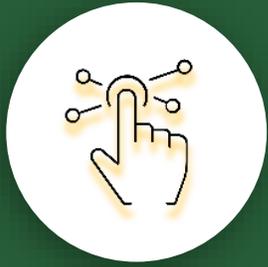




DIGITAL CHANGE IN ACTION TRANSFORMATION

Dx – Plan, Budget, and Assess



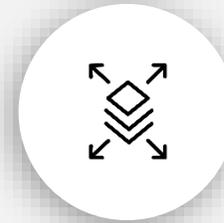
STATE of Dx

Employees, operational
budget, etc.



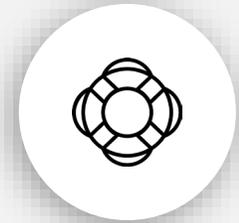
STUDENT SUPPORT

Constraints for Enrollment and
Completion



STRATEGIC PLANS

Our Vision, Reallocations,
etc.



WINS and WORKS

in PROGRESS
Celebrate Success,
Take Accountability

DIGITAL TRANSFORMATION LEADERSHIP



Christina Baum
CIO / VP Digital
Transformation



Reed Warner
Enterprise Architect



Nathan Gerber
AVP, Partner Solutions
& Technology Support



Brian Hall
AVP, Platform
Technologies



Karen McLaughlin
Exec Office Manager



Brett McKeachie
Sr Director, Enterprise
Portfolio Management



Ben Metzger
Controller III, Dx
Financial Management



Devin Krisle
Sr Director,
Operational Excellence



Employee Type	# of Employees
Full Time – Exempt	124
Full Time – Non-Exempt	23
Part Time	80
Student	45
Presidential Intern	1
TOTAL	273

Dx Employees – Our Amazing Team!

Dx Finances at-a-Glance

Assets	One-time	Ongoing
Appropriated Funds	\$ -	\$ 28,190,000
Dx Carry Forward (1%)	\$ 266,000	\$ -
HETI (Higher Education Technology Initiative)	\$ -	\$ 558,000
Designated Projects Funds	\$ 7,581,000	\$ -
Sub Totals	\$ 7,847,000	\$ 28,748,000
TOTAL ASSETS		\$ 36,595,000

Liabilities	One-time	Ongoing
Salary, Benefits, and Departmental CCT	\$ 266,000	\$ 21,173,000
Hardware and Software Licenses	\$ -	\$ 6,754,000
Cloud Compute and Data Storage	\$ -	\$ 230,000
Repair & Replace - Network and Telecom Services	\$ -	\$ 1,813,000
Repair & Replace - Cybersecurity	\$ -	\$ 635,000
Repair & Replace - AV Classroom	\$ -	\$ 1,298,000
Repair & Replace - AV Conference Rooms	\$ -	\$ 114,000
Repair & Replace - Server and Data Storage	\$ -	\$ 460,000
Repair & Replace - Data Center/Uninterrupted Power Supplies	\$ -	\$ 64,000
Repair & Replace - Event Spaces	\$ -	\$ 104,000
Sub Total Liabilities	\$ 266,000	\$ 32,645,000
TOTAL LIABILITIES		\$ 32,911,000

Balance		\$ 3,684,000
Apply Designated Funds to FY24-25 Repair & Replace		\$ 3,684,000
Balance		\$ -

Dx – Plan, Budget, and Assess



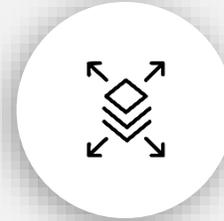
STATE of Dx

Employees, Operational
Budget, etc.



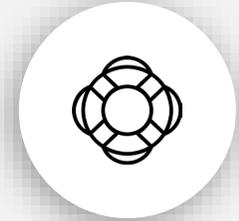
STUDENT SUPPORT

Constraints on
Enrollment and
Completion



STRATEGIC PLANS

Our Vision, Reallocations,
etc.



WINS and WORKS

in PROGRESS
Celebrate Success,
Take Accountability

Current Refresh Cycles

- Classrooms 7-years
- Network Edge 7-years
- Security Firewalls 7-years
- Cameras replace at failure



Industry standard is 5 years!



WHAT DOES a 7-year REFRESH CYCLE LOOK LIKE?

15% of UVU's network and classrooms are running at iPhone 7 levels—still making phone calls but requiring more resources, support, and customization to remain stable.

Student Journey (Tech Lens)

Student Focus Groups
 Service Desk Tickets
 Student Survey
 Coordination with Student Affairs
 Advisor Focus Groups



START



Ernie was feeling the pressure of his course load and decided to drop a 3 credit class.



Ernie's action triggers the Coordinated Care Network and is sent a text alert. A ticket was created to inform him of the potential consequences of his decision.



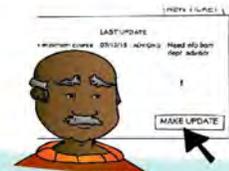
Ernie logs onto his ticket dashboard and sees the alert. He can read more about the ticket or elect to talk to an advisor.



Ernie wants to talk to his advisor to better understand the effects of his decision.



Ernie can easily make an appointment with his academic advisor on the dashboard.



The academic advisor realizes Ernie needs more info from a department advisor. The academic advisor updates Ernie's ticket to reflect their conversation and it alerts the department advisor.



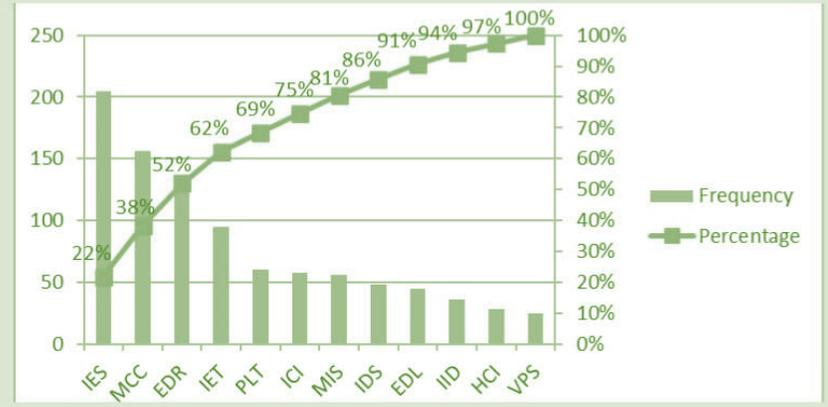
The department advisor has read the past conversation and is ready with the right info when Ernie comes to meet with her. Ernie has a great chat with this advisor.



Ernie now feels he can make an informed decision. The academic advisor logs their conversation and Ernie closes the ticket.

END

Pareto Chart



www.izenbridge.com



PRIORITIES

- 1.
- 2.
- 3.

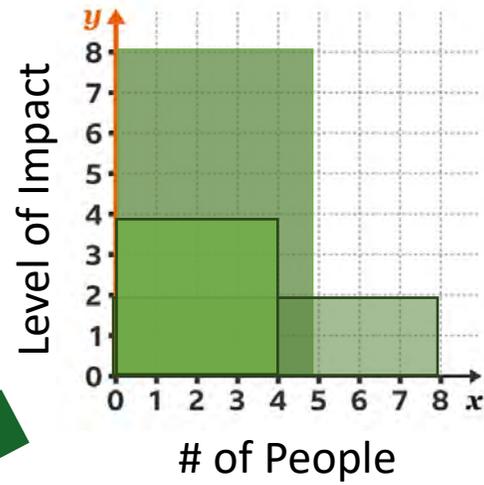


Student Journey (Tech Lens)

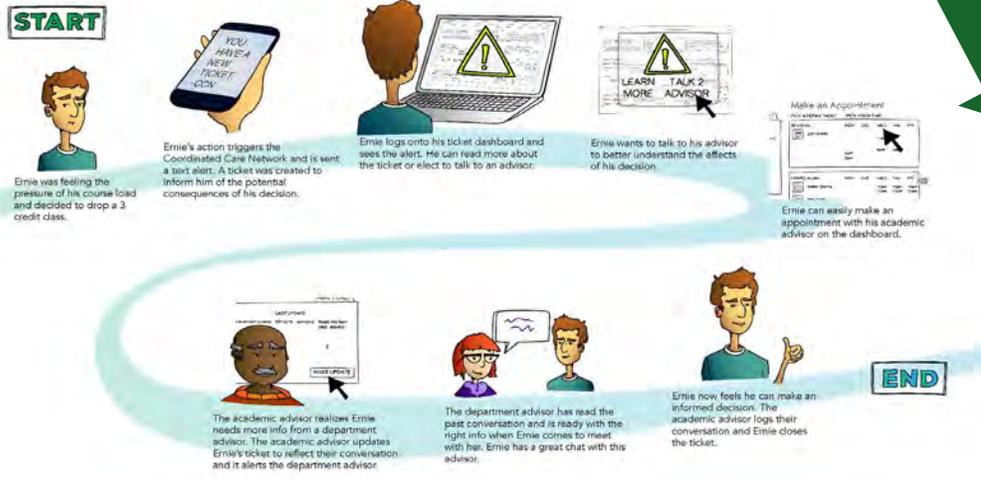
Inputs:

- Student Focus Groups
- Service Desk Tickets
- Student Survey
- Coordination with Student Affairs
- Advisor Focus Groups

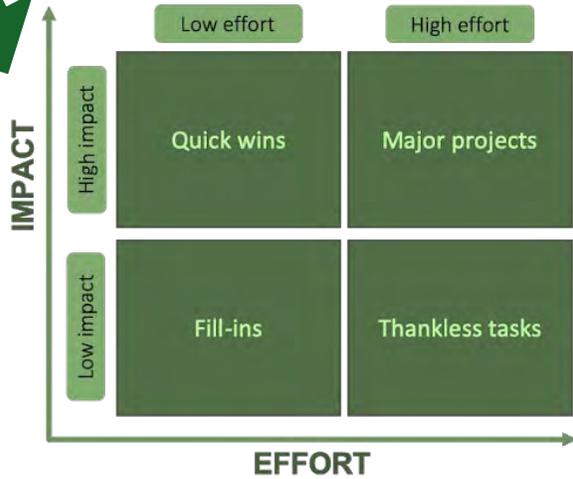
1



2



ACTION PRIORITY MATRIX



PRIORITIES

- 1.
- 2.
- 3.



Dx – Plan, Budget, and Assess



STATE of Dx

Employees, Operational
Budget, etc.



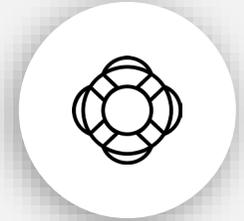
STUDENT SUPPORT

Constraints for Enrollment and
Completion



STRATEGIC PLANS

Our Vision, Reallocations,
etc.



WINS and WORKS

in PROGRESS

Celebrate Success,
Take Accountability

DIGITAL TRANSFORMATION

BEACH PICTURE: A-Z

Our Mission is...

to **lead** UVU's digital transformation by providing **reliable, state-of-the-art** solutions for our **teaching, learning, and work** environments that are **intuitive, transparent, and delightful** to use.

Community Outreach

- A UVU is a recognized innovator and **thought leader** in higher education digital transformation
- B Dx provides substantial **engaged learning** experiences for students
- C Dx employees engage socially and professionally at UVU and in the **technology community**
- D Dx leverages the power of **artificial intelligence** and machine learning

User Experience

- E Students and faculty have a **consistent experience** with technology from class to class
- F Technology is primed and **ready prior to the first day** of class or work
- G **Students** can easily access and act on information via their **intranet/mobile apps**
- H **Employees** can easily access and act on information via their **intranet/mobile apps**
- I Students can access necessary technology **resources on and off campus**
- J Users' **communication methods** are simplified, standardized, and consistent
- K Employees can access personalized and **curated data** to make informed decisions
- L **Hybrid meetings** are technologically seamless

Support & Service

- M Individuals can get **real-time answers** to their questions
- N Dx **monitors systems' statuses** and fixes issues before users are adversely affected
- O UVU campuses have reliable **networks and cellular coverage**
- P Users access **standard technologies** via self-service and request exceptions via a clear process

Dx Internal Improvements

- Q All **IT assets are managed** in a central database
- R All services have been documented and critical systems have tested **business continuity plans**
- S All **workflows** are optimized, documented, and digitized
- T **Data is governed**, reliable, secure, and available via self-service
- U The directory, role, and **identity management** system is accurate and updates automatically
- V Dx updates **infrastructure and classroom technology** in line with industry-standard life cycles
- W Products and services are designed with a **"end-user-first" approach**
- X **Dx competencies, skills, and practices** reflect industry best practices
- Y **Architecture standards** are documented, published, and followed
- Z Dx has a **strategic financial plan** to maintain and innovate product and service offerings

Dx Service Model

Office of the CIO

Administrative Support

Financial Management

Operational Excellence

Enterprise Architecture

Portfolio Management

Partner Solutions & Technology Support

Academic Affairs

Student Affairs & Marketing

People & Culture and Finance

Inst. Adv. & Admin/Strat Rel

Digital Transformation

President & Trustees

Business Intelligence & Research Services

Digital Experiences & Accessible Technology

End-User Technology Support

Enterprise Service Desk

Platform Technologies

Enterprise Infrastructure

Software Development & Systems Integration

Business Intelligence & Data Platform

Audio/Video Services & Engineering

Cybersecurity & Risk Management

ERP Software Services

Enterprise Software Management

FUTURE: Identity & Access Management

Dx Reallocations and Savings

1. Reallocated funds for another FTE for business process improvements
2. Merged two FTE into one to raise salary to strengthen data team
3. Many position adjustments as part of the Dx reorg
4. Spent HEERF \$ on R&R so we didn't need to request it centrally
5. Software savings:
 - a. Duo 2-factor authentication saved \$54,000
 - b. Scala Capta-vision software replaced by Play signage saved \$12,000
 - c. Moving from SignalVine to Mongoose saved \$40,000
6. Future Savings:
 - a. Box migration will save ~\$90,000
 - b. Google (cost avoidance)
 - c. Argos reports to MS Synapse will save ~\$37,000



Dx – Plan, Budget, and Assess



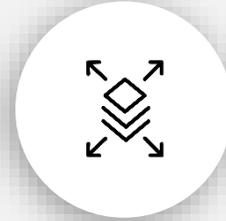
STATE of Dx

Employees, Operational
Budget, etc.



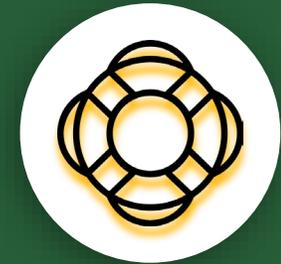
STUDENT SUPPORT

Constraints for Enrollment and
Completion



STRATEGIC PLANS

Our Vision, Reallocations,
etc.



WINS and WORKS

in PROGRESS

Celebrate Success,
Take Accountability

Cyber Security Threats are Ubiquitous and Becoming More Sophisticated

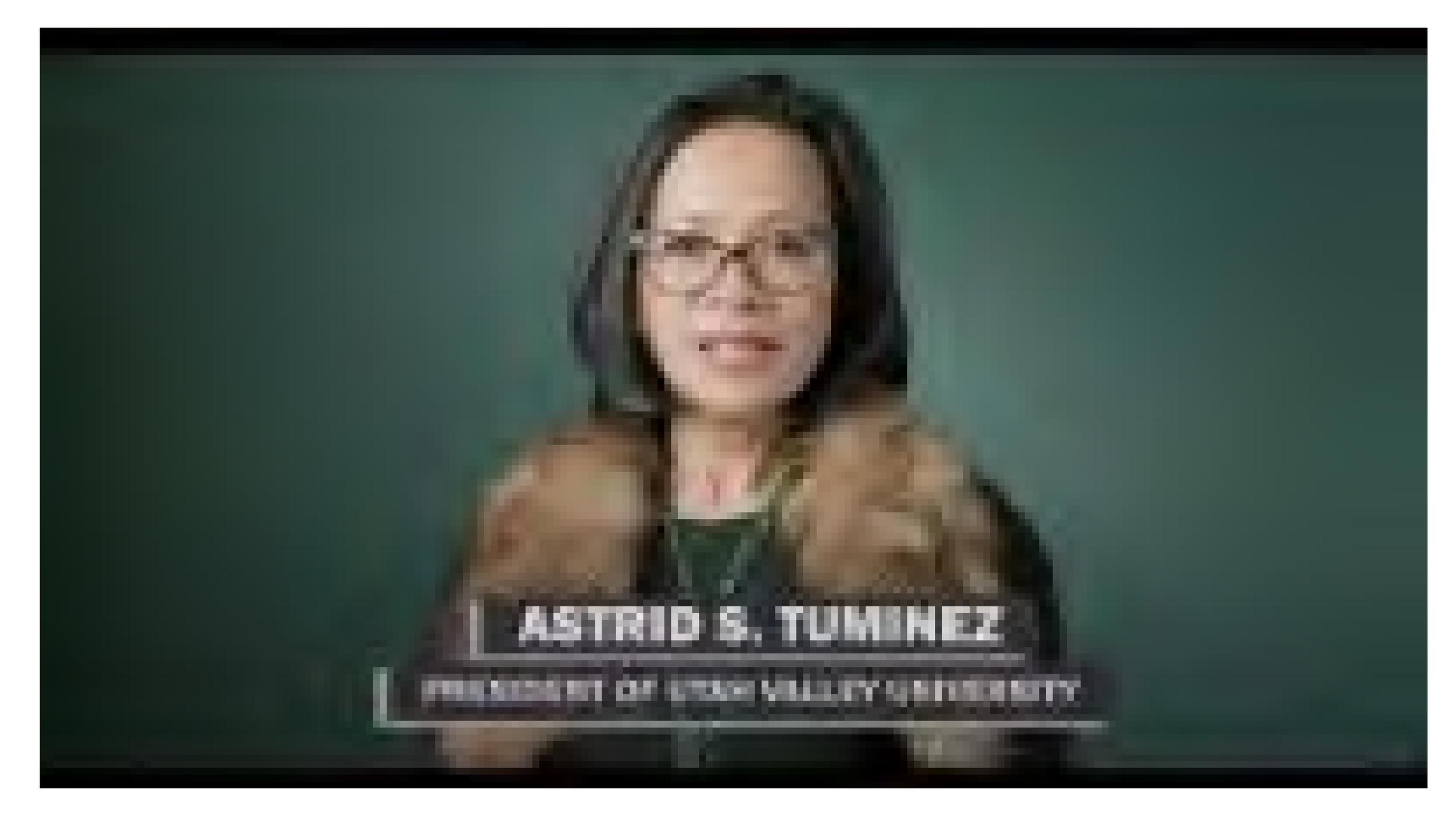
Over the past month at UVU:

- *5.5M legitimate emails*
- *83,000 phishing emails*
- *195,000 spam messages*
- *558 malware messages*

After implementing Abnormal (AI detection)
we caught an additional:

- *Attacks per day – 39 (1,190 per month after MS filters)*
 - *Phishing for credentials – 1,114*
 - *Internal-to-Internal attacks (email taken over) – 152*
 - *Extortion for ransom – 66*
 - *Scam for fee fraud – 65*
 - *Reconnaissance – 25*
 - *Social engineering – 12*
 - *Malware – 7*
 - *Spam – 13,369*
-
- *3.3M Multifactor authentications into UVU systems*
 - *24,576 unique IPs blocked (snapshot in time)*



A portrait of Astrid S. Tuminez, a woman with dark hair and glasses, wearing a brown fur-trimmed jacket over a green top. She is positioned in the center of the frame against a dark teal background. The image is framed by a black border.

ASTRID S. TUMINEZ

PROVOST OF SIOUX VALLEY UNIVERSITY

STUDENT MOBILE APP



Registration

Student registration made easier with “one-button registration”

“It was so easy and fast I couldn’t believe I was actually registered”*

~ *student feedback during pre-registration testing**



As of 10/22/23 – 47,522 total downloads

Total deletions – 9,369 (anticipated due to graduation)

From start of Fall semester, 19,746 users with 3,820 new users



Positive Student Feedback

“App is billions of times better ... billions!”*

~ *student feedback during pre-registration testing**

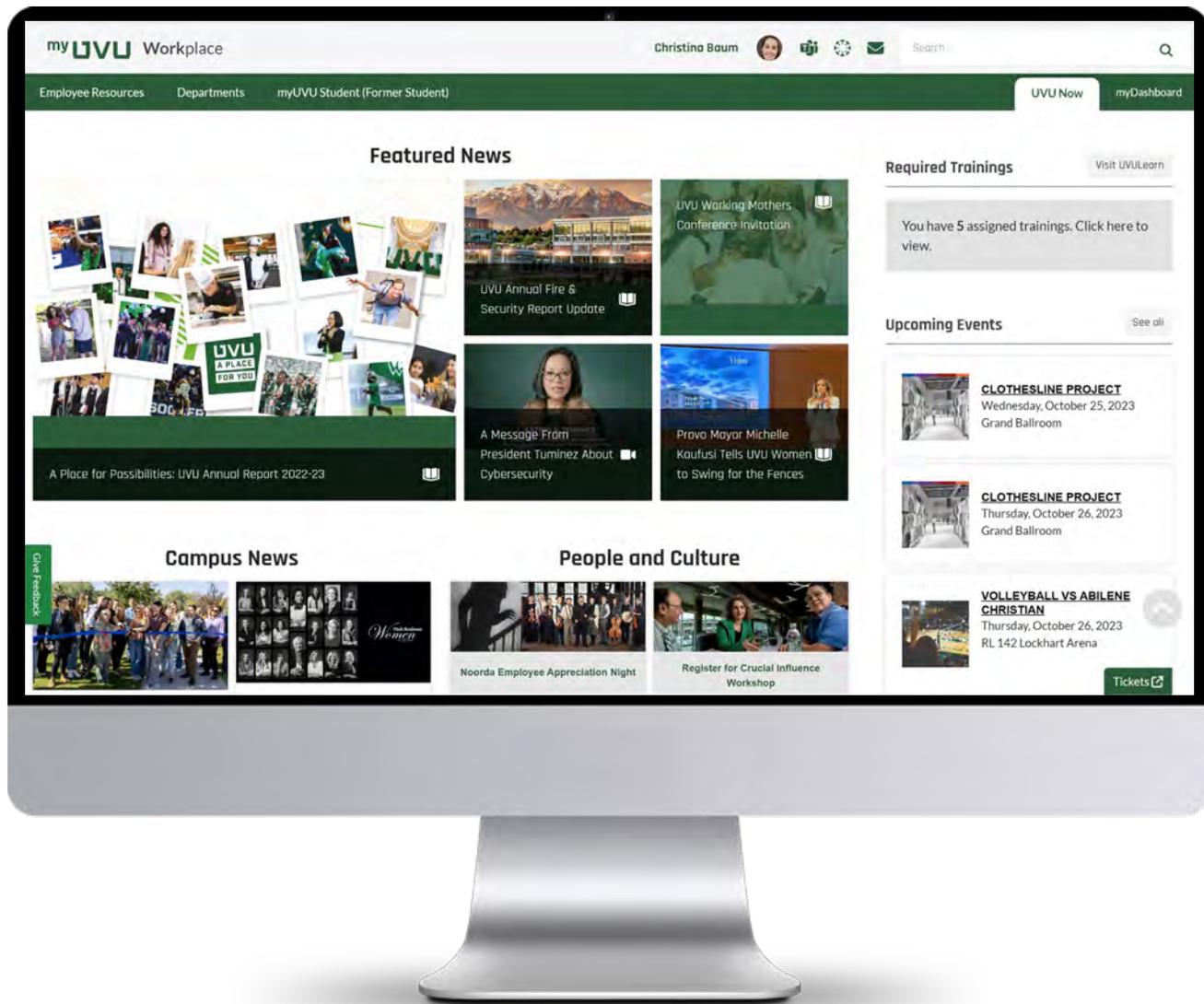


Additional Functionality Coming

Working on features such as:

- *Improve special messaging/alerts (e.g., cyber messages)*
- *Design refresh, look and feel updates based on feedback*
- *Student focus groups for additional ideas*





UPDATED
EMPLOYEE
“INTRANET” to
IMPROVE
COMMUNICATION

EMPLOYEE DASHBOARD LINKED to a NEW INTRANET

myUVU Workplace Christina Baum [Profile] [Settings] [Help] [Search]

Employee Resources Departments myUVU Student (Former Student) UVU Now myDashboard

Hello, Christina! You have **1** approvals across **1** systems needing your attention. [See Systems](#)

Hello, Christina! The UVU Data team is diligently working to provide personalized data and reports for each role. As they are available, they will appear here. In the meantime, you may find useful report information on the [UVU Data Intelligence Platform](#).

UVU BUSINESS INTELLIGENCE & RESEARCH SERVICES **UVU Balanced Scorecard** [Read about Vision 2030 Initiatives](#)
[Include](#) [Engage](#) [Achieve](#)

INCLUDE **ENGAGE** **ACHIEVE** **OPERATIONAL EFFECTIVENESS**

Leave Balances [See all](#)

Leave Type	Balance
Vacation Leave	200.91 Hours
Sick Leave	135.45 Hours
Personal Leave	0 Hours

Recent Paystubs [See all](#)

Date	Type	Link
10/13/2023	Full-Time	View Paystub
09/29/2023	Full-Time	View Paystub
09/15/2023	Full-Time	View Paystub
08/31/2023	Full-Time	View Paystub

Top Indicators **Total Compensation Distribution, 2023 Y.T.D.**
See full breakdown in Banner

FAFSA Completion for 2022-23 8 Yr Outcome Measure, 2014/15-2022 Cohort for Underrepresented Students Fully Online Programs AY 2022

[Give Feedback](#)



CLASSROOM TECHNOLOGY - INNOVATION

- Updated, projectors, control systems, audio, computers, peripherals, added single sign on via YubiKey, Stream Deck, etc.
 - 100 classrooms updated
 - 25 of 60 conference rooms updated
- Lecture Halls Stream and Capture. Lecture Halls and Large spaces upgrades for better conferencing and audio pickup
 - 13 lecture halls updated

ENTERPRISE SERVICE DESK

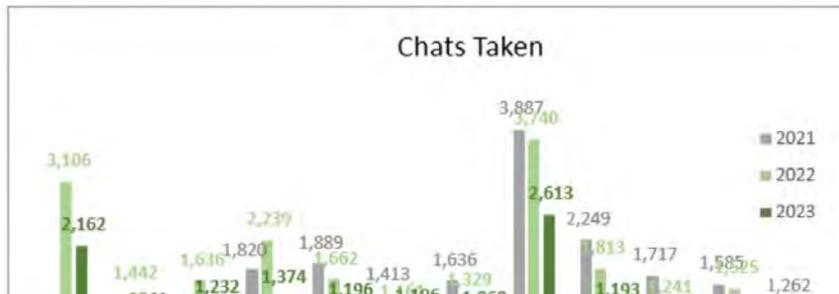
- Total Resolved Requests: 100,872
(about 6,000 more than the previous year)
- Chats: 18,726
- Phone Calls: 104,190
- Customer satisfaction has stayed at an average of 4.6/5
- Reduced abandon rate call volume by 30%
- Created a stats website for reporting metrics
- Created an executive report for in-depth assessment to answer questions about the Service Desk performance in meetings
- Reduced time to first response in Jira request to average under 30 minutes



September 2023 Service Desk Statistics

Top Ten Ticket Categories YTD	
100 Accounts and Access - Microsoft Authentication - Authentication Methods	
Admissions - Application / Requirements / Status	
Financial Aid/Scholarships - Awards	
Financial Aid/Scholarships - Walkthrough/Questions	
1000 Teaching, Learning, & Classrooms - Canvas - Support	
300 Desktop, Devices, & Printing - Student Printing	
Financial Aid/Scholarships - Application - FAFSA/Scholarship	
1000 Teaching, Learning, & Classrooms - Classroom Video	
Department/Directory Information/Other - Directions	
Registrar's Office - Transcript Request	

Top Five Ticket Categories September 2023	
Microsoft Authentication - Authentication Methods	412
Teaching, Learning, & Classrooms - Classroom Technology	372
Admissions - Application / Requirements / Status	308
Financial Aid/Scholarships - Walkthrough/Questions	274
Financial Aid/Scholarships - Awards	217



QUESTIONS? ASK WILSON

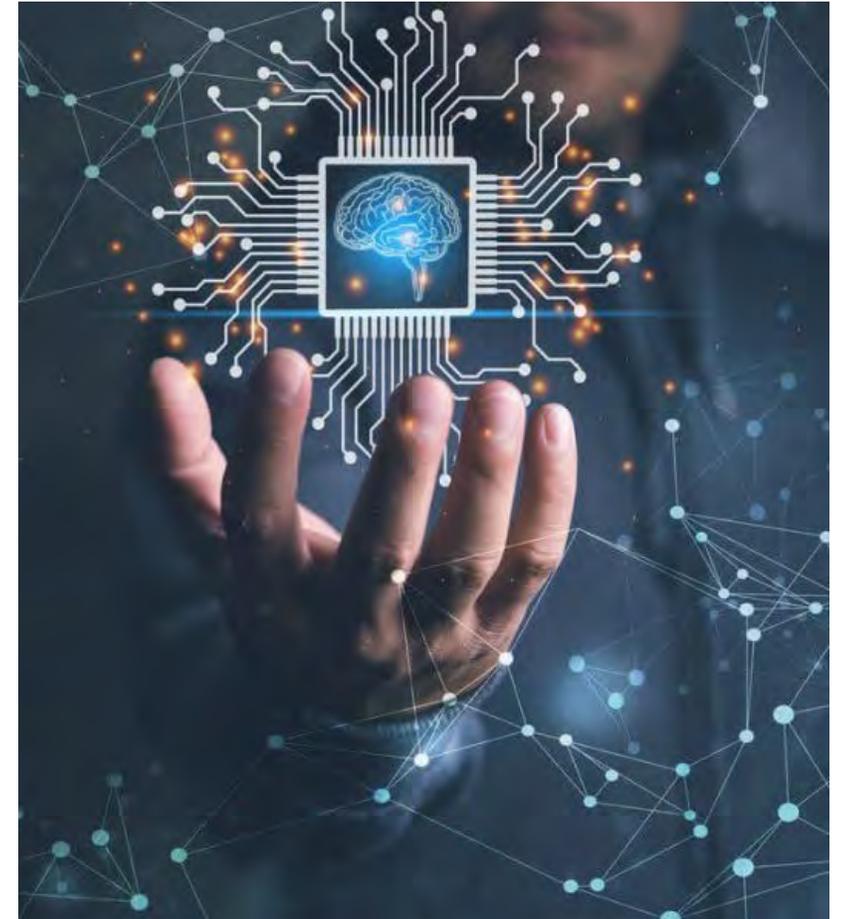
ADDITIONAL WINS

- Interactive enterprise **chatbot** improved support
- Network **redesign** to increase performance and reliability
- **New** document management and imaging solution
- Simplified and improved **authentication – Wi-Fi registration**
- Implemented **UMUPM** system
- **Upgraded** cybersecurity systems to protect users and data
- Simplified and enhanced **cloud management** for files and data



DATA MANAGEMENT NEXT STEPS

- 1 Continue to add data to new “Data Lakehouse”**
Master faculty data and finance data planned for this year
- 2 Define Key Metrics for UVU**
73 top Metrics for UVU have been identified
32 of these now have “clean” definitions
- 3 Prioritize Data Projects**
497 total data requests in the system
Each division across campus is helping to
prioritize their data requests
- 4 Automate top 35 reports**
Reduces manual work for the data team
- 5 3rd Annual Data Summit – November 14-15**
Drive cultural shift and improve campus data literacy



Dx Top 5 Goals

2023-24



ENGAGE

IMPROVE STUDENT EXPERIENCE

- Deploy new chatbot (D)
- Pilot AI “TA in a Box” (D)
- Develop Health and Wellness functionality in the mobile app (G)



TRANSFORM

TRANSFORM the QUALITY and USE of DATA

- Ingest top 3 datasets (*Budget, AA master faculty, Raiser’s Edge*)
- Mature Data governance
- Automate reports
- Grow 3rd Data Summit



SIMPLIFY

SIMPLIFY EMPLOYEE TOOLS

- Enhance employee tools (*ePAFs, OBES life insurance, position library, etc.*)
- Develop Employee Deduction System
- Enhance approval and data dashboard



SECURE

IMPROVE INFRASTRUCTURE STABILITY and SECURITY

- Migrate core network
- Finalize Disaster Recovery plans
- Implement DR Phase 1
- Migrate to CrowdStrike



STABILIZE

STABILIZE Dx FINANCES

- Migrate off Box and Google
- Create “Software Elimination Plan” with other divisions
- Completed strategic financial roadmap to support Beach Picture

	2023-24	2024-25	2025-26
Infrastructure	<p>Network Refresh (Phase 1)</p> <p>CrowdStrike DR/BC Plans</p>	<p>Network Refresh (Phase 2)</p> <p>DR/BC Build out</p>	<p>Network Refresh (Phase 3)</p> <p>DR/BC Testing</p>
Financial Stability	<p>.....Dx Expenses Funded.....</p> <p>.....Innovative Funding (Grants and Donations).....</p>	<p>.....Dx Unable to Cover Expenses.....</p>	
Data Use	<p>.....Buildout MS Synapse Data Lake.....</p> <p>3rd Data Summit Automate 35 Reports</p>	<p>.....Dashboards and Automated Reports.....</p> <p>4th Data Summit</p>	<p>5th Data Summit</p>
Student Experience	<p>Document Student Experience with Tech</p> <p>myUVU Updates 1st Innovation Summit</p>	<p>Student Mobile Updates</p> <p>2nd Innovation Summit</p>	<p>3rd Innovation Summit</p>
Employee Experience	<p>ePAF Improvements Approval Dashboard Updates</p> <p>Employee Deduction System</p>	<p>Employee Mobile App</p>	

A photograph of a modern university building at dusk. The building features large glass facades and brickwork, with interior lights glowing. In the foreground, there is a green lawn and a body of water reflecting the building. The text 'THANK YOU' is overlaid in large white letters on a dark green background.

THANK YOU