



Northern Illinois University

Division of Information Technology Key Strategies

FACFO
May 2022

Overview



- FY22 University Goals
- IT Footprint at NIU
- Innovation
- Support for Mobility
- The Future

University Goals



- **Empowerment and Shared Responsibility**
 - Administrative Efficiency Project Implementation
- **Student Recruitment, Success, Experience**
 - EAB Academic Planning/ One-Click Registration
- **Research, Scholarship, Artistry and Engagement**
 - Support for HPCv2.0
 - Support for High Bandwidth Needs
- **Resource Development and Fiscal Responsibility**
 - Classroom Technology Modernization
 - Telephone Modernization (Teams Voice)



By the Numbers

115 Full-Time DoIT Staff / 40 Dist IT Staff

50 Part-Time / 60 Students

100K Unique Account IDs

2,700 Wireless Access Points

18K Service Requests / Year

100Gbps Ring: DeKalb to Chicago

28K Downloads of Microsoft O365 Suite

30Gbps ISP Capacity to Campus

4,500 Desktops | 2,500 Laptops

10 Projects "In Flight" / 11 "On Deck"

5K Incidents (break/fix) / Year

18 DoIT Services Offered to Campus

Data Centers



Primary Data-Center

Primary Data Center

Primary Virtual Server Cloud

High Performance Cluster

New Generator (2013)

Telephone/Network Site

Primary Telco Site

Primary Fiber Hub

Core Network Hub

3rd Party CoLocation

New Generator (2013)

20Gbps ISP Capacity

Backup Data-Center

Secondary Data Center

Secondary Virtual Server Cloud

Core Network Hub

Broadband Hub

10Gbps ISP Capacity

3rd Party CoLocation

Innovation



- 2021 Comprehensive IT Assessment
- Administrative Efficiency Initiatives
- Classroom Planning and Implementation
- Support for new HPC
- Information Security
 - Employee Training / Self-Phishing / Vulnerability Management
- IPATHE Working Group
 - Dell / Adobe / Cyber / Teams Voice

Support for Mobility



- Teams Voice – this Summer/Fall!
- Strategic Deployment of Laptops
 - Institutional Plan
 - Targeted Deployments – COVID relief
- Targeted WiFi
 - Academic/Research Spaces
 - Housing
- Enhanced Virtualized App Delivery

The Future



- Sustainable/Funded Classroom Tech Footprint
- Mobility Everywhere
 - Supports Campus-wide Mobility
 - Flexible/Remote Work
- ERP to the Cloud (SW-as-a-Service)
 - Partnership with HRS
- Re-Think Space for IT
 - Embrace Flexible/Remote Work



Questions?

IT Functions/Services at NIU



Enterprise Applications

Enterprise Resource Planning

Document Management System

Learning Management System

Web Apps

Infrastructure Services

Network

Servers/Storage

Field Services

Broadband

IT Operations

Service Desk

Desktop Support

Classroom Technology

Print Shop

Information Security

Incident Response

Breach Response

Access Control

InfoSec Policies

Key IT Focus Areas



- Information Technology Alignment with Institutional Goals and Objectives
- Organization and Staffing of the Division of Information Technology
- Information Technology Processes and Services Provided to the Campus Community
- The University's Technology Applications and Infrastructure (i.e. the IT "stack")
- The Information Technology Financial Model



TSI synthesized the input we received and expressed the sentiment in the tables below.

	Senior Roundtable	Deans	Key Stakeholders	CFAC	ITPC	DoIT
Information Technology Providers are transparent and trustworthy	😊	😊	😊	😊	😊	😊
Information Technology Units are Providing the Right Mix of Services	😊	😊	😬	😊	😊	😊
Information Technology Providers are Engaged with the University Community	😊	😊	😊	😊	😬	😬
Information Technology Providers are Consistent in Decision-making	😬	😊	😊	😊	😬	😊
Information Technology Providers Partner with Units in Meeting Strategic Objectives	😬	😊	😊	😬	😬	😊
Information Technology Policies are Current and Appropriate for the University	😬	😊	😊	😬	😊	😬
Information Technology Providers Have a Plan to Meet the Future Needs of the University	😞	😬	😬	😊	😬	😊

- 😊 Meeting expectations
- 😬
- 😬 Generally meets expectations but more work could be done
- 😞
- 😞 Need to focus more energy on meeting expectations

The Bad...



	Senior Roundtable	Deans	Key Stakeholders	CFAC	ITPC	DoIT
Customer Needs are Understood by Information Technology Providers						
Information Technology Providers Possess the Right Skills Moving the University into the Future						
Information Technology Services are Easy to Access						
Information Technology Providers are Appropriately Resourced						
The University is Proactive in Creating and Executing an Information Technology Strategy						
The University Adopts New Technology at an Acceptable Pace						
Information Technology Providers are appropriately staffed						

- Meeting expectations
- Generally meets expectations but more work could be done
- Need to focus more energy on meeting expectations

IT Assessment – Key Findings



Findings

- **IT Governance** – Lack of Effective IT Governance (IT Steering) that limits participation and prioritization of IT Portfolio
- **IT Service Offering** - Some Confusion Exists Across Campus About Central vs. Distributed IT Services
- **IT Resources** - NIU Lacks Staff Capacity in Key Areas:
 - Information Security Management / Specific IT Functions Have **NO** Backup
- **Infrastructure** - NIU IT Infrastructure is Aging and has Key Vulnerabilities – WiFi/UPS/Telephones
- **Financial** - Current IT Financial Model is not Adequate for Sustainability
 - Inadequate Infrastructure Refresh Funding tied to Recharge/Central Funding
 - Lack of Equitable Laptop Refresh Across Campus
- **Financial** - No Institutional Visibility to Total Cost of IT (DoIT plus D-IT – comprehensive)