WSU Strategic Plan And Goals

WSU THEME 1: Research, Innovation, and Creativity
ITS Goals: Collaborate across WSU campuses to create a shareable High Performance Computing Environment, restructure WSU’s fiber networks for greater access, capacity, and strength.

WSU THEME 2: Student Experience
ITS Goals: Enhancements for WSU’s Learning Management System; ensure optimum student access in WSU’s residence halls; deploy collaborative student success platform focusing on increased retention and graduation rates.

WSU THEME 3: Outreach, Extension, Service, and Engagement
ITS Goals: Collaborate across WSU campuses to provide shareable services; establish strong communication presence across WSU through organizational transparency and strong customer focus.

WSU THEME 4: Institutional Effectiveness and Infrastructure
ITS Goals: Collaborate with administrative WSU units to modernize HR/Payroll/Finance systems; implement Payment Card Industry (PCI) compliant networks and processes; centralize and upgrade imaging system; transition existing email and calendaring.
As WSU worked to offer safe return to campuses across the state in fall 2020, the university teamed up with Information Technology Services (ITS) to create needed daily COVID-19 attestation software. The application’s development originated primarily to ensure the safety of essential workers returning following lockdown, but quickly increased to include all campus visitors at the recommendation of the Attestation Committee, with representation from the Accessibility Center, the Provost’s team, Administrative Services Information Systems (ASIS), and Environmental Health and Safety (EH&S).

Using the new software developed by ITS, WSU welcomed back numerous Cougs and guests for the 2020-2021 school year who may have otherwise been unable to safely access needed on-site labs and academic spaces. Following an expedited development schedule, ITS launched attestation for students in myWSU, creating a simple process to allow students return to spaces such as the Student Recreation Center in Pullman for the first time since March 2020. With just a few clicks, the daily form verified students were not experiencing COVID-19 symptoms nor had been exposed to a COVID-positive person. Students reporting any symptoms were recommended to self-quarantine and visit their health care provider. With the help of the Accessibility Center, the attestation system matched the needs of accessible technologies, featuring a green checkmark for yes, accessible to those with color difficulties and easy to approve immediately.

Orchestrating the attestation system in record time to meet the tight August rollout, ITS continued to collecting feedback to improve the user attestation experience. One major roadblock identified by students, the multi-factor authentication process (MFA) required by myWSU was cumbersome, especially for those living on campus who had to present their attestation information multiple times in a day. Additionally, if myWSU had a service outage or was undergoing maintenance, students ran the risk of not being able to access a building until the service was restored.

In response to these issues, ITS worked through the fall semester to improve the process, implementing Attestation for Students in the WSU Mobile application in January 2021. The mobile version, mirroring the format in myWSU, ran independent of the larger software platform to allow continuity of service in the event of outage. The mobile version also eliminated the MFA process, significantly speeding up the procedure for all involved. Technical developers built off the previous logic to create and customize the experience in the mobile app. “The beauty in this programming is that it allowed us to go in and take out what we did not want such as MFA and add in improvements such as arrival testing. We were not limited in our abilities to customize the application to the everchanging student experience amid a pandemic,” CIO Sasi Pillay said of the project.

Many of the fall’s functional improvements originated from ASWSU focus groups sharing feedback on behalf of the student body. The direct feedback proved to be extremely helpful to the project team, allowing the addition of features including arrival testing for the spring semester. From these conversations, ITS successfully reduced the number of questions to be completed daily for students, allowing them to move more quickly through attestation and focus on other important academic needs. Ryan Savage and his technical team worked on much of the behind-the-scenes mobile integration. “Using information from myWSU, we built a path between the two platforms allowing myWSU to constantly talk to the WSU Mobile app. If there is any service outage affecting myWSU, all completed WSU Mobile attestations will automatically sync back to myWSU when the application is back online.” At its launch, more than 5,000 students, staff and faculty switched their daily attestation method to the new app, citing its ease of use as a large improvement. Simplifying the process allowed students to streamline their return to campus life. In ITS’ continued commitment to the student experience during COVID-19, attestation provided a path back to campuses for WSU.

“We were not limited in our abilities to customize the application to the everchanging student experience amid a pandemic.”

CIO Sasi Pillay said of the project.

https://news.wsu.edu/
The final step in WSU’s Canvas implementation project came with the granting of full platform access to all campuses for Fall 2021. During the two-year project development, a university-wide effort formed across all campuses to prepare for the transition from Blackboard into the new Canvas Learning Management System (LMS). With representatives from the Faculty Senate, the Office of Academic Outreach and Innovation (AOI), Information Technology Services (ITS) and consultation from Global Campus Chancellor and WSU Vice President, David Cillay, the project team thoroughly completed necessary due diligence to ensure the transition would benefit both students and faculty.

As an application, Canvas is a superior LMS, offering updated features and a user-friendly interface. Used across higher education, many students entering WSU are familiar with Canvas, having used it in high school. Excited to discover the upcoming launch, these students repeatedly provided positive feedback regarding Canvas’ messaging, calendaring, proctoring, and the availability of more class materials in one location.

More than just a student-facing solution, Canvas also improves teaching tools for instructors, an important factor for the change. “The new LMS was selected in response to requests by faculty. With the help of the Faculty Senate, we were able to find a new application offering numerous benefits to instructors that they are excited to use,” said Anden Lewis, the Canvas Implementation Project Manager. One advantage Canvas provides instructors is the ability to automatically sync grades between applications, reducing the required time for posting grades for an entire class into a single action.

A win-win for students and faculty, the new software also presents an opportunity for researchers, advisors, and administrators to examine student analytics through the Canvas Data service that were not easily available in the past. Canvas Data allows collection of datasets that can be used for important reporting and queries regarding student behaviors, including student success rates, classroom engagement, and more.

Canvas Data is available now and will also be wrapped into future projects for the university, such as the creation of the planned Student Success Dashboard. As part of the Student Success Initiative, Canvas’ analytics functionality aligns well with WSU’s goal to create a comprehensive student progress tracking dashboard. “This project involves collaboration with several university systems to optimize the effective use of this information from students. We plan on creating a singular space that showcases student success metrics, tracking information such as their last login to the online course space in Canvas, confirming whether they are actively involved in the class. Analytics are so important, offering more and earlier intervention opportunities when students fall behind,” said Lewis.

Budget-friendly while offering industry-best functionality, Canvas is an LMS solution for the entire WSU system.
Amplifying Career Application

This year, ITS partnered with the Carson College of Business (CCoB) to integrate Suitable, CCoB’s student success application, with myWSU, creating a one-stop shop to track a student’s path to graduation.

To increase the value of their degree when going out into the workforce, CCoB students complete required, non-academic activities, or student milestones, in addition to their academic coursework via the Career Amplifier program. These added milestones are designed to implement career readiness for WSU graduates in their chosen business career, however the administrative overhead and tasks created a burden for CCoB.

In early spring of 2020, CCoB approached ITS with a question: how can we track non-academic requirements more easily for our college and our students? Prior to this discussion, non-academic attendance was tracked through Suitable with traditional degree requirements recorded in MyWSU, separate tasks requiring numerous staff hours.

All potential improvements pointed to providing a centralized, automated resource for all the information.

ITS Business Analyst, Dipti Vishwanathan, led the project team in creating the cooperative data relationship between MyWSU and Suitable where automated data feeds move constantly between the two applications, milestones are updated as they are completed and advising information is up to date anytime. If a student is missing a degree requirement, advisors can more quickly spot an issue and intervene early to redirect the student’s course- and non-academic work.

Reducing manual enrollment management also became an immediate project benefit for university staff. “As a result of the work we've been doing with [ITS], we have already noticed a remarkable decrease in the amount of time and frustration for students and advisors in the overall registration experience within our college.” shared Stacey Lynn Smith-Colon of the College of Business.

On the admissions side, we have seen a significant drop in the number of permissions we have been required to enter this semester, at this point only 34 across all classes. At this time last year, we had already entered 316 permissions for Spring 21 B, A 201, which is just one class” she continued.

“Career Amplifier is a great initiative. Employers today are not just looking for training in theory. They’re looking for individuals with hands-on experience, professional development, and communication skills. This particular program shapes our graduates to be ready for their future interviews, equipping them with transferrable skills,” shared Vishwanathan.

Career development, tracking credits, and improving efficiencies are all checked off with the completion of this project.
Strengthening Infrastructure

In September 2020, Information Technology Services (ITS) completed two valuable database upgrades to offer improved business support for years to come.

The first change was a shift from Oracle to a Microsoft SQL Server, both software products with the primary function of storing and retrieving data for various other software applications across a network. What is the reason for such a change in similar products? Dramatic functionality potential and more than $200,000 in contract renewal savings.

Since many at WSU are familiar with Windows platforms, users came into the new database environment immediately more comfortable with the software’s format, an ideal user experience with a software upgrade. This allowed ITS to quickly work with user groups to successfully transfer over 1000 named users, one million images, and 40 million files into the new production environment in a matter of months. Users quickly discovered the modern SQL Server platform expedites the speed and availability of data while also significantly enhancing ITS’ disaster recovery with agile backup and restore capabilities.

At the same time, ITS also upgraded the separate Oracle Data Warehouse environment to an advanced cloud database, Oracle 19, a large jump in quality with no added cost.

A crucial business resource for many at WSU, the Data Warehouse is particularly valuable to the Institutional Research group at WSU who utilize the environment for data analysis requests guiding key administrative decisions.

Beyond the valuable information the office shares across campuses from their work, Institutional Research serves the State of Washington as a trusted data provider of WSU and higher education data.

Presenting the comfort of little to no change from a user standpoint, Oracle 19 is equipped with heightened troubleshooting potential for technical staff and includes several data warehousing machine learning capabilities for technical staff to explore in the future. “Among the new features, the ones we have utilized include holistic functioning which allows for easier aggregation and SQL sequel statements. Beyond that, there are several enhanced data warehousing machine learning efficiencies that we are excited to explore,” shared data architect Cameron Zapf.

According to Gunjan Sinha, project manager, “these two database upgrades continue to strengthen the infrastructure of WSU, making powerful changes to cross-departmental productivity.”

Working through a tight timeline and from a remote environment, CIO Sasi Pillay credits the success of this project to honest, frequent dialogue on project goals and combined effort across ITS, Institutional Research, and the Business Intelligence team to meet those goals. In enhancing WSU infrastructure and saving money, these two upgrades were a win-win for the university. “In these upgrades, we have found a means of cost avoidance while bringing new features to our arsenal. We are encouraged to continue to seek out options, such as this, to be good stewards of the money that is given to us” he said.

“These two database upgrades continue to strengthen the infrastructure of WSU, making powerful changes to cross-departmental productivity.”

- Gunjan Sinha, project manager
After months of project preparations and communications, Domain-based Message Authentication Reporting and Conformance (DMARC), industry standard for protected email authentication, is soon coming to WSU. The launch of this feature in Fall 2021 requires WSU users to be added to a secure registry in order to utilize the protected wsu.edu extension when sending emails.

In recent years, many at WSU have come to rely on services such as MailChimp to distribute email quickly to recipients within and outside of WSU’s email system. These third-party services allow users to email with an alternate email address and offer quick, reliable delivery of hefty amounts of email data, relieving significant draw on WSU network resources. However, hacking and phishing have grown into two of the largest threats to email users, and regular WSU email traffic along with unregulated email servers provide a large, vulnerable target for cybercriminals to utilize for malicious means.

It is difficult for many to place a value on email information until they experience theft firsthand. Continued security enhancements such as DMARC elevate information security institution-wide and protect users from ever experiencing such a data breach. Meeting modern security standards and reducing the WSU community’s increased exposure to bad actors stealing information via email traffic, DMARC’s email security restrictions provide effective, built-in identity verification protocols that stop most malicious attempts early.

The more technical components of the DMARC software package include Sender Policy Framework (SPF) which prevents unauthorized users from sending messages from a particular domain such as wsu.edu, and DomainKeys Identified Mail (DKIM), which signs an online correspondence with an assurance that it has not been tampered with. DMARC blends these two technologies into one product, offering top-notch security benefits for WSU users.

“There is a tremendous financial incentive to compromise accounts and get access to people’s data. Once cybercriminals get access to your email, they often have the ability to compromise several of your accounts” explained project manager Dan Hamilton of the importance of the new security features.

“Increasing the integrity and posture of our email system is a paramount insurance policy to secure communications.”

Secure Connections
This year, Information Technology Services (ITS) continued the journey of email safeguarding for the WSU Community by rolling out email encryption to all users in March 2021.

In a matter of a few clicks while creating an email, encryption protects it from being viewed by anyone other than the intended audience. Prior to this added functionality, information leaving WSU email servers was largely unprotected and vulnerable to malicious actors. Email encryption allows users to protect virtual content, preventing unauthorized parties from intercepting messages. Much like the decoder rings of old, but perhaps just a bit better, the decrypted information can then only be accessed by the approved recipient, protected even from system administrators.

Encryption is most effective for protecting sensitive data, shared Dan Hamilton, project manager. Like a “post card sitting on a desk in your home is protected from outside eyes, once it is mailed, it is at risk of being viewed and shared with the world. Encryption shields sensitive data from outside exposures”.

An ongoing project, the level of defense now offered to users is only the beginning. Once approved, Office 365’s HIPAA security rule will increase WSU’s encryption reach even further by expanding protections to include regulated data.

ITS partnered with various departments across the Pullman campus to provide the current encryption options. After extensive pilot testing, ITS successfully launched two options for the use of staff, faculty, and students to use at their discretion: Encrypt Only and Do Not Forward.

Encrypt Only simply disguises the content of a communication by placing it in a secure portal for only the recipient to view. With Encrypt Only, the message and any attachments can be copied or forwarded by the recipient.

The Do Not Forward option also disguises the content of the communication, but in preventing any forwarding of the encrypted email, adds another layer of security. Attachments sent with emails using Do Not Forward will remain encrypted after download by the recipient.

Automatically launched by Hamilton’s team in Outlook for Windows, Mac, and Web, email encryption can be utilized without any additional download or installation. All users need to do to add extra protection to their outgoing emails is click the Options button in their Outlook menu bar and select Encrypt Only or Do Not Forward, based on their needs.

The response to email encryption at the current level has been overwhelmingly positive and a source of encouragement as ITS continues this project. Looking forward, the project team works toward the upcoming launch of expanded encryption options. Once HIPAA security rule approval is obtained, the next phase of protections will be available, covering Protected Health Information (PHI) and Personally Identifiable Information (PII).

Through this initiative, ITS increased the availability of modern security features for all WSU users. Hamilton shared his anticipation for the future completion of the project, “The new service offers extra security provisions to all who are looking to securely send data and information over correspondence, a cornerstone of the modern, remote workspace. We are thrilled to push onward toward increased secure communication capabilities for individuals across our community”.

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Planning for the Future

Six years ago, Information Technology Services (ITS) partnered with academic and business teams across the university by introducing WSU to its own high-performance computational cluster (HPC) affectionately named Kamiak. Providing WSU researchers access to big data functionality at an affordable cost, Kamiak subscribers and WSU quickly funded the HPC’s first year growth to 77 computational nodes, or servers, holding multiple processors, memory, and local storage. Kamiak provided 1,540 physical cores for tasks such as complex genome computations, fast message passing with other HPCs, 633 TB of fast, tiered data storage, and more.

In preparation for Kamiak, ITS enhanced infrastructure to the level that it could effectively support expansion to as many as 144 nodes and 2,880 physical cores, i.e. growth for several years. Fast forward to 2021 and Kamiak, now comprised of 136 nodes, appears to be closing in on the maximum ITS infrastructure support capabilities.

ITS and the HPC management team at WSU’s Center for Institutional Research Computing (CIRC) came together once again in 2020 to lay out the next generation of ITS infrastructure adjustments capable of supporting future HPC deployments.

Planning discussions began in May 2020 with Data Center Operations Manager, Jeremy Movius, leading the ITS team. Meetings between the two groups outlined a plan focusing on CIRC’s needs and appropriate enhancements to ITS’ Data Center to maximize HPC support capabilities for several additional years. From these conversations, the Data Center Operations Team took first steps to make an additional 90kW (kilowatts) of power available in the 1010 Data Center of the Information Technology Building on Pullman’s campus, a 150% increase in available power.

Making new power available in the Data Center permits ITS to continue to support the growth of WSU’s high-speed computing needs, allowing more research to happen seamlessly,” shared Movius of the project. “At current rates, these additions will allow another five years of WSU HPC growth, potential global reach and potential impact by computational research conducted through ITS’ facility.”

With initial discussions highly successful, the first planning phase of the initiative wrapped in January 2021. However, CIRC and ITS remain in contact and ready to address additional needs. One of the project’s future goals includes building off the current additions of backup power capacity in the Data Center in the replacement of one of the system’s uninterruptible power supplies (UPS). Replacing an existing UPS with a larger, more modern UPS would further increase Kamiak’s ability to expand and offer a natural progression toward continued infrastructure enhancements.

Through collaborative effort, ITS is supporting the CIRC in becoming a leader in research computing across the United States and beyond.

“Making new power available in the Data Center permits ITS to continue to support the growth of WSU’s high-speed computing needs, allowing more research to happen seamlessly”
Supporting a positive student experience drove an important Fall 2020 student survey built and delivered by Information Technology Services (ITS) in partnership with the Office of the Provost.

Early in fiscal year 2021, as WSU prepared to remain remote for another academic year, ITS worked with the Office of the Provost to amplify the voice of students unexpectedly navigating online learning and an unfamiliar remote collegiate community that went beyond what had originally been expected to be for a matter of days or weeks. Representing important student and institutional perspectives, the Faculty Senate and Institutional Reporting groups assisted in authoring the volume of needed questions, providing insights on how best to capture the full spectrum of student experiences. Through this collaboration, the survey included open-ended response opportunities allowing space for important individual experiences to be heard.

ITS quickly engineered the survey for actively enrolled students using technology adapted by ITS’ project manager, Gary Saunders, the creator of a customizable survey tool used previously for course evaluations. Distributed when students returned in the fall, the survey launched on September 16, 2020, through myWSU. On October 26, 2020, after a month of being open to users, the survey closed and ITS began data analysis for the Provost’s team. Exporting the data through WSU’s Data Warehouse, ITS translated the responses using sentiment analysis powered through an artificial intelligence (AI) engine, including every open-ended response provided by students. With countless candid, honest experiences shared, this information was extremely valuable for understanding the challenges and accomplishments of students throughout this period, and more importantly what the university could do to improve the remote student experience.

The feedback received from the survey benefitted ITS’ strategic student technology support planning, particularly in relation to the loaner laptop and hotspot program started in conjunction with the Provost’s office. WSU’s Chief Information Officer, Dr. Sasi Pillay, stated “The survey showed repeatedly that students loved the loaner laptop and hotspot program. Although the numbers may be smaller, we want to make sure every student has the right technology to be successful.”

"Utilizing pre-existing infrastructure when responding to pandemic needs, the survey proved a valuable way to connect with students in a time of challenges.”
Identifying Opportunities

WSU’s December 2020 move from the aging, legacy Administrative Information Systems (AIS) business application provided an excellent opportunity for Information Technology Services (ITS) to transition the WSU Foundation’s donor matching tools into a new era.

WSU’s Foundation, relying on ITS data technology, joins Coug family members with important donor opportunities used to fund scholarships, research programs, buildings and more. Being the central intake for financial records, including donations, AIS became a valuable information source over its decades of use, tracking gifts along with the donor’s relationship to WSU, such as graduation year or area of study.

However, the AIS system presented significant efficiency issues. “WSU student life cycle includes being actively enrolled students who then graduate and become alumni, having an opportunity to provide funds back to their school. In AIS, there was no easy mechanism to distinguish between the original student account and their separate WSU alumni account, creating extra effort to eliminate duplicates and get effective relationship data,” said WSU’s Chief Information Officer, Dr. Sasi Pillay.

The primary step in modernizing the Foundation’s data reserve was a revamp of their match-interface system, the means to extract and match alumni with suitable donor opportunities. Justin Hughes and his project team in ITS quickly found the solution to tackle this issue right in WSU’s own technology toolbox.

WSU’s student information system (SIS), myWSU, presented as an ideal replacement platform for match-interface needs. As the source of all student IDs, the modern, cloud-based myWSU can align donor match information for individuals by relying on their unique WSU ID, regardless of any enrollment status changes. Duplication is a thing of the past. “The new system is designed around preventing duplicate records, saving the Foundation significant time that can now be spent focusing on larger missional discussions,” shared Dr. Pillay.

Connection, continuity, and community are all cornerstones of WSU Foundation’s work to turn relationships among students, alumni, and organizations across the state and beyond into continued financial investment in tomorrow’s students.

“Moving to myWSU is the first step in modernizing the Foundation’s operational resources,” said project director, Justin Hughes. “Future plans include identifying opportunities for additional data automation and efficiencies through no- or low-cost use of technology already working for WSU.”
Keeping in Touch

In February 2021, Information Technology Services (ITS) launched an updated Notices system in myWSU, unveiling a more attractive, redesigned communication tool ready to serve the university for years to come.

With no material changes in design or function since myWSU’s rollout in 2012, a refresh of the heavily relied upon student notification system was definitely timely. Running through an outdated interface, myWSU’s Notifications management team also recognized limitations in its defense capabilities against cybercrime efforts such as hacking. Customers like Administrative Services Information Systems (ASIS) who rely on Notices to update campuses on day-to-day operations impacting their customers, not only needed an updated communications resource, but they also needed reliable security.

The ITS team set project goals alongside primary stakeholder, ASIS, for the revamp project. The teams agreed the new Notices system would offer user-friendly, visually appealing feature upgrades as well as more flexibility and ease in maintenance and security.

Moving to a modern, cloud-based environment is another step toward WSU’s goals of institutional excellence. ITS has added valuable experience that can be used for future cloud deployments. “The project could not have demonstrated the strength of cloud deployments enough, allowing our team to roll out this replacement with zero downtime,” said developer Bradley Dudra. “Looking ahead, this knowledge will be important in making decisions regarding new software.”

Moving to a modern, cloud-based environment is another step toward WSU’s goals of institutional excellence.
Moving from Angel to Blackboard to Canvas, Information Technology Services (ITS) continues to adopt new, innovative Learning Management Software (LMS) to fit the needs of our university community. ITS project staff spent this past year in a partnership with Microsoft, creating a proof of concept, or justification to move forward, with a Teams LMS.

In November 2020, Microsoft and ITS began discussions regarding the possibility of Teams as a broader educational support resource. This project continued ITS’ work towards expanding technology solutions without the increased cost and learning curve of new software. Co-leading the project, Anden Lewis and Gary Saunders represented ITS in exploring possible academic solutions with Microsoft’s development team. Meeting weekly to share their results, the ITS project team ran a testing environment and directly communicated their experiences back to the company. The venture proved mutually beneficial, with the two groups sharing ideas regarding features such as course design, student data feed, and Teams classroom integrations.

Why Teams? Since the roll-out in spring 2020, Teams has become an integral part of the educational experience for many at WSU. Introducing Teams as an LMS could offer an enhanced academic experience through simplicity of design, one application offering multiple functions for WSU students and faculty. “If an instructor wants to use Teams now for a class, they can. However, there’s no existing automation for classroom integration. If implemented as an LMS, our project group could design needed automation for Teams to work directly as a classroom tool, reducing effort while repurposing a familiar environment. It’s a hybrid of what we are already using, just enhancing capabilities,” says Lewis.

Stakeholders for the assessment included the office of Academic Outreach and Innovation (AOI) and the Faculty Senate, representing the interests of instructors. “A key benefit of this project would be providing flexibility for faculty needs. One means of providing that flexibility is offering multiple LMS options through WSU,” shared Saunders. Although industry-best, some instructors do not require complex platforms like Canvas or Blackboard, they prefer something simpler. “ITS is evaluating Teams as that solution, almost like an LMS light version,” said Saunders.

With the proof-of-concept project completed in March, ITS leadership and project team continue evaluating next steps. A Teams LMS pilot could be ahead, incorporating the testing of real student data.

The implementation of Teams is already a huge success for academic and business support at WSU during remote pandemic work and learning. However, Teams continues to reveal tremendous growth potential, VP Sasi Pillay shared. “In my mind, Teams is going to become the official administrative hub. With opportunities for learning management, administrative functioning, academic analysis, and more. We have a possibility of moving everything central into one single ecosystem. This step aligns well with WSU’s academic and business goals for the future.”
After close to forty years, five university presidents, five added campuses, and thousands of graduates, WSU’s once-innovative, mainframe-based business support software, Administrative Information Systems (AIS), is being replaced... ITS Annual Report 2020

The fourth Information Technology Services (ITS) update regarding WSU’s Workday implementation is the most exciting. All the meetings, all the years of planning and the many hours of development and testing finally brought WSU to the successful December 2020 launch of Workday, WSU’s new administrative suite for finance, human resource, and payroll needs. Already a dramatic milestone for the university, COVID-19 made the final implementation even more remarkable with a fully remote staff supporting the production tenant’s go-live during the pandemic.

The final piece, arguably the most challenging element of any technology change, was supporting an entire university community through the transition to the new software application. The software looked and functioned quite differently than the DOS-based AIS, used different terminology and search structure, and replaced paper-driven processes for many employees who would now complete time and leave reporting in Workday. To assist new users, the project team developed a library of online training materials, tips and tricks brochures, and provided live group training sessions for staff along with implementing a service desk to provide individual customer support.

While the Modernization team organized all the needed resources, departments across the university worked to ensure their employees completed required trainings. In ITS, a team organized meetings and reviewed training materials, sent weekly updates, and answered any questions necessary to support staff adjusting to this change.

With almost 40 years of business activity in the legacy IBM mainframe, adopting Workday was anticipated to be a challenging adjustment for WSU users. However, this transition provided opportunities for the WSU community to come together, embracing the new business solution, reaping the benefits of a stronger, more secure platform for WSU users, and supporting each other in the process.

User feedback shows a positive response to time and leave requests being completely online, offering convenience and ease for employees. Additionally, on the payroll side, users indicate processes require less time and effort resulting in increased productivity in other work areas.

At the end of FY21, continued training and resources are available for WSU users as the university strives to better familiarize with Workday.
its.wsu.edu 2021

Web traffic by Quarter

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Top visited pages

1. Mac OS installing VPN
2. CSD
3. home
4. Third Party Access
5. MFA
6. Zoom
7. Windows install VPN
8. VPN routing page
9. 2SLive classes
10. Security
11. Software site licenses
12. Adobe
13. MS Teams
14. Service Level Agreements
15. Cougs online toolkit
16. Student Information System Access
17. Query and Reporting Tools
18. Telephone Product Information
19. ITS Leadership
20. Microsoft Teams Services

Information Security 2021

Daily average endpoint security incidents
- 60 New incidents a day

Top email app with most threats this year
- Gmail

Top email threat source this year
- Russia

Average email threats per minute
- 47

Average daily Virtual Private Network logins
- 46,244

Top threat category this year
- Brute-Force attempts

Average daily threats this year
- 625,734

Average daily email threats per minute
- 47

Top email app with most threats this year
- Gmail

Average daily email threats per minute
- 47

SaaS (software as a service) incidents
- 230

Average of devices connected to wireless WSU networks daily
- 12,000

Brute-Force attempts
- 185,307

Average of devices connected to wired WSU networks daily
- 4,400

Brute-Force attempts
- 23,433

Abuse and security tickets supported
- 625,734
Zoom 2021

Zoom is the choice for WSU’s video conferencing needs. Whether it is two students connecting for a quick study session or an administrator broadcasting a webinar to the entire university community, Zoom offers a solution.

1,660,221 Meetings
9,254,177 Participants
70,745,470 Meeting Minutes

98% Positive feedback for Zoom surveyed post-meetings with 2,155,847 instances of reported feedback during that timeframe.

Total WSU Zoom Meetings by Month

Total WSU Zoom Meetings by Week

Wednesday 333,271

March 193,994
Jira Services 2021

Atlassian’s Jira product is a project management and service desk resource for ITS and numerous groups across the university. The customer tickets, or support requests, allow timely, excellent customer support for daily business and academic needs year-round.

- WSU as a whole JIRA traffic and ticket count: 291,733
- ITS total JIRA issue count: 91,251
- Crimson Service Desk total JIRA issue count: 56,825