

A quarterly review of what UW Information Technology is delivering to the UW community

HR/Payroll business process project is critical next step in system replacement

As a critical next step in preparing for a new HR/Payroll (HRP) system, a project is kicking off this summer to identify and document key HRP processes in use throughout the University. The Business Process Documentation and Planning project (BPDP) will engage key stakeholders



in a cross-section of UW units to develop an end-to-end view of UW's payroll and HR practices and gain a clearer understanding of current business process challenges.

The project, a collaborative effort with key business partners from across the University, will:

- Deepen understanding of key gaps in our current system
- Determine key business process improvements necessary to support the replacement effort and to achieve substantial efficiency and productivity gains
- Clarify the magnitude of the change management involved and the training and support needed

This information is an important step in preparing to release a Request for Proposal for a new system, now targeted for late Summer 2012. HRP functionality could roll out in phases starting in 2015, after funding is approved and a vendor contract signed. See [HR/Payroll Program](#).

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Continuing Wi-Fi network upgrades bring faster, better service



Half of UW Seattle buildings now have faster, more reliable service under a major three-year effort to upgrade the UW's [wireless \(Wi-Fi\) network](#).

The project is aimed at keeping up with dramatic growth in demand for Wi-Fi, driven by the proliferation of mobile devices on UW campuses and medical centers. UW-IT has received an additional \$500,000 in Student Technology Fee funding for the coming year to continue to improve speed and expand indoor and outdoor coverage. So far, over 120 buildings—including student gathering areas such as libraries and cafes—have been

upgraded (all or in part). About 130 more buildings remain; most are small, off-campus leased spaces with some network services. Upgrades on those buildings are slated for completion by 2013. Over the next year, the UW community also will see improved security and efficiency including the use of Network Address Translation (NAT) for Wi-Fi, which allows more devices to share a single, public IP address.

Five projects are transforming teaching and learning

Five projects are focused on delivering innovative technologies to improve the student experience as part of [UW's 2y2d Teaching & Learning in the 21st Century Initiative](#):

- **Pilot evaluates impact of eTexts, online textbooks**

A pilot study exploring how eTexts impact student learning launched Spring Quarter to evaluate whether and how the UW should move forward with offering eTexts more widely. The study will identify best practices, explore options for integrating eTexts into courses, and assess models for purchasing and pricing. The goal is to include diverse course contexts from all three campuses. The [eText pilot](#), a UW-IT partnership with UW Book Store, UW Purchasing, and the Office of the Registrar, will run through Spring 2013. eTexts have the potential to enhance learning by enabling students and faculty to search, highlight and annotate text, and to use social networking tools to engage. Findings and recommendations will be released in Fall 2013.

- **Through ViDA UW students have access to SPSS and Adobe Creative Suite**

UW students can access SPSS and powerful, state-of-the-art Adobe Creative Suite software—Photoshop, Dreamweaver, Illustrator, InDesign and more—through ViDA, UW-IT's [Virtual Desktop Access](#) service, available online, 24/7. ViDA works on laptops, iPads, iPhones, Androids and other Internet-connected devices. The service, made available in Fall 2011 through a partnership with the Student Technology Fee Committee, can host 250 students at a time and also offers Microsoft Windows 7 Enterprise software.



- **Faculty and students favor Canvas, a next-generation eLearning system**

Early findings show faculty and students prefer the [Canvas](#) Learning Management System (LMS) over Moodle and Blackboard, and the UW is considering moving forward with a recommendation to widely adopt it. Most of the 40 instructors (73%) who participated in the Canvas LMS evaluation agreed or strongly agreed that Canvas helped them teach more efficiently. Findings from the pilot were shared in April with the Board of Deans, Teaching & Learning Technology Oversight Committee, and UW Computing Directors. One thousand students participated in surveys and interviews. In general, instructors were extremely satisfied with Canvas, and students were neutral to moderately satisfied. This Spring the pilot team will analyze the data, draft recommendations for University adoption, develop support strategies with partners and publish a final report.

- **Tegrity cloud-based lecture capture to expand beyond course use soon**



A new tool is being developed that would extend the use of Tegrity, a cloud-based lecture capture tool, beyond course work. Students and instructors currently use Tegrity to easily post and share content for courses. A user-friendly Tegrity Course Manager tool is being developed by UW-IT that will allow all current UW faculty, students and staff to use Tegrity to record and share content for a variety of purposes. Read how [Tegrity is helping two faculty members](#).

- **MyPlan online academic planning tool on track for Fall release**

MyPlan—an academic planning tool that enables students to develop a multi-year academic plan—will be available Fall 2012. The first release will provide an integrated toolset for students to find courses of interest, develop a plan, track progress and get adviser feedback. MyPlan is funded in part by the Student Technology Fee, and UW-IT is developing it with students, advisers and the Office of the Registrar.

Enterprise Document Management System procurement moves forward

The UW is moving ahead with an effort to acquire an enterprise document/content management system (EDMS) to capture, store, and manage electronic content. An EDMS will increase efficiencies for business units, as well as save paper. A Request for Proposal was issued March 9, with a proof-of-concept planned for the apparent finalist in Summer/Fall 2012. Representatives from UW-IT, Financial Management, Office of Research, Office of Planning and Budgeting, UW Bothell, Student Life, and the School of Medicine have helped define the vision and requirements for EDMS. This effort builds on a document imaging pilot that concluded last year.



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Effort to provide better information leaps forward; offers new student and research data



The project to migrate the Office of Planning and Budgeting's (OPB) extensive institutional data into the Enterprise Data Warehouse (EDW) has achieved one of its major goals—providing integrated data across subject areas—a key to delivering the information and analytical capabilities needed to support strategic planning and decision making across the UW. The project has also delivered new student and research data and other major improvements. Renamed the EDW Program to reflect the scope and complexity of continuing to expand the enterprise data warehouse, the work is moving forward with a new emphasis, focusing on the data and subject areas not included in the OPB data, but needed to answer key business questions. Upcoming releases will integrate data about Research Awards, Research Proposals, Expenses and Student Course Enrollment. Improvements delivered by the EDW Program, which is managed by UW-IT's [Decision Support Services](#) team, include:

- **New student data for reporting and analysis:** New releases include program of study, CIP code/report indicator, degree to organizational unit assignments, and student program enrollment.
- **New research information:** A list of grant proposals and awards was published in April, and a new Research Data Cube prototype facilitates quick, multi-dimensional data validation.
- **New EDW architecture enabling data integration:** The EDW now delivers integrated data across subject areas for reporting, analysis, data mining, and forecasting.
- **More granular data:** Detailed information not available in the OPB data is being gathered from source systems to enable important additional reporting and analysis. For example, student data for First Day and Last Day is now available, in addition to a Census Day snapshot.

- **New Data Quality Initiative:** Under this initiative, the EDW Program will start to audit and rate data quality, notifying data owners of needed action.
- **Published and vetted data definitions:** Nearly 150 new, validated data definitions have been published centrally. These definitions are widely accepted, a critical step in establishing EDW as the single source of truth, because institutional data definitions enable people across the UW to use the same data (such as student enrollment) in the same ways.

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IT governance structure to provide input, enhance accountability

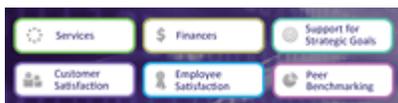
A new information technology (IT) governance structure is being proposed for the UW to provide advice and guidance on IT strategies, priorities, and services. Governance is about having the right people make the right decisions with the right information. The proposed structure is focused on creating a comprehensive and cohesive model for governance that will ensure the right level of engagement. The University makes crucial decisions every day about priorities and costs—long-term investments to provide better services and infrastructure and short-term investments to improve the campuses. IT decision makers also strive to allocate scarce dollars and attention to projects and services that address critically important and competing needs: making schools, colleges, and departments more efficient and effective while making individual faculty and students more productive.



In the past, IT governance structures made these decisions in silos—academic, research, and administrative—without recognizing the many IT projects competing for resources. The proposed IT governance structure will allow people to make decisions across the entire portfolio of projects. Under the new structure, three committees will guide IT decision making—one advising on strategic issues and investments, another on UW-IT’s service portfolio, including funding priorities for new projects and service enhancements, and a third on its current services, ensuring reliability and value compared to the market. The new structure will ensure input into IT priorities at every level of the University. Training and input on the new governance structure will take place for the UW community over spring and summer, with a target launch of the new structure in Autumn Quarter.

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UW-IT launches new Metrics Web site



To help ensure transparency and accountability to the UW community, UW-IT is reporting its performance in six key areas on a new [FY 2012 Metrics for UW Information Technology](#) Web site. Metrics are available on UW-IT Services, Finances, Support for Strategic Goals, Customer

Satisfaction, Employee Satisfaction, and Peer Benchmarking. Measuring and improving performance is an important part of UW-IT’s efforts to ensure that we are delivering valuable services that help students, faculty, and staff be more effective.

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In brief:

- President Young announced [Kelli Trosvig's appointment as UW-IT Vice President and CIO](#).
- [Additional UW Google Apps](#) added since February include FeedBurner, Chrome Sync, Latitude, Map Maker, News, Places and iGoogle. These are in addition to the [core suite of UW Google Apps](#).
- [Final report on the 2011 Teaching, Learning and Research Technologies Surveys](#) of UW faculty, teaching assistants and students.
- Office of the UW Chief Information Security Officer (CISO) [2011 Information Security and Privacy Annual Report](#).
- A list of FY 2013 rates is now available for [services offered by UW-IT on a self-sustaining basis](#).



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