

## FY 2024 ANNUAL REPORT

### EXECUTIVE SUMMARY

LSU Information Technology Services delivers University-tailored and enterprise grade technology infrastructure, security, applications, communications, and services to empower and enable the research, teaching and learning, and administrative functions of LSU.

ITS embraces operational excellence, customer service, and industry best practices to supply enterprise architecture and IT shared services supporting the LSU system. This is accomplished by enhancing student success, strengthening faculty support, empowering education and research, promoting collaboration, ensuring security and reliability, driving innovation, and delivering customer-oriented services.

ITS is focused on five strategic areas as outlined in its Five-Year Strategic Plan:

1. Provide Technology Solutions and Services to Enable Academic, Administrative, and Research Excellence
2. Enhance the Student Experience
3. Enable Data-Driven Decision Making
4. Enhance Cybersecurity and Data Privacy
5. Ensure IT Sustainability & Scalability, Improve Operational Efficiency, and Improve IT Support and Services

In FY24, ITS, along with LONI, opened the Security Operations Center. The LSUAM SOC now provides coverage for 23 higher education institutions, providing students with onsite, real-world training.

ITS Security continues to work with the Faculty IT Senate Committee to update policies in alignment with university needs to support education, research, and administrative functions.

ITS is managing the Workday Student project, which saw LSUAM implement foundational functionality, as well as financial aid packaging functionality.

A new audio/visual department was created in ITS that can support Audio Visual technology in classrooms, conference rooms, and spaces temporarily used for events needing AV support.

Customer service remains a top priority for ITS and efforts to improve and enhance the LSU community experience are at the forefront of ITS initiatives.



## FY 2024 KEY ACCOMPLISHMENTS

ITS is proud to partner with university stakeholders to enhance the services offered to the LSU community, and this year was no exception. ITS led or participated in many exciting initiatives over the course of the year, including the following:

- **Updated IT Security policies and standards:** LSUAM has been working to review and update IT Security policies and standards. The LSU IT Security and Policy team continues to work with stakeholders such as the Department IT Subcommittee, Faculty Senate IT Committee, etc. to review policies and make appropriate changes as necessary.
- **Expansion of Security Operations Center through LONI:** LONI SOC-as-a-Service offering continues to expand its implementation, with 23 higher education institutions being covered. The SOC at the LSUAM campus provides coverage for 18 of the institutions with 24 students hired to provide coverage during work hours.
- **Continued TeamDynamix Expansion:** ITS Service & Operations continues to strategically focus on gradually expanding the adoption of TeamDynamix (TDX) across campus. A measured approach to this expansion allows ITS to collaborate closely with each department to ensure their specific needs are met while optimizing the delivery of departmental services to the campus community. Over the past year, several non-IT departments, including the Office of Data & Strategic Analytics, International Student Services, and the Office of the General Counsel have been onboarded into TDX. Additionally, several departmental IT teams, including Human Sciences & Education, Enrollment Management, and the entire College of Engineering, have been brought into the TDX environment. With successful rollouts to over 25 departments, ITS is committed to enhancing operational efficiency and streamlining support processes.
- **Workday Student Project:** ITS participated in leading and managing the multi-institutional, cross-functional Workday Student project. Cohort 1, LSU A&M went live with foundational functionality and LSU Eunice with admissions applications in August 2024, followed by LSU A&M financial aid packaging functionality in September, and will go live with remaining functionality in February 2025. Cohort 2, LSU Alexandria and LSU Shreveport have begun their third and final cycle of architect and configure (A&C) activities and will move to Workday Student in 2025/2026.
- **Workday Companion Projects:** As current LSU business processes are transformed into Workday functionality, unique LSU procedures that are not easily adapted into the product are being addressed through other means. Efforts underway include: IRS Form 1042-S, IRS Form 1098-T, Athletic Course Approvals, Customer Accounts Receivable and Deposits (CARD), Cashiering, Graduate Faculty, Public Course Offerings, Course Section Management, Communication Across the Curriculum (Cx) Certification, Math Lab Tiger Tracker, Non-student Receivables, Scholarship Committee Approval, Workday Financial interfaces with Workday Student Financial, Instructor Eligibility migration to Workday, Student Worker Recruiting & Employment, Work Study and Period Activity Pay, International Student Management via Sunapsis, Tuition Exemption Request, Tiger Transfer Tables.
- **Data Warehouse:** Workday Student data identification and mapping continues, with test data identified to-date successfully imported into the data warehouse as a proof of concept. New, modern data transformation tools have been acquired and implemented, significantly reducing effort to produce new data products. Several administrative units have been onboarded to use the data warehouse, further enriching data availability and expanding this new service offering to campus. In partnership with the office of Data and Strategic Analytics, ITS has contributed to the implementation of new LSU A&M data catalog software, including the automated import of data warehouse metadata in support of data governance.
- **Legacy Decommissioning:** As ITS continues to sunset the LSU A&M mainframe, three legacy systems were decommissioned this past year: File Management System (FMS), Sponsored Program Management (SPM), and Student Loan Management (SLM). Other non-mainframe legacy applications have also been converted to more modern solutions, including Leave Certification, which was the first application implemented using newly adopted Workday functionality that allows LSU to leverage the Workday environment to extend Workday functionality in a more customized manner.

## FY 2024 KEY ACCOMPLISHMENTS CONTINUED

- **ITS Computer Store:** The ITS Computer Store provides new computing equipment to departments on campus for immediate delivery or pickup, alleviating the need for placing individual orders. Some of the benefits include bulk order pricing, consultation to ensure equipment will be compatible with LSU requirements, testing and confirmation of functionality, and property tagging (if needed). Last year, the ITS Computer Store processed over 700 orders and saved the university over \$85,000. The Store also assisted with life-cycle purchases for departments and through those 58 purchases the ITS Computer Store saved the university \$150,000.
- **Expansion of MOUs:** ITS has expanded the use of Memorandums of Understanding (MOUs) to more colleges and departments across campus. This year, this service was extended to College of Business, Student Affairs which included Disability Services, and Auxiliary Services. The benefit of these MOUs is to standardize the IT technologies utilized by the university, thereby facilitating support. ITS can provide additional resources to support these units allowing for better response times to incident management. Having a group of IT professionals support an area -vs- a single individual allows for a seamless knowledge transfer if a vacancy occurs.
- **LONI:** LONI established firewalls on all provider and peer network connections to further secure the LONI network. The Security Operations Center (SOC) was established and is active. LONI initiated the Next Generation Infrastructure (NGI) project that is providing an equipment lifecycle and network redesign in order to provide more bandwidth and resilience across the LONI network. A Rural Health care reimbursement program was implemented for LONI subscribers.
- **Audio/Visual Support:** ITS has created a new department with knowledgeable staff who can support Audio Visual technology in classrooms, conference rooms, and spaces temporarily used for events needing AV support. This team is evaluating registrar-controlled classrooms and upgrading the technology used and making recommendations to departments on how to upgrade their rooms to get better support from ITS. The team is also working with departments to ensure an enhanced conference room setup to meet the needs of both on-site and remote meetings. As an added service, this team can support events across campus where no resources are available by delivering a portable AV setup along with support staff as needed.
- **HPC:** LSU High Performance Computing (HPC) successfully deployed the QB-4 cluster, the latest addition to the LONI HPC portfolio, with a peak performance of 4.3 PetaFLOPS. LSU HPC was awarded \$498,317 by NSF to build the Tiger Den research storage system for the LSU and LONI research communities.



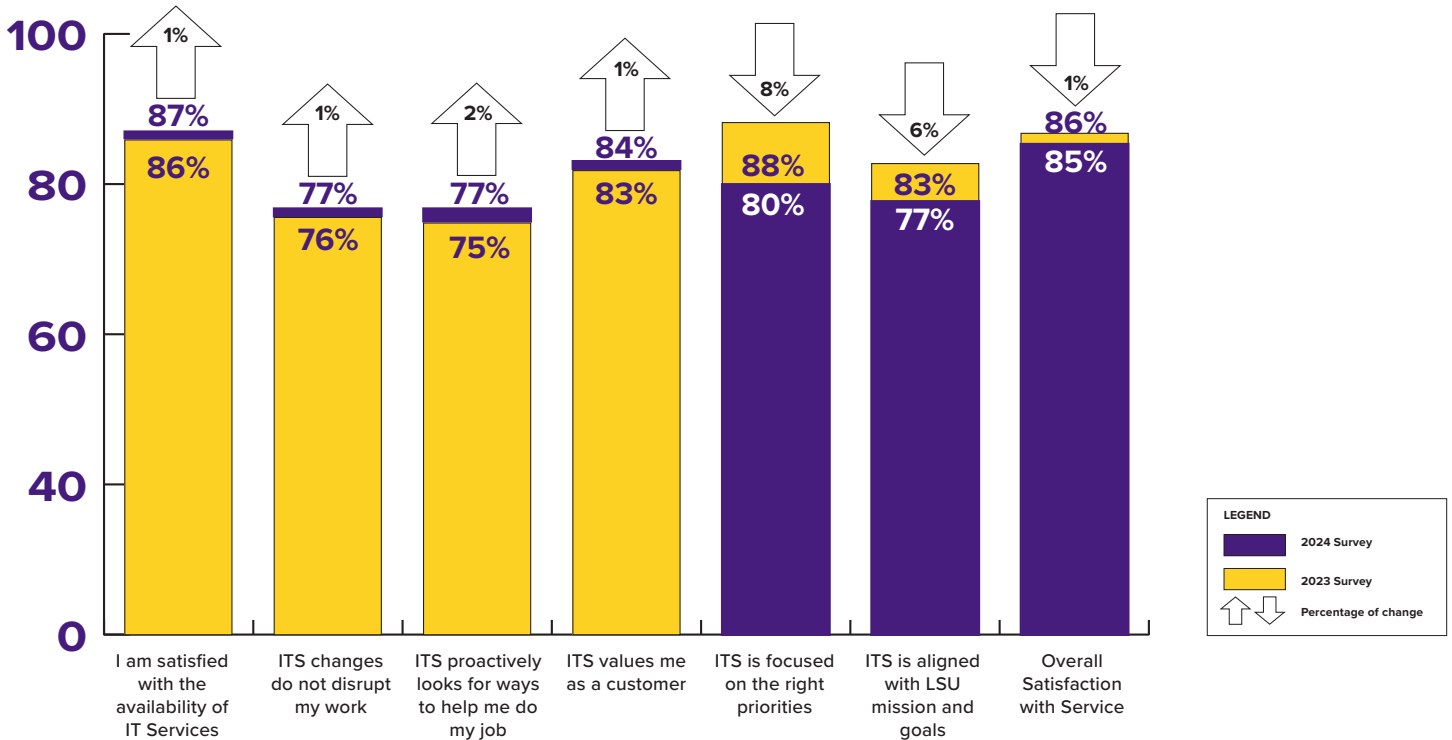
## FY 2024 AREAS OF FOCUS

LSU ITS will continue implementation of initiatives that enhance the user experience and strengthen the security posture of the university.

- **Training:** The ITS Annual Customer Satisfaction Survey results showed a continuing need for technology training. Using the newly formed Audio-Visual team, ITS plans to create video training and tutorials for some of the more ubiquitous Microsoft applications. Survey respondents indicated that video is the preferred mode of delivery for training, however, face to face live training is still preferred by some. Efforts to better communicate the available training will also be made over the next year.
- **Tiger Card Mobile Credential – Physical Access Control Systems Project:** Through a collaboration with LSU Leadership and the Office of Emergency Operations, this project will transition all physical magnetic card-swipe university ID Cards to a mobile credential and standardize all physical access control systems on the LSUAM campus. LSUAM's adoption of a mobile credential is responsive to student needs, aligns with peer institutions, and implements the newest standards as best practice. This project will further campus safety by enabling centralized management of physical access control systems, ensuring access to controlled areas is limited to authorized individuals and can be locked down in real time during campus emergencies and events.
- **IT Security & Policy:** Identity and Access Management continues to work on implementation of a modern IAM solution with a tentative go-live date of March 2025.
- **Workday Student Project:** The next year will see LSU A&M and LSU Eunice completely live on Workday Student. LSU Alexandria and LSU Shreveport will continue architect and configure (A&C) activities, with their first move to production of initial functionality in Fall 2025. Efforts continue to get to one student ID/one identity across all institutions. In addition to data conversion from legacy Student Information Systems, integration and report design, development, and testing continues.
- **Workday Companion Projects:** It is anticipated that ongoing Workday companion projects will be completed in 2025. Timing will align with the business milestones of utilizing Workday Student production functionality.
- **Data Warehouse:** Work continues to provide more modern data transformation, modeling, governance, and data management solutions and approaches. The first use case of a modern data vault methodology is underway and technological solutions are being explored. Expansion to additional administrative units will continue. ITS will continue to contribute to the delivery of institutional metrics and dashboards and enhanced use of the data catalog.
- **Legacy Decommissioning:** After moving completely to Workday Student in 2025, the LSU A&M mainframe and related legacy technology platforms will be turned off. At that time, historical legacy data converted to Workday Student will be available in Workday and all data will be accessible through reporting against the data warehouse. Other non-mainframe legacy applications identified for re-platforming to alternative solutions includes Residency Certification.
- **Strategic Sourcing:** Over the next year, ITS Central Support will continue to collaborate with Procurement Services to evaluate potential options for a comprehensive university Strategic Sourcing solution that would allow the university to engage in strategic sourcing, supplier relationship management, and contract management. This would enable the replacement and decommissioning of two aging custom suppliers and sourcing applications.
- **Planning and Forecasting Management:** Over the next year, ITS Central Support will continue to collaborate with the Office of Budget and Planning to evaluate potential options for a university Planning solution. This would transform the way the university conducts financial, workforce, and operational planning and would enable the replacement and decommissioning of an aging custom budgeting application.
- **Hazardous Materials Tracking:** Over the next year, ITS Central Support will continue to collaborate with EHS and Procurement to evaluate potential options for better inventory tracking of hazardous materials.

## ITS CUSTOMER SATISFACTION

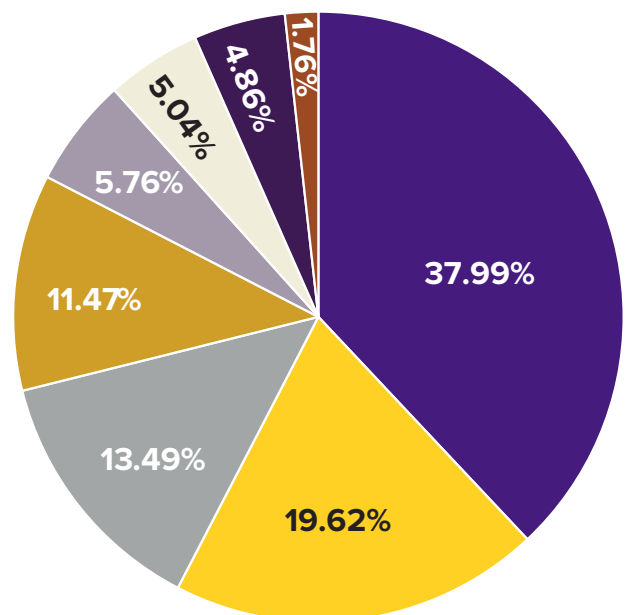
ITS surveyed LSU faculty and staff to determine their satisfaction with the department, as well as service offerings and support provided. The responses allowed the department to see where things have improved and where there remain areas for growth and enhancement. The results and feedback from the survey will help inform decisions regarding purchases, service offerings, and additional initiatives for the coming years.



## ITS PORTFOLIO – FY24 BUDGET

STATE FUNDS*	\$27,885,466.18
RESTRICTED*	\$14,399,548.09
LONI RESTRICTED SELF GEN*	\$9,903,905.27
ITS - SELF GEN	\$8,420,408.57
INSTITUTIONAL UNRESTRICTED	\$4,228,875.49
SPONSORED	\$3,696,807.63
STUDENT TECH FEE	\$3,570,069.00
PROJECT/PLANT – EQUIPMENT RESERVE	\$1,292,911.86
<b>TOTAL</b>	<b>\$73,397,992.09</b>

- \* One-time SIS implementation expenses increased the total State amount.
- \* AI Supercomputer, funded by BOR, increased the total Restricted amount.
- \* Security Operations Center (SOC) went live in FY24, increasing the total LONI Restricted Self-Generated amount.



# OPERATING HIGHLIGHTS FY24

## UNI

### Wireless:

INDOOR WIRELESS ACCESS POINTS **5,247**  
**45,000** CLIENTS AVERAGE CONNECTED PER DAY TO EDUROAM  
**66,300** UNIQUE CLIENTS AUTHENTICATED TO EDUROAM PER DAY

### Wired:

**17.8** GBPS AVERAGE INTERNET BANDWIDTH CONSUMED TELECOMMUNICATION ARCHITECTURE AND NETWORK

### Construction:

**55,000** TOTAL ETHERNET NODES ACTIVE

### Telephony:

TOTAL NUMBER ACTIVE TEAMS, AVAYA IPO & AWS  
**6,722**

### Communication & Collaboration:

**150,000** USERS IN **1055** TEAMS IN MICROSOFT TEAMS

### Systems Architecture:

**655** VIRTUAL MACHINES / SERVERS  
**1.53** PETABYTES OF STORAGE CONSUMED

### Email:

**93,000** ACTIVE MAILBOXES

## HPC

**694** USERS RAN **522,555** JOBS  
**180.5** MILLION CPU-HOURS  
**88** HOURS OF TRAINING  
**\$32,390,000** IN NEW GRANTS

## LONI

COMPLETED **240** PLANNED NETWORK CHANGES  
**90** EMERGENCY CHANGES  
LONI QB CLUSTERS USED FOR **278** RESEARCH PROJECTS ACROSS **1, 246** UNIQUE USERS  
ONBOARDED **23** LONI MEMBERS TO THE SOC SERVICE

## SERVICE DESK

**69,267** TOTAL SUPPORT REQUESTS  
PHONE **47,217**  
EMAIL **17,734**  
WALK-IN **2,161**  
CHAT **1,156**  
PORTAL **999**

## TIGERWARE

**33,697** DOWNLOADS  
STUDENTS – **24,114**  
FACULTY – **2,658**  
STAFF – **5,415**  
OTHER – **1,510**

## GROK

**11,596,970**  
TOTAL ARTICLE VIEWS

## PMO

**46**  
TOTAL PROJECTS  
PROJECTS CLOSED **14**  
PROJECTS IN-FLIGHT **21**  
PIPELINE PROJECTS **11**

## UECM

### AV Operations:

OVER **185** CLASSROOMS SUPPORTED  
DEPLOYED **100** NEW CLASSROOM COMPUTERS  
UPDATED ALL **185** CLASSROOMS TO WINDOWS 11  
RENOVATED **24** CLASSROOMS IN ALLEN HALL WITH NEW AV SYSTEMS  
UPGRADED **30** CONFERENCE ROOMS FOR TEAM/ZOOM COLLABORATION

### ITS Computer Store:

**727** FY ORDERS TOTALING **\$884,904**  
**572** ORDERS WERE PICKED UP AT THE STORE AND **155** WERE DELIVERED  
LIFE-CYCLE STORE ORDER: **23** ORDERS TOTALING **\$540, 441**  
MISCELLANEOUS ORDERS: **35** ORDERS TOTALING **\$1,097,373**

### Desktop Operations:

**4,163** CLOSED SERVICE REQUESTS  
**32** PROJECTS COMPLETED  
UPDATED LIBRARY 1ST FLOOR LAB WITH **88** NEW PC AND **20** NEW MAC DEVICES  
UPDATED ALL COMPUTER LABS TO WINDOWS 11  
DEPLOYED **120** NEW PC AND **15** NEW MAC DEVICES