Our core purpose is to move ideas to solutions.

Our goal is to align with University enrollment, student success, and research goals, and to be a catalyst for reaching those goals.
I’m pleased to share some data, projects and stories from Information Technology in our 2017 IT annual report. We made great progress toward fulfilling our core purpose of turning ideas into solutions over the past year. And we were diligent in focusing attention and resources on our goals of supporting the University’s enrollment, student success and research endeavors. That focus will be even more critical in 2018 as IT and the University operate with reduced budget and personnel.

Expectations and demand for technological solutions grows every day and we embrace that challenge. We want to be the catalysts for and enablers of innovation in teaching, learning, and student success. We want to provide a robust network, high-performance computing, and technical expertise necessary to support world-class research. And we want to deliver administrative and data tools that promote great service and sound decision-making.

From April through October of 2017 we engaged in a collaborative strategic thinking process we called “OneIT.” Our intent was to explore how we could operate differently to be the IT organization the University needs going forward. Many of the recommendations from the OneIT process already have strong foundations. Our success will depend on understanding and valuing the needs of IT users, partnering across organizational boundaries, and committing to professional development for all of our outstanding IT employees.
INVESTING IN STUDENT SUCCESS

IT has invested in a suite of student success technologies and provided coordinated project management in a collaborative initiative to modernize advising, academic support and administrative services for students. Partners include the Office for Student Success, the Registrar’s Office, Admissions, and Financial Aid.

umt.edu/it/projects/student-success

Anna Martin, a project manager and business analyst in IT’s Enterprise Information Systems group, provides the glue and the grease on enterprise projects like the student success initiatives and the UM Solutions Center. Anna’s role was created in 2016 to support relationships with functional offices and to better align IT’s work with user needs and University strategic priorities.

TOOLS FOR SUCCESS

New technology solutions that are part of the focus on student success include:

- Educational planner
- Degree audit
- Early alert
- Course catalog
- Attendance tracking with mobile app
- NCAA compliance
- Paperless processes

Multiple units have partnered to develop the UM Solutions Center, a single point of entry for services, support, knowledge and project management. The Solutions Center is built on a platform from TeamDynamix. It will go live in January 2018 with eight IT units participating.

SOLUTIONS CENTER PARTNERS

- Student Affairs IT
- UMOnline
- Central IT
- College of Forestry & Conservation
- College of Business
- College of Health Professions & Biomedical Sciences
- School of Journalism
- School of Law

“What we’re doing best is collaborating across units. The entire user experience is about to get flipped on its head. Together we can improve the student experience, and ultimately improve retention.”

— Brian French, Director, Office for Student Success
ZACH ROSSMILLER, a systems administrator in IT’s Central Computing Services, has spearheaded efforts to expand research computing capacity and maximize use of UM’s modular data center. In addition to building relationships with research groups, Zach developed and launched a data center website to showcase the MDC and virtual hosting opportunities. In addition to his work in IT, Zach is an adjunct instructor at Missoula College teaching network operating system server administration and infrastructure.
OneIT was a six-month strategic planning process that sought to design integrated IT services that align with UM’s strategic vision and deliver IT services more effectively and efficiently. The OneIT team engaged hundreds of stakeholders in the process.

**OVERALL TECHNOLOGY EXPERIENCE AT UM**

From the Educause Technology Research in the Academic Community (ETRAC) survey, Spring 2017

<table>
<thead>
<tr>
<th></th>
<th>STUDENTS (n=753)</th>
<th>FACULTY (n=195)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Excellent</td>
<td></td>
<td></td>
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<tr>
<td>Good</td>
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<tr>
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</table>

**GUIDING PRINCIPLES**

The OneIT team chose these principles to guide decision-making:

- Focus on Users
- Keep it Simple
- Build Partnerships
- Value Data

**STRASTRIC OPPORTUNITIES**

1. Shared vision, strategy, and accountability starting at the cabinet level
2. Disrupt silos to deliver integrated services efficiently
3. Seek funding for physical space to bring IT professionals together
4. Transform UM’s IT workforce to design solutions, not just deliver services
5. Rethink IT governance
6. Design and execute effective hardware and software procurement policies and processes

Ideas posted online using a co-ideation tool called IdeaScale

umt.edu/oneit

134 stakeholders engaged online

565 Comments

1,515 Votes

**REIMAGINING IT**

JESSE NEIDIGH
Director of Student Affairs IT, and

GORDY PACE
Communications Director in Central IT, co-designed and led the OneIT process.

umt.edu/oneit
SOFTWARE

SOFTWARE ASSET MANAGEMENT

Central IT provides support in optimizing campus software purchasing, deployment, maintenance, use, and distribution with the goal of reducing licensing costs and minimizing risk.

“One thing that’s working really well is purchasing software centrally. It started with SPSS. Now it’s almost everything. Kathy has totally stepped up. She’s wonderful. And it just makes sense from an efficiency point of view.”
— From a OneIT focus group with the College of Humanities & Sciences

KATHY GARRAMONE manages software licensing for UM. She has consolidated purchasing of nearly three dozen software products and manages a website that facilitates purchasing for both departments and individuals. She also leads the Software Asset Management Roundtable, regular gatherings to discuss software needs and strategies, and to build collaborative relationships across organizational boundaries.

SAM SAVING MONEY

Below are examples of how software asset management saves UM money through collaboration, negotiation, and licensing strategies.

Microsoft

Changed contract type and supplier

Regroup

Pre-paid 3 years to save %15

SPSS

Added Montana Tech and Helena College to reduce UM’s portion

$3.45 MILLION
UM SOFTWARE SPEND OVER A 12-MONTH PERIOD

<table>
<thead>
<tr>
<th>Category</th>
<th>Amount</th>
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<tbody>
<tr>
<td>IT UTILITIES - CORE</td>
<td>$1,950,588</td>
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<tr>
<td>IT UTILITIES - ENTERPRISE</td>
<td>$704,768</td>
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<tr>
<td>ACADEMICS</td>
<td>RESEARCH</td>
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<tr>
<td>ADMINISTRATIVE</td>
<td>$704,768</td>
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<tr>
<td>PROCARD (UNDER $1,000)</td>
<td>$104,461</td>
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<td>$112,353</td>
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</tbody>
</table>

IT UTILITIES - CORE

2015                      $114,575
2017                      $99,155
2014-17                   $35,875
2017-20                   $33,137
FY16                      $28,732
FY18                      $23,165
WEB AND MOBILE

33,997,399
Page views on University of Montana websites in 2017

628
Websites supported in Cascade CMS

951
Content providers supported

UM launched a mobile app in August, 2016. The app includes authenticated views for students and employees, and profiles for alumni, prospective students and campus visitors.

ASUM ELECTION GOES MOBILE
ASUM student government successfully conducted its 2017 elections using a secure mobile app developed by IT

UM HOSTS CAMPUSM MOBILE APP CONFERENCE
ExLibris/CampusM, UM’s mobile app vendor partner, chose the University of Montana as the site of its first U.S. Founders Club meeting held in the Gilkey Center June 6-7.

STUDENT DEVELOPERS
Computer Science majors Payton Pietron and Elizabeth Hobbs developed most of the tiles in the UM mobile app. Payton was hired by CampusM in July after graduating from UM last spring.

KAYLA PIERSON, web designer and user experience specialist, earned two national accolades in 2017: Internet2 awarded Kayla an Inclusivity Initiative Scholarship, and Hannon Hill gave Kayla a Cassie Award for Customer MVP at their Cascade User Conference.

14,553
Users of UM’s mobile app

POPULAR TILES
Moodle 33%
Food Zoo 17%
Class Schedule 17%
UDASH Bus 8%
Grades 7%

umt.edu/mobile
Network port activations increased by 1,105, and telephones increased by 62 in the last six months of 2017 after chargebacks were eliminated.

On July 1, IT eliminated monthly chargebacks for individual telephone and network ports. Vice presidents and deans agreed to allocate about $1.2 million to IT to replace lost revenue used to fund many IT services. In the 18 months prior to the funding model change, UM departments had deactivated 713 network ports and disconnected 327 phones as budget-cutting measures.

IT’s Enterprise Information Systems team completed implementation of DocuSign and Banner Workflow, tools that allow for streamlined business processes and transactions. EIS provided training on the new tools, and is now working with functional offices to identify processes that can be improved by using workflow technologies. Paperless processes were identified as a top priority by users last year.

UM is the only Internet2 network connector in Montana.

Network port activations increased by 1,105, and telephones increased by 62 in the last six months of 2017 after chargebacks were eliminated.