UW-IT INSIGHTS

INFORMATION TECHNOLOGY
UNIVERSITY *of* WASHINGTON

A quarterly review of what UW Information Technology (UW-IT) is delivering to the UW community

Next generation Wi-Fi will enhance speed, performance

A substantial UW wireless network upgrade is in progress to improve performance, increase speed and broaden coverage for our 60,000 users and 100,000 devices. When complete in 18-to-36 months, this next-generation Wi-Fi network will deliver six-to-eight times greater speed, provide better support and significantly increase capacity.

With UW demand for Wi-Fi growing rapidly—usage has doubled since 2008—this upgrade is part of UW-IT's strategy to meet current and future needs.

Technology recharge fee rates will stay the same for FY 2012

The Technology Recharge Fee (TRF) rates for FY 2012 will remain the same as they were in FY 2011 under a recommendation by an oversight committee approved by the Provost. Also approved were recommendations to continue with the same basic bundle of services and methodology for calculating the fee, and to renew the Microsoft Campus License Agreement for FY 2012. In addition, phone rates will be reduced by 33 percent, to $4.05 per month, per line, which will help offset the TRF.

The committee of representatives from UW academic and administrative units conducted a comprehensive review of the TRF—the fee that uses a per-capita rate to provide sustainable, long-term funding for critical information technology services for the UW. The committee evaluated the fee level, methodology, process and services included in the service bundle. For more information, see the Technology Recharge Fee.

Document imaging system will save time . . . and trees

More than 400,000 pieces of paper will be saved each year under a Document Imaging and Management System (DIMS) project being piloted in UW Seattle and UW Bothell undergraduate admissions offices—in partnership with UW-IT, the Office of Planning and Budgeting, and Financial Management. The project is exploring new business models such as hosted service providers to achieve efficiencies in the most cost-effective way.

DIMS will automate and streamline the multi-step admissions process, capturing and storing electronic versions of paper documents submitted by 30,000 student applicants annually. It will save mounds of paper and result in significant efficiency gains. The long-term goal is to implement DIMS across the UW and integrate it with other systems.

This project began as a grassroots effort, with UW business partners coming together to address a common problem, and securing central funding to build an enterprise-wide solution.

New reports and tools speed data gathering, analysis

Getting quick access to consistent, reliable data about students, faculty, staff and budgets is challenging. New enterprise reports, a financial data analysis 'cube', and soon-to-be accessible planning and budgeting data are making it faster and easier:

► Enterprise reports answer key data questions

Over 150 enterprise reports enable quick analysis and drill-down into UW data related to human resources, payroll, student admissions, research administration, and more. They provide information previously unavailable, aggregate data from different systems, and answer frequently asked questions with pre-populated information you can customize for your unit. About 5,000 registered users—a tenfold increase in just 18 months—access these reports; available on demand through Decision Support.

► 'Cube' simplifies complex analysis of financial data

Users with deeper analysis needs can tap the Financial Activity Cube, a data analysis tool that easily manipulates complex UW financial data to answer multi-faceted questions. Each cube contains UW biennium data that you slice and dice in many combinations; you can query about dollars spent by fiscal year, by organization, by budget, by expense object. No custom programming is required—you simply use Excel. Get information and access.

► Institutional data moving to warehouse brings strategic reporting

A major effort is underway to evolve the Enterprise Data Warehouse (EDW) from providing operational reports on single-subject areas to delivering strategic reporting of trends, key metrics and longitudinal data across subject areas. A key initiative supporting this is the migration of the Office of Planning and Budgeting's extensive institutional administrative and research data to the EDW, targeting summer 2012 to provide this integrated data to units via self-service.

For more, read the UW *Today* article: EDW, financial 'cube' make it easier to work with data at the UW.

Budget reconciliation faster, easier with new tool

UW managers and researchers no longer need to use paper to document budget reconciliation and review activities. MyFinancial.desktop has released tools enabling them to reconcile budget transactions quickly online, add notes to posted transactions, enter commitments into the Worksheet to see the impact on their budget balances, sign-off on budgets, and easily track the reconciliation/review status for all their budgets in a new report.

► **What's next:** Plans for financial enhancements in the next year include Electronic Faculty Effort and Cost Sharing (eFECS) online certification to allow principal investigators (PIs) to electronically certify effort reports, eTravel direct deposit to eliminate check processing and tracking, and a streamlined vendor registration process to improve efficiencies.

Phone system upgrade will move UW into future

A major effort is moving forward to replace the UW's aging telephone system and meet the UW's future needs. The current system is outdated and lacks vendor support and modern features.

- First, UW-IT will replace the phone system of about 5,000 UW staff over the next six months with a more stable and reliable system, with enhanced features and capabilities.

- Next, UW-IT will partner with key stakeholders and campus units to conduct a study that will analyze technology alternatives for upgrading the phone system of the remaining 20,000 faculty and staff, and it will recommend a replacement for the remaining aging infrastructure to move the UW into the future. Key drivers will be lower operating costs and better collaboration.

Cloud services: New tools for teaching, learning, collaboration

Through partnerships with Microsoft and Google, UW students, faculty and staff may now use UW Google Apps and UW Windows Live—low-cost, UW-branded, ad-free cloud-hosted services with state-of-the-art features and frequent updates. More than 10,600 students use UW cloud email. Cloud services have enabled these course uses and more:

- UW instructors can provision class lists into UW Google Apps to restrict sites, calendars or documents for use only by their particular course.

- Using a "mash-up" of Catalyst CommonView and UW Google Sites, 26 specific courses and more than 70 instructors have created ePortfolio projects for students.

► **Upcoming:** Google is adding new applications which will be offered to UW users pending risk management review. Examples include Reader, to aggregate and read favorite Web sites; Analytics, which provides Web site analytics; Blogger for blog creation; Picasa photo editor; and Maps.