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

Technology Recharge Fee rates will stay the same for FY 2013

Technology Recharge Fee rates for FY 2013 will remain at FY 2012 levels under a recommendation by an oversight committee of academic and administrative units that was approved by the Provost. In addition, the monthly dial tone rate will remain at FY 2012 levels. A recommendation to continue with the same basic bundle of services and methodology for calculating the Technology Recharge Fee was also approved. The fee uses a per-capita rate to provide sustainable, long-term funding for critical IT services for the UW. For more information, see the Technology Recharge Fee Web page.

Effort to select an HR/Payroll system replacement option launching soon

The process to select a cost-effective Human Resources and Payroll (HR/Payroll) system to significantly improve critical HR/Payroll functions at the UW is moving ahead. A project is launching to document current HR/Payroll business processes and identify a desired future state.This is an important step towards preparing for the new system. The Board of Regents in October approved moving forward with seeking state approval to issue a Request for Proposal (RFP) for the new HR/Payroll system.

The goal is to replace the UW's 30-year-old system with a modern one that supports every level of UW's HR/Payroll operations—addressing the lifecycle of people management, from hiring to retiring; providing data to enable the UW to attract and grow its talent and effectively manage its workforce; delivering functionality in key missing areas; and significantly increasing efficiencies for HR-related functions across the UW. This collaborative effort with UW Human Resources, Academic Human Resources, Payroll, and UW units will:

- **Streamline department payroll data gathering and processing**, eliminating the need to manually re-key data and reducing the steps it takes to collect and record time, process payroll, and update leave records
- **Enhance business efficiency** by:
  - **Automating approval routing** and tracking
  - **Integrating employment processes across services**, including payroll, time and leave, compensation and benefits
  - **Integrating business processes across areas**, including departments, campuses, medical centers and UW administration services
- **Enable better reporting and decision making by providing more robust data,** including human resources data, and giving managers access to tools and data to analyze and

manage their workforce and labor costs

- **Strengthen regulatory compliance**

HR/Payroll is among the key areas addressed in the UW Strategic Roadmap for Information Management and Administrative Systems, along with Enterprise Information Management, Finance, and Student. The newly updated **Roadmap Web site** provides an overview of these initiatives, with timelines, future direction and governance.

UW network refresh meets UW's future needs

A large-scale, multi-year initiative is underway to bring the UW network to state-of-the-art 21st century capabilities and meet an ever-growing demand for more network bandwidth. The goals of this effort are to redesign for service flexibility, scalability and more efficient provisioning, and to be able to provide 10 gigabit virtual private networks to meet high-capacity research requirements. The result will be a modern, cost-effective and reliable network that is easier to maintain and capable of supporting UW's current and future teaching, learning and research needs. The effort, started in Autumn 2011 by UW Information Technology (UW-IT), includes:

- **A hardware refresh** to enable continued growth in bandwidth usage. Most of UW Seattle (80 percent) will be upgraded by Spring 2012; the rest, plus UW Tacoma and UW Bothell, will be upgraded by Spring 2013.
- **A routing architecture update** to enable new services including private networks, direct off-campus access, centralized firewall services and faster deployments.
- **IP updates** for planned, UW-wide delivery of IPv6 addresses and and a higher class of service for voice traffic in mid-2012. IPv6 is a new Internet protocol that will help meet the high demand for new IP addresses, currently constrained by lack of IPv4 address space.
- **A new architecture** that takes advantage of separate, private networks for data segregation, is more efficient, and scales to a university of this size.

New pilot evaluates state-of-the-art telecommunications capabilities

A pilot project is evaluating a new unified communications infrastructure for the UW's telephone system that will seamlessly integrate features such as voice, chat, videoconferencing, and desktop/document collaboration. Testing sessions with 80 users, plus surveys, will help UW-IT define and deploy the new features to all customers. The pilot system will showcase products from multiple vendors, operate with mobile devices, and be compatible with UW's old telephone system.

This unified communications pilot is happening in concert with a nearly completed **Telecommunications Upgrade**, which improves service by providing a stable, reliable system with enhanced features and capabilities for 5,000 of the 28,000 telecommunication customers UW-IT serves. Next, for the remaining customers, UW-IT will partner with key stakeholders to analyze alternatives and select a technology that will replace the aging telecom infrastructure and lower

operating costs.

New UW Exchange service coming soon to basic bundle

A new cloud-based Exchange service will soon be offered as part of the basic bundle of services funded by the Technology Recharge Fee. The new service will include basic calendaring and a 25 GB mailbox quota, and it could be available as early as Spring/Summer Quarters. It offers a cost-saving alternative to many of the people currently paying a monthly fee for UW Exchange, being renamed "UW Exchange Local."

Initially, the cloud offering will lack some functionality available from UW Exchange Local—including calendar resource management (e.g., conference room scheduling), public folders, BlackBerry integration and the ability to send large email attachments. People who need this functionality can continue to use the UW Exchange Local service at the current monthly rate, and they can also use the 25 GB mailbox available in the new service for archiving messages.

UW-IT is working closely with Microsoft to integrate our existing Exchange service with Office 365 and to develop a transition plan, which will be shared as soon as it is available. This will include moving UW Windows Live customers to the new service, since Microsoft is discontinuing that offering, and providing information on disposition of Skydrive data, since Microsoft is not including Skydrive in Office 365.

In the future, as Microsoft makes new capabilities available, UW-IT will enhance the new UW Exchange cloud service to add functionality such as HIPAA compliance, unlimited email archive space, more options for centrally managed calendar resources, support for BlackBerry, and shared accounts—although some of these may involve additional fees beyond what is covered in the basic bundle of services. UW-IT plans to release other Office 365 services as Microsoft makes them available, with future options to include SharePoint Online and Office Web Apps.

eFECS milestone: Faculty Effort Certification goes online

Faculty can certify their effort reports online for the first time with a new service that launched in January. The Electronic Faculty Effort and Cost Sharing (eFECS) online certification allows faculty members who report on a calendar-year cycle to certify their effort reports electronically, replacing the paper-based process. Faculty who report on an academic cycle will be able to certify electronically starting in April 2012. In addition, this third phase of the eFECS project will reduce compliance risk in several areas by improving timeliness, enhancing online status tracking, integrating calculations for cost share adjustments and adding security.

UW-IT, the eFECS Business Advisory Group, Process Improvement Team, various campus user focus groups and Technical Advisory Group collaborated to meet these compliance-based reporting requirements. Previous phases of the eFECS project provided reports (including retroactive salary transfers and salary cap calculations) that save people time, improve compliance and provide better

information in an improved layout. For details, see the eFECS home page.

Online Performance Evaluation Metrics reports now available

For the first time, Performance Evaluation Metrics (PEM) reports used by the Provost in unit budget discussions are available online in the Enterprise Data Warehouse (EDW). The reports, showing the measures and metrics used in annual budget discussions with administrative and academic units, became accessible online in Autumn 2011, thanks to a partnership between the Office of Planning & Budgeting and UW-IT. Units and departments now can use central data and tools to compile their responses with EDW data. For the first time, the UW is using a single list of metrics to measure the performance of the offices under UW deans, vice presidents and vice provosts. This data can better answer the basic question: Are the UW's largest divisions measurably improving their performance in pursuit of the University's mission and goals? For more information, see the Office of Planning & Budgeting Web site.

More applications added to UW Google Apps

UW-IT continues to enhance the UW Google Apps service. New apps added since September include Blogger, YouTube, Maps, Reader, Picasa, Voice, Analytics, Google+, Books, Bookmarks, Moderator and Webmaster Tools. The basic set of UW Google Apps includes email, Calendar, Docs and Talk. UW-IT will continue to add new apps as they are cleared through an enterprise risk review process, and in response to requests from the UW community. For details, see Additional Google Apps.

New easy-to-use UW blog service offered

A new UW Blogs Network service makes it easier for faculty and staff to publish posts in a "blog" (a chronological Web journal). The new UW-branded, WordPress service allows bloggers to log in using their UW NetID, start typing, and create new posts and pages without worrying about how it all works. UW-IT will keep the service and features up-to-date and provide UW-specific templates and plug-ins that let bloggers track visits, add a contact form, and feature content from Twitter. The UW Blogs Network is now part of the basic bundle of services, thanks to UW Marketing and UW-IT.

Teaching and Learning Technology Oversight Committee formed

A new Teaching and Learning Technology Oversight Committee was formed over the summer to provide advice and guidance on key UW student and teaching technology initiatives. The committee, composed of faculty and administrative leaders in technology and learning from all three campuses, is providing direction for three new technology initiatives that aim to improve the student learning experience. It is evaluating the eTextbook and Canvas eLearning platform pilots,

along with the rollout of Tegrity lecture capture. The committee will make recommendations for long-term changes in infrastructure and support models needed to implement these, or similar new technologies, across the UW.

Preliminary findings from the 2011 UW-IT faculty, TA, student surveys

A preliminary summary of findings from the 2011 Surveys on Teaching, Learning and Research Technologies is now available online. The surveys, conducted every three years by UW-IT, ask UW Seattle faculty, teaching assistants, and students about their current practices and future technology needs. They provide valuable data to help the campus make informed decisions about technology choices. Review the surveys summary to better understand what technology choices can best meet the UW's needs. A full report of findings will be available soon.

Three UW-IT reports now are available online

Annual Report: The UW-IT 2011 Annual Report covers strategic initiatives that support the UW community and a financial summary for FY 2012. Feature stories focus on work in four key areas: transforming how the UW does business, improving the student experience, connecting people, and positioning for the future.
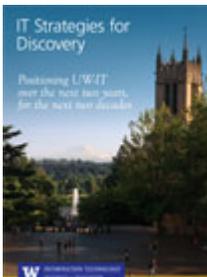
Strategic Plan: IT Strategies for Discovery proposes a strategic framework for the University's information technology landscape that will position the University for the future. The plan provides key choices and directions, and it identifies strategic investment priorities for FY 2012 and beyond.
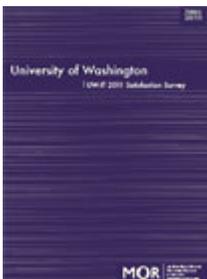
Customer Satisfaction Survey: A UW-IT 2011 Customer Satisfaction Survey of 2,100 randomly selected students, faculty and staff was conducted in May 2011 by an external party, to measure satisfaction with UW-IT services. The response rate was high: 35 percent (745 responses), and UW-IT's overall quality of services was rated 4.88 on a 6-point scale.