



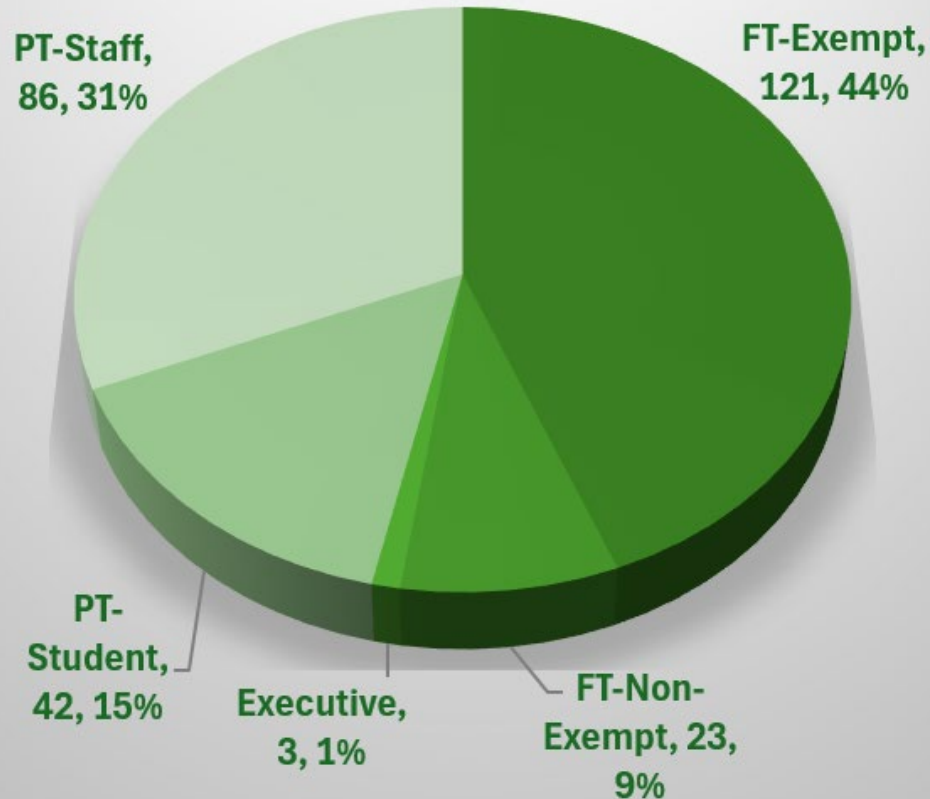
DIGITAL TRANSFORMATION

CHANGE IN ACTION

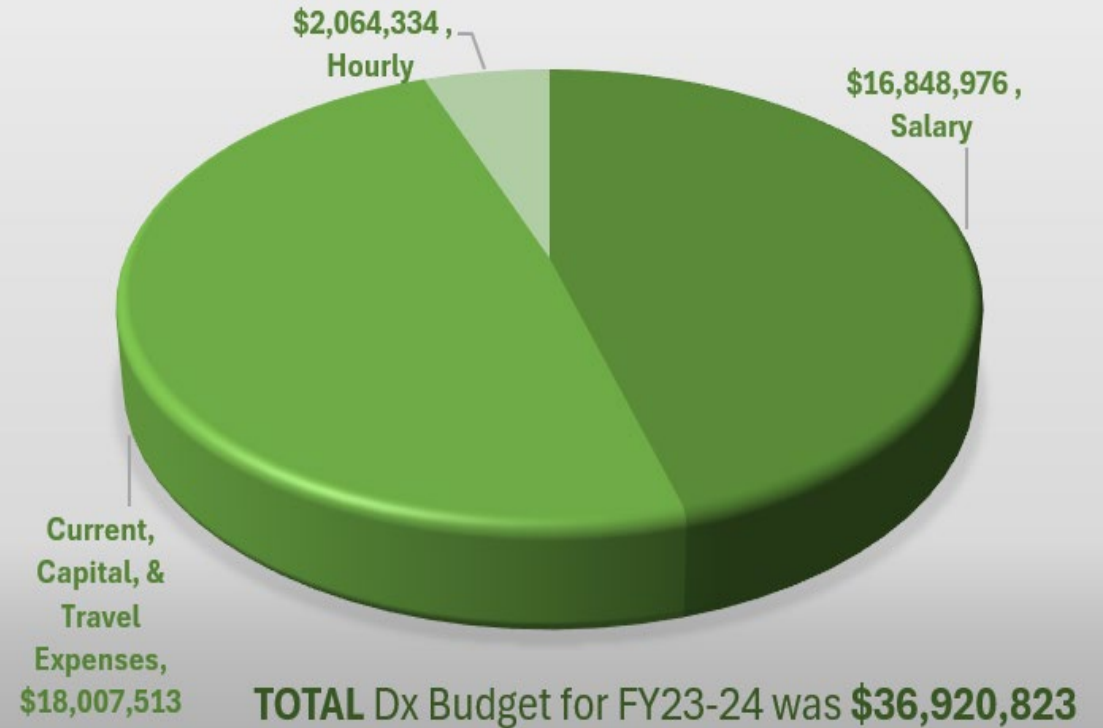
STEWARDSHIP CONVERSATION
October 30th, 2024

Digital Transformation (Dx) At-A-Glance

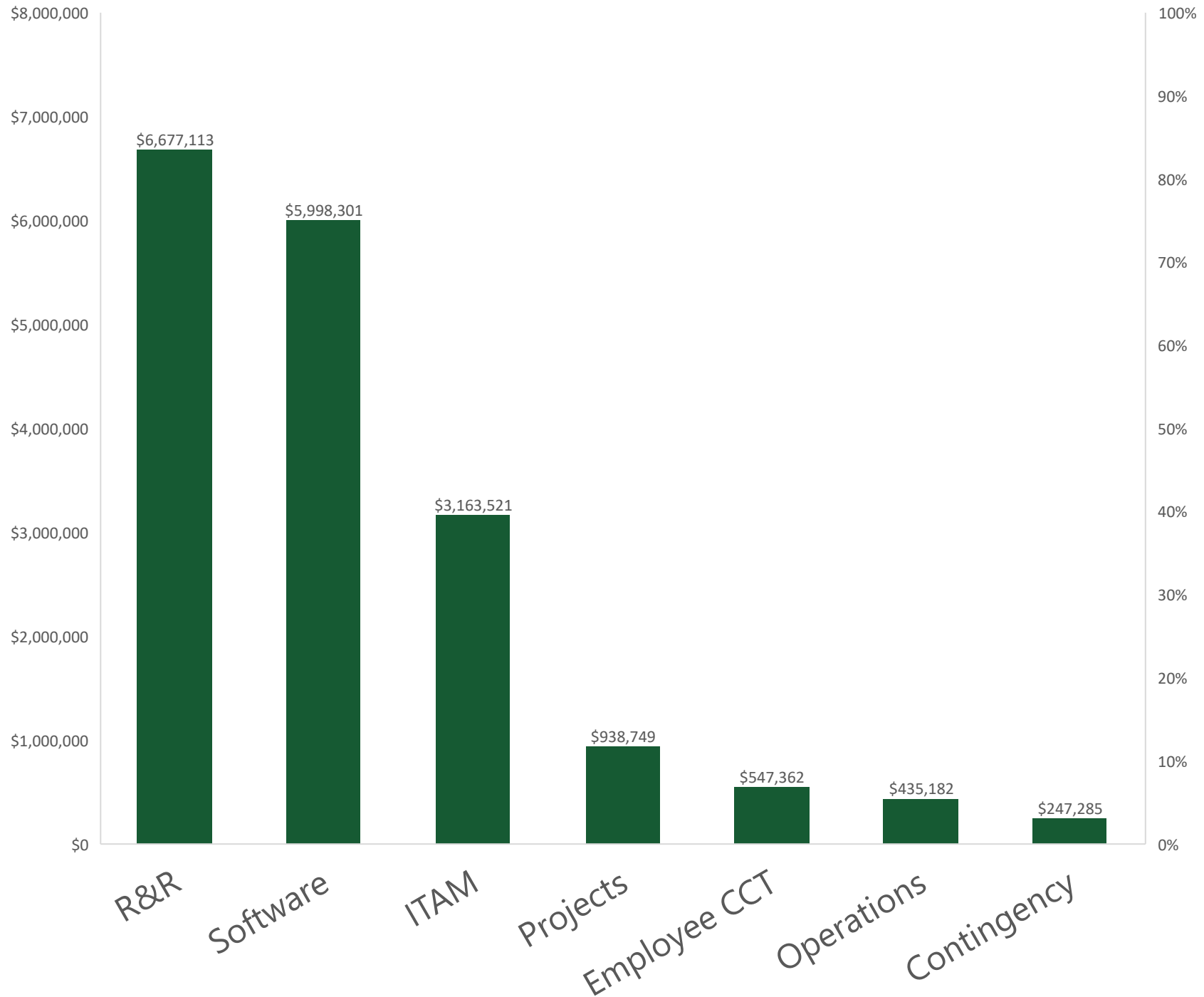
Dx Employee Count - 275



DX BUDGET SPENT FY23-24



Breakdown of Current, Capital & Travel Expenses



DIGITAL TRANSFORMATION LEADERSHIP



Christina Baum
CIO / VP Digital
Transformation



Shane Green
Principal Enterprise
Architect



Nathan Gerber
AVP, Partner Solutions
& Technology Support



Brian Hall
AVP, Platform
Technologies



Karen McLaughlin
Exec Office Manager



Brett McKeachie
Sr Director, Enterprise
Portfolio Management



Ben Metzger
Business Officer II, Dx
Financial Management



Devin Krisle
Sr Director,
Operational Excellence

Dx Impact by the Numbers

Service Desk
Tickets: 32,987*



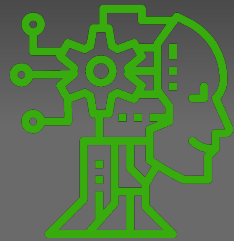
Support Tech
Tickets: 6,488*

Network
Modernization:
34% by Jan '25



Partnership
Director Projects
for Divisions:

52 (accomplished so far)



TA in a Box
Pilot: 14
classes

18,880

Unique Devices on
Wi-Fi*:

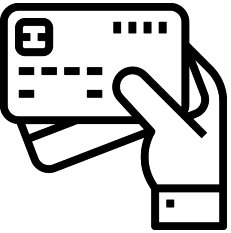
Hours Spent
on Ticket
Requests
Supporting
UVU*:

450,658

Money Saved with
Cancellations:
\$626,401



Software Titles
Maintained:
211



Mobile App Usage:

72,413 (since launch)

40,592 (23-24)





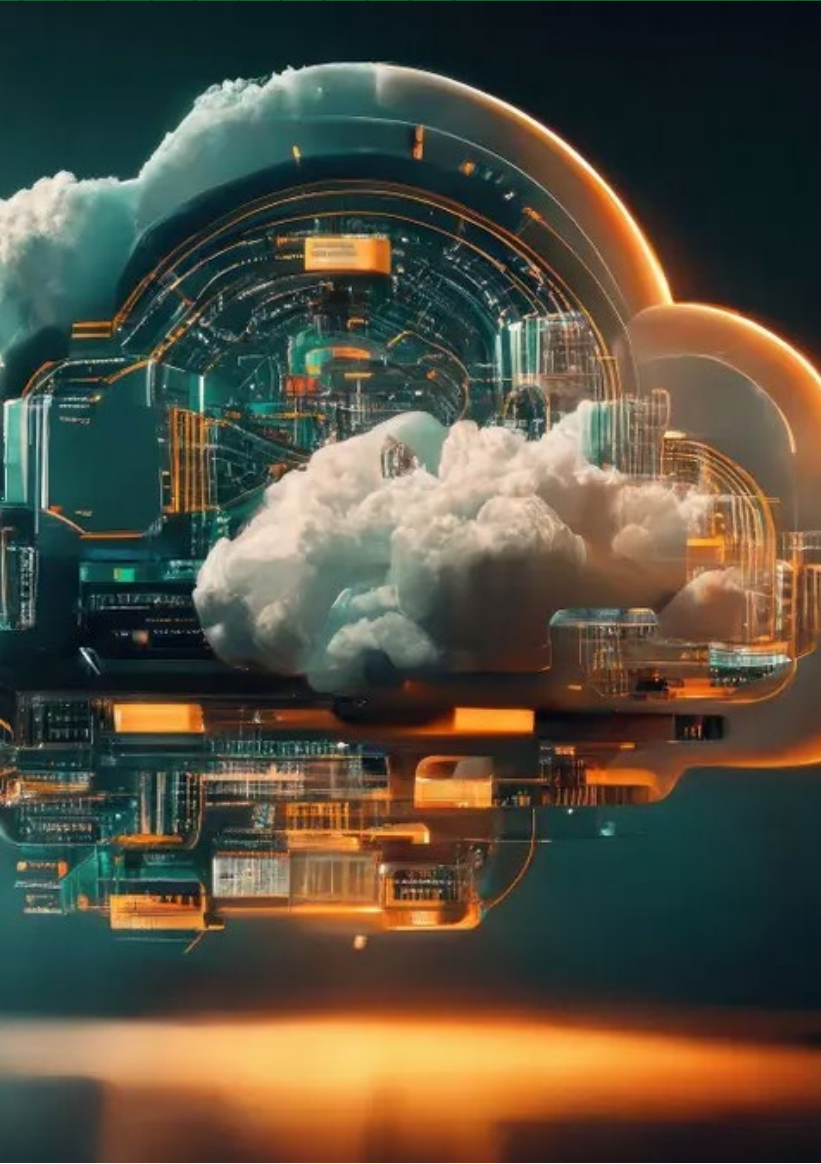
Strategic Resource Allocation Assessment

2023-2024 PBA Cycle

Resource Request	Allocation Type	Amount	Expenses	Category (Hiring, unit programming, institutional cost)	Plan for Reporting Results
Hardware Repair and Replace Inflation Adjustment	Non-Appropriated, 2023-2024 One-time	\$500,000	\$2,341,111 was spent on Hardware and Network Infrastructure from index S13463 in FY23-24	Institutional Cost	This increase was spent towards existing hardware R&R needs.
Network Infrastructure Repair & Replace	Non-Appropriated, 2023-2024 One-time	\$200,000	See information for this line above.	Institutional Cost	This increase was spent towards existing Infrastructure R&R needs.
Data Center Repair and Replace	Non-Appropriated, 2023-2024 One-time	\$100,000	\$49,957 on P0909198 and \$157,500 on P0907389	Institutional Cost	We updated the batteries for the UPS Data Center in FY23-24.
			Total expenses were \$207,457		
Server Repair and Replace	Non-Appropriated, 2023-2024 One-time	\$150,000	\$357,551 was spent on Server R&R from index S13465 in FY23-24	Institutional Cost	This increase was spent on existing server R&R needs.
Classroom Technology Repair & Replace	Non-Appropriated, 2023-2024 One-time	\$200,000	\$1,140,633 was spent on classroom R&R from index S13460 in FY23-24	Institutional Cost	This increase was spent towards existing Classroom R&R needs.
NetCuras Network Maintenance & Support contract	Non-Appropriated, 2023-2024 One-time	\$140,000	\$171,771 spent on P0904335 & P0907350	Institutional Cost	This funding was spent on NetCuras Contractor support

Resource Request	Allocation Type	Amount	Expenses	Category (Hiring, unit programming, institutional cost)	Plan for Reporting Results
Convert from FY22-23 1x to Ongoing: Cybersecurity Insurance	Appropriated, 2024-2025 Base	\$100,000	The plan is to use these funds to cover cybersecurity insurance and additional security software like Identity Finder that was discontinued by USHE	Institutional Cost	We will continue to pay for the cybersecurity liability insurance. If there are extra funds in the cybersecurity index, we will use those funds for additional cybersecurity focused purchases.
ERP Stabilization	Appropriated, 2024-2025 Base	\$150,000	The plan is to hire additional contractors to help us stabilize the Banner system	Unit Programming	This money will be spent on augmented contractor work to help us stabilize our ERP system.
Software Inflation Adjustment	Appropriated, 2024-2025 Base	\$485,363	The plan year is to continue providing the software titles used by the University and cover the inflationary price increases we are seeing	Institutional Cost	We will continue to pay for the University's software obligations.
Increase in Hourly Wages (for existing staff)	Appropriated, 2024-2025 Base	\$108,000	The plan is to review which areas need additional Hourly funding and transfer these funds to those areas.	Hiring	Dx Executive Leadership will meet to parse out these funds to the needed areas. I have a template showing needs and projected wages we will use for that discussion.
ERP Programmer / Engineer	Appropriated, 2024-2025 Base	\$149,639	The plan is to hire an additional ERP programmer	Hiring	This position will be posted.
SR. IT Cybersecurity Analyst	Appropriated, 2024-2025 Base	\$175,448	The plan is to hire an additional cybersecurity analyst.	Hiring	We have hired for this position.
Software & hardware maintenance contracts inflation	Appropriated, 2024-2025 Base	\$339,874	The plan is to continue providing software titles used by the University and cover the inflationary price increases	Institutional Cost	We will continue to pay for the University's software and hardware maintenance obligations.

FY23 Accountability



- The following software titles were purchased for Student Affairs: Campus ESP, Campus Groups (branded as Connect), and Scholarship Universe. Process reviews were initiated for Student Communications, Software requisition, and Computer Fulfillment.
- A university-wide data warehouse was created, and Collibra data governance software was renewed. Various software and services were purchased, and \$500,000 was reallocated from the employee mobile app to R&R expenses.
- Infrastructure assistance was contracted out, and enhanced ticketing integration and consultation services were obtained.

FY24 Accountability



- The total expenses of FY24 were more than \$12M, 371% more than the allocated PBA.
- The increase in funding was allocated to address existing hardware and infrastructure R&R needs, including updating the batteries for the UPS Data Center.
- It was also used for existing server and classroom R&R needs and NetCuras (network infrastructure support).

FY25 Accountability

- Dx will continue to pay for cybersecurity liability insurance and use any extra funds in the cybersecurity budget for additional cybersecurity purchases. The funds will also be used to hire contractors to help stabilize the ERP system.
- Dx is reviewing its software obligations to discontinue redundant or unnecessary software titles.
- The executive leadership will allocate funds to different areas, and a new position is being designed to fit the changes in the department structure. Additionally, Dx has changed positions to meet its cybersecurity needs.



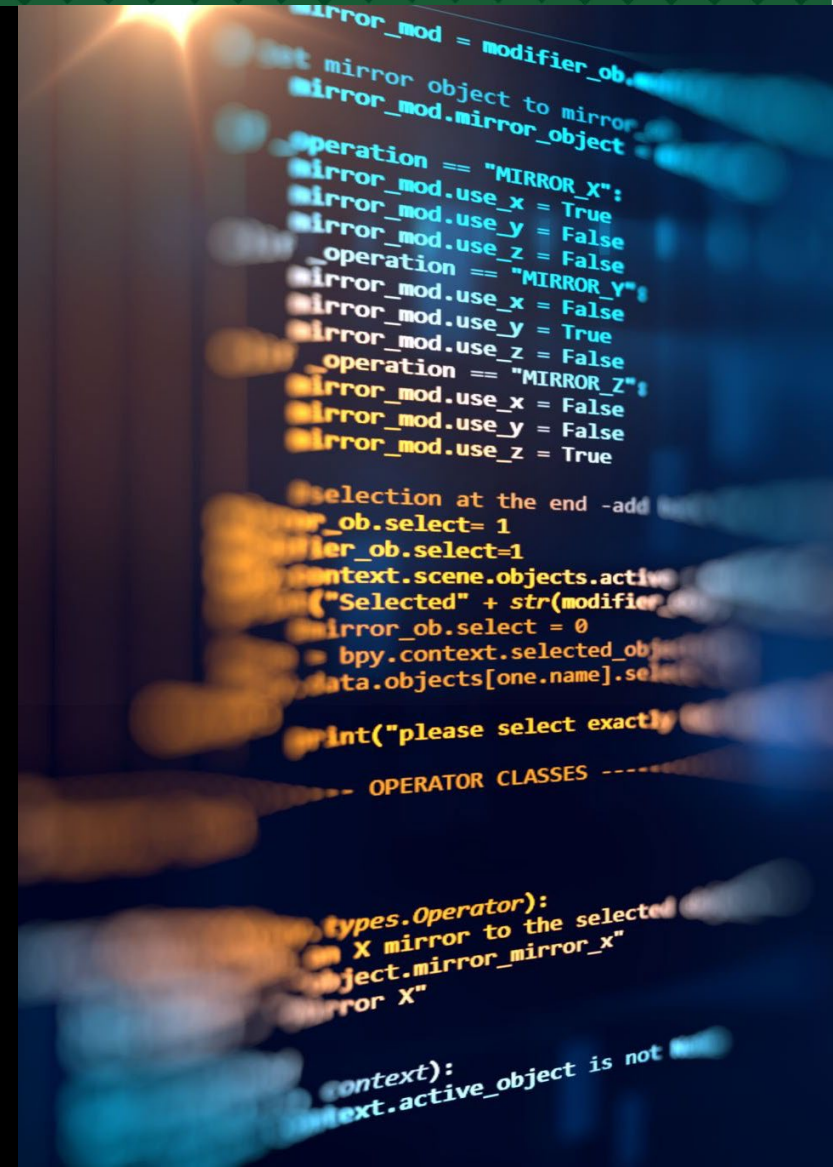


Assessment on Goal Completion

Year 2023-24 Assessment

Improved Student Experience (Goal #1)

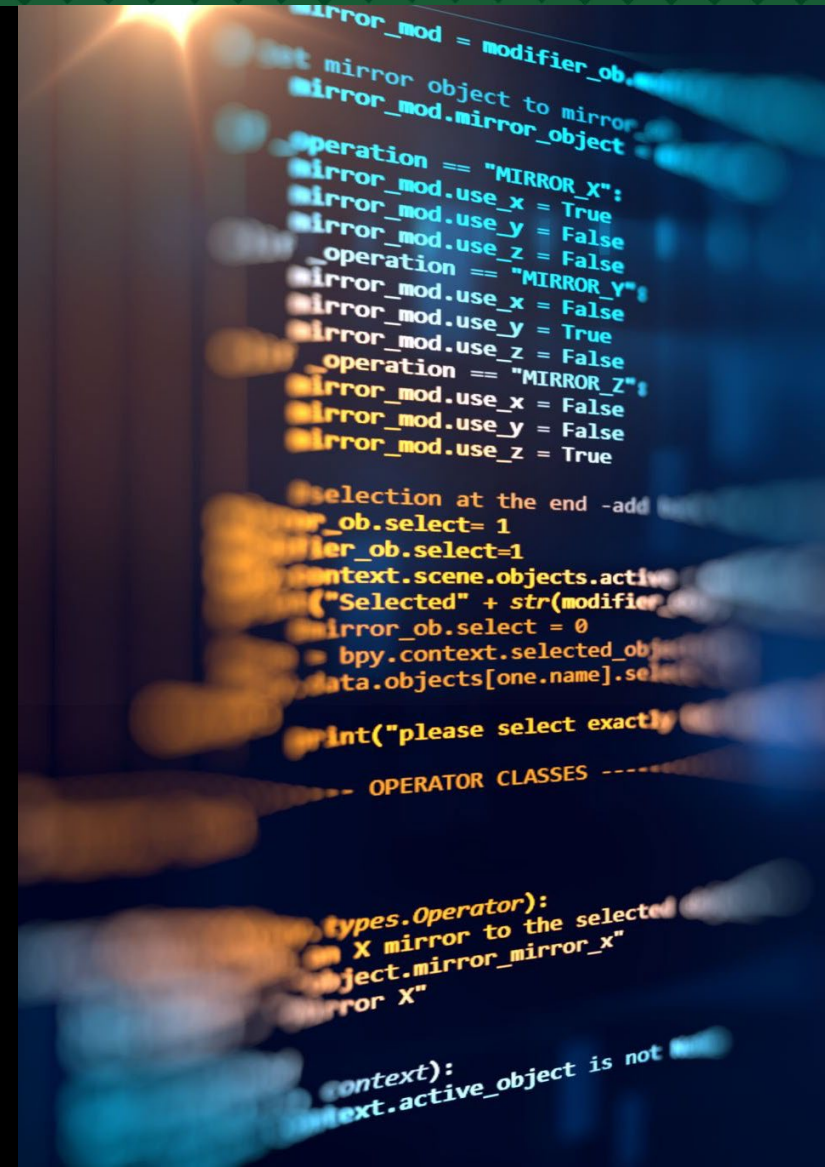
- Deployed new chatbot on public website (replaced Ocelot)
 - Deployed on 863 strategic public web pages
 - Prepared for AI integration
- Created the AI TA in a Box proof of concept
 - Pilot tested in BIOL 1010 in-person course in Fall 2023
 - Pilot tested in 6 courses Spring 2024 with mixed modalities
 - Full conversational AI coming in next pilots



Year 2023-24 Assessment

Improved Student Experience (Goal #1)

- Health and Wellness functionality built into the UVU Student mobile app
 - Utilized over 18,000 times since launch in August 2023
- Completed preliminary report with consultants on Student Journey Mapping
 - Currently engaged with design thinking workshops on many areas

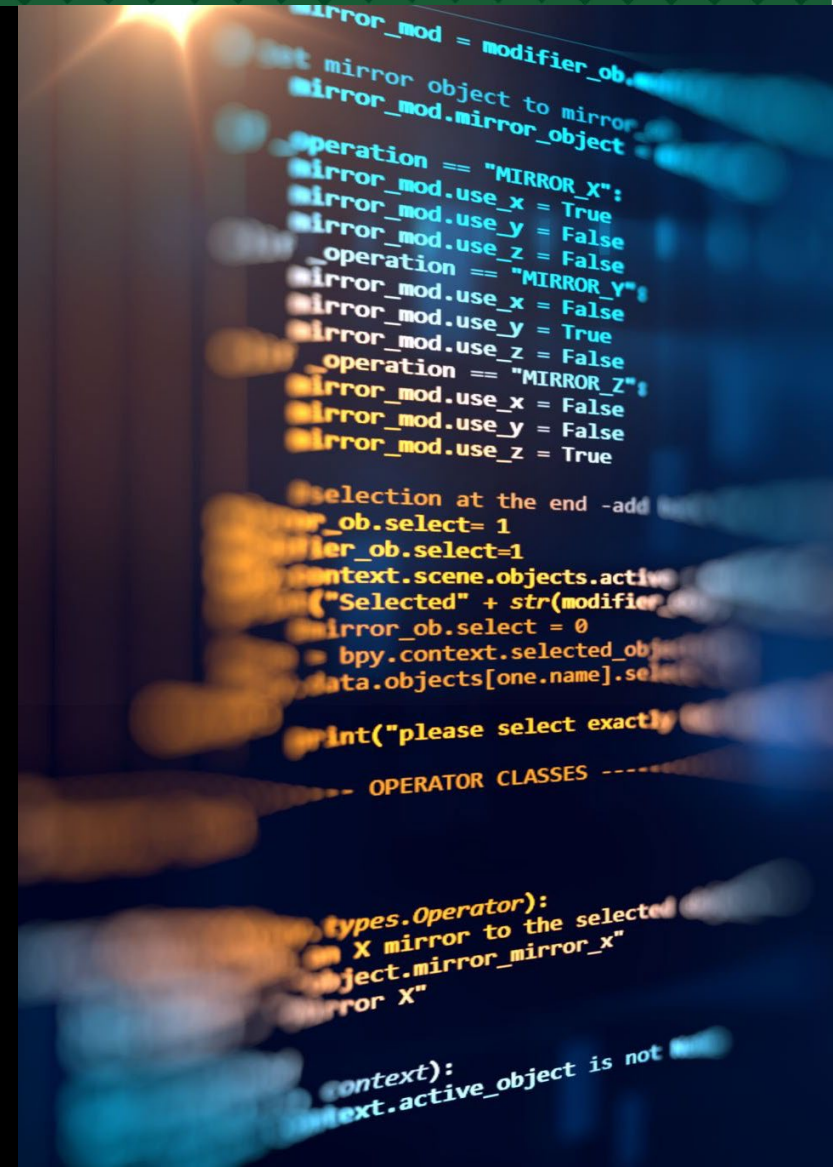


Year 2023-24 Assessment

Improved Student Experience (Goal #1)

Funding Reallocations

- Received \$163k donation of services from local vendor to complete the first phases of TA in a Box Development
- Reallocated internal labor to assist in development
- Realigned funding from other projects for Student Journey mapping
- Received \$96k from Academic Affairs to assist in FY25 development
- Funding for future development is still pending



Year 2023-24 Assessment

Transformation of Data (Goal #2)

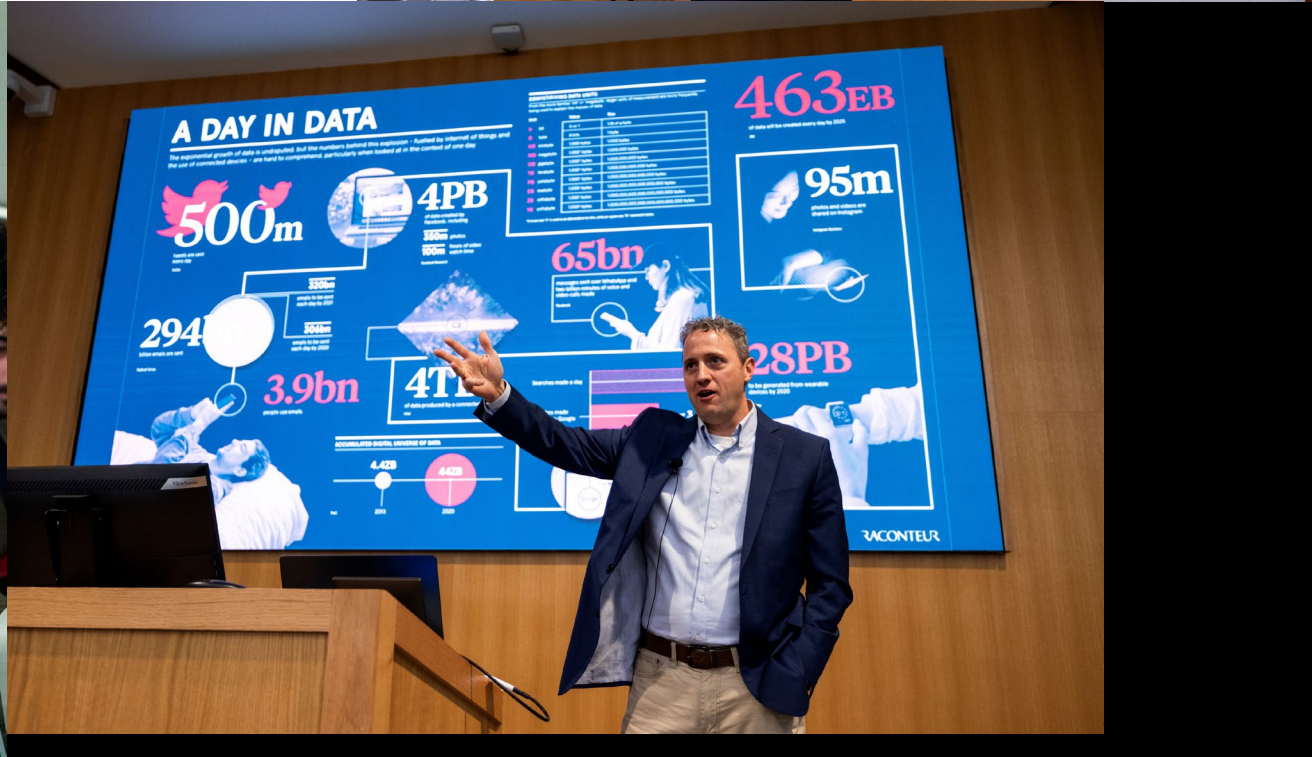
- Reestablished Data Governance Council – aligned with new Data Governance Policy 445
- Migrated EvolveFM, Canvas, Jira, and Finance Budget data to the new data lake system
- Grew the 3rd Annual Summit by 52% in registrations and 29% in overall attendance.
 - Representation from BYU and USHE in keynote presenters
- Automated 70 reports and created a schedule of reports for continuous improvement and updating



UVU DATA SUMMIT

FEBRUARY 4-5, 2025

KNOW YOUR DATA



Year 2023-24 Assessment

Transformation of Data (Goal #2)

Funding Reallocations

- Reallocation of funds to help augment staff teams for report creation and data ingestion
- Realignment of priorities helped identify reallocation opportunities
- Funding for future development is still pending



Year 2023-24 Assessment

Simplify Employee Tools (Goal #3)

- Custom solutions improved: OBES life insurance, ePAF system, and eSAF system
- Employee deduction system was rewritten in modern framework for future improvements and expanded use
- Approvals Dashboard was enhanced, redesigned, and improved to include the training system and required trainings



Year 2023-24 Assessment

Simplify Employee Tools (Goal #3)

Funding Reallocations

- No funding was requested for these efforts as they are part of our internal improvement efforts
- Prioritization with divisional leaders has improved our ability to focus internal resources for these high priority needs
- Funding for future development is still pending





Budget Requests

Dx Savings



\$500,000-750,000 (*one time*), and
\$50,000 (*ongoing yearly maintenance*)

Recent firewall changes using our Palo Alto firewalls will enable us to eliminate some existing hardware and cut expenses on new Cisco firewalls.

Software Uplift

\$420,000 (*ongoing*)

This represents a 5% increase in our software subscription costs, which we have seen increase significantly over the last few years.



Hardware Uplift

\$270,000 (*ongoing*)

\$135,000 for classroom hardware and
\$135,000 for networking hardware to help offset
inflation of hardware costs.



Security Modernization



\$260,000 (*ongoing*)

\$250,000 to fund a proper identity and access management (IAM) solution to replace our aging, homegrown identity solution, and \$10,000 for Wiz security to help secure our Azure cloud environment.

M365 Licenses



Microsoft 365

\$600,000 (*ongoing*)

This cost is for one year of our M365 collaboration tools and Office apps, and additional licenses for servers and other Microsoft applications, previously paid for in 2020 with CARES money (pre-paid 5 years of licensing)

Disaster Recovery and Business Continuity (DR/BC)



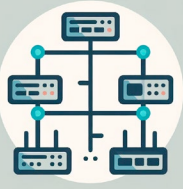
\$422,000 (*ongoing*)

We're currently building up our DR/BC capabilities, and this cost includes:

\$300,000 for F5 network appliances, and

\$122,000 for our server containerization (Kubernetes) environment

On-Prem Infrastructure/Support



\$189,000 (*ongoing*)

\$140,000 for NetCuras network support (in place of 3-4 FTEs),

\$24,500 for Cisco ISE (Identity Services Engine) to manage access due to growth

Data Center R&R



\$100,000 (*one time*)

This will enable us to replace 16-year-old power delivery units (PDUs) in our campus systems, providing redundant power to all systems, remote power management, and ensuring continuous operation while minimizing downtime.

On-Prem Server Infrastructure/Support

\$212,000 (*ongoing*)

\$80,000 for Rancher support (supporting our server containerization environment in Kubernetes),
\$24,000 for Portworx for container storage,
\$50,000 for Nginx API licensing, and
\$50,000 for Kubernetes container environment support



Network Infrastructure

ARISTA

\$1,521,000 *(one time)*

We're in the middle of a migration of UVU's core network infrastructure to Arista. This amount covers the \$296,000 delta for Phase 3, and \$1,225,000 for Phase 4.

Dx Budget Request Summary

Total Ongoing: \$2,373,000

Total One time: \$1,621,000

Total: \$3,994,000



Headcount Requests

Future Headcount Needed

- End-User Technology Support Tech for Lehi
- Business Intelligence Research Services Data Analyst
- Data Governance Manager
- Data Analyst focused on Student Affairs
- End-User Technology System Administrator
- Part-time positions to support Partnership Directors

A photograph of a modern university building at dusk. The building features a prominent glass facade on the left side, which is illuminated from within, showing interior lights and structures. The rest of the building is constructed with brick and concrete. In the foreground, there is a well-maintained green lawn and a body of water that reflects the building and the sky. The sky is a clear, deep blue, indicating twilight. Overlaid on the center of the image is the text "Thank You!" in a large, white, sans-serif font. The text is positioned over a semi-transparent green rectangular background that spans across the middle of the image.

Thank You!