



A Note of Gratitude

Dear Campus Community,

I would like to highlight the extraordinary work of the diverse teams that make up the Division of Information Technology & Institutional Planning (IT&IP): Information Technology, the Office of Project & Process Management, IT Security & Compliance, and Learning and Research Technologies. I also want to express my appreciation for the team's flexibility and resolve in working with unprecedented speed and responsiveness in concert with the campus community to mobilize the technology infrastructure to serve students, faculty, and staff during this global pandemic. The teams' hard work, adaptability, and determination has helped to fundamentally improve the university. Below are just a few examples of IT&IP's extraordinary accomplishments in this time period.

Thank you for your commitment and invaluable contributions.

John McGuthry
Vice President & Chief Information Officer
Division of Information Technology & Institutional Planning (IT&IP)

Information Technology Accomplishments

The Information Technology Team, under AVP and Deputy CIO Ben Quillian III, has worked tirelessly in collaboration with the campus community in this unparalleled season to deliver innovative, effective, and secure infrastructure and technology services in campus applications, classroom and lab technologies, technology support, telecommunications and networking infrastructure, and cloud and on-premises data center services.

33K IT SERVICE DESK TICKETS

- Thousands of tickets, calls, chats, and device requests handled..
- 2,600+ MFA tickets handled.
- 1,200+ faculty/staff appointments..



CLASSROOMS 19 | 10

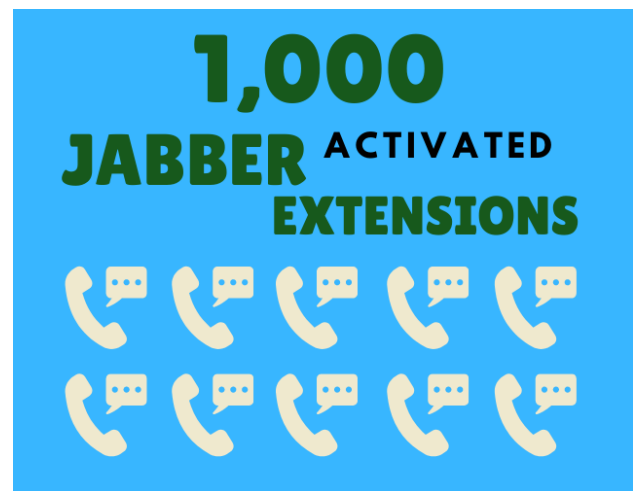
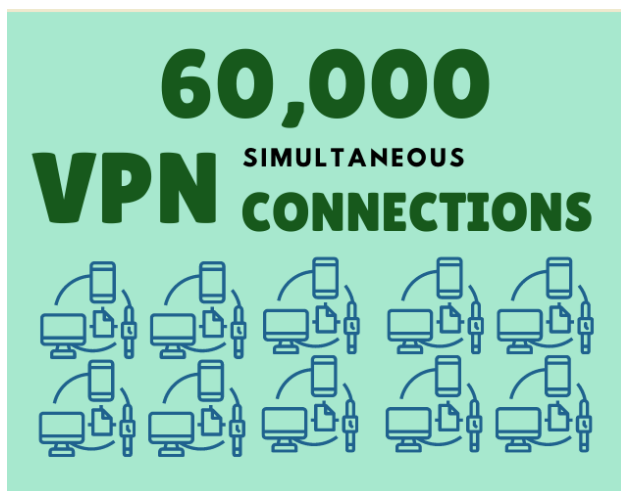


- 19 HyFlex classrooms launched!
- 10 computer labs upgraded!

The IT Service Desk and IT Client Services

- 33,000 tickets, calls, chats, device requests handled.
- Virtual Software Lab – 35K logins; 45K hours of usage.
- 2,600+ MFA Tickets 1,200+ appointments for devices with faculty and staff.
- Implement computer management platform to support a hybrid environment.
- 19 HyFlex classrooms launched.
- 10 computer labs upgraded.

And more...



Converged Network Services

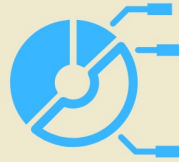
- Upgraded campus VPN: 60,000 simultaneous connections.
- Implemented new Wi-Fi guest network (CPPGuest).
- Upgraded University Internet Connection & Core to 40GB.
- Upgraded Network to Campus Buildings to 10GB.
- Jabber roll-out: 1,000 extensions activated.
- Upgraded phones in Student Services Building.
- Phone system/Call Center upgraded.
- Remote Call Center roll-out (IT Service Desk, EMS, BAC, etc.).

And more...

PORTAL ENHANCEMENTS
VIRTUAL QUEUE
ONLINE APPOINTMENTS



DATA WAREHOUSE
INTEGRATIONS
COVID-19 SUPPORT



NEW
CAMPUS DATA CENTER
DELIVERY



Web & Mobile Applications

- Implemented Qless Virtual Queue/Online Appointments. New mobile friendly BroncoDirect student view. Implemented
- Portal Enhancements.

Enterprise Applications & Data Warehouse

- Data Warehouse Integrations:
 - Health Screener
 - EAB Advising
 - Training
- COVID 19 Support
 - Data and Training
 - Work Scheduler
 - Financial Aid Application Page

Cloud Services

- New Campus Data Center: Delivery accepted.
- AWS Infrastructure set up for Virtual Software Lab.
- Architect Windows Virtual Desktop Environment.

And more...

Process & Project Management Office Accomplishments

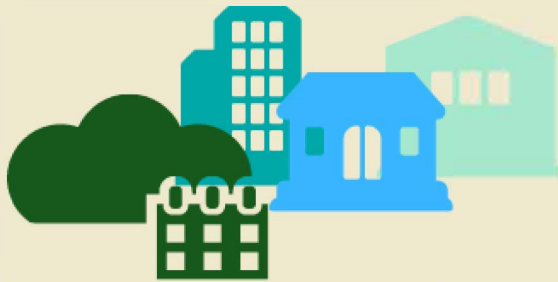
The Process & Project Management Office (PPMO), under AVP Jorge Lomeli, promotes best practices in business process management and project management across the university in the areas of Change Management, Project Management, Business Process Management, and Communication Management to advance the university's mission. The PPMO helps in providing a comprehensive look at organizational improvements to ensure alignment and accountability of projects with the university's strategic goals. The PPMO has been working non-stop in helping the division and the campus community to develop processes and tools to help the campus community navigate the COVID-19 pandemic as effectively, efficiently, and safely as possible.

CANVAS LMS

IMPLEMENTED

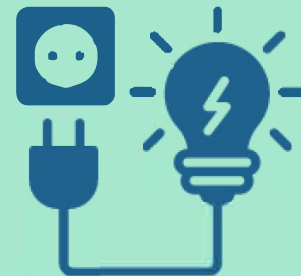


CAMPUS EVENTS CALENDAR UPDATED



**DEPLOYMENT OF
DEPARTMENT
CALENDARS**

**IMPLEMENTATION OF
TEAM DYNAMIX
PROJECT MANAGEMENT TOOL**



Process & Project Management Office (PPMO)

- Canvas Learning Management System implemented.
- Campus events calendar updated.
 - Deployment of department calendars.
- TeamDynamix Project Management Tool implemented.
- Records Information Management (RIM) website created/developed.

- New Process & Project Management website created.
- Service Now eHelp Knowledge Base Articles created, reviewed, and updated to support remote/virtual teaching and learning.

And more...

Information Security & Compliance Office Accomplishments

The Information Security & Compliance Office, under AVP and CISO Carol Gonzales, works with the campus community to protect the integrity of the university's information technology infrastructure to mitigate risks and losses associated with security threats, all while supporting access to technology. The Information Security & Compliance Office also establishes IT Disaster and Business Continuity criteria and plans, monitors, and makes recommendations for Information Compliance and Accessible Technology.

37,654

2-STEP AUTHENTICATION ACCOUNTS

2,015 - FACULTY/STAFF

30,598 - STUDENTS

291 - EMERITUS



CONTINUOUS

INFO SECURITY IMPROVEMENTS

948 ATI/IT REVIEWS



Information Security & Compliance

- 2-Step Authentication – 37,654 Accounts Added!
 - 2,015 - Faculty/Staff
 - 30,598 – Students
 - 291 - Emeritus
- Continuous Information Security Improvements:

- Remote Access
- DMZ Firewall Rules
- Direct Deposit/PeopleSoft DB masking
- Rapid 7 Vulnerability Mgt.
- Etc.
- Virtual Cyber Security Awareness Fair:
 - 400 attendees
 - 7 Industry Speakers
 - 4 CPP Clubs

And more...

Learning & Research Technologies Accomplishments

The Learning & Research Technologies department, under AVP Teshia Roby, includes the departments of Institutional Research, Planning, and Analytics (IRPA) and MediaVision. The Learning & Research Technologies team identifies and promotes digital innovations and strategies that advance student success and the university's educational mission. The Learning & Research Technologies team also works to ensure a strong online and hybrid educational program that keeps pace with strategic digital transformation.

MediaVision

2020 & 2021

COMMENCEMENT

20 DRIVE-IN CEREMONIES
16 VIRTUAL CEREMONIES
OVER 13,000 STUDENTS



17,000+ SESSION VIEWS



CAMPUS WIDE VIRTUAL OPEN HOUSE

MediaVision

- 2020 & 2021 Commencement Ceremonies:
 - 20 Drive-in Ceremonies
 - Pre-production of 40+ media elements.
 - 16 Virtual Ceremonies to accommodate 13,000+ students.
- Academic Support Flex for Zoom, Kaltura, etc. Support
- Inaugural CPP Campus-wide Virtual Open House:
 - Trained 100s of faculty and staff
 - Provided technical support for 100+ concurrent video sessions
 - Provided direct live broadcasting support for the 16 main sessions.
 - A total of 17,000+ session views.

And more...

**MULTIPLE
DATA DASHBOARDS
DEVELOPED**



- EO 1110
- SENIOR SURVEY
- PROJECTED GRADUATION
- MORE!

In partnership with CAFE

CONVERTED & MIGRATED NEARLY **10,000**
COURSES & ORGANIZATIONS TO CANVAS



GRANT \$15K



**FOR
HACKHER GALS
CYBERSECURITY
OUTREACH
PROGRAM**

Institutional Research, Planning & Analytics (IRPA)

- New dashboards developed:
 - EO 1110
 - Fall Student Characteristics
 - Senior Survey
 - Fall to Fall Retention & Progression
- In partnership with Academic Affairs - new dashboards developed:
 - Continuing Student Registration
 - Projected Graduation Rate

More L&RT Accomplishments

- In partnership with Center for Advancement for Faculty Excellence (CAFE), converted and migrated almost 10,000 courses and organizations to the Canvas LMS.
- Submitted CPP's census data to the Chancellor's Office ahead of schedule.

Other L&RT Accomplishments

- \$15K grant for the HackHER Gals Cybersecurity Outreach Program
- \$5K in AWS credits grant for the Community Gardens Data Project
- Student Laptop Purchase Program implemented:
 - First of its kind partnership with DELL.

And more...