



East Carolina University | Board of Trustees

Finance and Facilities Committee Meeting | September 29, 2016

Agenda

I. Minutes

- A. Finance and Facilities Committee Meeting of July 14, 2016 Action

II. Action and Information Items

- A. Request the ECU Board of Trustees Approval to Lease 11,441 SF of Clinical /Office Space at 2150 Herbert Court Action
- B. Request the ECU Board of Trustees Approval to Lease by Acquisition 20,800 SF of Office Space located at 1605 West Arlington Boulevard Action
- C. Request the ECU Board of Trustees Approval to Sublease by Disposition 19,866 SF of Clinical/Office Space located at 2325 Stantonsburg Road Action
- D. Increased Delegation of Authority for Salary Increases Action
- E. Mutual Assistance and Extended Jurisdiction Agreements Information
- F. Campus Safety Update Information
- G. Capital Projects Update Information
- H. Designer Selection Recommendations since last BOT meeting Information
- I. ITCS Annual Year in Review Information
- J. Other Information

East Carolina University
Board of Trustees
Finance and Facilities Committee
September 29, 2016

Session	Finance and Facilities Committee
Responsible Person	Vice Chancellor for Administration and Finance Frederick Niswander
Agenda Item	I.A.
Item Description	Minutes of July 14, 2016 Meeting
Comments	N/A
Action Requested	Committee approval
Disposition	
Notes	

East Carolina University | Board of Trustees

Finance & Facilities | ECHI | July 14, 2016

Minutes

The Finance & Facilities Committee of the ECU Board of Trustees met in regular session on July 14, 2016 at 1:00 pm in ECHI on the west campus of East Carolina University. Committee members present included Bob Plybon, Leigh Fanning, Max Joyner, Danny Scott and Terry Yeargan.

I. MINUTES

Bob Plybon asked the Committee to approve the minutes from April 7, 2016. Danny Scott made motion and Max Joyner seconded and the minutes were approved.

II. ACTION AND INFORMATION ITEMS

- A. The Committee reviewed a request to approve the Designer Selection for the Life Science and Biotech Building. Bill Bagnell, Vice Chancellor for Campus Operations, was available for questions. The Committee approved a motion to recommend that the full board approve the selection.
- B. The Committee reviewed a request to approve the CM @ Risk Selection for the Ficklen Stadium Expansion. Bill Bagnell, Vice Chancellor for Campus Operations, was available for questions. The Committee approved a motion to recommend that the full board approve the request.

INFORMATION

- C. Bill Koch, Associate Vice Chancellor for Environmental Health and Campus Safety shared statics/info on Campus Safety and Student Safety. Jason Suggs, Deputy Chief, will serve as Interim Chief while we do a national search to fill the Chief's position.
- D. Bill Bagnell, Associate Vice Chancellor for Campus Operations, shared an update on the Capital Projects.
- E. Bill Bagnell, Associate Vice Chancellor for Campus Operations, shared the Designer Selection Recommendations since April.

Meeting adjourned at 1:40pm.

Respectfully Submitted,

Rhonda Jordan, VC Administration & Finance Office

East Carolina University
Board of Trustees
Finance and Facilities Committee
September 29, 2016

Session	Finance and Facilities Committee
Responsible Person	Vice Chancellor for Administration and Finance Frederick Niswander Associate Vice Chancellor for Business Services Scott Buck
Agenda Item	II.A.
Item Description	Request the ECU Board of Trustees Approval to Lease 11,441 SF of Clinical /Office Space at 2150 Herbert Court
Comments	N/A
Action Requested	Committee approval
Disposition	
Notes	

MEMORANDUM

TO: Rick Niswander

FROM: Scott Buck *Scott*

DATE: September 7, 2016

SUBJECT: Request ECU Board of Trustees Approval to Lease 11,441 SF of
Clinical/Office Space at 2150 Herbert Court

ECU Physicians requests ECU Board of Trustees approval to lease 11,441 SF of clinical/office space at 2150 Herbert Court. This lease is deemed strategic in nature as Pediatrics Specialty Care has been in this facility since 2006 and has significant identity to the location which is 1.2 miles from the Brody School of Medicine.

Annual lease is \$194,497 (\$17/SF) with ECU Physicians paying for janitorial and utilities. Lease term shall be for five (5) years effective January 1, 2017 with annual CPI increases allowed on years two (2) through five (5).

Landlord will install new carpet, new paint, buff tile floors, and install awning.

This request has been reviewed and approved by ECU Physicians Property Review Committee and Dean, Brody School of Medicine.

Source of funds shall be 100% Medical Faculty Practice Plan Funds.

cc: C. Erwin
B. Jowers

East Carolina University
Board of Trustees
Finance and Facilities Committee
September 29, 2016

Session	Finance and Facilities Committee
Responsible Person	Vice Chancellor for Administration and Finance Frederick Niswander Associate Vice Chancellor for Business Services Scott Buck
Agenda Item	II.B.
Item Description	Request the ECU Board of Trustees Approval to Lease by Acquisition 20,800 SF of Office Space located at 1605 West Arlington Boulevard
Comments	N/A
Action Requested	Committee approval
Disposition	
Notes	

MEMORANDUM

TO: Rick Niswander

FROM: Scott Buck *Scott*

DATE: September 7, 2016

SUBJECT: Request ECU Board of Trustees Approval to Lease by Acquisition
20,800 SF of Office Space at 1605 West Arlington Boulevard

The Division of Health Sciences and ECU Physicians requests ECU Board of Trustees approval to lease ± 20,800 SF of office space located at 1605 West Arlington Blvd.

The annual lease rate shall be \$335,088.00 (\$16.11/SF) inclusive of janitorial and utilities.

The lease term shall be for five (5) years with two (2), one (1) year renewal options. The proposal was publicly advertised in The Daily Reflector and the only bid received.

This request was reviewed and approved by the ECU Property Review Committee and performed in accordance with ECU's Real Property by Lease Delegated Flexibility Policy.

Source of funds are Division of Health Sciences FOAP# 11201-661301-73662-0000 and ECU Physicians FOAP# 315091-662001-73662-0000.

Please contact me if questions.

East Carolina University
Board of Trustees
Finance and Facilities Committee
September 29, 2016

Session	Finance and Facilities Committee
Responsible Person	Vice Chancellor for Administration and Finance Frederick Niswander Associate Vice Chancellor for Business Services Scott Buck
Agenda Item	II.C.
Item Description	Request the ECU Board of Trustees Approval to Sublease by Disposition 19,866 SF of Clinical/Office Space located at 2325 Stantonsburg Road
Comments	N/A
Action Requested	Committee approval
Disposition	
Notes	

MEMORANDUM

TO: Rick Niswander

FROM: Scott Buck *Scott*

DATE: September 7, 2016

SUBJECT: Request ECU Board of Trustees Approval to Sublease By
Disposition ± 19,866 SF of Clinical/Office Space Located at 2325
Stantonsburg Road

ECU Physicians, Brody School of Medicine, requests ECU Board of Trustees approval to sublease by disposition ± 19,866 SF of office/clinical space (ECU Neurological and Spine Center) located at 2325 Stantonsburg Road to Vidant Medical Center.

The estimated annual sublease amount shall be ± \$422,558.46 (\$21.27). Term shall be from January 1, 2017 and ending December 31, 2017 with one (1) year renewal option. If renewed, the lease amount shall be adjusted by the Consumer Price Index. ECU Physicians shall be responsible for all maintenance including building and grounds. Vidant shall be responsible for all utilities and janitorial.

The master lease for this property is between ECU Physicians and the East Carolina University Real Estate Foundation which expires December 31, 2018. Rental receipts shall be deposited in the Medical Faculty Practice Plan.

This request is in accordance with ECU Physicians Real Property Acquisition by Lease Policy.

cc: N. Benson
C. Dyba
C. Erwin
P. Horns
B. Jowers

East Carolina University
Board of Trustees
Finance and Facilities Committee
September 29, 2016

Session	Finance and Facilities Committee
Responsible Person	Vice Chancellor for Administration and Finance Frederick Niswander Associate Vice Chancellor for Human Resources Melissa Bard
Agenda Item	II.D.
Item Description	Increased Delegation of Authority for Salary Increases
Comments	N/A
Action Requested	Committee Approval
Disposition	
Notes	

Constituent Universities

Appalachian
State University

East Carolina
University

Elizabeth City
State University

Fayetteville State
University

North Carolina
Agricultural and
Technical State
University

North Carolina
Central University

North Carolina
State University
at Raleigh

University of
North Carolina
at Asheville

University of
North Carolina
at Chapel Hill

University of
North Carolina
at Charlotte

University of
North Carolina
at Greensboro

University of
North Carolina
at Pembroke

University of
North Carolina
at Wilmington

University of
North Carolina
School of the Arts

Western Carolina
University

Winston-Salem
State University

Constituent High School

North Carolina
School of Science
and Mathematics

An Equal Opportunity/
Affirmative Action Employer

**Margaret Spellings
President**

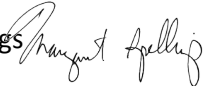
Phone: 919-962-4622

Email: president@northcarolina.edu

September 13, 2016

MEMORANDUM

To: Chairs of the Boards of Trustees
Chancellors

From: Margaret Spellings 
President

Subject: Increased Delegations of Authority for EHRA Salary Adjustments

The Board of Governors recently approved policy changes that increased my delegated authority in conducting and overseeing human resources matters for the University. To enhance efficiency and the timeliness of conducting human resources business, the Board of Governors has also provided me with the option to further delegate my authority to the constituent institutions with respect to salary adjustments for employees Exempt from the State Human Resources Act (EHRA).

Presently, the constituent institutions have authority for most EHRA salary adjustments up to 15% and \$10,000 cumulatively of an employee's June 30 base salary. There are slightly higher delegations in place for certain temporary salary adjustments. Effective immediately, consistent with the Board of Governors' authorization, I will be increasing the baseline delegation of authority to the constituent institutions for most EHRA salary actions up to 20% and \$15,000.

According to UNC General Administration policy, EHRA salary delegations are granted to the Boards of Trustees, who in turn have the authority to further delegate most of these matters directly to the Chancellors. An exception are salary adjustments for Tier I Senior Academic and Administrative Officers (SAAOs), which primarily applies to the Provosts, Vice Chancellors, and Deans. For these SAAO Tier I positions, salary adjustments in any amount must at minimum always receive pre-approval from the Boards of Trustees and for institutions without management flexibility, the pre-approval of the President is also always required. In order for the Chancellor to exercise all or a portion of the increased authority described above and on the attached matrix, the Board of Trustees must approve a resolution delegating this additional authority. To facilitate this additional delegation, we have attached to this memo two related documents:

1. A matrix which depicts the updated delegations of authority for EHRA salary adjustments at various levels, including the thresholds which still prompt additional pre-approval by the President and/or the Board of Governors. This matrix supersedes previously issued EHRA salary pre-approval guidelines.

2. A template resolution to grant Chancellors updated delegations of EHRA salary adjustment authority by the Boards of Trustees. This template should be completed and presented by the Chancellors to the Boards of Trustees at the earliest possible time to assure timely implementation of these newly expanded authorities. Until the resolution is approved, the delegated authority for Chancellors remains unchanged. Boards of Trustees have the option to delegate full authority in these salary matters or partial authority, as they deem most appropriate. For the sake of efficiency, I would encourage maximizing the authority granted to the Chancellors in operational matters such as employee salary adjustments. In the event a Board chooses to delegate less than the full 20% and \$15,000 authority to a Chancellor, there should be some discussion of still granting full authority in matters of employee retention and temporary salary adjustments given the time sensitivity of these actions.

Boards of Trustees are asked to approve an updated delegation of authority to Chancellors for EHRA salary adjustments **no later than December 31, 2016**. Once accomplished, a scanned copy of the resulting board minutes and approved board resolution should be sent to General Administration Vice President for Human Resources Matthew Brody at msbrody@northcarolina.edu.

If you have any questions regarding these expanded EHRA salary approval thresholds or the process to implement them, please do not hesitate to contact Matthew Brody at msbrody@northcarolina.edu or (919) 962-4651. As a reminder, until an institution's Board of Trustees approves an updated delegation of authority, the Chancellor should continue to exercise existing levels of salary approval authority.

I am pleased that the Board of Governors granted this additional authority and I trust that my offering this expanded authority to the constituent institutions will enhance productivity and efficiency.

Attachments

cc: Junius Gonzales, Sr. Vice President and Chief Academic Officer
Matthew S. Brody, Vice President for Human Resources
UNC GA Senior Officers
Chief Academic Officers
General Counsels
Chief Human Resources Officers
Chief Financial Officers
Chiefs of Staff

UNC General Administration
Salary Pre-Authorization Requirements for Employees Exempt from the State Human Resources Act
Revised September 2, 2016

***** Delegated Authority *****

Salary Increase/Adjustment Type	BOT or Chancellor*	President**	BOG Committee on Personnel & Tenure
Promotion resulting from internally-posted competitive event or waiver of recruitment	Not to exceed 20% and \$15,000 of cumulative salary adjustments fiscal year to-date	Not to exceed 25% and \$25,000 of cumulative salary adjustments fiscal year to-date	All Other
Promotion resulting from externally-posted competitive event	Not to exceed 20% and \$15,000 of cumulative salary adjustments fiscal year to-date	All Other	None
Faculty rank promotion	Not to exceed 20% and \$15,000 of cumulative salary adjustments fiscal year to-date	All Other	None
Permanent base salary adjustment for retention of an employee actively under recruitment or in receipt of an offer	Not to exceed 20% and \$15,000 of cumulative salary adjustments fiscal year to-date	Not to exceed 30% of cumulative salary adjustments fiscal year to-date and any amount if approved for funding by the Faculty Recruitment and Retention Fund	All Other
All other permanent base salary adjustments (e.g., reclassification, permanent additional duties, equity, labor market, etc.)***	Not to exceed 20% and \$15,000 of cumulative salary adjustments fiscal year to-date	Not to exceed 25% and \$25,000 of cumulative salary adjustments fiscal year to-date	All Other
Salary supplement with no specific end date for department chair appointment, faculty center director appointment, faculty administrative rank, and named or distinguished professorship	Not to exceed 20% and \$15,000 of cumulative salary adjustments fiscal year to-date	Not to exceed 25% and \$25,000 of cumulative salary adjustments fiscal year to-date	All Other
All other temporary salary adjustments/supplements with a specific projected end date (e.g., interim/acting appointment, temporary additional duties, etc.)	Not to exceed 25% and \$25,000 of cumulative salary adjustments fiscal year to-date up to 12 months in duration	Not to exceed 30% of cumulative salary adjustments fiscal year to-date and 13 months in duration	All Other

Footnotes:

- * BOT may delegate all or a part of this authority to the Chancellor; the Chancellor in turn may authorize the executive vice chancellor, provost, chief financial officer/chief business officer, chief and deputy chief human resources officer, or other senior officer with responsibility for campus-wide faculty human resources actions.
- ** Authorized designees of the President include the SVP for Academic Affairs, the SVP and COO, the VP for HR, and the Chief Classification & Compensation Administrator.
- *** Federally-mandated prevailing wage decisions are excluded from the BOG salary increase process; campuses are delegated full authority to respond to such situations.

Additional Notes:

- 1) For fiscal year 2016-2017, please remember that the "June 30 salary" should include the 1.5% across-the-board Legislative Increase that was effective July 1.
- 2) For campus without management flexibility, all Tier I SAAO salary actions require the endorsement of the Board of Trustees and pre-approval by the President.
- 3) Boards of Trustees may not further delegate pre-approval of salary actions for Tier I SAAO employees such as the Provost, Vice Chancellors, and Deans.

Resolution to Delegate Expanded Authority to the Chancellor of East Carolina University for Certain Salary Actions for Employees Exempt from the State Human Resources Act

WHEREAS, pursuant to N.C.G.S. 116-11(2), the UNC Board of Governors is responsible for the general determination, control, supervision, management and governance of all affairs of the constituent institutions; and

WHEREAS, the UNC Board of Governors has adopted policies relevant to salary actions for employees exempt from the State Human Resources Act (“EHRA employees”) that delegate certain actions to the president and/or boards of trustees, and on July 29, 2016, approved changes to Sections 200.6 and 600.3.4 of the UNC Policy Manual that raised the thresholds at which proposed salary increases for EHRA employees may be approved by the president and authorized the president to delegate all or a portion of such authorities to the boards of trustees consistent with its authority under N.C.G.S. 116-13), as necessary or prudent to enable the institution to function in a proper and expeditious manner; and

WHEREAS, consistent with the UNC Board of Governors’ authorization, the president has determined that it is necessary and prudent to delegate to the boards of trustees of the constituent institutions the authority to approve individual EHRA employee salary adjustments within the following limits:

- a) A temporary salary stipend or supplement with a specified end date that does not exceed 25% and \$25,000 of cumulative salary adjustments fiscal year to-date based on the employee’s June 30 salary, up to 12-months in duration; and
- b) A temporary salary stipend or supplement without a specified end date that does not exceed 20% and \$15,000 of cumulative salary adjustments fiscal year to-date based on the employee’s June 30 salary; and
- c) A permanent base salary adjustment that does not exceed 20% and \$15,000 of cumulative salary adjustments fiscal year to-date based on the employee’s June 30 salary; and

WHEREAS, the president has authorized the board of trustees at each constituent institution of the University of North Carolina, at its option, to further delegate any or all of the above authorities to approve salary adjustments, with the exception of adjustments for Tier I Senior Academic and Administrative Officers, to the chancellor and the chancellor’s permitted designees identified in the paragraph below, as deemed necessary for the proper and expeditious operation of the institution;

NOW THEREFORE, after careful consideration, the East Carolina University Board of Trustees hereby further delegates to the chancellor and the chancellor’s permitted designees the authority to approve EHRA salary adjustments up to the aforementioned limits. This delegation shall remain in effect until modified or rescinded by the UNC Board of Governors, president, or the East Carolina

University Board of Trustees. For purposes of this Resolution, the chancellor's permitted designees, each authorized to act separately and independent of the others, shall be the following senior officers of East Carolina University: provost and senior vice chancellor for academic affairs, vice chancellor for administration and finance, and the associate vice chancellor for human resources. The associate vice chancellor for human resources shall ensure that the East Carolina University Board of Trustees or its designated committee receives an informational report at each of its regular meetings of all EHRA employee salary adjustments approved by the chancellor and/or the chancellor's permitted designees under this delegation.

BE IT SO RESOLVED.

_____, 2016

APPROVED BY THE BOARD OF TRUSTEES OF EAST CAROLINA UNIVERSITY

By: _____

_____ Secretary of the East Carolina University Board of Trustees

(Seal)

East Carolina University
Board of Trustees
Finance and Facilities Committee
September 29, 2016

Session	Finance and Facilities
Responsible Person	Rick Niswander, Vice Chancellor for Administration and Finance Bill Koch, Associate Vice Chancellor for Environmental Health and Campus Safety
Agenda Item	II.E.
Item Description	Proposed Update of Extended Jurisdiction Agreement with City of Greenville
Comments	The materials are provided for committee discussion as City and University officials finalize the remaining details of the agreement with the intent of providing a final document for Board approval in the November meeting. The agreement would expand the University's current extended jurisdiction to all areas within the corporate limits of the City. The current jurisdiction extends south from the Tar River down Greene Street, then east/southeast on Reade Street and south on Cotanche Street continuing as Charles Boulevard to Greenville Boulevard where it turns east and continues to the Tar River. Finally, it follows the Tar River west back to the Greene Street bridge.
Action Requested	Information
Disposition	
Notes	

**FIRST AMENDED AND RESTATED AGREEMENT FOR POLICE COOPERATION AND
CAMPUS LAW ENFORCEMENT AGENCY EXTENDED JURISDICTION**

THIS FIRST AMENDED AND RESTATED AGREEMENT FOR POLICE COOPERATION AND CAMPUS LAW ENFORCEMENT AGENCY EXTENDED JURISDICTION (“Amended Agreement”) is made and entered into this the _____ day of _____, 2016, by and between the **City of Greenville**, a municipal corporation organized and existing under the laws of the State of North Carolina (the “CITY”), and **East Carolina University**, a constituent institution of the University of North Carolina as designated by N.C.G.S. § 116-4 (“ECU”)(collectively referred to herein as the “Parties”) as follows:

WITNESSETH:

WHEREAS, the CITY has established, organized, and maintained an accredited law enforcement agency, the Greenville Police Department (“CITY Police”), with territorial jurisdiction and all law enforcement powers as authorized by statute, case law, and the common law of the State of North Carolina within the corporate limits of the CITY, pursuant to N.C.G.S. § 160A-281 and § 160A-285;

WHEREAS, ECU has established, organized, and maintained an accredited law enforcement agency, the East Carolina University Police Department (“ECU Police”), with territorial jurisdiction and all law enforcement powers as authorized by statute, case law, and the common law of the State of North Carolina within the territorial jurisdiction defined by N.C.G.S. § 116-40.5(a);

WHEREAS, the Parties have a close working relationship in the function of law enforcement, which both desire to maintain;

WHEREAS, pursuant to N.C.G.S. § 116-40.5(b) and § 160A-288, ECU may enter into agreements with the CITY to extend the law enforcement authority of ECU Police officers from that as defined by N.C.G.S. § 116-40.5(a) into any or all of the CITY’s jurisdiction and to determine the circumstances in which this extension of authority may be granted;

WHEREAS on September 26, 2006, pursuant to N.C.G.S. § 116-40.5(b), the Parties entered into an agreement (the “September 26, 2006 Agreement”) whereby the CITY and ECU agreed to an extension of ECU Police officers’ law enforcement authority beyond that as provided by N.C.G.S. § 116-40.5(a); and

WHEREAS, pursuant to paragraph 5.5 of the September 26, 2006 Agreement, the Parties desire to amend said September 26, 2006 Agreement to modify and extend the law enforcement authority of ECU Police officers;

NOW THEREFORE, IN CONSIDERATION OF THESE MUTUAL INTERESTS, THE PARTIES AMEND THE AGREEMENT AND RESTATE THE AGREEMENT IN FULL BY REWRITING THE AGREEMENT AS FOLLOWS:

1.0 Definitions.

1.1. “CITY” shall mean the City of Greenville, a municipal corporation organized and existing under the laws of the State of North Carolina.

1.2. "CITY Police" shall mean the Greenville Police Department, an accredited law enforcement agency with territorial jurisdiction and all law enforcement powers as authorized by statute, case law, and the common law of the state of North Carolina within the corporate limits of the CITY, pursuant to N.C.G.S. § 160A-281 and § 160A-285.

1.3. "Head of CITY Police" shall mean the Chief of Police of the City of Greenville Police Department.

1.4. "ECU" shall mean East Carolina University, a constituent institution of the University of North Carolina as designated by N.C.G.S. § 116-4.

1.5. "ECU Police" shall mean the ECU Police Department, an accredited law enforcement agency with territorial jurisdiction and all law enforcement powers as authorized by statute, case law, and the common law of the State of North Carolina within the territorial jurisdiction defined by N.C.G.S. § 116-40.5(a).

1.6. "Head of ECU Police" shall mean the Chief/Director of ECU Police.

1.7. "ECU Police Original Area of Jurisdiction" or "ECU Police OAJ" shall interchangeably and synonymously mean the territorial jurisdiction of ECU Police officers as defined by N.C.G.S. § 116-40.5(a) which shall include all property owned or leased to ECU and that portion of any public road or highway passing through such property or immediately adjoining it, wherever located within the corporate limits of the CITY.

1.8. "ECU Police Extended Area of Jurisdiction" or "ECU Police EAJ" shall interchangeably and synonymously mean and include, pursuant to N.C.G.S. § 116-40.5(b), all of the CITY's territorial jurisdiction except that area outside of the corporate boundaries of the CITY known as the CITY's extraterritorial jurisdiction ("CITY's ETJ"), as defined in Chapter 160A, Article 19, Part 1 of the North Carolina General Statutes. The ECU Police EAJ shall specifically include all buildings, rooms, adjacent grounds, common areas, and parking areas of all commercial and residential properties leased by ECU within the corporate limits of the CITY and those portions of any public road or highway passing through such property or immediately adjoining it, wherever located within the CITY.

1.9. "Primary Responsibility" shall mean the responsibility and authority by either the CITY Police or ECU Police to assume principal duties of responding to calls for service, initiating and conducting investigations, and concluding the investigations of an offense with or without the assistance of the other law enforcement agency that is a party to this Amended Agreement.

1.10. "Mutual aid agreement" shall mean an agreement in effect during the term of this Amended Agreement to provide temporary assistance pursuant to N.C.G.S. § 160A-288.

1.11. "On-Duty" shall mean a police officer's scheduled work period and shall include the period of time immediately before a police officer's scheduled work period, when the officer is driving to work. It also includes the period of time immediately following a police officer's work period, when the officer is driving from work.

2.0 Designation and Clarification of Primary Responsibilities of CITY Police and ECU Police and Scope of Authority.

2.1. Given that pursuant to this Amended Agreement and N.C.G.S. § 116-40.5(b), the CITY Police has extended the authority of ECU Police to include the ECU Police EAJ, the parties desire to designate, clarify, and further define which law enforcement agency has Primary Responsibility for responding to calls for service and the investigation of offenses originating on the ECU Police OAJ and offenses originating on the ECU Police EAJ.

2.2. ECU Police shall have and maintain Primary Responsibility in the following instances:

2.2.1. To respond to calls for service and investigate offenses committed on the ECU OAJ.

2.2.2. To respond to calls for service originating from and investigate offenses committed on the following portion of the ECU Police EAJ: all buildings, rooms, adjacent grounds, common areas, and parking areas of all commercial and residential properties leased by ECU within the corporate limits of the CITY.

2.2.3. The response and investigation of an offense committed on the ECU Police OAJ for which the suspect or alleged perpetrator is no longer present on the ECU Police OAJ, whether or not officers are in active or immediate pursuit.

2.2.4. Unless otherwise specified, CITY Police shall have Primary Responsibility for those portions of any public road or highway passing through such property or immediately adjoining all commercial and residential properties leased by ECU, wherever located within the CITY and in all other instances, including but not limited to investigating parking violations occurring on CITY streets adjacent the ECU OAJ.

2.3. Notwithstanding the designation of Primary Responsibility as established in paragraph 2.2. (2.2.1. to 2.2.4.), ECU Police Officers may exercise all law enforcement authority and powers, including the powers of arrest, anywhere within the ECU Police EAJ. This includes, but is not limited to participating in joint operations or training with CITY Police officers so long as those activities are approved by both the Head of the CITY Police and the Head of the ECU Police. ECU Police officers are further authorized to conduct routine law enforcement patrols outside of the ECU Police OAJ and anywhere within the ECU Police EAJ whether in the performance of routine law enforcement activity, traveling to and from property leased by ECU, participating in a joint operation with the CITY Police, or while participating in, responding to, or consistent with a mutual aid request by the CITY Police under any mutual aid agreement in effect at the time of such a request.

2.4. When in pursuit of suspects of offenses that occurred on the ECU Police OAJ or arising from instances defined by paragraphs 2.2.1. to 2.2.3., ECU Police officers shall provide notice to the CITY Police as soon as possible when continuing the pursuit otherwise into the corporate limits of the CITY.

2.5. When in pursuit of suspects of offenses that occurred within its jurisdiction, CITY Police officers shall provide notice to the ECU Police as soon as possible when continuing the pursuit upon the ECU Police OAJ.

2.6. When an ECU Police officer has in the officer's possession either a search authorization to search an area outside of the ECU Police OAJ or has an arrest warrant for an offense committed on the ECU Police OAJ but where such search or arrest authorizations are to be served outside of the ECU Police OAJ,

but within the ECU Police EAJ, ECU Police will coordinate with the CITY Police for assistance in service of such authorizations and a member of the CITY Police will accompany the ECU Police officer in service of such authorizations.

2.7. When a CITY Police Officer has in the officer's possession either a search authorization to search an area within the ECU Police OAJ or has an arrest warrant for an offense committed outside of the ECU Police OAJ but to be served on the ECU Police OAJ, the CITY Police will coordinate with ECU Police for assistance in service of such authorizations and a member of the ECU Police will accompany the CITY Police officer in service of such authorizations.

2.8. Notwithstanding the responsibilities described in paragraphs 2.2. (2.2.1. to 2.2.4.) and 2.4., the Head of ECU Police, exercising discretionary authority, may request the assistance of the CITY Police in investigating any offense committed on the ECU Police OAJ. This provision has no effect on the obligation of the ECU Police to notify the State Bureau of Investigation as required by statute, regulation, directive, or policy.

2.9. Notwithstanding the primary responsibilities described in paragraphs 2.2. (2.2.1. to 2.2.4.) and 2.4., the Head of the CITY Police, exercising discretionary authority, may request that the ECU Police assume full responsibility for investigations of any offense, and the Head of the ECU Police, exercising discretionary authority, may accept such responsibility.

3.0 Privileges, Rights, and Immunities.

3.1. In addition to the powers ECU Police officers normally possess, while On-Duty and acting in a law enforcement capacity within the ECU Police EAJ under the authority of N.C.G.S. §116-40.5(b) and this Amended Agreement, ECU Police officers shall have the same powers, rights, privileges, and immunities (including those relating to civil actions and payment of judgments) as CITY Police officers, including all law enforcement powers as authorized by statute, case law, and the common law of the State of North Carolina.

3.2. The CITY, its managers, officers, directors, or employees make no assumption of liability or waiver of any sovereignty for the actions taken by ECU Police officers while said officers are acting in a law enforcement capacity within the CITY's corporate limits and the ECU Police EAJ under the authority of N.C.G.S. § 116-40.5(b) and this Amended Agreement.

3.3. ECU, its governing board, officers, agents, and employees make no assumption of liability or waiver of any sovereignty for the actions taken by the CITY Police officers within the CITY's corporate limits and jurisdiction.

3.4. The CITY Police and ECU Police agree to periodically participate in joint training exercises and programs, including but not limited to, natural and manmade disasters, active shooter, civil disorder, and incident command and control. Such continuing training exercises and programs shall not be a substitute for each law enforcement agency's current training programs but in addition to or as a supplement to such ongoing training.

3.5. The CITY Police and ECU Police agree to independently conduct ongoing officer training related to community policing, sensitivity, and bias-based policing.

4.0 Terms and Amendments.

4.1. This Amended Agreement does not supersede any mutual aid agreement between the CITY Police and the ECU Police currently in effect.

4.2. Any mutual aid agreement in effect during the term of this Amended Agreement shall be read in conjunction with this Agreement and not contrary to the terms of such mutual aid agreement.

4.3. This Amended Agreement shall be effective on the date last signed by a signatory to this agreement.

4.4. This Amended Agreement shall remain in force and effect until terminated by either party upon written notice to the respective agency Head. Such written notification shall be effective upon date of receipt by the party not issuing the termination notice. All such investigations, citations, cases, and actions opened by the ECU Police pursuant to this Amended Agreement shall be completed by the ECU Police and so much of this Amended Agreement as needed shall remain in effect until all such cases, investigations, citations, and judicial actions are completed and closed.

4.5. The parties to this Amended Agreement may amend this agreement by written concurrence of both parties.

IN WITNESS WHEREOF, the parties hereto have executed this Agreement, in duplicate originals, pursuant to authority duly granted.

CITY OF GREENVILLE

By: _____
Barbara Lipscomb, City Manager

Date: _____

FOR AND ON BEHALF OF THE BOARD OF TRUSTEES
OF EAST CAROLINA UNIVERSITY

By: _____
Cecil Staton, Chancellor

Date: _____

APPROVED AS TO FORM:

BY: _____
David A. Holec, City Attorney

PRE-AUDIT CERTIFICATION:

This instrument has been pre-audited in the manner required by the Local Government Budget and Fiscal Control Act.

Bernita W. Demery, Director of Financial Services

Account Number _____

Project Code (if applicable) _____

East Carolina University
Board of Trustees
Finance and Facilities Committee
September 29, 2016

Session	Finance and Facilities Committee
Responsible Person	Vice Chancellor for Administration and Finance Frederick Niswander Associate Vice Chancellor Environmental Health and Campus Safety Bill Koch
Agenda Item	II.F.
Item Description	Campus Safety Update
Comments	N/A
Action Requested	Information
Disposition	
Notes	

East Carolina University
Board of Trustees
Finance and Facilities Committee
September 29, 2016

Session	Finance and Facilities Committee
Responsible Person	Vice Chancellor for Administration and Finance Frederick Niswander Associate Vice Chancellor for Campus Operations Bill Bagnell
Agenda Item	II.G.
Item Description	Capital Projects Update
Comments	N/A
Action Requested	Information
Disposition	
Notes	

East Carolina University
Board of Trustees
Finance and Facilities Committee
September 29, 2016

Session	Finance and Facilities Committee
Responsible Person	Vice Chancellor for Administration and Finance Frederick Niswander Associate Vice Chancellor for Campus Operations Bill Bagnell
Agenda Item	II.H.
Item Description	Designer Selection Recommendations since last BOT meeting
Comments	N/A
Action Requested	Committee approval
Disposition	
Notes	

Designer Actions, Recommendations and Selection Approvals

1. Replace Steam & Condensate Lines at Mendenhall-North Side - Designer Selection

April 21, 2016	Advertisement
June 15, 2016	Pre-Selection Committee Recommendation
July 11, 2016	Approval of Committee Recommendation
FIRM SELECTED:	Affiliated Engineers, Inc., Chapel Hill, NC

2. Replace CW System and Repair HVAC McGinnis, Messick, and Speight - Designer Selection

May 20, 2016	Advertisement
June 30, 2016	Pre-Selection Committee Recommendation
July 11, 2016	Approval of Committee Recommendation
FIRM SELECTED:	RMF Engineering, Raleigh, NC

3. Dowdy Ficklen Stadium Press Box Renovation - Commissioning Consultant Selection

June 15, 2016	Advertisement
August 16, 2016	Pre-Selection Committee Recommendation
August 22, 2016	Approval of Committee Recommendation
FIRM SELECTED:	ICE-NC, LLP, Lexington, NC



East Carolina University

Tomorrow starts here.

Facilities Engineering
and Architectural Services
Campus Operations
1001 East Fourth Street
East Carolina University
Greenville, NC 27858-4353

252-328-6858 office
252-328-4259 fax

MEMORANDUM

TO: Dr. Rick Niswander, Vice Chancellor
Administration and Finance

Approved: *R. Niswander*
Date: 7/11/16

FROM: John G. Fields, PE *J. Fields*
Director

DATE: July 7, 2016

SUBJ: Designer Selection Recommendation
Replace Steam & Condensate Lines at Mendenhall – North Side
Code: 41536 Item: 313

On June 15, 2016, the designer pre-selection committee for the above referenced project conducted interviews with three firms who were shortlisted based on a qualifications based selection criteria as required by the State Building Commission.

The committee consisted of Bill Chatfield and Robert Still of Facilities Engineering & Architectural Services and Mike Deyoc and Paul Carlson of Facilities Services.

Based on the interviews and requirements of this project the committee recommends the following firms in prioritized order with AEI being the top recommended firm.

Affiliated Engineers, Inc.	Chapel Hill, NC
Wiley Wilson	Lynchburg, VA
RMF Engineering, Inc.	Raleigh, NC

To the best of our knowledge and belief all steps in the selection process were conducted in accordance with State Building Commission requirements as they apply to the institutions of the University of North Carolina.

Approval of the recommended firm, AEI, is requested.

If you have any questions or need additional information, please do not hesitate to call.

JGF/bc

Enclosure: Designer Advertisement Memo

cc: William Bagnell
Pre-selection Committee Members



East Carolina University.


Tomorrow starts here!

Facilities Engineering
and Architectural Services
Campus Operations
1001 East Fourth Street
East Carolina University
Greenville, NC 27858-4353

252-328-6858 office
252-328-4259 fax

MEMORANDUM

TO: Interested Designers

FROM: John G. Fields, PE 

DATE: April 21, 2016

SUBJECT: Replace Steam and Condensate Lines on the North Side of Mendenhall

East Carolina University is seeking qualified firms to provide design, bidding and construction services for replacement of underground steam and condensate lines on the north side of Mendenhall Student Center.

Routing for the replacement services will pass through a pedestrian plaza at the main northwest entrance into Mendenhall. Safe pedestrian access through the plaza must be maintained at all times while this project is under construction. As such phasing of construction will be required. Firms submitting for consideration should provide examples similar projects constructed in very congested areas.

Interested firms should submit five (5) copies of your letter of interest and five (5) copies of your current SF330 to the following address by 5:00 pm, May 6, 2016:

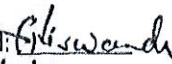
Bill Chatfield, PE, LEED AP
East Carolina University
Facilities Engineering & Architectural Services
1001 E. Fourth St.
Greenville, North Carolina 27858


In accordance with our qualifications-based selection system, designers are expected to make no contact with our University staff, faculty or trustees at this stage of the selection process. All questions should be directed to the attention of this office. East Carolina University encourages participation by MWBE firms and supports UNC system's policy of ensuring and promoting opportunities for Historically Underutilized Businesses.

Thank you for your interest in East Carolina University.

MEMORANDUM

TO: Dr. Rick Niswander, Vice Chancellor
Administration and Finance

Approved: 
Date: 7/8/16

FROM: John G. Fields, PE 
Director

DATE: July 7, 2016

SUBJ: Designer Selection Recommendation
Replace CW System and Repair HVAC McGinnis, Messick, and Speight
Code: 41536 Item: 312

252-328-6858 office
252-328-4259 fax

On June 30, 2016, the designer pre-selection committee for the above referenced project conducted interviews with three firms who were shortlisted based on a qualifications based selection criteria as required by the State Building Commission.

The committee consisted of Bill Chatfield and Robert Still of Facilities Engineering & Architectural Services and Ray Schmit and Paul Carlson of Main Campus Facilities Services.

Based on the interviews and requirements of this project the committee recommends the following firms in prioritized order with RMF being the top recommended firm.

RMF Engineering	Raleigh, NC
The East Group	Greenville, NC
Affiliated Engineers, Inc.	Chapel Hill, NC

To the best of our knowledge and belief all steps in the selection process were conducted in accordance with State Building Commission requirements as they apply to the institutions of the University of North Carolina.

Approval of the recommended firm, RMF, is requested.

If you have any questions or need additional information, please do not hesitate to call.

JGF/bc

Enclosure: Designer Advertisement Memo

cc: William Bagnell
Pre-selection Committee Members



East Carolina University.


Tomorrow starts here!

Facilities Engineering
and Architectural Services
Campus Operations
1001 East Fourth Street
East Carolina University
Greenville, NC 27858-4353

252-328-6858 office
252-328-4259 fax

MEMORANDUM

TO: Interested Designers

FROM: John G. Fields, PE 

DATE: May 20, 2016

SUBJECT: Replace Chilled Water Service and Repair HVAC System in McGinnis, Messick and Speight

East Carolina University is seeking the services of a qualified firm for design, coordination and construction of utility services for the subject project. This project requires engineering design capabilities for building HVAC systems, underground chilled water and steam systems, medium voltage electrical as well as storm and sanitary sewer disciplines.

Various schematic studies have been completed for HVAC repairs and chilled water service for some of these buildings. In addition, the project includes replacement of steam supply to Speight Building as well as medium voltage electrical work. The area where these utilities will be constructed is very congested with various underground utilities.

The selected firm will review existing studies in consideration of development of their own consolidated final design to develop a single coordinated set of bid documents. The intent of the bid documents will be to allow the various kinds of work to be constructed as appropriate for the utility services involved in an economical, orderly and coordinated manner.

Interested firms should submit six (6) copies of their current SF330, a portfolio of relevant work and a letter of interest. To be considered for this project, ensure that your submission is received at the following address before 5:00 p.m. on June 7, 2016:


Bill Chatfield, PE, LEED AP
East Carolina University
Facilities Engineering & Architectural Services
1001 E. Fourth St.
Greenville, North Carolina 27858

In accordance with our qualifications-based selection system, designers are expected to make no contact with our University staff, faculty or trustees at this stage of the selection process. All questions should be directed to the attention of this office. East Carolina University encourages participation by MWBE firms and supports UNC system's policy of ensuring and promoting opportunities for Historically Underutilized Businesses.

Thank you for your interest in East Carolina University.

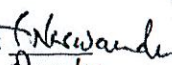
MEMORANDUM

TO: Dr. Rick Niswander, Vice Chancellor
Administration and Finance

FROM: John G. Fields, PE, Director 

DATE: August 22, 2016

SUBJ: Commissioning Consultant Recommendation
Dowdy Ficklen Stadium Press Box Renovation
Code: 41436 Item: 306

Approved: 
Date: 8/22/16

252-328-6858 office
252-328-4259 fax

On August 16, 2016 the commissioning consultant pre-selection committee for the above referenced project conducted interviews with three firms who were shortlisted based on a qualifications based selection criteria required by the State Building Commission.

The committee consisted of Robert M. Brown, Assistant Director for Facilities Engineering & Architectural Services, Robert Still, Project Manager for Facilities Engineering & Architectural Services and Paul Carlson, Mechanical Engineer for Main Campus Facilities.

Based on these interviews and the requirements of this project the committee recommends the following firms in prioritized order with ICE - NC, LLP being the committee's top recommended firm.

ICE - NC, LLP	Lexington, NC
KLG Jones	Raleigh, NC
Hanson Professional Services, Inc.	Raleigh, NC

To the best of our knowledge and belief, all steps in the selection process were conducted in accordance with requirements of the State Building Commission as they apply to the institutions of the University of North Carolina.

Approval of the recommended firm, ICE - NC, LLP, is requested.

If you have any questions or need additional information, please do not hesitate to call.

JGF/rmb

Enclosure: Designer Advertisement Memo

cc: William Bagnell
Commissioning Consultant Pre-selection Committee Members

Interested firms should submit four (4) copies of a letter of interest and current SF330 to ECU's project manager at the following address by July 8, 2016.

East Carolina University
Facilities Engineering & Architectural Services
1001 E. Fourth St.
Greenville, North Carolina 27858

In accordance with our qualifications-based selection system designers are expected to make no contact with University staff, faculty or trustees during this this stage of the selection process.

The use of email is highly recommended. East Carolina University encourages participation by MWBE firms and supports UNC system's policy of promoting opportunities for Historically Underutilized Businesses.

Thanks in advance for your interest in working with East Carolina University.

East Carolina University
Board of Trustees
Finance and Facilities Committee
September 29, 2016

Session	Finance and Facilities Committee
Responsible Person	Vice Chancellor for Administration and Finance Frederick Niswander Associate Vice Chancellor and Chief Information Officer Don Sweet
Agenda Item	II.I.
Item Description	ITCS – Year in Review
Comments	N/A
Action Requested	Information
Disposition	
Notes	



East Carolina University

2015-2016

Year in Review

Information Technology
and Computing Services



A MESSAGE TO THE ECU COMMUNITY

On behalf of ECU's Information Technology and Computing Services (ITCS) department, it is my pleasure to present the 2015-2016 Year in Review on Information Technology (IT). Highlights from the past year include...



- ▶ transitioning from OneStop, ECU's student services portal introduced in 2000, to **Pirate Port**, which offers an updated interface with customizable "widgets", easier access to Piratedrive file storage, and course registration, among many other vital services.
- ▶ continued implementation of the **Kronos time-tracking software system** across the entire university spectrum. Currently, there are 3,000 users on Kronos. The entire university will be completed in October 2018. Kronos significantly simplifies administrative timecard-tracking, data entry, and leave approval processing and improves fiscal compliance.
- ▶ implementation of a **print quota** to improve the process of managing student printer use, reduce printing waste, and better control printing costs. Overall, printing was reduced by 40%, with 96% of students printing less than the allotted quota. Costs were reduced by approximately \$300,000.
- ▶ meeting our goal of **99% uptime**, with less than 1% unplanned downtime for the infrastructure of critical systems, the network, Banner, Exchange, and the primary Web site. We will be adding Tier 1 Storage as a critical system that we measure beginning in FY17.
- ▶ improving the standards of **IT accessibility of Web sites** and content by partnering with Disability Support Services and other cross-campus entities to revise the Web regulation to use the W3C Web Content Accessibility Guidelines 2.0 as the ADA (Americans with Disabilities Act) requirement for official and unofficial ECU Web pages.
- ▶ **upgrading learning platforms**, including **Blackboard** and **SabaMeeting**, and transitioning students from Turning Technologies to **Turning Point Cloud** for classroom audience response activities.
- ▶ implementing **TeamDynamix**, an application that integrates Service Desk Management and Project Portfolio Management into one combined system. TeamDynamix will help the university effectively monitor service activities, optimize staff and resources, and provide robust reporting capabilities.
- ▶ improving ECU's WiFi service through the implementation of **eduroam (education roaming)**, a secure, world-wide roaming access service developed for the international research and education community. Students, faculty, and staff will begin connecting to eduroam in fall 2016.
- ▶ completing **the Distributed Antenna System (DAS) in Dowdy-Ficklen Stadium**. The DAS improves cellular coverage for customers with service providers contracted with the university's DAS provider. The DAS has the capacity to provide coverage for 50,000+ users in and around the stadium.
- ▶ working with the Chancellor's Executive Council to establish an interim **Data Governance Regulation** to provide a solid framework for the overall management of the availability, usability, integrity, and security of data used throughout the institution.

As stewards of the university, we strive to be an enabler for our students, faculty, staff, and clinicians through the appropriate, efficient, and innovative use of technology.

Don Sweet

*Chief Information Officer
East Carolina University*



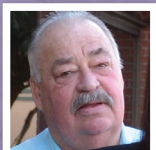
Sue Stox
Executive Assistant
to the CIO



Wendy Creasey, EdD
Director, Academic
Technologies



Ray Drake
Director, Systems and
Applications Support



Martin Jackson
Director, Network
Services



Skip Kirby
Director, Strategic
Information Services



Zach Loch
Director, Enterprise
Information Systems



Jack McCoy, EdD
Chief Information
Security Officer



Hector M. Molina
Director, Central
Project Office



Wanda Sandeford
Business Officer,
Finance and
Personnel
Administration

LEADERSHIP

ITCS strives to develop and deploy a secure, reliable, and cost-effective information technology environment at East Carolina University. ITCS staff work together to care for the university's technology systems and services, and to ensure quality support is provided to the ECU community. As a full-service IT department, we provide support for teaching, research, learning and productivity tools for students, faculty, and staff through the effective use of information technology including:

- ▶ **Academic Technologies** – provides leadership and support to the university including a Service Desk for the university; our teams provide support through consulting and hands-on assistance for educational platforms, audio visual and classroom technology, video conferencing and telemedicine, student computer support and labs, online systems, multimedia creation and communications, and university Web platforms.
- ▶ **Enterprise Information Systems** – provides leadership on a wide array of administrative systems, the development and support of the university application portal, and provides state-of-the-art document management technologies.
- ▶ **Finance & Personnel Administration** – provides support and administration of budgets and financial reporting, billing of telecommunication devices, the university switchboard, personnel and payroll, and purchasing and inventory.
- ▶ **Information Security** – serves as an advisor to university leadership on information security management strategies and works collaboratively with all university divisions and partners on information security issues with enterprise impact. The Information Security Office coordinates IT risk management for the university and serves as the official information security point of contact for federal, state, and industry agencies.
- ▶ **Infrastructure Services** – provides technology leadership on the design and support of voice communications and enterprise wired and wireless network infrastructure including storage infrastructure for the enterprise.
- ▶ **Central Project Office** – in partnership with team leaders, coordinates high-impact and high-risk IT projects in collaboration with technical and functional managers, subject matter experts, vendors, and users throughout the ECU community.
- ▶ **Strategic Information Services** – ensures the security, integrity, and availability of ECU's mission-critical data; enables data-driven decision making in support of the university's mission, strategies, and objectives; and promotes effective management and strategic use of institutional data.
- ▶ **Systems and Application Support** – provides technology leadership and support of desktop technologies, the administration of enterprise applications, enterprise systems and operations, operational security, and the university data centers.

Knowledge

We are life-long learners, utilizing emerging technologies and skills to effect positive change and capitalize on opportunities.

Relationships

We embrace teamwork, open and honest communication, working across departmental boundaries with the strength of our diversity as we foster collaborative, supportive and empowering relationships.

Ethics

We employ the highest ethical standards to guide our decisions and actions as we meet and then exceed our commitments.


Well-Being

We are committed to the personal and professional

development and achievement of the individual in an environment where everyone is a valued member, treated with respect, encouraged to contribute and recognized and rewarded for his/her efforts.

Service

We provide excellence in customer service to meet and exceed the needs of our students, faculty, staff and larger community.



We aspire to build an organization with committed and skilled people accountable to and serving students, faculty, and staff; streamlined processes making it easy to work with us, do our jobs and deliver results; and innovative technology that is the right reasons.

- ITCS Mission

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54,500 IT Help Desk request and chats increased **281%** from 1,400 to **4,000**

39,000 phone calls received after clients selected an option

Over **94%** of these calls were answered

285,500 OpScan sheets scanned in the Walk-In Help Desk

21,700 OpScan sheets scanned on Health Science Campus

5,450 Sets of tests scanned

740 campus computers replaced

Pirate Techs resolved **6,635** student requests

...in **45** Computer Labs

70,000 request for services or support since 2004

103,000 viewed videos

4,600 users are taking advantage of Lynda.com training

7,000 watched hours

15,000 instructional video presentations recorded

Lecture Capture Technologies

375,300 presentations were viewed by multiple colleges across campus

100 Captured and Edited Videos

850 Video Teleconferencing Events Managed

1,060 presentations were recorded in the Global Classroom

33 Countries video conferencing for the Global Understanding program

62 Partner Universities Events Managed

884 Wordpress supported sites

1,760 Wordpress supported users

ITCS

By the Numbers

Software Download Center

3,130 Microsoft Downloads

Processed 6,400 Software Downloads

33,300 CommonSpot Web pages

53,400 Documents

89,000 Images

600 Department Web sites

270 attended ITCS-led training sessions

1,070 Faculty have MyWeb

1,700 Students have MyWeb

Service requests increased by roughly **35%** from 40,003 to **53,946**



Since Yammer's inception, **5,700** members have...

...created **400** groups

...Sent **50,400** messages

...uploaded **2,360** files

In 2002 there were on average 6 servers per standard server rack in the data center. Now the typical server racks house **25 -28** servers per rack

The **Virtual Computing Lab (VCL)** provides access to **58 applications** and **6 virtual desktops**. In FY16, applications were launched a total of **8,569 times**.

32 MILLION documents in Document Imaging System, representing **3,000** filing cabinets worth of documents and **2.25** terabytes of electronic storage

Business Intelligence/analytics environment (ecuBIC)

Since 2009...

300 reports developed and deployed by non-ITCS departments

5 Million report executions

10,000 deployments

ABOUT US

ECU employs 225 central ITCS staff and there are approximately 120 decentralized IT (non-ITCS) staff in units across campus. Approximately 120-130 students are employed within ITCS and distributed across colleges in IT positions during the academic year.

We have a very skilled staff with **certifications** in many technology areas. It is no easy feat for IT staff to effectively and efficiently deliver the wide array of technology services, resources, and support the university community requires. Our staff must continually advance their knowledge and skills to meet current needs, while concurrently researching and developing roadmaps for implementing future technologies. To manage these challenges, our staff attend **IT conferences, user group meetings, and networking events throughout the year for information exchange and professional development.**

The ITCS Staff Council coordinated our third annual **Bring Your Child to Work Day on August 5, 2016**. This event presented an opportunity for ITCS staff to introduce their children to the field of IT. Children participated in hands-on activities and toured the operations area to see ITCS staff monitor the network and primary data center. In all, we hosted 27 guests ranging in ages from 5-18 years old. The older children toured ECU's School of Dental Medicine.



Certified Information Systems Security Professional



redhat.
CERTIFIED SYSTEM ADMINISTRATOR



Certified in the Governance of Enterprise IT[™]
An ISACA[®] Certification



Bring Your Child to Work Day

IT GOVERNANCE

Throughout the year, we work with information technology committees comprised of representatives across campus, relying on members' input and guidance when implementing new technologies, policies, and practices.

The **Information Resources Coordinating Council (IRCC)** is the primary IT Governance committee at ECU and has representatives from all areas of campus. A few highlights this year that were discussed and approved by the IRCC include:

- ▶ reviewing the **classroom technology standard updates**. There will be a change in the lectern in rooms to improve accessibility. Teaching labs and seminar rooms may receive a basic level of technology as resources and needs allow.
- ▶ piloting **Captiva**, a scanning tool and OCR (Optical Character Recognition) auto index that does hands-off matching. After adding a workflow module, a few departments will pilot the tool, with plans to eventually roll out to the entire university.
- ▶ implementation of **OnSSI**, a clinical and proctoring recording solution.
- ▶ amending the university's **Social Media Regulation** by adding a revision to provide more detail regarding the role of administrator. The revision also stresses the importance of planning for continued operation of a site should the current administrator vacate their position.
- ▶ **sharing information regarding replacing Sedona** as the university's faculty activity reporting system. Requirements for a new system included a standardized, well-defined, diverse structure with single sign-on features and customizable annual reporting options.
- ▶ formation of an **IT Accessibility Committee** to prioritize goals and document university progress in regard to IT accessibility. A charter was presented to the Provost and to the Chief Information Officer (CIO). This committee will provide governance on IT accessibility.
- ▶ **adding a Pirate Techs student computer support location** in Joyner Library. This will provide a location in a busy area frequented by students. We will also be able to expand our hours by offering evening and weekend support.

Highlights from the **Web Oversight Committee** (a subcommittee of the Information Resources Computing Council) include:

- ▶ revising the **Web regulation** to use the W3C Web Content Accessibility Guidelines 2.0 as the ADA (Americans with Disabilities Act) requirement for official and unofficial ECU Web pages.
- ▶ implementing **Siteimprove**, which allows ECU Web site administrators to identify misspellings, broken links, and determine Web accessibility issues with detailed fix explanations.
- ▶ approving the addition of a **"Nondiscrimination/Title IX" link** to the ECU home page that represents the university's new "Notice of Nondiscrimination" policy.

A few highlights from the **Clinical Information Systems Committee** (CIS; a subcommittee of the IRCC) include:

- ▶ enhancing the review process to include applicable Business Associates Agreements (BAA) and ensure the system owner is engaged in the approval process.
- ▶ reviewing 47 systems with a healthcare component to ensure compatibility with existing healthcare information technology systems while promoting operational efficiency, limiting storage of patient information outside of the university's designated Electronic Health Record (EHR) system(s), and ensuring both patient and university data are protected within the scope of applicable university policies, government regulations, and state laws.

The **Kronos** Executive Steering Committee guides the Kronos project at ECU that is sponsored by Dr. Rick Niswander, Vice Chancellor for Administration and Finance. Steering Committee membership includes representation from across campus and incorporates employees at a variety of levels within the university. Kronos has been adopted by the university as the time, attendance and leave keeping system of record for employees who track time, as well as employees who are granted or earn leave. Currently, there are 3,000 users on Kronos. The Kronos Executive Steering Committee has approved Kronos Clocks for all major campus buildings. ECU is one of few, if not the only, higher education institution that is implementing Kronos across the entire spectrum, including student employees.

The **Administration Information Systems Committee** is currently planning the timeline for Banner XE, which will modernize Banner for all campus users.

The **Distance Education and Learning Technologies Committee** (Faculty Senate) approved Blackboard Standard Operating Procedures for Access to Blackboard. They provided formal faculty advice on the updates to the Web and Social Media Regulation. Additionally, they provided input on the continued use of Blackboard.

ASSESSMENT

ITCS surveys the ECU community for feedback and satisfaction with technology services and resources. These surveys are comprehensive and focus on (1) satisfaction with IT services, systems, and applications; (2) use of technology tools and systems; and (3) technology and training needs. In addition, once an online Help Desk request is closed, users are surveyed on customer service satisfaction. In 2015-2016, overall **customer service ratings** remained consistent from previous years, with ratings for timeliness, knowledge, quality of service and ability a 4.8 (scale of 1-5), where 5 is excellent. Courtesy ratings were an average of 4.9.

This year, survey results provided valuable feedback through customer comments. Overall, 82% of students said the technologies used in their courses were very effective or effective, while 94% of students say ECU technology services and resources are important to their academic activities, and 77% were satisfied with IT services. Similarly, 95% of staff and 97% of faculty say ECU technology services and resources are important to their business or academic activities, while 91% of staff and 94% of faculty were satisfied with IT services.

The 2015-2016 survey responses reinforced the need to:

- ▶ provide an online solution to the current audience response devices. Response: we will pilot a mobile-only polling solution. This will provide a more cost-effective solution than the current clickers with subscription model.
- ▶ develop new layers of the online campus map. Response: we plan to add campus dining options to the map, as well as an entertainment layer.
- ▶ provide an efficient tool for students to submit video assignments and incorporate feedback. Response: we will pilot VoiceThread. The VoiceThread platform has features specifically for student recording assignments, student feedback and threaded discussion using video, audio and text. VoiceThread integrates with Blackboard and can also be used for standard lecture capture.
- ▶ create an updated, more user-friendly interface for several services. Response: a new version of the Software Download Center was implemented in August 2016. We continue to explore alternatives for PiratePanel, and Pirate Port is continuing to make changes based on community feedback.
- ▶ continue to test and investigate alternative Web conferencing tools that provide Blackboard integration. Response: we will pilot and test Blackboard Collaborate.

- ▶ improve the university WiFi service. Response: in fall 2016, we will implement eduroam as the new wireless network for students, faculty, and staff. This implementation will no longer require the campus community to navigate through additional interfaces to access the Internet while maintaining appropriate security.
- ▶ continue to expand wireless. Response: in FY17, we will double the amount of funding provided to increase wireless access points and additional funds will support upgrades to the wireless infrastructure.
- ▶ distribute communications in a variety of formats to ensure students know the location of the Pirate Print kiosks and all computer labs via the ITCS Web site. Response: we will solicit input from SGA (Student Government Association) regarding the location of more color printing.

This year, Classroom Technology feedback was received through multiple surveys, including a survey distributed by the Office of the Registrar. The surveys collected information to help understand how assigned classrooms met faculty's teaching needs and identify future recommendations for improving classroom technology, as well as any new technology faculty would like to see integrated into the classroom.

We shared this feedback with the departmental resources who manages the AV technology identified in the survey. Since receiving the survey results, short-term action items were resolved where possible (e.g. repairing a piece of technology). Long-term projects (e.g. classroom remodels), were evaluated to include in future project planning. The input we received helped drive the discussion on the next set of classroom standards. To support faculty use of classroom technology, we developed new classroom instructional cards for placement in each classroom. We continue to share information each semester about using lecture capture, video conferencing, and wireless projection to faculty teaching in classrooms with those technologies.

STUDENT PRINTING

ECU implemented a print quota to improve the process of managing student printer use, reduce printing waste, and better control printing costs, while ensuring that educational printing needs are adequately met.

Implementation of the print quota resulted in a 40% reduction in printing overall, with 96% of students printing less than the allotted quota.

Notably, 76% of the students who printed, printed less than 1/2 of the quota (\$10.00 or less); 54% of students who printed, printed less than 1/4 of the quota.

Costs were reduced by approximately \$300,000, which was reallocated to provide support for additional educational projects.

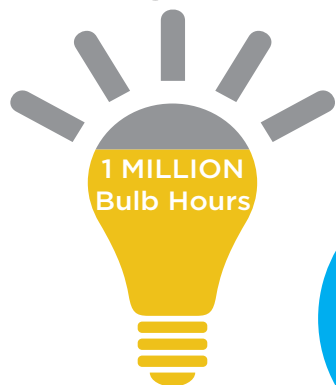
With input from the Student Government Association (SGA), we increased the annual quota from \$25 to \$30, giving each summer session \$5 of quota (quota was only provided if registered in summer courses).

Of the actual users of the print management system, 70% of students said that the quota met their printing needs.

Based on feedback, we will add more color printing to campus and continue to distribute communications in a variety of formats to ensure students know the location of the Pirate Print kiosks, location of general computer labs, and how to determine the location of all campus labs via the ITCS Web site.

Expenses for student printing are paid by the Student Educational and Technology Fee.

FY16 Printed the Equivalent of...



40% LESS than last year

BEYOND TOMORROW: ECU's Strategic Plan

In support of the Administration & Finance Division's mission to provide efficient, effective, value-added service that contributes to the achievement of the university's objectives in the **2014-2019 Strategic Plan "Beyond Tomorrow"**, we have focused on projects in three key areas as part of the Administration & Finance plan: **Accessibility, Global Understanding, and Telemedicine.**

We completed several projects in support of the university's efforts in Global Understanding and Telemedicine. We will continue to support our global partners, and collaborate with telemedicine staff to help them actively plan and budget for the technology and infrastructure requirements to deliver telemedicine to external sites.

Accessibility

"The success of our students is the ultimate measure of our university. We will support excellence, expand opportunity, and celebrate achievement." - Beyond Tomorrow, ECU Strategic Plan

As part of our commitment to improve accessibility, ITCS partnered with the Office for Disability Support Services to initiate an Information Technology Accessibility Committee with the responsibility of advising the university on IT Accessibility. The overarching goal of the committee is to provide governance on Information Technology Accessibility and provide equitable access to all students, faculty, and staff to technology and information. This committee will review the state of Information Technology Accessibility at ECU and develop and prioritize goals, and monitor and evaluate the progress made on goals annually.

As we continue to support IT Accessibility, we are committed to:

- ▶ increasing the number of educational offerings on accessibility and technology every year
- ▶ collaborating with the IT Accessibility Committee to annually assess our progress and to develop goals;
- ▶ developing diverse and targeted communications and education offerings on how to ensure digital content is accessible; and
- ▶ reducing the number of Americans with Disabilities Act (ADA) non-compliant Web pages on ECU servers every year. Our efforts began with departmental Web

sites and we have transitioned 12,312 departmental Web pages as part of this redesign effort to ensure Web pages are ADA compliant. We are continuing to transition the remaining Web pages. Last year, we updated the ADA requirements of our existing Web regulation to strengthen the requirements for official and unofficial ECU Web pages. In addition, we purchased a software tool that searches for non-compliant Web sites, enables easy remediation, and includes additional training for campus.

On the ITCS annual survey, faculty and staff were asked if they had access to sufficient accessible technologies and resources. Survey results indicated that 90% of faculty and 94% of staff have access to sufficient accessible technologies and resources. Face-to-face training, Lynda.com courses, and online resources are available to faculty and staff to help develop and share accessible course and Web content.

SAFEGUARDING ECU'S COMPUTERS, NETWORK, AND DATA

2016 Top 10 IT Issues – Issue #1: Information Security – Developing a holistic, agile approach to information security to create a secure network, develop security policies, and reduce institutional exposure to information security threats – EDUCAUSE Review, vol. 51, no. 1

The university's **Data Center is a highly-controlled environment** that consists of multiple layers of physical security including 24x7 on premise monitoring and several layers of ECU 1 Card badge access for secured areas. Though highly secure, we continually improve the Data Center's overall security posture to protect the university. As part of that continuous improvement, we **deployed video surveillance** to all server rooms within the Data Center this past year. All activities within the server rooms are captured on video, recorded, and monitored 24x7 by Data Center operations staff.

We strive to not only protect ECU's physical technology infrastructure, but also electronically protect the university's systems and data, while developing risk management practices and educating the user community on information security standards and individual responsibilities.

This past year, ITCS:

- ▶ coordinated the **development and formal approval of an Information Security Regulation** for the university. This regulation defines the responsibilities of all employees for protecting ECU information and the responsibilities of departmental leadership for managing information security within their respective units. The underlying premise of the regulation is that information security is an essential business function of every ECU department, and one that is far more about people than technology.
- ▶ **developed information security standards and best practices** for ECU, and published this guidance to the ECU Web site to assist employees and departmental leadership with fulfilling their information security responsibilities.
- ▶ **received leadership approval of and support for required information security training** for all employees. Once developed, this training will become part of the employee training record, and

will ensure that employees are aware of their basic responsibilities for information security.

Operational Security engaged in the following initiatives in FY16:

- ▶ **assessed 111 IT product applications** for university departments to determine adherence to security standards.
- ▶ **implemented semi-annual sensitive data scans** of enterprise servers.
- ▶ assisted with **external PCI audit remediation** to ensure ECU's credit card business is in compliance with industry requirements.
- ▶ improved the **call flow process for users who have their account credentials compromised** to ascertain if any sensitive data was stored in their email account.
- ▶ created an **incident response plan** for handling high-risk information technology-related incidents.
- ▶ **switched from FTP to FTPS**, a secure file transfer protocol, on enterprise Web servers including MyWeb, PiratePanel, and WWWFTP.
- ▶ continued to work diligently on **risks identified in our risk assessments**.
- ▶ began requiring the use of **2-factor authentication technology**, which requires ITCS technical staff to enter a PIN (generated by mobile phone app or a hardware dongle) as well as their PirateID and passphrase to access protected resources.

BEHIND THE SCENES

Infrastructure Upgrades

Strategic focus areas for ITCS in FY16 included Data Center capacity planning and management, compliance efforts, information security, virtualization and network performance.

As the campus grows, it is crucial to replace aging infrastructure technology and bring it to a new standard. In FY16, ITCS completed a significant, multi-year project to **replace our older storage hardware**. Our technical staff migrated critical production services to new equipment to minimize disruption of services and impact to users. In the event of unplanned network outages, we will be able to restore services quickly and without any impact on application databases.

As part of this storage equipment upgrade, we **added nearly 1 petabyte (1,000 terabytes) of storage** that includes data security, maximizes storage efficiency, and enables advanced connectivity. This new storage is over 10 times faster than our older storage.

We introduced a **multi-tier infrastructure design** into the primary Data Center, which allows for the separation of servers based on their function and required access. This allows us to isolate critical sensitive resources and control all network connectivity to and from these systems. This separation lessens our exposure to unauthorized access and provides a greater level of security.

Additional efforts to **modernize our infrastructure and ensure optimal performance with uninterrupted network connectivity** include:

- ▶ **enabling full IPv6 functionality** with improved security features, enough IP addresses to ensure never running out, and improved mobility capabilities.
- ▶ **adding much-needed cooling capacity** and redundancy to the telecommunications room in the primary Data Center, which serves as the network hub. This project included upgrading a 3-ton air conditioning unit to a 5-ton system, and installing a backup 5-ton unit should a primary unit fail.
- ▶ **implementing a new software-defined networking solution** in portions of the Data Center to allow for application-focused network deployments with integrated security features and a high-speed core.
- ▶ **replacing numerous firewalls** that were near end-of-life to improve the protection of university resources.
- ▶ **installing additional Data Center network switches** to provide faster network speeds.

Additional projects completed this past year include:

- ▶ **upgrading the VMware virtualization software**, and restructuring our virtual server environment to provide maximum performance. We increased our server capacity which allows us to support more high availability systems across our two Data Centers in Cotanche and Brody. A third-party vendor completed a **formal assessment** of our virtual infrastructure, focusing on the design, configuration, operational processes, and security. The overall conclusion was that our environment is in the upper echelon based on design, security, and operational processes.
- ▶ continuing to **replace hardware for the university's Banner environment**. Due to the size and scope of the replacement effort, this project spans multiple years and is divided into two phases. Phase I includes moving databases to a new server and switching from Solaris to the Linux operating system. This phase is well underway with completion slated for September 2016. During Phase II, we will replace the application tier hardware. The application tier replacement is currently in the design stage. Our goal is to build an internal private cloud that will allow us to virtualize the existing Banner application servers while also providing us with the flexible infrastructure to meet our planned migration to the new Banner XE architecture.
- ▶ continuing to **replace the aging hardware powering ECU's Banner Data Warehouse**. After researching options and conducting performance testing, ITCS selected and implemented Oracle's Database Appliance for the hardware replacements. This direction exceeded all replacement criteria in delivering a capable platform that exceeded the performance demands and saved the university a projected \$700,000 over a 5-year period on maintenance.

To accommodate the heavy and growing reliance on WiFi service on campus, in FY16, ITCS refreshed hundreds of network switches across campus and installed infrastructure cabling to increase network bandwidth for users, new technology-enhanced classrooms, IP cameras, access points, fire alarms, burglar alarms, HVAC monitoring, and electrical system monitoring.

We deployed the new wireless guest network (ecu-guest)[®] and guest sponsor portal providing ECU sponsors and guests with an easier and more user friendly way to obtain a guest account.

In addition, we:

- ▶ added state-of-the-art wireless access points to Gateway Hall to provide 100% coverage.
- ▶ installed or upgraded wireless access points in nearly 30 locations to increase coverage/capacity.
- ▶ added networking to approximately 12 new buildings or renovated locations.

We **upgraded InformaCast, part of the university's Emergency Notification System** used to deliver alerts and notifications to all university VoIP phones, outdoor speakers, and internal building speakers. This upgrade will allow us to maintain our system of notifications even in the event of a Data Center outage.


We **upgraded all Unified Communications systems** to enable feature enhancements.

We **completed a PCI (Payment Card Industry) network redesign** for meeting ECU business purposes and PCI compliance standards.

ITCS currently **manages over 100 databases**. The volume of Institutional Data, driven primarily by the increase in third-party applications and the replication and consolidation of data in support of enterprise reporting and analytics, is rapidly approaching 10 terabytes. This amount of data would be equivalent to any one of the following:

 **5 MILLION** single-spaced typewritten pages

 **1 MILLION** phone books

 **19,000** regular CDs
2,500 DVDs

ITCS staff completed the Distributed Antenna System (DAS) that has the capacity to provide coverage for 50,000+ users in and around Dowdy-Ficklen Stadium.



DEVELOPING CONTEMPORARY SYSTEMS

Each year, we undertake projects to enhance our students' academic lives and overall college experience to ensure that every student has the best possible chance for success. This past year, we:

- ▶ **implemented College Scheduler**, which allows students to generate course schedule options and plan around work, study times, or extracurricular activities.
- ▶ fully **transitioned to Pirate Port, which replaced OneStop**, the university's Web portal since 2000. Pirate Port offers a fresh new interface for students and gives ITCS a solid foundation to start building advanced services.

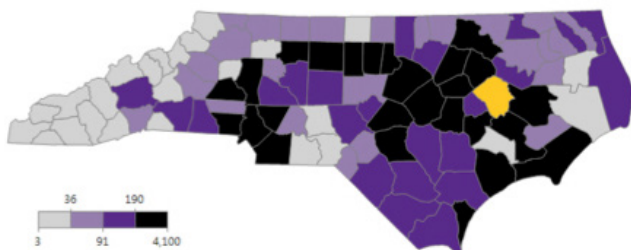
ITCS partnered with the Registrar's Office and the Graduate School to **complete the first in a series of interactive dashboards that present enrollment statistics** from a number of perspectives, including student level, college, program, and course section. These dashboards are delivering instant insights into Institutional Data, enabling deans and department heads to arrive at more informed, timely and strategically-aligned decisions.

ITCS **conducted an extensive evaluation of available hardware systems which resulted in the recommendation and ultimate adoption of the Oracle Database Appliance (ODA) as the new host platform for all business-critical Oracle databases.** This enables consolidation of support, predictable and improved database performance and a reduction in overall support costs. Blackboard and Operational Data Store (ODS) databases have since been migrated to the ODA environment, resulting in a savings, to date, of over \$150,000 in vendor and hardware support costs.

In conjunction with their migration to the ODA platform, the **Blackboard and ODS databases were upgraded to the latest release** of Oracle's database management software. This is indicative of ongoing efforts to enrich the university's data environment by implementing new/upgraded technologies that deliver enhancements across security, performance and overall feature sets.

East of NC I-95: 12,129

In the Spring 2016 term, 51% of North Carolina resident students were from counties east of Interstate 95. Students from all 100 North Carolina counties were enrolled in the Spring 2016 term.



Oracle's Advanced Security software is another example of new technology that is currently being implemented on all

Oracle databases. This software enables encryption of data at rest.

ITCS also had an opportunity this year to **use database disaster recovery plans in a massive database disaster recovery for both SQL Server and Oracle.** This exercise involved the recovery of over 30 databases, representing a volume of data that exceeded 4 terabytes. The recovery was a complete success - 100% of the data was successfully recovered.

The Enterprise Analytics team released improvements to **ECU's Analytics Portal** that make exploring the university's public data more efficient. These improvements include: better login capabilities, enhanced performance, the ability to view multiple reports, modern browser support, and multiple report layouts.

Institutional Planning, Assessment and Research has published the university's first **dynamic Fact Book.** This new, more interactive design provides an expanded set of statistics for the university's student, faculty and staff populations.

In May, the Chancellor's Executive Council approved an interim **Data Governance Regulation.** This regulation provides a high-level framework that formalizes the management of Institutional Data as a strategic asset. The resulting data governance initiative will enable the university to deliver on an important responsibility contained within the institution's strategic plan, Beyond Tomorrow:

"Our data will be recognized system-wide for its accuracy and reliability and as a basis for advanced analytics and institutional decision-making."

The **Doubloon Giving Club** recognizes donors to the university and the consecutive years of giving. ITCS provided the program that generates giving years which allows University Advancement to simply pull a report on demand.



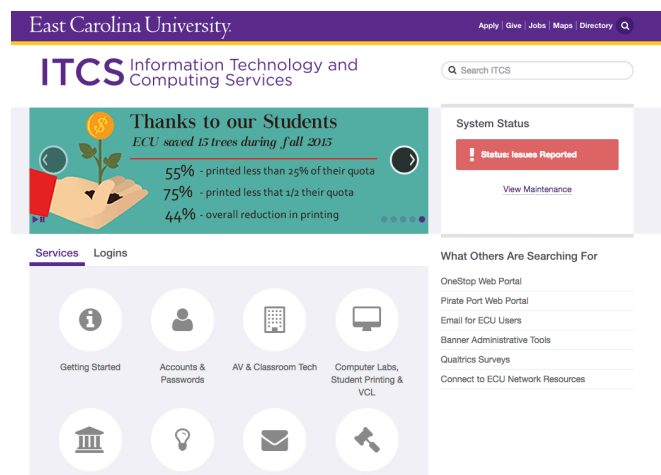
ITCS worked with Graduate School Admissions to complete an interactive dashboard that provides comprehensive up-to-date enrollment information.

EFFICIENCY AND EFFECTIVENESS IN OPERATIONAL DELIVERY OF SERVICES

The challenge of improving delivery of our information technology services has never been greater. We continue to work diligently to provide the highest service quality while maintaining or reducing costs and meeting the ever-changing requirements of the university community. This past year, many of our projects focused on offering new systems and services to improve administrative business functions; the technology assistance our students rely on in regards to computer repair and software troubleshooting; and the methods through which we provide crucial information to users. For example:

- ▶ we implemented **TeamDynamix**, a solution that integrates Service Desk Management and Project Portfolio Management into one combined system. TeamDynamix will help the university effectively monitor service activities, optimize staff and resources, and provide robust reporting capabilities. Team Dynamix will serve a customer base of approximately 29,000 students and over 5,000 faculty and staff. In this system, we anticipate receiving more than 50,000 service requests annually that will be serviced by 400+ technicians, including technical support provided by distributed IT in the colleges.
- ▶ Pirate Techs Student Computing Center (formerly ACE) now performs hardware repairs covered under **Safeware**. Safeware is a third-party insurance that provided additional accidental damage coverage.
- ▶ we enhanced **Degree Explorer**, a Web site that displays information about ECU majors and career opportunities available for chosen majors. This information is extracted from the undergraduate and graduate catalogs and collected from departments across campus. This project added functionality to the existing Degree Explorer Web site.

- ▶ we implemented a **new Web site design for ITCS**. The new design is in a service catalog format that creates a continuity of design and information with the new service desk management system.



Campus Maps facilitate navigation of ECU for visitors and others on campus. This past year, we developed new layers of the **campus map** based on input from campus, adding locations for emergency blue lights, technology-enhanced classrooms, student computer labs, updated parking, bus routes, residence halls, dining, and Kronos time clocks in addition to pulling building information from our space planning inventory.

ITCS purchased a log monitoring solution, Tripwire, to aggregate disparate system logs into a centralized repository where automated events could be correlated and analyzed, and alert notifications could be sent for actionable events. The **Tripwire Log Center** implementation plan initially targeted the Brody School of Medicine's HIPAA systems for monitoring compliance; however, over the past year, ITCS began systematically deploying this software to the broader enterprise systems.

Our **VoIP Technology Refresh** project is underway. This project is actively replacing our VoIP telephones with new models that include color display, additional line capacity, and faster gigabit uplink speeds. The team has migrated over 1,500 users over to the new phone models. This project is scheduled to continue over the next 2 years, concluding when all devices have been upgraded.



ITCS student employees assisted staff with upgrading VoIP phones across campus as part of an extensive modernization project.

ITCS coordinated with the Division of Academic Affairs, Division of Administration and Finance, and Brody School of Medicine to **procure and install 1,446 workstations** to replace aging systems across campus.

Email has been enhanced this year with new features, including...

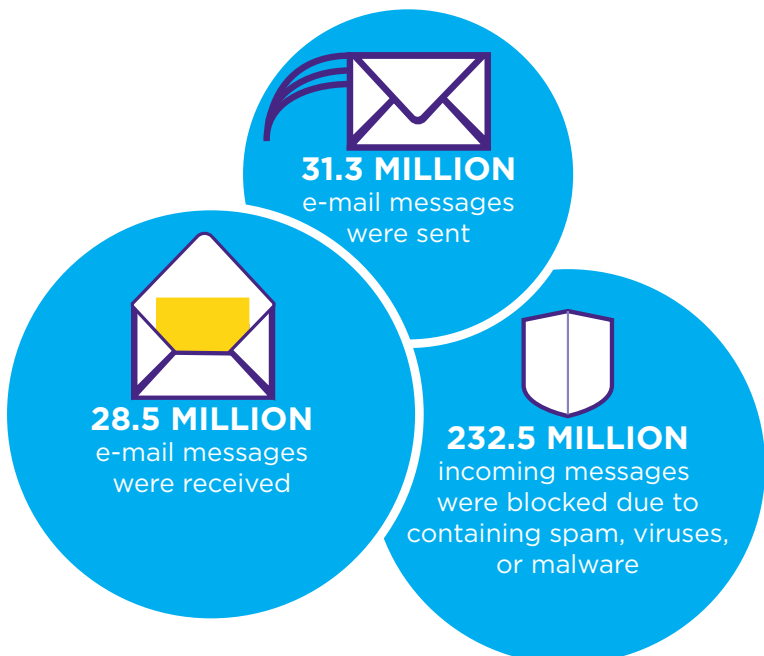
- ▶ **Data Loss Protection (DLP)** technology for automated encryption of email containing sensitive data sent external to the university.

- ▶ **upgraded email vaulting software** in preparation of the move to the next version of Microsoft Exchange.
- ▶ **improved default delivery transport of email** to enhance the security of emails between ECU and external entities.

As part of yearly disaster recovery preparedness activities, ITCS formally reviewed the ITCS recovery procedures and **successfully executed recovery testing for 20+ critical systems**. The disaster recovery testing scope included Banner, Blackboard, Active Directory, Exchange, Enterprise Storage Systems, the ITCS Virtual Infrastructure and Network Services.



Pirate Techs Student Computing Support staff are now able to help students troubleshoot computer problems in a third location, Joyner 1019, during extended hours.



ENHANCING ACADEMIC TECHNOLOGIES

2016 Top 10 IT Issues - Issue #2: Optimizing Educational Technology - Collaborating with faculty and academic leadership to understand and support innovations and changes in education and to optimize the use of technology in teaching and learning, including understanding the appropriate level of technology to use - EDUCAUSE Review, vol. 51, no. 1

Throughout the student experience, from applying to ECU, to registering for courses, to using a device connected to the campus network, technology is available to support success. Collaboration tools for working in groups, technology help services when something breaks, and classroom technologies to help students learn are among ITCS's top priorities.

We **upgraded several learning platforms** this year. The **Blackboard upgrade** included browser support for the Microsoft Edge browser, changes to the Announcement availability default setting, Content Editor support of HTML5 audio and video playback in Chrome and Edge, and improved Discussion Board navigation. **SabaMeeting updates** included support for El Capitan, Mac users can now upload PowerPoint files directly from their computer, and PowerPoint files created in 16:9 can be imported directly into SabaMeeting. The **Turning Technologies** upgrade to Turning Point Cloud changed the registration process for students, which now requires a Turning account. Students that had used Turning Technologies clickers in Blackboard within the last three years were provided time limited Turning accounts at no cost.

We partnered with the Office for Faculty Excellence and provided planning and instruction for the **30-hour Teaching with Technology (TWT) interactive workshop**. The workshop agenda included several learning platforms: Blackboard, Mediasite, SabaMeeting, Turning Technologies clickers, OneDrive for Business, an accessibility checklist and examples of custom solutions developed by the Multimedia Center. Participants concluded the session with a presentation describing how they plan to implement a new technology or teaching strategy as a result of attending the TWT workshop.

We provided support and are serving as a resource to the Division of Academic Affairs project team on the replacement of the **Student Perception of Teaching Survey (SPOTS)**, a course evaluation system.

We currently support over 450 technology-enhanced classrooms and spaces plus 9 additional rooms in the Coastal Studies Institute located on Roanoke Island. This

year, we upgraded or refreshed technology in 22 rooms specifically requested by colleges, and approximately 10 centrally-scheduled spaces in Bate, Brewster, Joyner East, and Austin. More than 100 computers in classrooms across campus were upgraded. Additionally, we upgraded existing lecture-capture systems (Mediasite) distributed in the colleges.

Our goal is for classroom technology systems to have an 8 to 10-year life cycle with minimal maintenance. We have standardized on blue laser projectors that use less power and do not require lamp replacements. These projectors have a life expectancy of 20,000 hours vs. a lamp life expectancy of 2,000 hours on current projectors.

We provided system design and project management in several new facilities projects. The Brody Executive Conference Room technology design and the technology portion of the project was managed by ITCS. This is a state-of-the-art facility with video conferencing, surround sound, and multiple viewing facilities. The Ross Hall 4th floor technology design was completed this year and will include instructional onsite and/or video conference audio visual systems once installation is complete. The West Campus Student Center construction is under way. ITCS will design all the audio visual functionality for this building. East Campus Student Center is a consultant-led design where ITCS is representing ECU to provide standardization and project management assistance.

We continued to develop the student readiness project for Bioethics and Interdisciplinary Studies faculty and presented it to the Distance Education and Learning Technologies Committee to determine if the project could be scaled to benefit all distance education students. As a result, the project team developed a tool to assess student readiness and provide general feedback.

ITCS: THE YEAR AHEAD

Fiscal Year 2017

In the year ahead, we plan to complete numerous projects that will enhance our technology offerings, accommodate the growth of our user community, improve our security, and enhance user experiences. A few major projects we would like to share with you are centered on improvements in our infrastructure, our services, and our security.

To maintain and improve our infrastructure, we will

- ▶ increase the size of email mailboxes and discontinue email archiving;
- ▶ collaborate with ECU Facilities to plan for the future expansion of the Cotanche Data Center;
- ▶ increase data storage for researchers and other campus users on Piratedrive, a private data storage cloud that is highly secure and automatically backed up;
- ▶ increase our network capacity by 20% in the next 2 years by continuing to roll out 10G and 40G network infrastructure;
- ▶ upgrade our Internet and dorm firewall equipment to keep pace with the increased demands by students with multiple devices on the network;
- ▶ redesign ECU wireless networks to improve functionality;
- ▶ implement a new method, eduroam, for onboarding the ECU community to the ECU network;
- ▶ implement Phase II of the Banner hardware replacement project, and build an internal private cloud that will allow us to virtualize the existing Banner application servers while also providing us with the flexible infrastructure to meet our planned migration to the Banner XE architecture;
- ▶ expand outdoor wireless in student-centric locations;

To advance our access to data analytics, we will

- ▶ upgrade the analytics infrastructure tools and software;
- ▶ implement a Data Governance Regulation;
- ▶ provide a new analytics ecosystem that will combine Excel reporting, mobile reporting, KPIs (Key Performance Indicators), and ad-hoc reporting into one environment.

To improve our support of student success and faculty teaching, we will

- ▶ provide access to Microsoft OneDrive for Business, 1 terabyte of storage in the cloud that will enable easy faculty and student collaboration;
- ▶ offer support in adopting Universal Design for Learning and developing accessible course content;
- ▶ implement new time saving features for faculty posting content in multiple Blackboard courses;
- ▶ pilot Blackboard Collaborate, a Web conferencing tool;
- ▶ implement Blackboard Outcomes for tracking of student assessments;
- ▶ implement VoiceThread, a tool for student video assignments and individualized instructor to student feedback;
- ▶ add a new tool within Blackboard to assist in the process of mapping, collecting, analyzing, and reporting on student learning outcomes;
- ▶ upgrade numerous classrooms and labs across campus to the latest standards to improve access to technology and the ability to be more dynamic in the classroom.
- ▶ pilot Blackboard Ultra, a new updated Blackboard interface;

To improve our campus services, we will

- ▶ continue to integrate our new Service Desk Management System, Team Dynamix, into our work flows which includes services across the institution, change management, asset management, knowledge management, and ensuring the successful adoption of the tool.

To improve our security, we will

- ▶ develop and launch an online training course for all ECU employees that is incorporated into the new employee orientation training requirements and completed within 30 days of employment;
- ▶ provide security refresher courses to be completed by current employees at least once every 2 years;
- ▶ establish a new information risk management framework and toolset based on ISO 27005, an

internationally recognized framework for information risk management;

- ▶ guide department directors on integrating information risks into their departmental risk-management processes.

To improve administrative systems, we will

- ▶ implement the Banner Grants and Contract module to improve tracking of funding and invoice processes
- ▶ release Advisor Central to enable students to schedule meetings with their advisor and the Speech Communications Center
- ▶ integrate automated retention schedules into our document imaging system.

- ▶ Implement the new Residency Verification system from CNFC.

The CIO's office is continuing to build a partnership and a plan for the "Purple Cloud". The "Purple Cloud" will utilize IBM managed services (contracted through ECU). This partnership will generate and support eastern North Carolina's regional development by providing cloud-based computing services to local businesses and small startups. All such services would be between ECU and the customer and involve a sub-contract with IBM for specific services as appropriate. As baby boomers retire and as it becomes continuously difficult to attract and keep talented IT staff, our strategy for the future may include contracting with vendors such as IBM to provide specific managed services. We anticipate a plan to be fully executed by Spring 2018.

In Conclusion...

"After reading this Year in Review, I continue to be extremely proud of the many projects that are successfully completed that have a direct impact upon the productivity and service to all units within ECU. One of ITCS's Core Values is:

"Service (Goal: Catalyst for Positive Change): We are committed to providing excellence in customer service to meet and exceed the needs of our students, faculty, staff and larger community."

The dedication, quality of work and loyalty of ITCS staff to East Carolina University is simply excellent and I am proud to work alongside each and every individual.

-Don Sweet, CIO

Questions and Feedback

If you have questions about the major undertakings listed in this report, please contact a member of our ITCS leadership team. Your questions and comments help us better understand the needs of everyone at ECU who uses our services.



Information Technology and Computing Services
252.328.9000 www.ecu.edu/itcs

East Carolina University
Board of Trustees
Finance and Facilities Committee
September 29, 2016

Session	Finance and Facilities Committee
Responsible Person	Vice Chancellor for Administration and Finance Frederick Niswander
Agenda Item	II.J.
Item Description	Other
Comments	N/A
Action Requested	Information
Disposition	
Notes	