

FY25 Annual Report

With FY26 Goals



ABOUT THE OFFICE OF INFORMATION TECHNOLOGY

Our Vision

To empower and serve the University community through accessible, collaborative, innovative, inclusive, and advanced technological solutions that provide an enriching academic experience to our students and to strengthen the ability to educate the public we serve.

Our Mission

The mission of the Office of Information Technology, in support of the strategic goals of the University, is to provide the highest-quality service and delivery through innovative and efficient technology for students, faculty, staff, and the community. As an integral part of the University and as leaders in technology, we will:

- Improve the learning experience for our students with effective technology solutions in both classroom and distance-learning settings.
- Embrace our campus community.
- Provide information access for students, faculty, and staff via quality technological services, tools, and resources to support learning, decision-making, and operational effectiveness.
- Assist and support university constituents and the metropolitan region with planning and guidance to achieve educational goals and objectives through technological solutions.

Provide excellent communication and infrastructure that encompasses the stability and security of university IT resources and information, and deliver high-quality computing, printing, and media services.

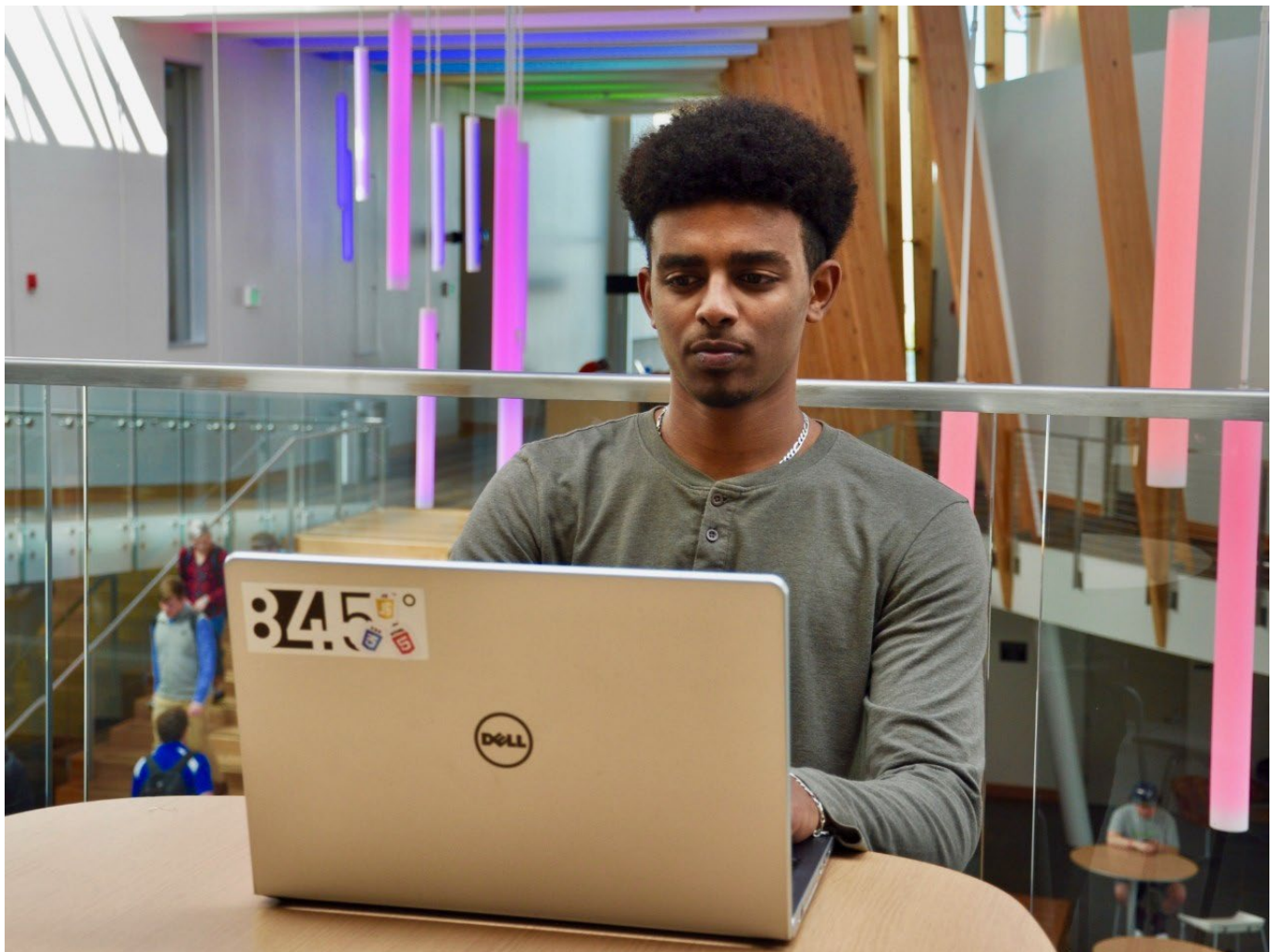
- Evaluate and implement emerging technologies to provide solutions, enhance processes, and improve services for the university and community.
- Provide training and instruction for the university community in the use of tools, systems, and software through a highly skilled technical staff and knowledgeable Help Desk and Norse Tech Bar.
- Partner with technology-based NKU initiatives in support of the Northern Kentucky/Greater Cincinnati community for regional, educational, and outreach services.

Governance and Collaboration

To support communication, decision-making, and prioritization, NKU has several key organizations that the Office of Information Technology works collaboratively with, including:

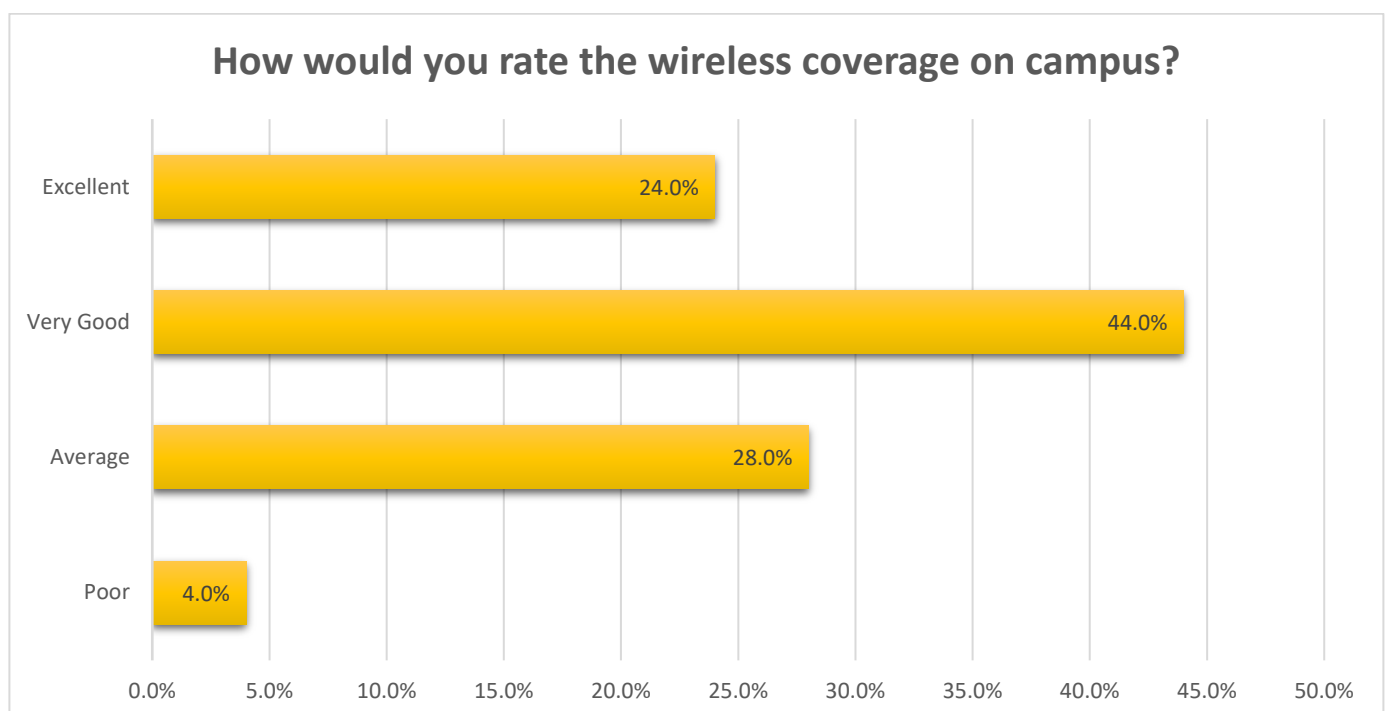
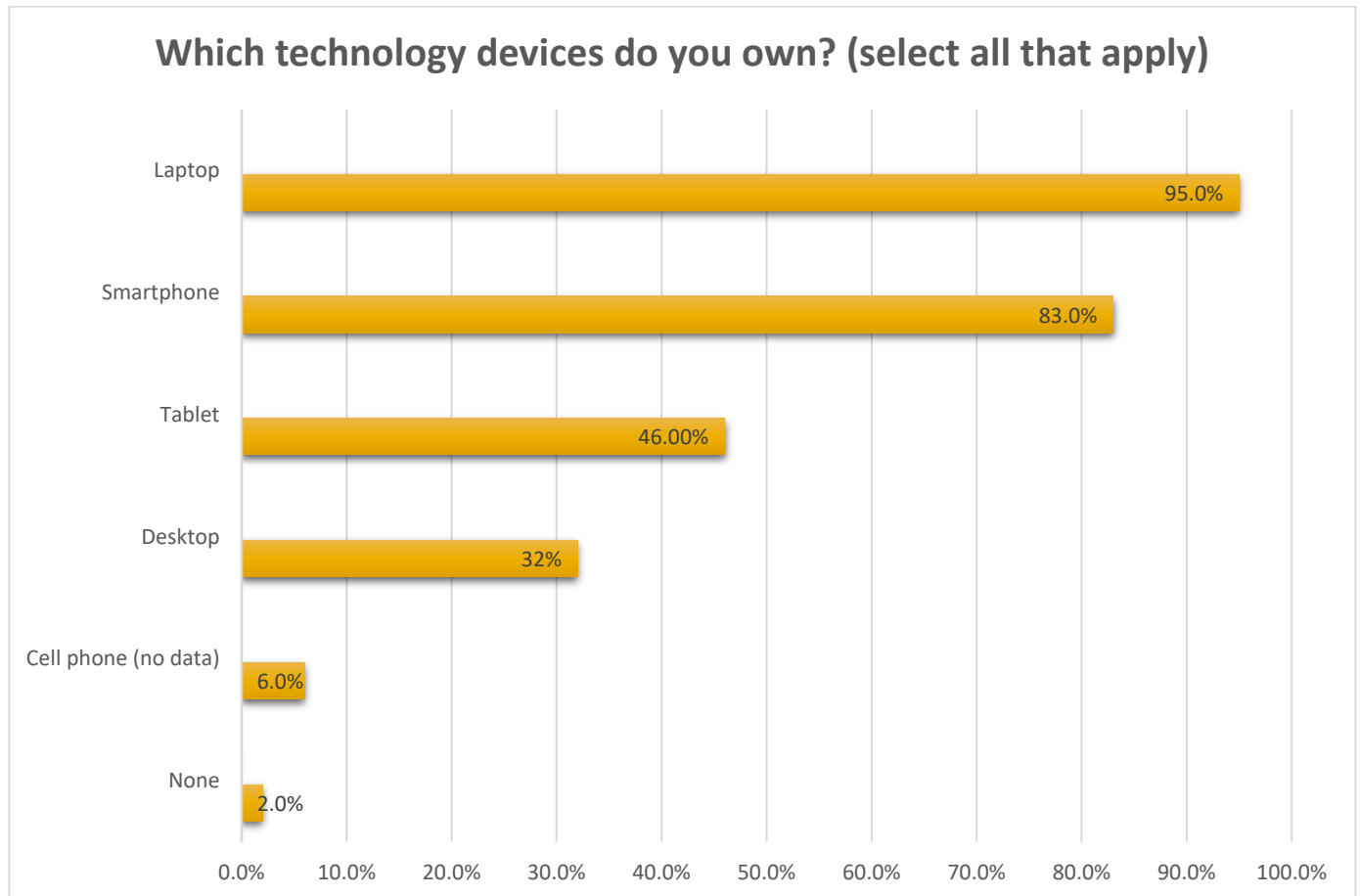
- **IT Policy Council** – This council is composed of members of the President's executive team or their designee. They meet monthly to discuss/approve IT policies and projects affecting the campus community.

- **IT Advisory Committee** – This council is composed of faculty, staff, and students. It is chaired by faculty on a rotating basis. To obtain information in support of the work of ITAC and its subcommittees, surveys are issued to faculty, staff, and students.
- **myNKU Advisory Workgroup** – This council is composed of faculty and staff and focuses on initiatives related to student life cycle management, human resources, finance, and reporting components that make up the myNKU system. Appointees to the group provide input and feedback on new and enhanced functionality and serve as liaisons between their respective areas and the myNKU teams.
- **Accessibility Steering Committee** – This committee is composed of faculty and staff focusing on initiatives to support Universal Design for Learning across all aspects of campus communication.
- **Student Focus Groups** – To get input and assistance on specific topics, student focus groups are formed. For instance, students were consulted and assisted with testing the virtual desktop service that offers students remote access to the base computer lab software.

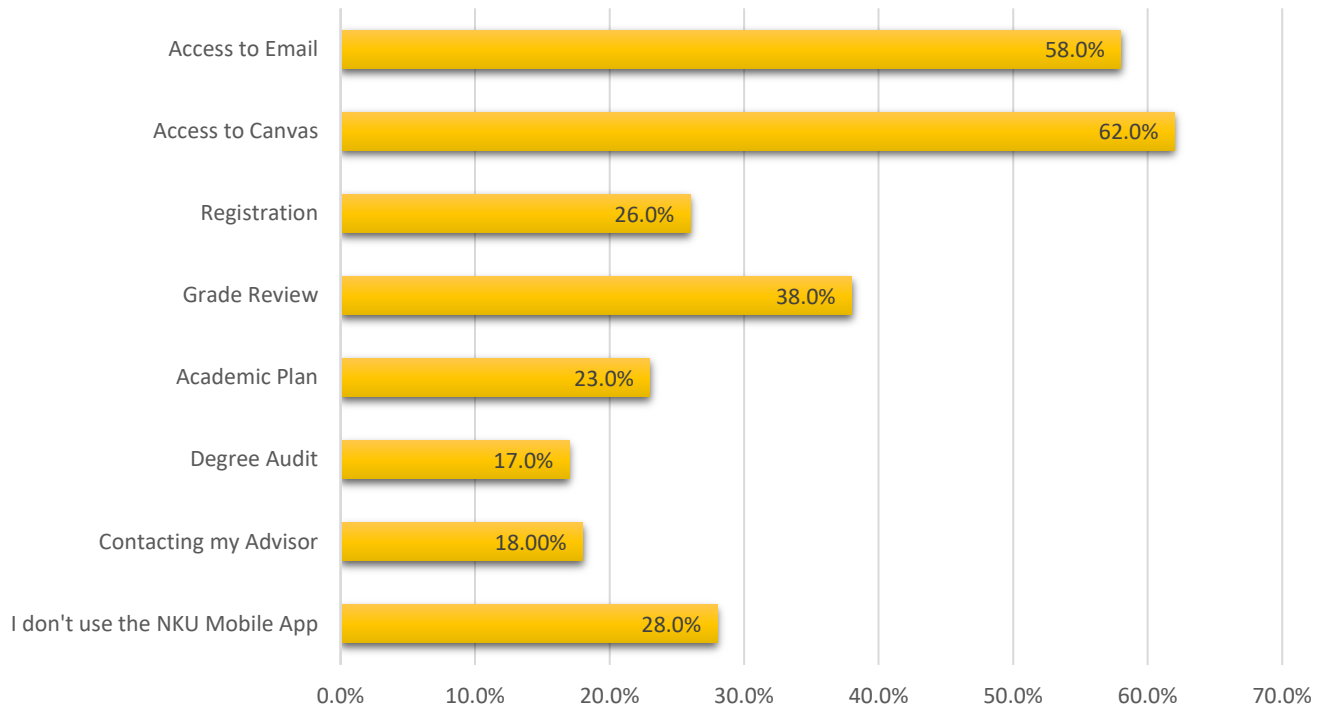


IT **ON-CAMPUS STUDENT** SURVEY FY25

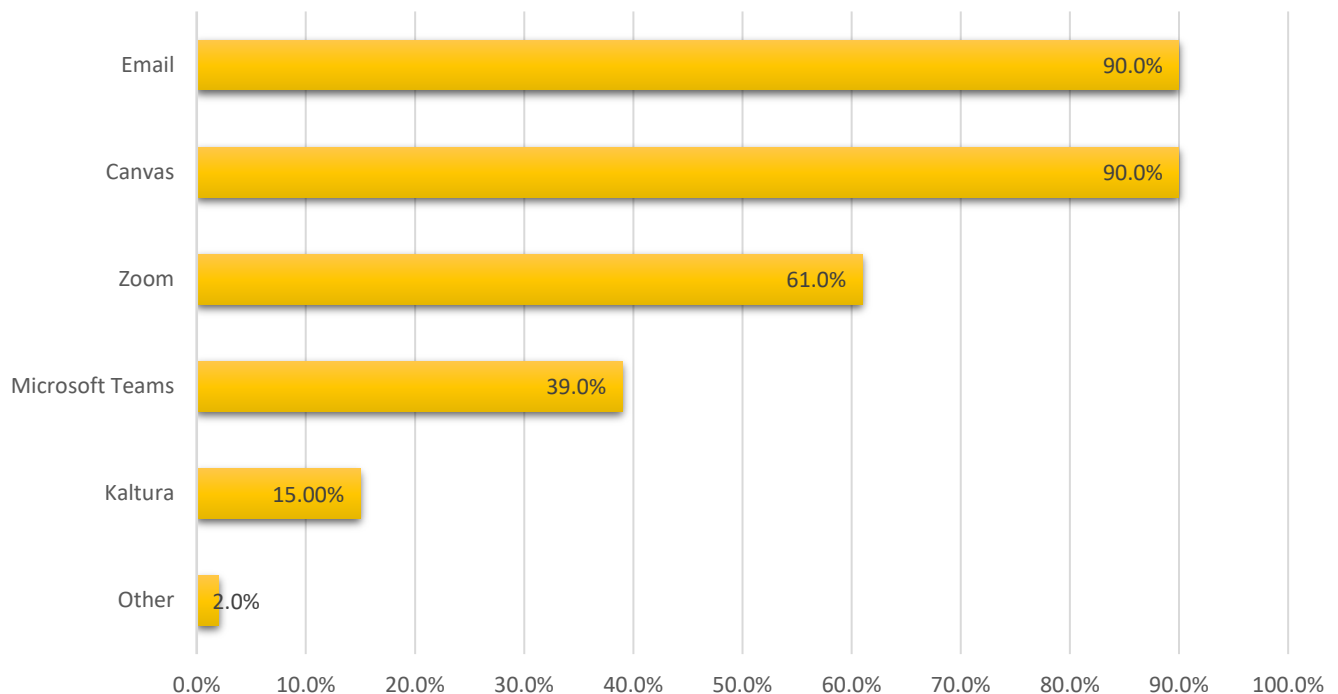
1,692 students received the survey; 225 survey responses were submitted. (13.3%)



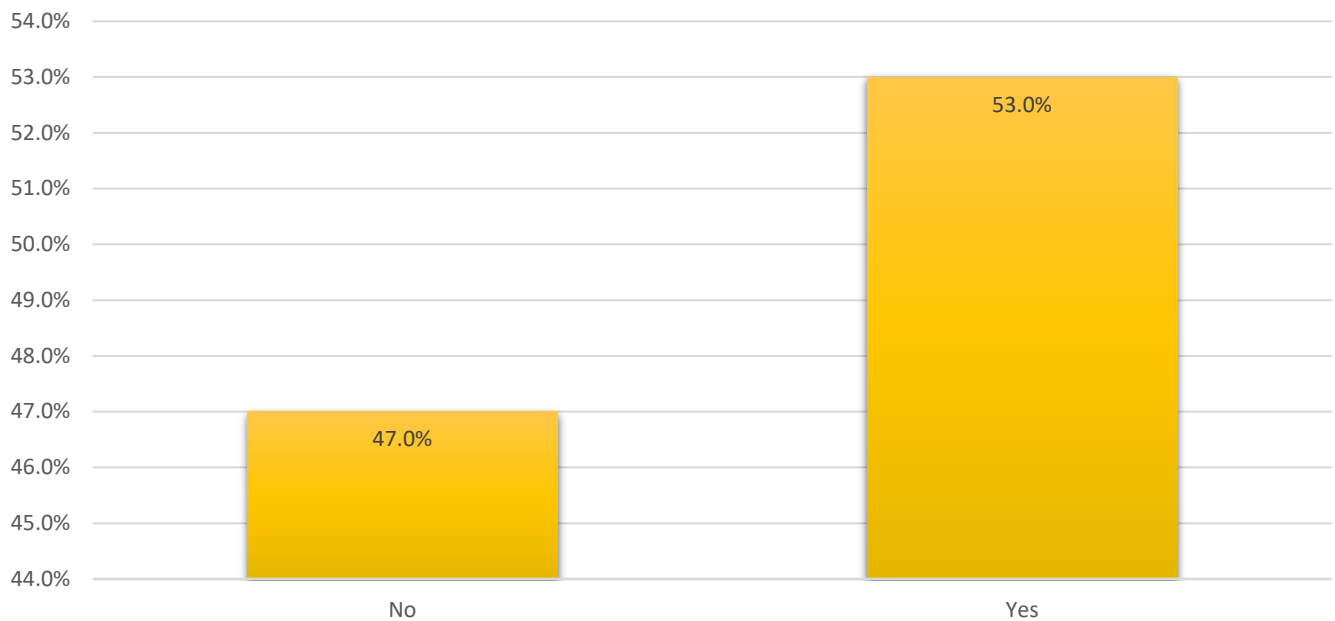
What NKU mobile app features do you find most useful? (select all that apply)



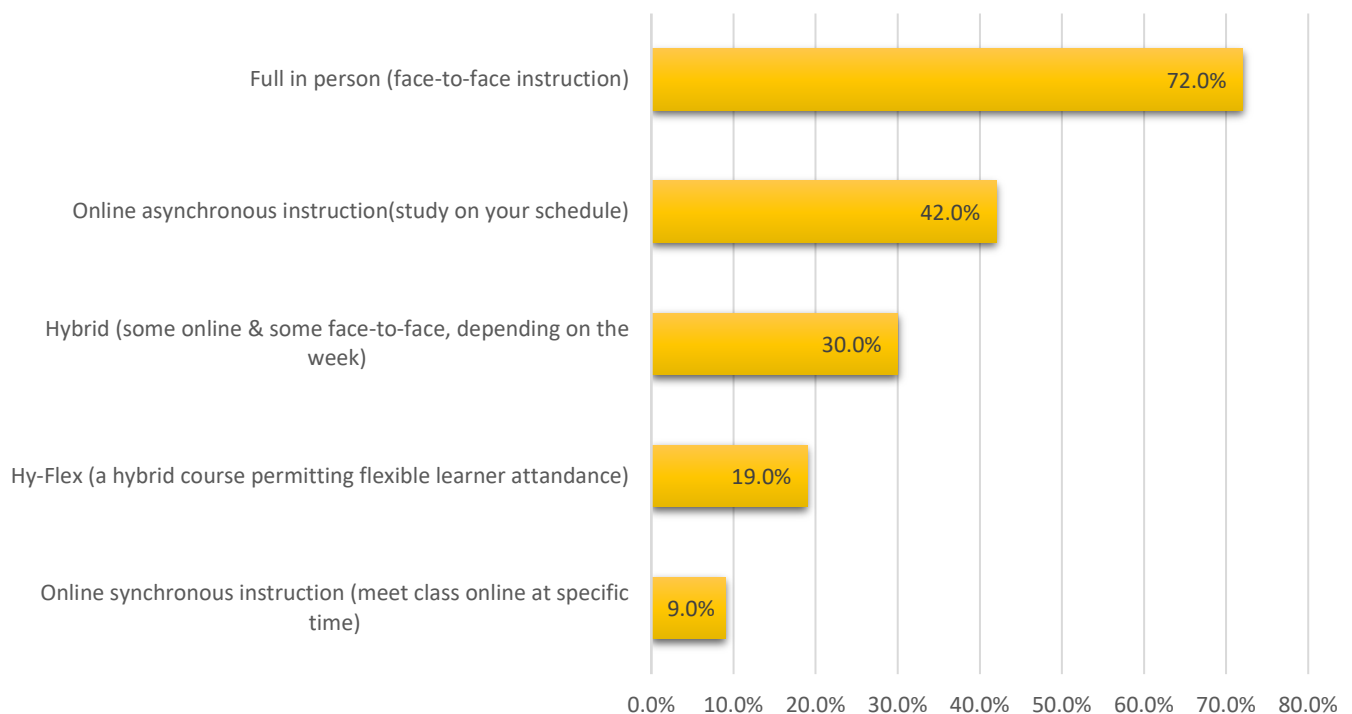
What collaboration tools do you find most useful? (select all that apply)



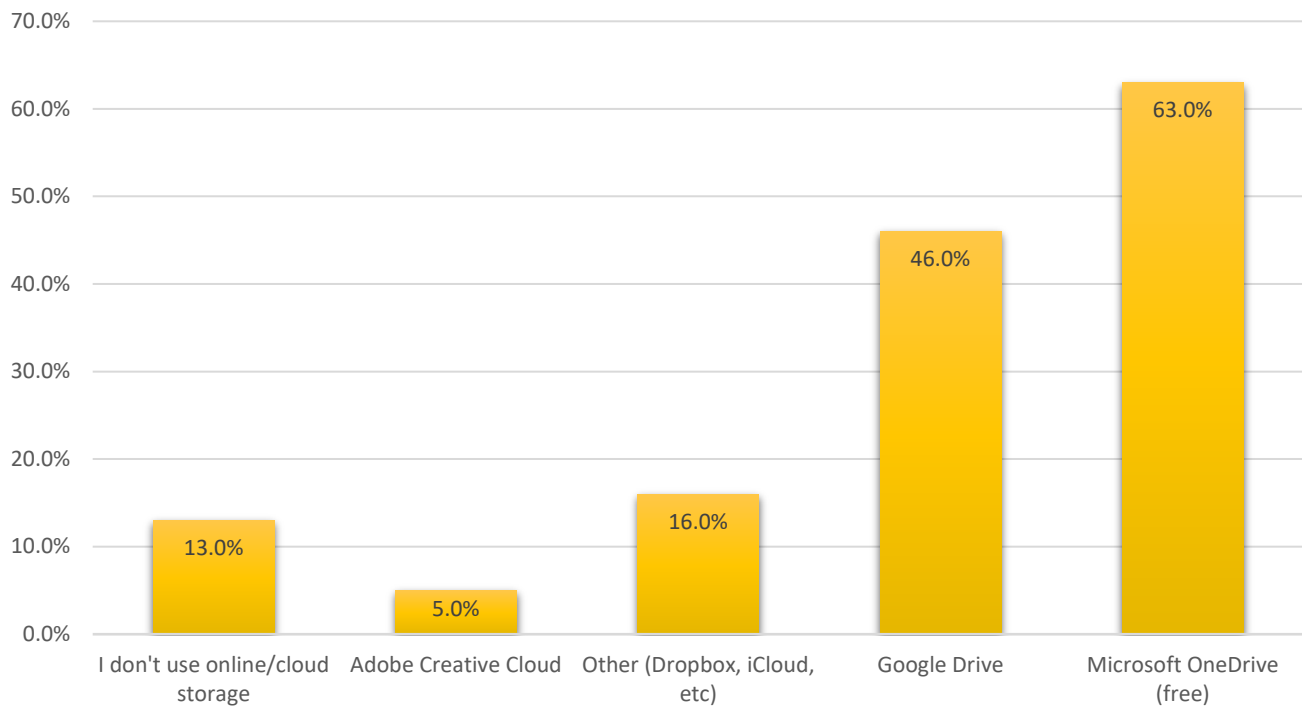
Do you use one.nku.edu, the portal for students to log into important tasks?



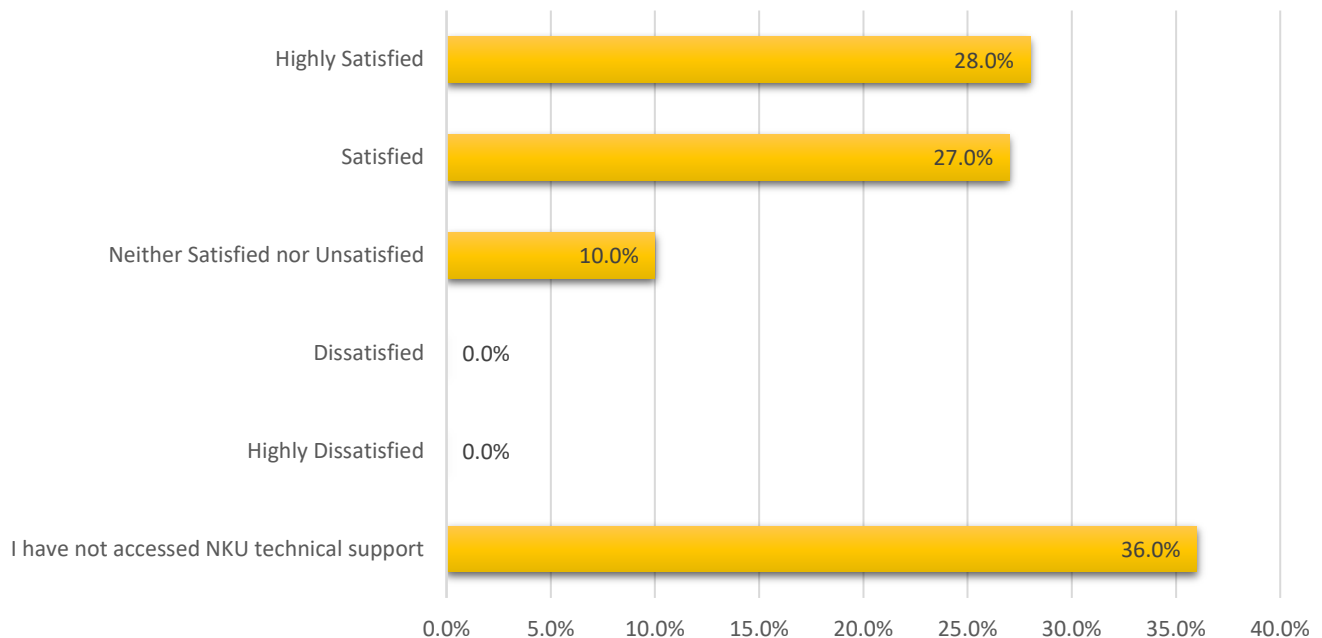
Which type of classes do you prefer to take? (select all that apply)



Which online/cloud storage do you use for school work? (Select all that apply)



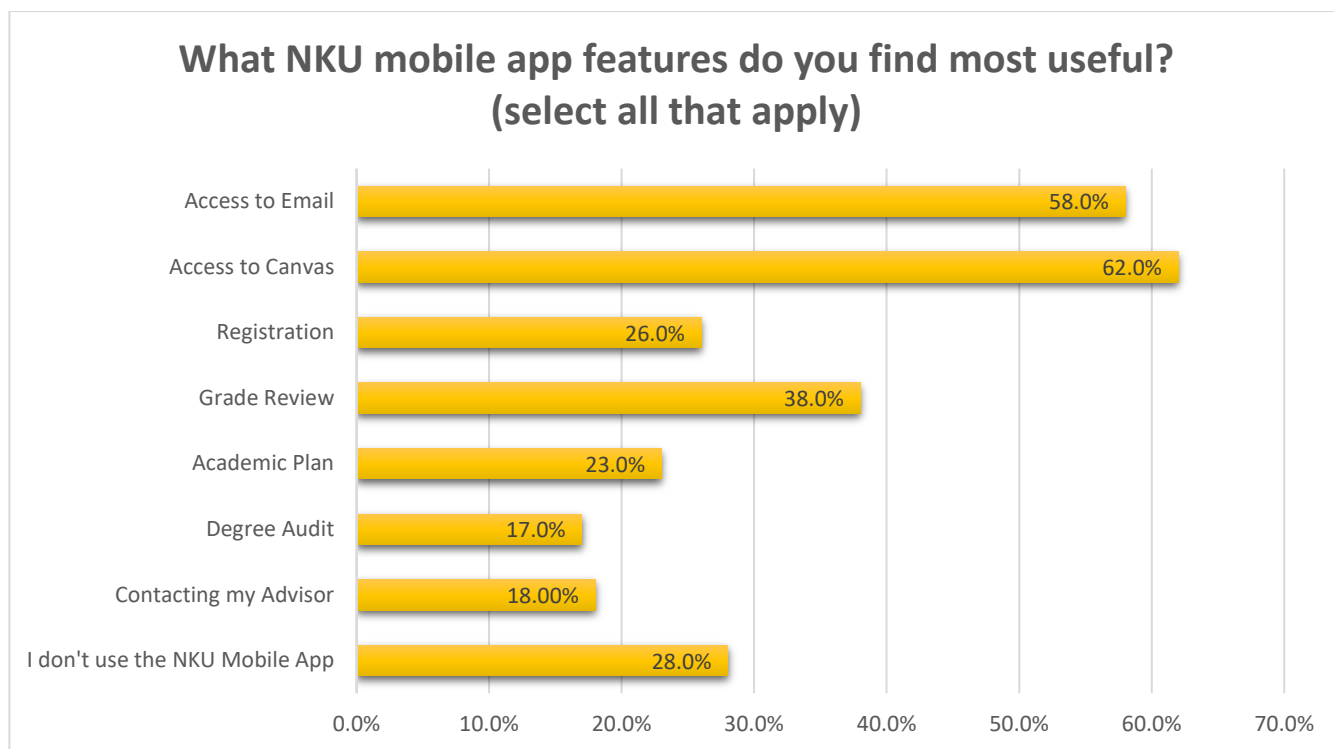
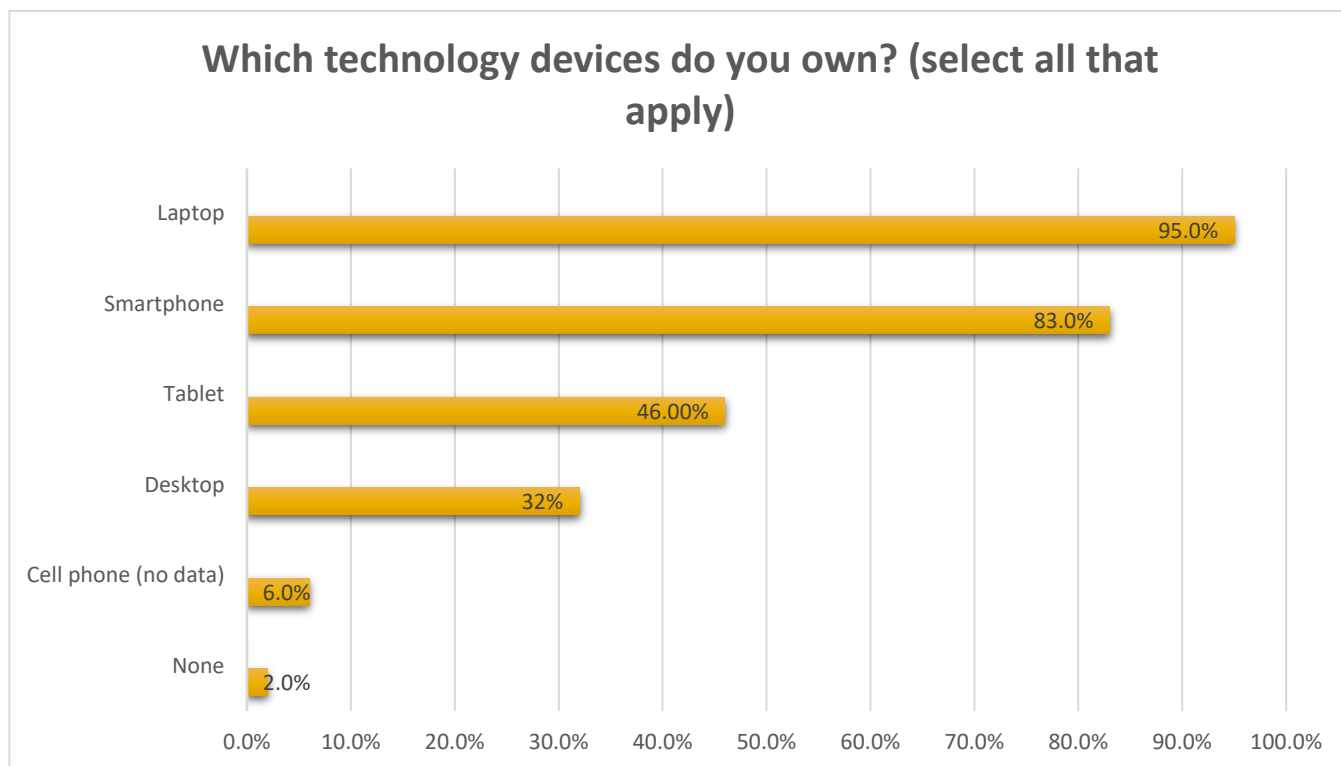
How satisfied are you with access to NKU technical support as needed?



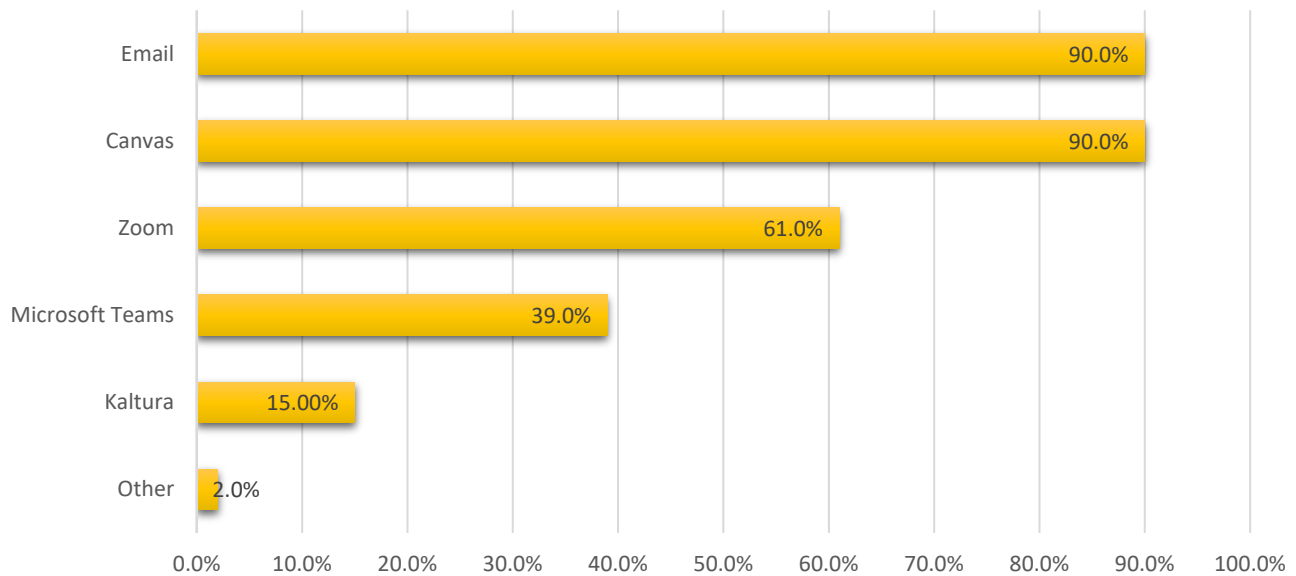
IT Online Student Survey FY25

1533 students received the survey; 120 survey responses were submitted (7.8% response rate).

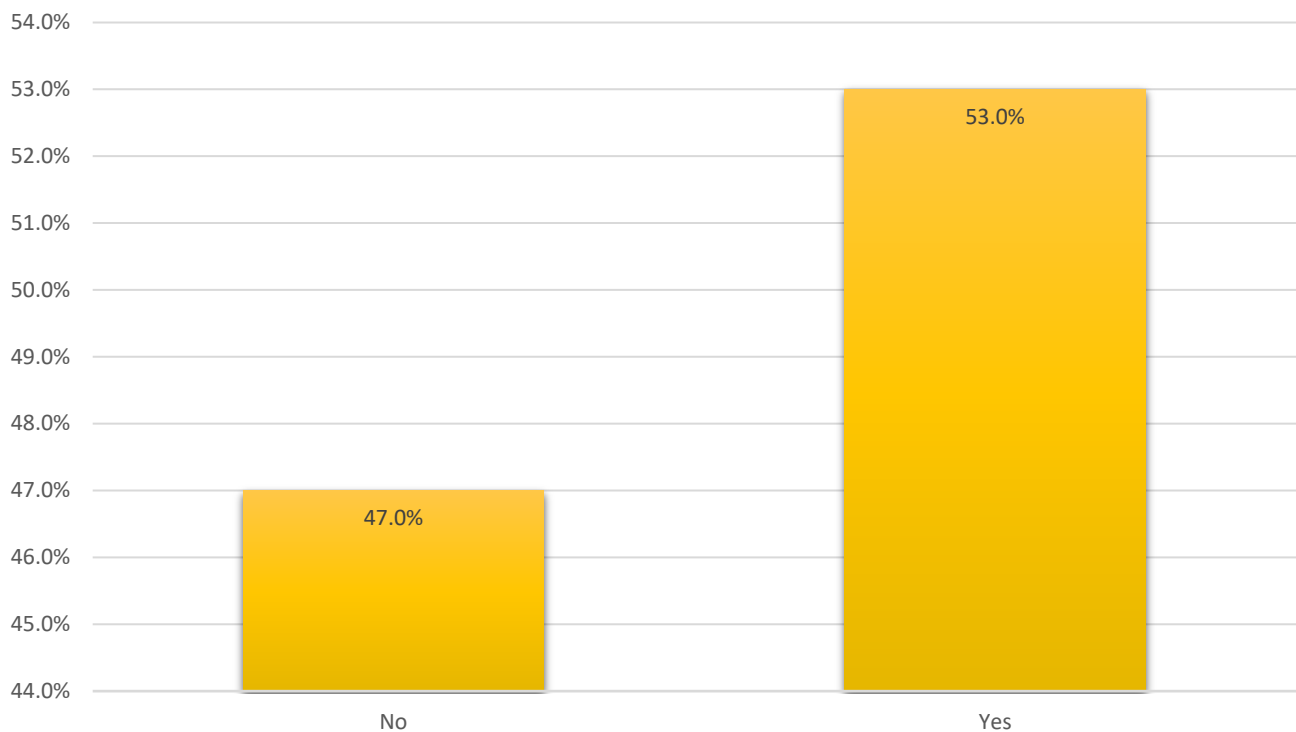
In FY24 ITAC sent a survey for the first time, only to online students to get their feedback.



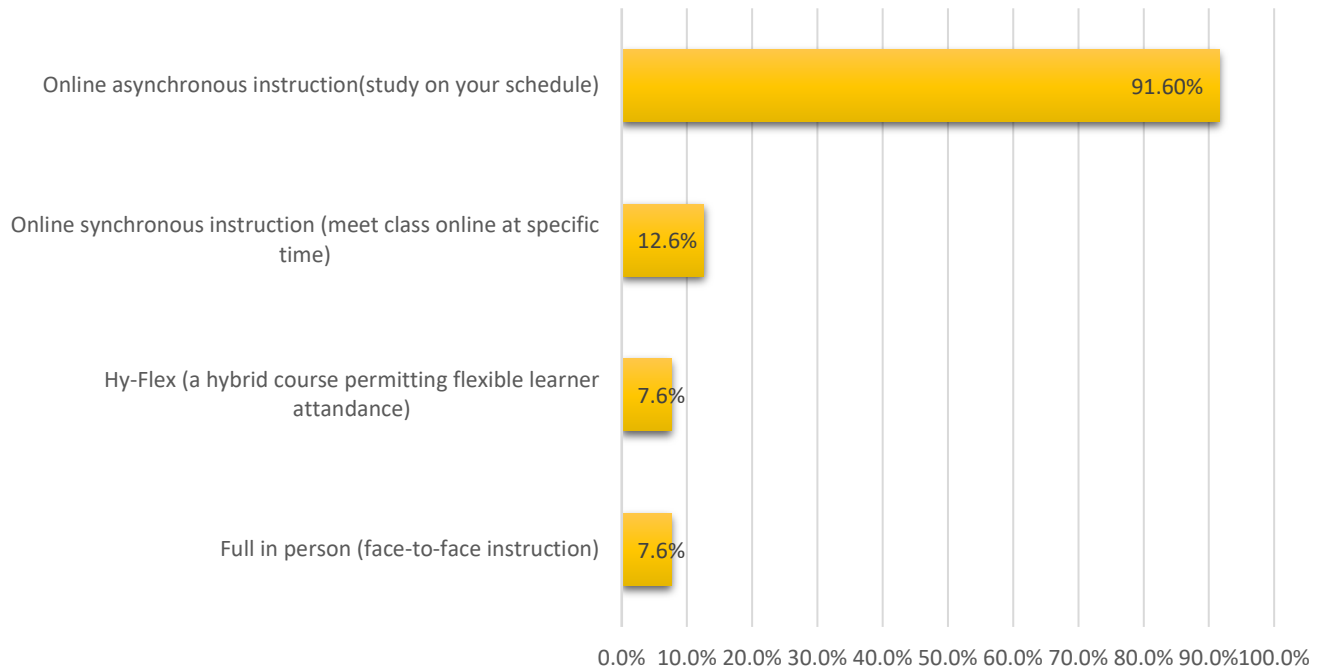
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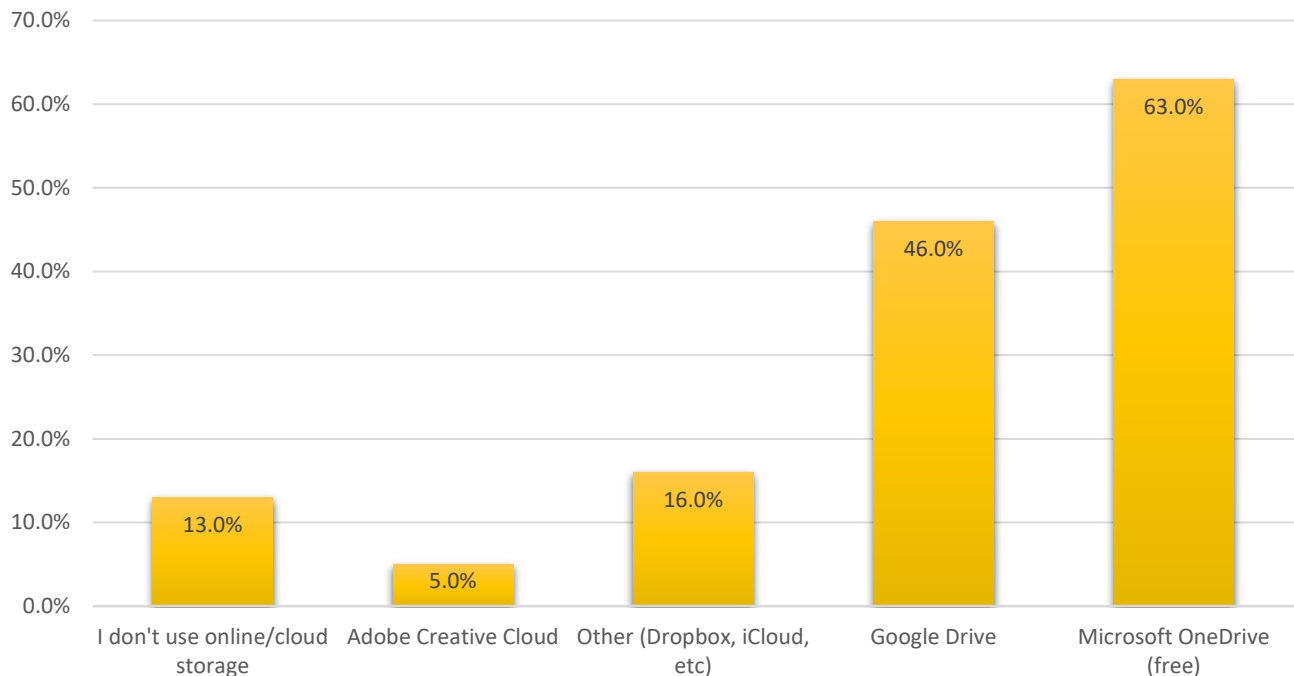
Do you use one.nku.edu, the portal for students to log into important tasks?



Which type of classes do you prefer to take? (select all that apply)



Which online/cloud storage do you use for school work? (Select all that apply)



KEY TRENDS IN HIGHER EDUCATION

IT relies on technology information from industry leaders, such as Gartner and Educause, to predict trends as well as identify key issues we must overcome. The following is a list of the top 10 technology trends and issues from Educause.

2025 Top 10 IT Issues

1. *The Data-Empowered Institution*: Using data analytics and AI to increase student success, win the enrollment race, increase research funding, and reduce inefficiencies.
2. *Administrative Simplification*: Streamlining and modernizing processes, data, and technologies.
3. *Smoothing the Student Journey*: Using technology and data to improve and personalize student services
4. *A Matter of Trust*: Advancing institutional strategies to safeguard privacy and secure institutional data
5. *The CIO Challenge*: Leading digital strategy and operations in an era of frequent leadership transitions, resource limitations, societal unrest, and rapid technology advancements
6. *Institutional Resilience*: Contributing to institutional efforts to prepare for and address a growing number and range of risks
7. *Faster, Better, AND Cheaper*: Using technology to personalize services, automate work, and increase agility
8. *Putting People First*: Helping staff adapt, upskill, and thrive in an era of rapid change and ongoing digital advancements
9. *Taming the Digital Jungle*: Updating and unifying digital infrastructure and governance to increase institutional efficiency and effectiveness
10. (tie) *Building Bridges, Not Walls*: Increasing digital access for students while also safeguarding their privacy and data protection
10. (tie) *Supportable, Sustainable, and Affordable*: Developing an institutional strategy for new technology investments, pilots, policies, and uses

Source: <https://er.educause.edu/articles/2024/10/2025-educause-top-10-restoring-trust#issue1>



FY25 IT ACCOMPLISHMENTS

MyNKU

The myNKU teams completed over 100 projects in FY 25. Projects of note are listed below.

myNKU Finance

Centralized Non-Student Accounts Receivable (Phase 2) – Implementing an external customer-facing payment portal to accept credit cards and e-check payments for invoices. Automated processing will create efficiencies in internal payment processing.

Removal of Travel Request for Day trips/Mileage Reimbursement – Eliminated the need for travel request approval before employees can claim day trips or mileage reimbursement.

Business process improvement on student employees to better project budget commitments- Supported by the Office of Financial Services, Budget Office, HR, and Student Employment.

Full review of Office of Financial Services and Budget Office SAP security- Due to various staffing changes and movements into new roles, the office underwent a full review of the

separation of duties and responsibilities, which resulted in work with ESG FI to review and monitor SAP security.

myNKU Business Analysts- Business Applications Team

Workday - Participated in the selection of Workday and kickoff of Platform implementation - The team participated in multiple roles on the selection of NKU's next ERP. There were alignment sessions, goal setting and the official kickoff of HCM, Payroll and FINS.

myNKU Human Resources

Benefits - Were determined for election by campus employees and changes were implemented into SAP for open enrollment.

Compensation - Supported by both the Human Resource Team and the Development Team to support the annual employee compensation process.

Holiday / Summer Fridays - At HR's request, created/maintained system updates to allow for additional holidays and Friday early release time.

myNKU Finance

Budget – Supported the creation of the original budget in Planning and Budgeting in Cloud Service (PBCS) and SAP.

Year-End / Audit - Supported the fiscal year-end closing and audit.

myNKU Reporting & Analytics

Athletic Degree Audit Automation – This project helped automate the tracking for athletes as they progress through their degree program and need to adhere to outside NKU athletic standards. This was manually done in the past, mainly with the use of Degree Audit and spreadsheets. The solution was a two-part project with 1) working with the dev team to write a program to extract athletic data from the Degree Audit into a spreadsheet form, then 2) using VBA to adjust the output to the format and add formulas needed for tracking.

Endowment Report Automation – Provides the Advancement office with the ability to produce their annual endowment letters for donors (300+) through an automated process instead of manually. This was completed through a combination of VBA automation in both Microsoft Excel and Word.

Scholarship Query (Phase II) – Provides Colleges/Departments an easier way to keep track of the students to whom they've offered scholarships. This query allows them to track by SID and AIDID, and view students along the various stages of the scholarships process (offer, accepted, committed, paid).

Sunset BOBJ Interfaces – This project entailed migrating all the interfaces that used BOBJ (SAP Business Objects) to other sources so that we could sunset the use of this software. The process involved migrating two large dashboards, with an additional dashboard migration completed by IR, and assessing the alternative options for another nine interfaces to communicate the removal timeline and shift usage accordingly.

myNKU Student Life Cycle Management

OneOrigin Airr AI Transcript Processing - (In process)– The software will extract the transcript data from PDFs and will process the data into our current transfer processing script. This will eliminate the need for manual input of academic work for equivalency. This will reduce processing time and allow faster equivalency processing per transcript (near completion).

Slate Inbound Processing - Taking application data and bringing data into SAP. We are also bringing in tests, transcript data, orientation dates, and checklist information for Online Accelerated students

Blind Grading - created within myNKU/Student Admin/Law Exam Numbers for Chase College of Law. This application assigns multiple numbers to students for assignments, midterms, and final grading. This also required an update to event planning to identify a class as eligible for blind grading. Went live 08/14/2024.

FA Transmission Template Job – Creation of a template to load all files into EdConnect that will then be sent to the College of (COD) on a daily basis. This replaces an old process used by FA that will no longer work with the new version of EdConnect.

The National Student Clearinghouse enrollment report - was updated to report unofficial withdrawals related to the VF, I, and W grade symbols. Which means the VF, I, and W grades are to be treated like a course booking cancelled or a reduction in hours. Went live 01/22/2025.

Public Class Schedule rewrite - with updated look. The current public schedule of classes <https://classschedule.nku.edu/> is on a server that is no longer going to be supported. A new public-facing application has been created. It will be hosted inside SAP, but will not require an SAP sign-on (like guest payer.) Went live 02/13/2025.

New Student Fee – implemented the New Student Fee for Fall 2025, given only a few weeks for development, configuration, and testing

New Residency – updated the university's tuition structure and all associated processes for the newly added residency group for Fall 2025

Account Statements – implemented several updates to student account statements to make statements more accurate, transparent, and easier to follow for students and their parents

Housing Updates – applied several changes to housing fee assessment and the housing interface, including the new:

- Late Exemption Processing Fee
- Summer Meal Plan

- Interface data transfer for the winter session

Tuition Updates – implemented numerous changes to the tuition structure, including new, innovative ways to charge special groups:

- Updated Law Deposits
- Changed how MBL students are charged to assess their tuition based on their admission term
- Added charging by section special fee category to the tuition structure
- Updated hundreds of charges and refunds
- Added new grants in the system

Security

Cyber Insurance – Implemented a third-party Cyber Insurance policy.

Digital Security – Increased usage of Risk Register and Risk Acceptance forms for more management of digital security risks.

Expanded to Servers – Expanded Managed Detect and Response (MDR) clients to more servers.

Expanded NinjaOne – Expanded NinjaOne endpoint system management as a trial to lab workstations.

Multi-Factor Authentication (MFA) Implementation – To enhance the security of NKU systems and sensitive data, student MFA was completed for all active students.

Platform Checks – Performed health and readiness checks for Intune and EntraID platforms.

Risk Assessment – Completed a third-party Risk Assessment using the NIST CSF 2.0 framework.

Unused Email Accounts - Performed cleanup of old, unused email accounts.

Enterprise Systems/Development

Development items – Completed 99 development items.

myChase Migration – Migrated all features from myChase (built on legacy PHP) to SAP/myNKU.

- Enhanced the student roster to include profile pictures
- Introduced blind grading capabilities and developed an interface to support it

Enhanced Framework – This Intuition Calculator framework enhancement supports the Norse Experience Fee.

Enrollment Reporting – Implemented updates to NSCH to meet new enrollment reporting requirements.

Ported WeGive – Moved WeGive.nku.edu from PHP to ASP.NET.

Ported Syllabi – Moved syllabi.nku.edu from PHP to ASP.NET.

Slate – Revamped the Slate inbound and outbound interfaces to align with the new Slate setup.

Infrastructure and Operations

Building Construction Support - IT Infrastructure teams continue to work with Facilities and others on campus to support the ongoing building renovations. Support has included relocation support of affected faculty, staff, and computer labs, removal and installation of equipment, and installation of new network cabling in addition to planning support

Construction Project Support - Throughout the year, construction projects were underway in many buildings on campus, including Science Center (and Expansion building), Nunn Hall, Fine Arts, University Center, and Lucas Administrative Center. Multiple IT teams were involved in the planning and completion of all construction projects.

Data Storage System Replaced - The primary data storage system for backups and file storage was replaced with a new system with improved security, performance, and redundancy.

Disaster Recovery Site Relocation - The entire disaster recovery site was relocated to a new location. The new location utilizes the Kentucky Regional Optical Network (KYRON) through the State of Kentucky.

Dorm Network changes – improvements in the dorm network have resulted in a decrease in the number of calls to the Help Desk.

ERP/SAP System Update - The annual SAP system update was completed to apply security and compliance updates.

Hawk-Eye Camera System - A new camera system was installed in Regents Hall for the NKU volleyball team to assist with officiating.

Listserv Replaced - The legacy listserv system was replaced with a new system using modern message distribution management.

Network Edge Routers Replaced - The two core network edge routers were replaced with new hardware for enhanced security and support.

Phone System Upgrade/Replacement - The legacy phone system was replaced with a new cloud-based phone system, providing greater telephony flexibility and resiliency. As part of the project, almost 1000 physical phones were updated or replaced, and 2500 phone numbers were

migrated. New callback and phone tree functionality was also added during the replacement of the call center system.

Security Camera Replacements - All security cameras (over 600) were replaced on the main campus and residential buildings in conjunction with a new camera monitoring system. The new system includes new AI object detection and additional functionality.

Server Backup Software Replaced - The server backup software was replaced with a new product for improved functionality and additional data retention options.

VMWare Cluster Upgrade - The primary VMWare cluster was upgraded from version 7 to version 8 for improved security and support, as well as new functionality.

VPN Server Appliances Replaced - The VPN server appliances were replaced with new hardware and a newer version of VPN for increased security and management.

Wireless Service Upgrade – Wireless Service was upgraded in Truist Arena, replacing aging equipment.



IT CENTRAL

Training / Product Documentation

Documentation

DUO - Reviewed and updated content related to DUO Multi-Factor Authentication, which now requires students (in addition to faculty and staff) to enroll.

Listserv Documents – Created new knowledge base articles and Service Requests for the new ListServ system.

Projects

Content Management System (CMS)

Review – assisted with a review of our current content management system (AEM) and identified limitations impacting efficiency and usability. After evaluating alternatives, the decision was made to move forward with a new, improved CMS (Cascade) that will better support our needs and enhance the overall user experience.

Content Management System Transition – Collaborating with Marketing and Communications to assist with the transition of the NKU website to the new CMS, Cascade (ongoing).

New/Updates to Websites

Cascade Transition (Ongoing) – Collaborate with Hannon Hill (Cascade) and Hanson (Design) on the implementation of the new CMS, Cascade, and the new design of the NKU website. Work includes testing pages for content scrapes, meeting with departments to prepare for their transition to Cascade, and auditing websites (including IT) to combine pages, reduce and refine content, and remove outdated and unused assets.

Statistics

Emails processed daily

- Sent off campus: 17,484
- Received: 174,371
- Blocked spam emails: 69,052

Hardware/Software

- Terabytes of data stored: 1,181.4 TB
- Physical servers: 44
- Virtual servers: 273
- Routers: 22
- Switches: 352
- Wireless access points: 933
- Supported concurrent devices daily: ~9,000 wireless, 8,000 wired

Resources

- Smart classrooms updated: 0 (purchases delayed by tariff impact to supply chain)
- Service requests recorded: 16,467

Streaming

- Campus events streamed: 44
- Campus events supported: 317
- Virtual events supported: 43
- Podcasts: 81
- Athletic events broadcast: 67

Tech Team

- Computer Replacements: 327
- Computers in 55 labs supported by IT: 1144
- Service Requests assigned: 2395

Help Desk

- Calls answered: 13,315
- Chats answered: 620
- Responded to After-hours calls: 483
- Remote Sessions: 3304

IT Newsletters – Created a new page for IT Newsletters to be housed as HTML webpages rather than PDF. This reduces PDF usage and increases accessibility.

Workday Project – Created a new site dedicated to the NKU Workday Implementation Project. Design work includes timelines, an animated production logo for video intros/outros, with plans for blog posts, a Workday glossary, and accessible infographics.

Training Updates

EngageKY Assistance – Migrated files and updated processes from a Google environment to Office 365 to increase efficiency and security.

One-on-one Consultations – Provided personalized consultations for various software applications across multiple departments. Tailored support was given based on individual needs, ensuring the effective use of tools for increased productivity and efficiency.

Qualtrics – Used to streamline Americore applications to create an online form and to organize the data for easy data importation.

Technology Support

Help Desk – uses tools for first touch resolution, such as GoTo/Resolve and increased capabilities of Canvas and Microsoft tools.

Services – The Norse Tech Bar processed 575 service tickets.

Support – The Norse Tech Bar processed 1083 unique equipment loan checkouts.

Accessibility

Customer satisfaction - Ongoing relationship-building and targeted post-training consultations help reduce user anxiety and improve confidence in managing CMS pages.

Broken Link Improvement – Eliminated thousands of broken links on the NKU website over the past year.

PDF Purge, Consultations – Continuation of the PDF Purge to help web editors eliminate inaccessible documents on their web pages.

Communications

Admin & Finance Newsletter and President's Board of Regents – IT provides information for the VP of Admin and Finance and for the President to share regarding information technology accomplishments and projects.

Student Technology Survey – Revised and distributed two new Student Technology Surveys, one for online-only students, and one for on-campus students. The surveys are designed to help determine where students thought IT did well, and where there are opportunities for improvement.

Internal IT Communication – Tim Ferguson emailed the IT Staff distribution list at least one time per semester to communicate areas where IT has done well and has welcomed new staff and wished departing staff well.

Monthly Newsletters – IT distributes Newsletters with pertinent IT information to employees and students. IT also provides information for the Administration and Finance Newsletters.

Service Alerts Webpage – IT maintained the web page that alerts the campus community of scheduled maintenance outages and updates.

Team Dynamix Knowledge Base Improvements – Enhancements were incorporated to provide more effective question resolution through the NKU IT website and the TeamDynamix knowledge base.

ThisWeek and Twitter - When information needs to be shared with campus in shorter, quicker increments than the monthly Newsletters, write-ups are added to ThisWeek and Twitter.



Computer Replacement Program

Computer Replacement Purchases – A total of 327 devices were purchased and replaced this fiscal year.

Project Management

Academic Data Snapshot - Updated Provost Dashboard to include Academic Snapshot data.

Audio Studio - Replaced and updated the audio studio in the College of Informatics.

Communication Distribution - Implemented a new mass-communication platform, replacing old listserv technology.

Consent Form - Completed the KYCC Parental Consent Form process.

Direct Admit - Supported the student Direct Admit program.

Electronic PAR - Completed the Electronic PAR process for Student Stipends.

Financial Aid Support - Completed the Blackbaud Stewardship Management Module in Blackbaud to support financial aid.

FolioTek Replacement - Completed replacement of FolioTek with Watermark product for the College of Education.

Intake Process - Started the implementation of the Norse Network Hub intake process.

Papercut - Replaced all multifunction printing devices on campus.

Router Replacement - Completed building router replacements.

Slate - Started implementation of the Slate platform to streamline the student admissions process.

Student Data Report - Completed the Student Data report for installment plans.

TeamDynamix Workflows - Implemented TeamDynamix workflows for Financial Aid, Student Account Services, and Advancement.

Workday - Started the Workday implementation project.



Policies

New Policy – One policy is in the approval process:

- Security Camera Policy

Policies in process – Three policies are in the IT review process

- Account Lifecycle Maintenance Policy
- Artificial Intelligence Policy
- Text Messaging Policy

Updated Policies – Three policies were updated and have been approved:

- Information Security Policy
- Password Policy
- Technology Vendor Security & Compliance Management



IT Goals FY26

Access

NKU will expand programs, services, and delivery options to increase access and become a preferred destination for learners across the Commonwealth of Kentucky, the nation, and the world.

Completion

NKU will align the institution so more learners—particularly first-generation, post-traditional, low-income, and underrepresented individuals —earn highly-valued degrees, certificates, and credentials.

Career & Community Engagement (C&CE)

NKU will increase its contributions to the economic, social, and civic prosperity of the region through talent development, research, and innovation, & stewardship of place.

Central IT Goals

Access - Support outreach programs by providing user access, technology equipment, and support

Career & Community Engagement - Develop IT talent strategy to improve recruitment of new employees and retention of existing IT employees

Access/Completion/C&CE

- Begin ERP migration from SAP to Workday, focused on Platform (HR, Finance, Payroll)
- Support and enhance the Student Recruitment CRM
- Continuous customer service improvement by using customer input to adjust delivery methods, and implement innovative solutions to meet the University's technical needs
- Support and maintain a user experience that is well-designed, personalized, and intuitive
- Provide a stable and reliable technology foundation for new or ongoing strategic initiatives
- Improve availability, quality, security, and management of university data to support transformative decision-making
- Collaborate with Facilities Management to support construction projects (Campus Master Plan, Classroom Upgrades, etc.)
 - Science Center expansion and renovation

- Landrum Academic Center renovation
- Steely Library renovation
- Nunn Hall Renovation
- Fine Arts Renovation
- Lucas Admin Center Renovation
- Support campus facilities renovation planning and projects
- Assess Fiber upgrades/updates between buildings and within buildings
- Provide technical resources for University strategic initiatives that other areas are pursuing, which are in support of access, completion, and/or career & community engagement
- Provide experience and work opportunities to students, enhancing their educational experience and assisting with career readiness through real-world IT work (E.g. Interalliance, etc.)

Accessibility Goals

- **Access/Completion/C&CE**
 - Improve digital accessibility through web scans and traditional governance methods and improve automation to improve/maintain compliance
 - Support improvements to digital accessibility training/re-certification for web editors.
 - Promote a culture of accessibility, and reduce user challenges to NKU digital content.



Communication Goals

- **Access/Completion/C&CE**
 - Create new online content on the IT website that provides updated and accurate information.
 - Continue emailing IT Newsletters, to both employees and students and creating regular university communication.
 - Leverage NKU's social mobile presence in support of recruitment, outreach, learning, marketing, and communications.
 - Support Marketing and Communication's Content Management System (CMS) (NKU's web site hosting platform) replacement.

Infrastructure Goals

- **Access**
 - Evaluate, maintain, and, where possible, update classroom technology to enhance student learning and simplify operations for instructors/presenters.
- **Completion**
 - Replace Uninterruptible Power Supplies (UPSs) in locations with older units.

- Enhance the Disaster Recovery Site to provide full functionality in the event of a complete loss of the Highland Heights campus
 - Complete updated Disaster Recovery documentation and procedures
- Optimize Server Infrastructure Equipment and Security
 - Upgrade storage hardware environment
 - Reduce overall count of Windows and Linux servers and SQL server instances and databases
 - Continue Windows 2016 Server upgrades
 - Research InTune with Hybrid Azure Active Directory upgrade
 - Explore Certificate authentication for wireless (with InTune) for Windows computers
- Reduce the overall computer footprint on campus by 10%.
- **Access/Completion**
 - Enhance the Telecommunications Infrastructure
 - Review and update telecommunications contracts and agreements as needed
 - Research suitable replacement architecture for identity and access management
 - Complete the annual SAP end-of-year upgrade
 - Research new technologies and delivery models to support the University's long-term vision
 - Leverage cloud technology where appropriate to provide scalable, agile, and resilient infrastructure

Enterprise Systems Goals

- **Access/Completion**
 - Begin preplanning and planning phases for Workday Student implementation
 - Support the ERP migration from SAP to Workday, focused on Platform (HR, Finance, and Payroll)
 - Expand and extend the use of data lake technologies, dashboards, and reports
 - Enhance and improve the Personalize and Mobilize initiative for mobile access to all aspects of the NKU experience
 - Advise and support strategic discussions and implement administrative system improvements for faculty/staff
 - Expand and improve faculty, staff, and student self-service capabilities, and emphasize the importance of user-friendly administrative systems for our students' college experience

Policy/Process Goals

- **Completion**
 - Continue creation and maintenance of Information Technology and security policies

Project Management Goals

- **Access/Completion**
 - Expand Team Dynamix usage to improve university business processes.
 - Review/update IT processes to improve University services.
- **Access/Completion/Career & Community Engagement**
 - Support NKU's goal of online courses and online enrollments by facilitating and implementing equipment and services that enable access and completion of degrees.
 - Support the NKU Hub project to connect local businesses to NKU students for work and experience opportunities.
 - Continue the Windows 11 upgrade/migrations

Security and Compliance Goals

- **Access**
 - Continuously identify risks, prioritize them based on impact, and develop mitigation strategies.
 - Ensure a strict least-privilege policy, periodically reviewing and revoking unnecessary account access.
 - Improve technical safeguards to decrease phishing, spam, and other malware threats, leveraging AI-driven and/or statistical model solutions where possible.
 - Investigate possible replacements for the current SIEM/MDR/Vulnerability tech
 - Continue risk and vulnerability remediation identified in previous risk assessments
 - Perform a disaster recovery tabletop exercise
 - Continuously monitor and analyze security vulnerabilities and alerts, ensuring timely response to potential security incidents.
 - Regularly monitor for vulnerabilities in software used by NKU, ensuring escalation of high-risk vulnerabilities to be remediated.
 - Conduct periodic internal and external audits to assess compliance with established policies, procedures, and regulatory standards.
 - Maintain and improve the risk register
 - Maintain compliance with cyber insurance requirements
- **Access/Completion**
 - Perform external risk assessments and complete remediation of findings, especially after significant changes in the IT environment or in response to incidents.
- **Completion/C&CE**
 - Stay updated with Gramm-Leach-Bliley Act (GLBA) and Payment Card Industry (PCI) and other relevant regulatory requirements, ensuring NKU's compliance processes adapt to changes.

- Maintain regular review of litigation holds, ensuring they adhere to best practices for evidence preservation and chain of custody.

Access/Completion/C&CE

- Enhance cybersecurity across NKU's technology environment through training and awareness materials.

Training Goals

- **Access/Completion/C&CE**

- Update all myNKU training materials (new screenshots, update processes, and wording)
 - Convert myNKU PDFs to webpages to improve ADA compliance
- IT Website(s) Management
 - Remove outdated and/or unnecessary pages
 - Redirect old pages to KB articles or Service Requests
 - Consolidate pages with duplicate purposes and/or information
 - Continue to make design updates for a better user experience
- Advertise and Communicate IT Services to Campus
 - Utilize digital signage across campus to advertise IT services
 - Further collaborate with Marcomm to develop and enrich the NKU digital online presence

