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 diversity, equity, and inclusion in 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.

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 focused 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.
Which technology devices do you own? (select all that apply)

- Laptop: 94.0%
- Smartphone: 90.3%
- Tablet: 37.3%
- Desktop: 22.0%
- Cell phone (no data): 3.7%
- None: 0.2%

How would you rate the wireless coverage on campus?

- Excellent: 19.1%
- Very Good: 45.4%
- Average: 31.7%
- Poor: 3.9%
How satisfied are you with access to NKU technical support as needed?

- Highly Satisfied: 31.3%
- Satisfied: 35.8%
- Neither Satisfied nor Unsatisfied: 16.8%
- Dissatisfied: 0.4%
- Highly Dissatisfied: 3.4%
- I have not accessed NKU technical support: 15.3%

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

- Access to Canvas: 58.9%
- Access to Email: 58.0%
- Grade Review: 39.2%
- Registration: 32.6%
- Academic Plan: 29.2%
- I don't use the NKU Mobile App: 24.1%
- Degree Audit: 23.5%
- Contacting my Advisor: 20.3%
What collaboration tools do you find most useful? (select all that apply)

- Canvas: 72.9%
- Email: 65.6%
- Zoom: 57.6%
- Microsoft Teams: 24.5%
- Kaltura: 13.3%
- VoiceThread: 3.9%
- Other: 2.8%

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

- No: 33.6%
- Yes: 66.4%
Which type of classes do you prefer to take? (select all that apply)

- Full in person (face-to-face instruction) 30.6%
- Online asynchronous instruction (study on your schedule) 33.0%
- Online synchronous instruction (meet class online at specific time) 9.0%
- Hy-Flex (a hybrid course permitting flexible learner attendance) 13.1%
- Hybrid (some online & some face-to-face, depending on the week) 14.2%

If multi-factor authentication (MFA) were offered to you at NKU, would you opt in to use?

- No 24.6%
- Maybe 50.7%
- Yes 24.6%
KEY TRENDS IN HIGHER EDUCATION
OIT 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 technology trends and issues.

2022 Top 10 IT Issues

1. Cyber Everywhere! Are We Prepared?: Developing processes and controls, institutional infrastructure, and institutional workforce skills to protect and secure data and supply-chain integrity

2. Evolve or Become Extinct: Accelerating digital transformation to improve operational efficiency, agility, and institutional workforce development

3. Digital Faculty for a Digital Future: Ensuring faculty have the digital fluency to provide creative, equitable, and innovative engagement for students

4. Learning from COVID-19 to Build a Better Future: Using digitization and digital transformation to produce technology systems that are more student-centric and equity-minded

5. The Digital versus Brick-and-Mortar Balancing Game: Creating a blended campus to provide digital and physical work and learning spaces

6. From Digital Scarcity to Digital Abundance: Achieving full, equitable digital access for students by investing in connectivity, tools, and skills
7. **The Shrinking World of Higher Education or an Expanded Opportunity?** Developing a technology-enhanced post-pandemic institutional vision and value proposition

8. **Weathering the Shift to the Cloud**: Creating a cloud and SaaS strategy that reduces costs and maintains control

9. **Can We Learn from a Crisis?** Creating an actionable disaster-preparation plan to capitalize on pandemic-related cultural change and investments

10. **Radical Creativity**: Helping students prepare for the future by giving them tools and learning spaces that foster creative practices and collaborations


**FY22 ACCOMPLISHMENTS**

**MyNKU**

The myNKU teams completed nearly 70 projects in FY 22. Projects of note are listed below.

**myNKU Finance**

**Coursera /Campus CE Integration** – Integrated Campus CE and Coursera to solve the online registration, program management, reporting, and marketing challenges and provide online non-credit courses in a variety of subjects, for faculty, staff, students, and community members.

**PNC Bank Changes** – Implementation of a new bank on campus that includes process improvements.
Benefits Annual Enrollment – Benefits were determined for election by campus employees.

Employee Compensation Management – Supported by both the Human Resource Team and the Dev Team to support the annual increase process as well as the staff range adjustments. This team also distributed salary letters via email to employees, with the support of the Basis Team.

KERS Payment as a Benefit Implementation – Attached KERS as a benefit to Payroll.

New Employee Welcome email – Automatic email generated to every new employee, Department Manager, and Time Administrator. The email provides the employee with information such as their employee number, their email address, how to sign in, and the name of the Time Administrator, as well as a message from the President.

PAR form for Employee Status Changes – Completed the successful form for employee status changes which include but are not limited to salary changes, moving from one department to another, and more.

State Tax Withholding – Added tax forms to Employee Self Service for additional states where employees reside.

Upgraded myNKU Employee Self Service (ESS) – to Fiori 2.0 and incorporated the new Salary Tile to provide staff employees with their current salary, pay grade, and up to five years of salary information.

myNKU Reporting & Analytics

Dell Reporting and Analytics Strategy Roadmap – This included a week of roadmap presentations, quick win use cases, and recommendations. We obtained direction to implement a large-scale overhaul of the current reporting data architecture to better support the University’s strategic vision.

Power BI Cabinet Dashboard – Created and enhanced Power BI dashboard for weekly Cabinet presentations.

myNKU Student Life Cycle Management

Academic Standing Policy – This new policy was put into effect.
Degree Audit Updates – Implemented enhancements:
  o New General Education Policy updates to Degree Audit.
  o Added a degree audit for Law Students
  o GETA requirements for majors were added
  o General Education - specific requirements for major gen ed requirements
  o Reverse check filter enhancements
  o Added XPRF Pre-Professional as a category for the Degree Audit
  o Added the option for a 5th minor to degree audit
  o Added Degree Audit option for non-degree Young Scholars students

Doctorate of Occupational Therapy Admission Interface – Integrate Slate with SAP for the Doctorate of Occupational Therapy admission application.

Drop for non-payment enhancements – Added ‘W’ grades and notification to faculty for students being dropped.

Graduation Form Enhancements – The form for Applying for Graduation received many enhancements:
  o Sub-session was added
  o Ability to update information after being submitted
  o Ability to withdraw the application
  o Ability to submit a late application

Graduation Processing Tool – This new User Interface tool is used to make graduation processing more efficient and accurate for the Registrar’s Office. This tool allows the Registrar to sort and process graduation applications in bulk and allows the Registrar to communicate and update students on the status of their application.

Notification to Advisors – Email messages are emailed to advisors when students are administratively dropped.

Preferred Name – Update Degree Audit Substitution Emails – When substitutions are requested via Degree Audit, the email should show the preferred name.

Preferred Name Search – Added preferred name to all searchable fields, and was added to the appraisal screen.

SIGMA Portal Re-Write - This was a re-write of the Student’s Financial Aid portal.

Student Payment Plan Changes - This allows students to Opt-In to a voluntary four-payment plan opportunity to spread their student bills across the semester while also eliminating the mid-semester drop for non-attendance. This is Phase 1 of the Installment Plan Success By Design project that includes the new payment plan and the display screens that will better illustrate the student payments.

Security
**Residence Hall Security Cameras** – New cameras have been installed in the residence hall common areas.

**Norse Alert Cell Phones** – All cell phones registered in myNKU have been added to NorseAlert to improve emergency notifications.

**Enterprise Systems/Development**

**GPS – Degree Audit Graduation Processing Tool** – A new user interface tool to make the graduation processing more efficient and accurate for the Registrar’s Office, allowing the graduation applications to process in bulk. Mass update of student status and communication for all graduation applications.

**Sigma Portal Rewrite** – The Sigma portal was rewritten to allow NKU to more easily control the content and to be mobile-friendly.

**Sunapsis** – An interface was developed for the Sunapsis online portal for international students to submit and check the status of their requests.

**Infrastructure and Operations**

**2021 SAP Upgrades** – Completed the yearly SAP upgrades to the finance, HR, and student systems to ensure NKU is up-to-date with security patches and software process updates.

**ATComm Server and Software Upgrade** – A new VM server was built, software was installed, and the database was migrated to help IT handle telecommunication billing for campus.

**Data Center Network Refresh** - Replaced aging technology infrastructure in the data center network.

**Security Camera Upgrade** – Replaced obsolete security cameras and systems, campus-wide, unifying them under one centrally managed solution that includes motion detection and other modern technologies. Academic buildings and dorms received these replacements.

**Disaster Recovery Site Activation** – Completed the first two phases of our disaster recovery project by establishing a site at the Commonwealth Office of Technology in Frankfort. This site contains backups and hardware to run critical applications in the event of an outage. We have also migrated our core authentication services to Azure (cloud).

**PAR Status Changes** – The online PAR form was created to complete employee status changes such as department transfers, promotions, position changes, and pay rate changes.

**SCCM (System Center Configuration Manager) Upgrade** – SCCM is used to manage the NKU-owned Windows PCs. The desktop team uses SCCM to deploy software packages, and the security team uses it to monitor patching and anti-malware status.
Training / Web

Accessibility – enforced Accessibility for Web Editors training course in Canvas to allow for on-demand training for new and existing web editors.

IT Website – Updated and kept the IT information website current

Training Processes and Courses –
- Created Web Accessibility Training Course in Canvas
  - This is in addition to the in-person training sessions
  - Allows users to self-enroll in training and complete it on their schedule
  - Allows for users to reference info at any time
- Created “Basic Survey Building in Qualtrics” training course in Canvas
  - Includes 17 videos and an assessment
  - This is in addition to the in-person training sessions
  - Allows users to self-enroll in training and complete it on their schedule

Training Videos and Documentation – Security Videos for New Hire Training
- Wrote scripts and created six videos on security topics for new hire training
  - Online Security
  - Email Phishing
  - Software for Acceptable Use; Device Security
  - NKU Security Policies
  - Teleconferencing Tools Security
- Created videos and website for campus Wi-Fi updates
- Created video and documentation for Student Graduation Application in myNKU
- Updated many myNKU training resources including Event Planning, Grading, Student Processes, and Employee Self-Service.

Statistics

Emails processed daily
- Sent off campus: **21,437**
- Received: **296,909**
- Blocked spam emails: **218,257**

Hardware/Software
- Terabytes of data stored: **981 TB**
- Physical servers: **65**
- Virtual servers: **315**
- Routers and switches: **436**
- Wireless access points: **1,857**
- Supported concurrent devices daily: **9,000 wireless, 8,000 wired**

Printing
- Print jobs processed: **95,103**
- Student printing allowance value: **$51,689.63**
- Students paid prints: **$5924.26**

Resources
- Smart classrooms updated: **0 (supply chain disruptions)**
- Service requests recorded: **24,191**

Streaming
- Campus events streamed: **33**
- Campus events supported: **404**
- Virtual events supported: **65**
- Athletic events broadcast: **67**

Tech Team
- Computer Replacements: **580**
- Computers in 55 labs supported by IT: **1144**
myNKU Training Materials - Updated all myNKU training materials including new screenshots, updated processes and wording.

- Convert PDFs to webpages
- Create new videos to replace videos on myNKU TechKnow (Canvas course)

Microsoft Certification Exams – Resume offering and advertising

- Allows faculty/staff to build their knowledge of MS Word, Excel, PowerPoint, Access, and/or Outlook, and strengthen their resume
- Offer training classes and resources, as well as official practice tests for users
- Proctor exams for users
- Resume offering classes in Microsoft Excel and Outlook

IT Knowledge Base – audited, reorganized, and updated the NKU Knowledge Base in Team Dynamix.

Inter-Alliance Summit – High school talent was used to complete NKU tech projects. Providing real-world experience to the students and providing IT support to departments requesting technology projects. Students met with regional IT leaders across various industries.

Norse Tech Bar

Services – The Norse Tech Bar processed 731 service tickets and 1616 equipment loan checkouts. (Note: In previous years, loans were only available in two-week increments, starting in March of 2020 loans became long-term.)

Accessibility

Accessibility Compliance Monsido -- identifies accessibility issues on the NKU website to help get to a website that is accessible to all without limitations. Improved score overall

Accessibility Compliance using Ally for LMS (Canvas) – the updated version continues to identify faculty files added to courses that need remediation to become accessible for all students. This updated version checks to WCAG version 2.1.

Web Editor Training Enhancement – Instructor-led training and self-directed Canvas Accessibility Training courses are offered for all web editors. Taking either of the two training options is now a requirement to maintain web editing access.

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

Student Employee – Hired to support the accessibility efforts of IT.

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

IT Website FAQs – To incorporate better question resolution through the NKU IT website and the Team Dynamix knowledgebase.

Student Technology Survey – Revised and distributed the Student Technology Survey 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.

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

**Computer Replacement Program**

Computer Replacement Purchases – A total of 580 devices were purchased this fiscal year.

**Project Management**
Admissions: Slate Functionality Analysis – An analysis of the functionality Slate offers versus current SAP processes. Determinations will need to be made regarding which aspects should move to Slate, then projects will need to be created for this to occur.

Norse Media Ticketing – Established a ticketing system within Team Dynamix that will allow tracking of Norse Media Projects.

College of Business Reorganization – Updates to the SAP HR organizational structure, budgets, SAP FI fund and cost center accounts, SAP SLCM academic structure, and related security approvals were completed to merge The Department of Accounting and the Department of Economics & Finance into one division; the Department of Accounting, Economics, and Finance.

College of Education Reorganization – Updates to the SAP HR organizational structure, budgets, SAP FI fund and cost center accounts, SAP SLCM academic structure, and related security approvals were completed to facilitate the creation of two new departments. Undergraduate programs belong to the new Department of Teacher Preparation and Educational Studies. Graduate programs belong to the new Department of Educational Leadership and Advanced Studies.

TeamDynamix for Planning & Institutional Research Service Tickets – TeamDynamix (TDx) is known to the Campus as the NKU Service Desk and contains all of the IT services provided to campus. It provides a modern user experience with a responsive web application. In addition to processing tickets, IT has built and maintains a Knowledge Base Library to store self-help articles and training materials. TDX also has built-in automation, workflow, and reporting that has made the routing of tickets faster and more accurate to decrease resolution and response times. This application was enhanced to include Planning and Institutional Research service requests.

TeamDynamix for the Registrar's Service Tickets – IT built and organized a ticketing application within TeamDynamix for the Registrar’s website to include workflow automation in the routing of service requests. New Forms have also been created and are tracked in relation to Registrar activities.

Digital Signage Upgrade – NKU IT recently replaced and upgraded our digital signage platform. This new system grants each department the ability to control its communication content while following NKU branding standards. Student success is aided by the up-to-date academic department and University announcements.

First Two Days of Classes: IT Support – The annual NKU IT support process was once again effective in getting everyone's technology concerns addressed. Additional phone/remote support was added due to pandemic concerns.

Stego Studio - Steely Library Makerspace – This space keeps students in touch with current technology trends. Experiential learning and fostering creativity are key goals.

Sunapsis – The International Students and Scholars Office now has access to the immigration tracking/admissions software used by universities nationwide. This product will increase workflow and ease student transitions.
SAP Upgrade 2021 – The annual SAP system upgrade was a success. All components are functioning with the latest updates and security.

**Policies**

**New Policies** – It has been determined that four new policies are needed and will be worked on and submitted for approval:

- Data Backup and Recovery
- Risk Acceptance
- Third-Party Technology Vendor
- Vulnerability and Patch Management

**Updated Policies** – Four policies were updated and approved: Antivirus Policy, Information Security Policy, Passwords Policy, and Text Messaging Policy.

**IT Goals FY23**

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

Accessibility Goals:
- **Access**: Improve Accessibility score by 5% as measured by web scans.
- **Access**: Improve web templates for commonly used web content and increase their adoption.
- **Access**: Require annual digital accessibility training/re-certification for web editors.
- **Access/Completion/Career & Community Engagement**: Continue to emphasize a culture of accessibility, and reduce barriers to all NKU digital content.
- **Access/Completion/Career & Community Engagement**: Improve NKU’s ADA accessibility by implementing and leveraging technology solutions and enforcing policy that supports legal requirements (Blackboard Ally, Closed Captioning, LMS review, etc.).

Communication Goals:
- **Access/Completion**: Create new HTML pages on the IT website to provide technical information.
- **Completion/Career & Community Engagement**: Continue emailing IT Newsletters, to both employees and students and creating regular university communication.
- **Completion**: Create a new webpage to communicate Retirement information.
- **Completion**: Create a new webpage to communicate Planned outages.
- **Access/Completion/Career & Community Engagement**: Leverage NKU’s social mobile presence in support of recruitment, outreach, learning, marketing, and communications.

Central IT Goals:
- **Career & Community Engagement**: Develop IT talent strategy to improve recruitment of new employees and retainment of existing IT employees.
- **Access/Completion/Career & Community Engagement**: Improve availability, quality, and management of university data to enable transformative decision-making.
- **Access/Completion/Career & Community Engagement**: Continue to collaborate with Facilities Management to support new and renovation construction projects (Campus Master Plan, Classroom Upgrades, etc.).
- **Access**: Support summer outreach programs by providing accounts, equipment, and technical support (Governor’s School for Entrepreneurs, Summer Spark, etc.).
- **Access/Completion/Career & Community Engagement**: Support and maintain a user experience that is well-designed, personalized, and has an intuitive digital presence.
• **Completion**: Continually improve customer service by listening to customers, adjusting delivery methods, and implementing innovative solutions to meet the needs of our broad constituency base.

• **Access/Completion/Career & Community Engagement**: Provide resources for strategic initiatives that other areas are pursuing which are in support of access, completion, and/or career & community engagement; and continue to provide a stable and reliable technology foundation for new or ongoing strategic initiatives.

• **Completion/Career & Community Engagement**: Provide real-world employment opportunities to students, enhancing their educational experience and assisting with career readiness (Interalliance, etc.).
  - Continue working with area High Schools, the INTERalliance program, and develop new partnerships to provide real-world summer employment opportunities to students, enhancing their educational experience and assisting with career readiness.

**Infrastructure Goals:**

- **Completion**: Complete the annual SAP upgrade.
- **Completion**: Complete an assessment of the university Wireless Access Points locations and coverage.
- **Completion**: Enhance the Disaster Recovery Site to provide full functionality in the event of a complete loss of the Highland Heights campus.
- **Completion**: Relocate the University Police to a new facility.
- **Completion**: Installation of security cameras in all university housing locations.
- **Access/Completion**: Improve the processes associated with data center access.
- **Completion**: Retire all remaining Windows 2008 servers.
- **Completion**: Relocate the Norse Commons Main Distribution Facility to a more secure and environmentally friendly location.
- **Completion**: Installation of new University internet firewalls.
- **Completion**: Upgrade or replace the current University student print management solution.
  - Pharos Pay for Print Service
- **Completion**: Reduce the overall computer footprint on campus by 10%.
- **Access**: Maintain classroom technology standards that encompass digital solutions which enhance the learning process in a fiscally prudent manner.
- **Access/Completion/Career & Community Engagement**: Research opportunities to use new technologies and various delivery models to support the long-term vision, objectives, and strategies of the university.
- **Access/Completion/Career & Community Engagement**: Leverage cloud technology where appropriate to provide scalable, agile, and resilient infrastructure.

**myNKU Goals:**
• **Access/Completion**: Determine strategy and roadmap for NKU ERP, student support systems, and complementary digital transformation technologies that will contain costs while improving student and employee experiences and outcomes.
  o Review and approval with strategy and roadmap (including timeframes) by NKU VP of Admin and Finance, NKU ITPC, and NKU President.
  o Approval for a plan to fund, including timeframes.
• **Access/Completion**: Enhance and improve the Personalize and Mobilize initiative for mobile access to all aspects of NKU life.
• **Access/Completion**: Continue to participate in strategic discussions and implement administrative system improvements for faculty/staff.
• **Access/Completion**: Expand and improve student self-service capabilities, and emphasize the importance of user-friendly administrative systems for our students’ college experience.
• **Access/Completion**: Continue to participate in strategic discussions and implement administrative system improvements for faculty/staff.

**Policy/Process Goals:**

• **Completion**: Security policies should address how security controls are being monitored and tested. Ensure security policies address scope of vulnerability scanning, penetration testing, and risk assessments. e.g. all servers, critical servers, and end-user devices.
  o Security policies should address how security controls are being monitored and tested.
    i. Information Security Policy
    ii. Disaster Recovery/Business Continuity Policy
• **Completion**: Develop a Vendor Management Policy documenting a process for evaluating vendors touching, maintaining, or process sensitive data. The process should include initial consideration of vendors and ongoing evaluations as well. Ensure IT is involved in vendor evaluation before entering into contracts.
• **Completion**: Finalize Mobile Device Management Policy.
• **Completion**: Finalize Vulnerability and Patch Management Policy.
• **Completion**: Create Risk Acceptance Policy.
• **Completion**: Update the Acceptable Use Policy to include a section on bring your own device (BYOD).

**Project Management Goal:**

• **Access/Completion**: Continue the expansion of Team Dynamix footprint to improve university business processes.
• **Access/Completion**: Review IT business processes to improve services.
• **Access/Completion/Career & Community Engagement**: Support NKU’s goal of expanding offerings of online courses and expanded online enrollments by facilitating and implementing equipment and services that enable access and completion of degrees.
• **Access/Completion/Career & Community Engagement**: Implement an internal project prioritization process that includes intake, RoI, resource allocation, etc.
Security and Compliance Goals:

- **Access:** Conduct an annual IT risk assessment and document safeguards and identified risks.
- **Completion/Career & Community Engagement:** Finalize campus-wide rollout of Multi-Factor Authentication.
- **Access/Completion:** Advance data security initiatives (policy, vendor management, education, etc.). Address critical and high vulnerabilities by the end of fiscal year ‘23.
- **Access/Completion:** Continue to explore cloud computing options to improve services to customers, while weighing the feasibility, security, and compatibility with existing systems.
- **Completion:** Continue to expand our disaster recovery solution that addresses critical system and communication requirements.
- **Completion/Career & Community Engagement:** Verify PCI compliance with the implementation of Parking Services processing solution.
- **Completion:** Revision and Approval of Credit Card Processing Policy.
- **Completion:** Partner with other business offices to onboard a new payment processor to offer more flexibility and state-of-the-art services.
- **Completion/Career & Community Engagement:** Expand Security Education & Awareness Program.
  - Develop Security Education and Awareness Roadmap
  - Release short Videos for faculty, staff, and students
  - Introduce a new interactive information security training
  - Adhoc Information Security Alerts on relevant/immediate threats
- **Completion/Career & Community Engagement:** Enhance Overall Protection of Individual’s Accounts/Credentials
  - Mandatory Multifactor Authentication for Faculty/Staff
  - Proactive monitoring of compromised accounts
  - Establish automated safeguards around inactive accounts
  - Document existing account lifecycles, provisioning, de-provisioning processes, and relevant information prior to implementation of enterprise identity access management (IAM) solution
- **Completion/Career & Community Engagement:** Establish Formal Cyber Collaboration among Kentucky Regional Institutions of higher education.
  - Identify common technologies and specific areas for leveraging collaborative strengths while gaining efficiencies
  - Provide a forum for sharing the latest cyber threat intelligence specific to our region and industry
  - Establish periodic meetings for Kentucky information security professionals in the higher education community.
- **Completion:** Develop a Framework for Information Security Governance.
  - Formalize overall information security policy framework
  - Propose a model to enable closer alignment, measurement, and adjustments between ongoing information security efforts and the objectives/needs of various departments across the university.
- **Completion/Career & Community Engagement:** Document risks, solutions, costs, and benefits for enhancing security visibility into NKU’s digital ecosystem.
Currently, there is limited cyber security visibility across NKU’s diverse technology environment, making it challenging to effectively measure safeguards and identify opportunities for an information security roadmap.

- **Completion/Career & Community Engagement:** Perform an independent third-party information security risk assessment to establish a baseline and leverage the results to adjust ongoing information security efforts.
  - **Completion/Career & Community Engagement:** Proactively implement updated security measures around our digital perimeter.
    - Live blocking of malicious activity to automatically prevent cyber-attacks
    - Enhance the protection of our computer network from remote locations
    - Establish regular external scans to identify security gaps and ensure timely remediation.

**Training Goals:**

- **Access/Completion/Career & Community Engagement:** myNKU Training Materials Update
  - Update all myNKU training materials (new screenshots, update processes and wording)
  - Convert PDFs to webpages
  - Create new videos to replace videos on myNKU TechKnow (Canvas course)
- **Access/Completion:** Resume offering and advertising Microsoft Certification Exams
  - Allows faculty/staff to build their knowledge of MS Word, Excel, PowerPoint, Access, and/or Outlook, and strengthen their resume
  - Offer training classes and resources, as well as official practice tests for users
  - Proctor exams for users
  - Resume offering classes in Microsoft Excel and Outlook