

FY23 Annual Report



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.

Provide excellent communication and infrastructure that encompass 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 Service Center/Information Technology Solutions Center.
- 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:

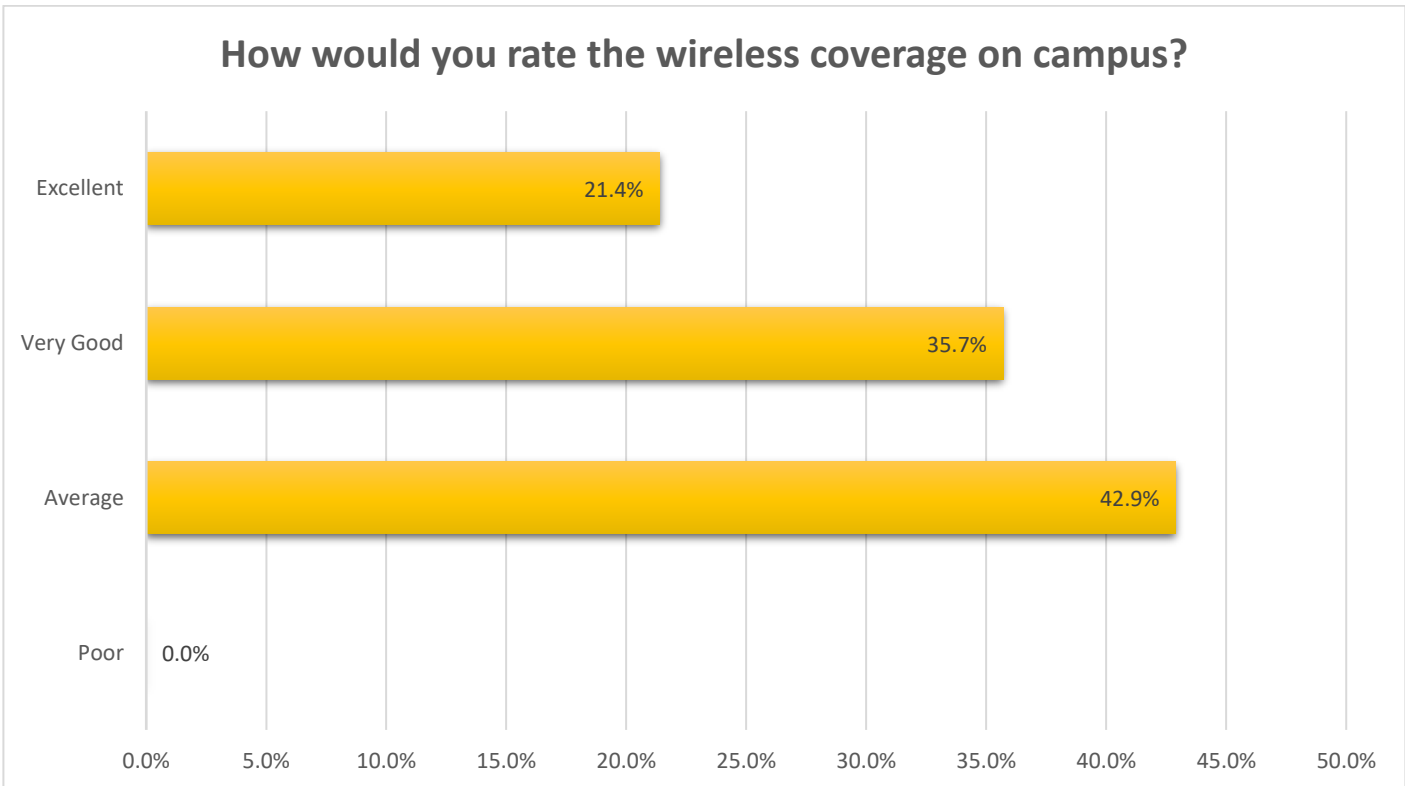
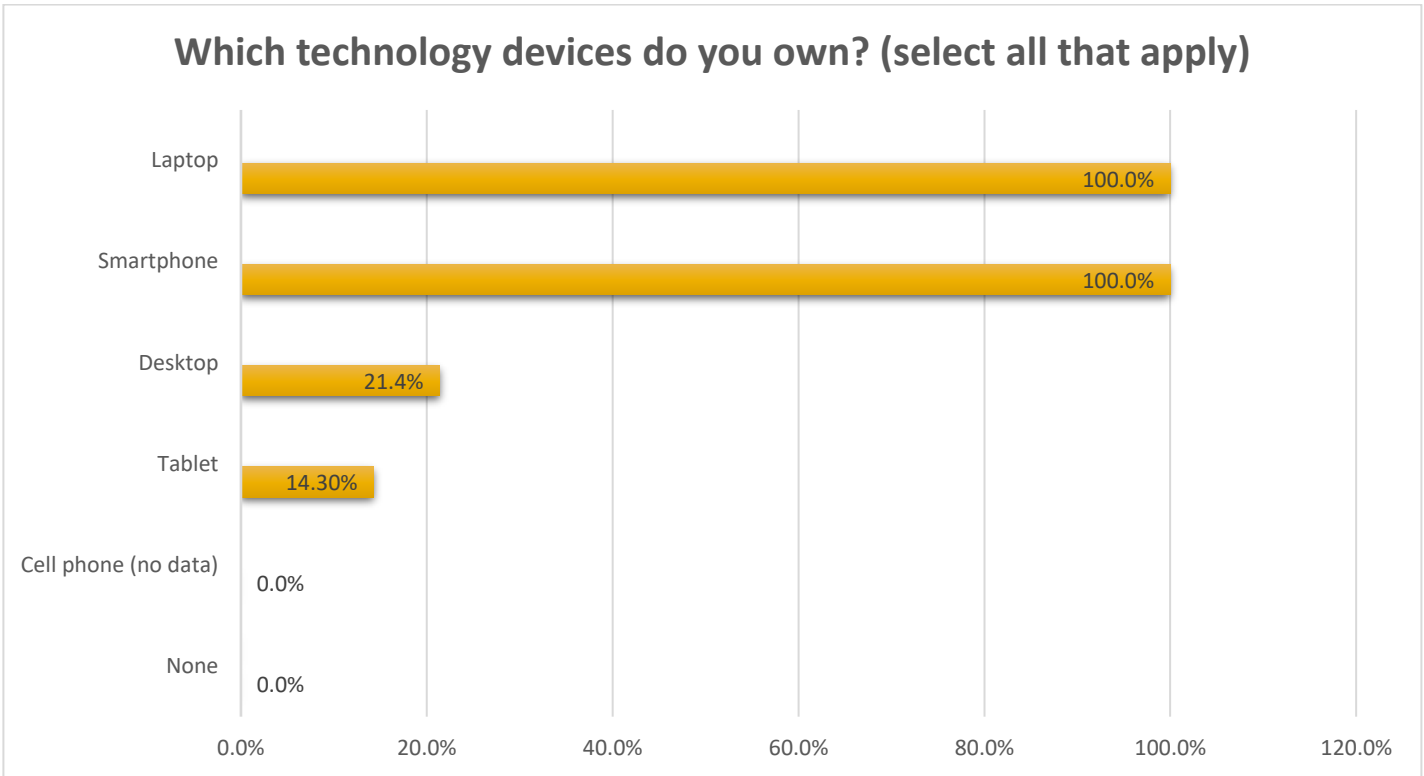
- **IT Policy Council** – This council is composed of members of the President's executive team or their designee. They meet monthly to discuss/approve IT policies and projects affecting the campus community.

- **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 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.

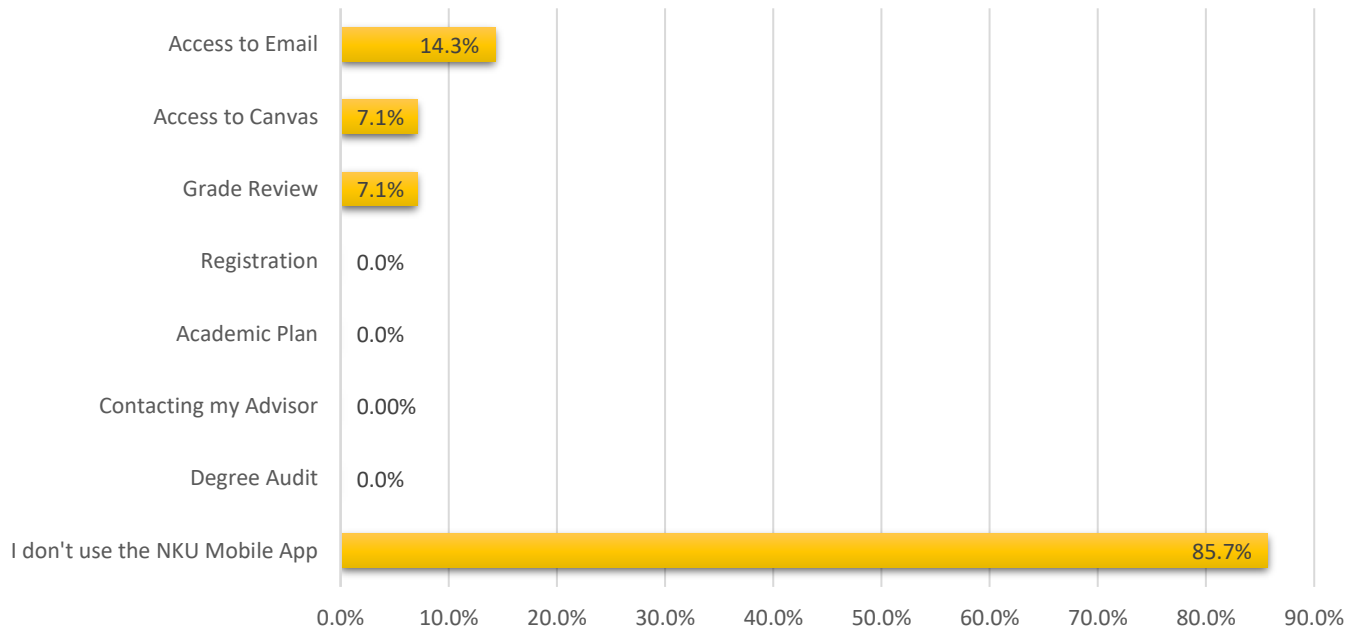


IT STUDENT SURVEY FY23

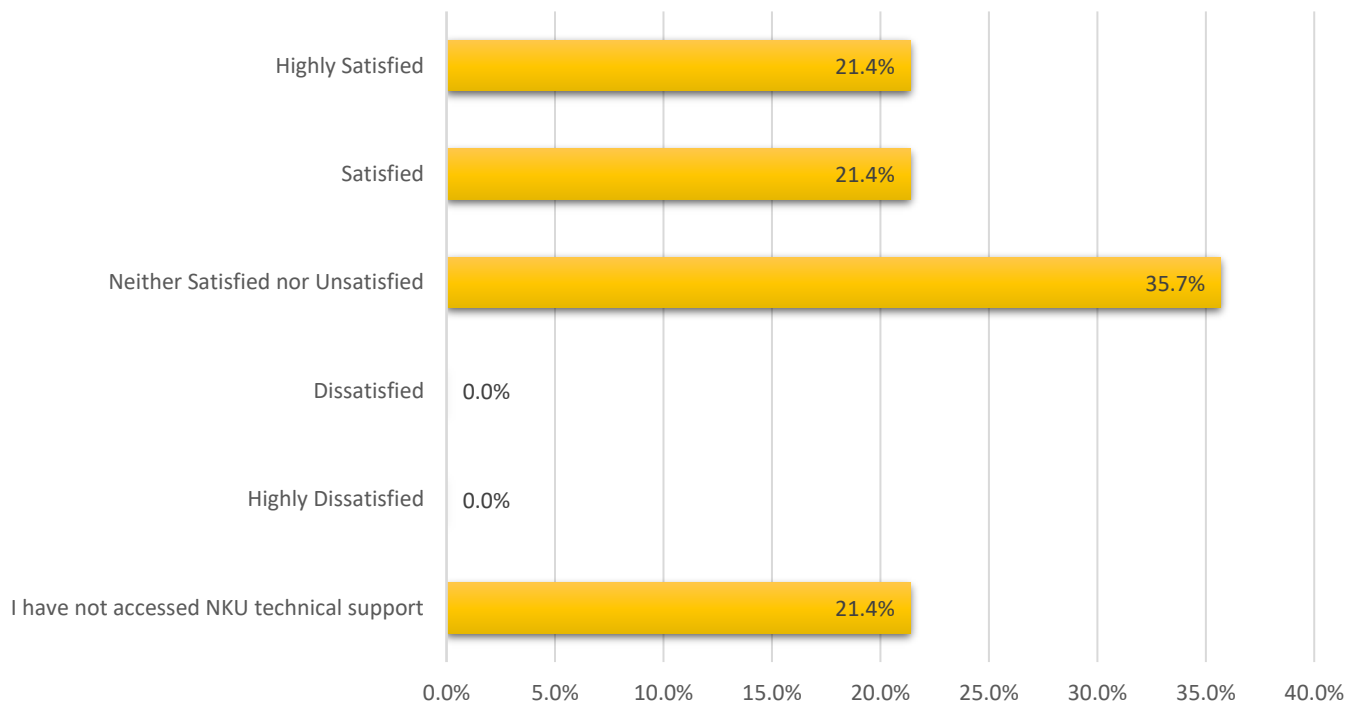
3,069 students received the survey; 300 survey responses were submitted.



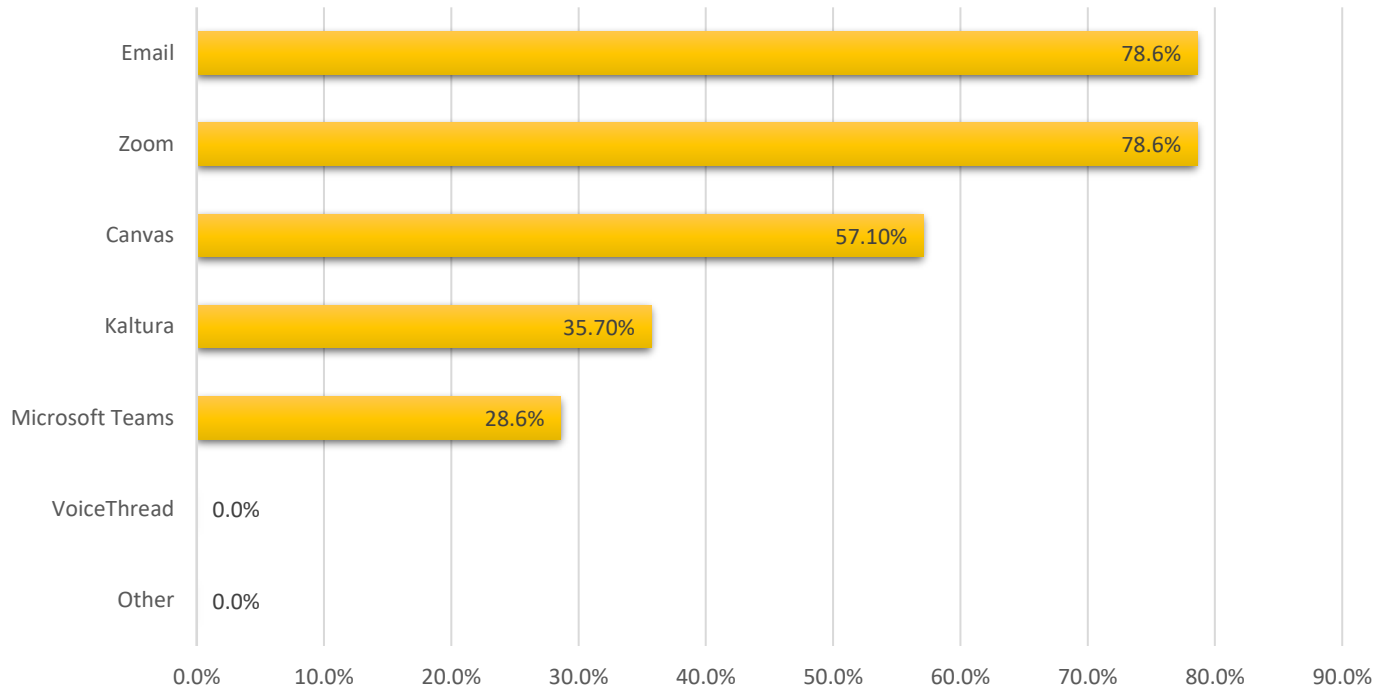
What NKU mobile app features do you find most useful? (select all that apply)



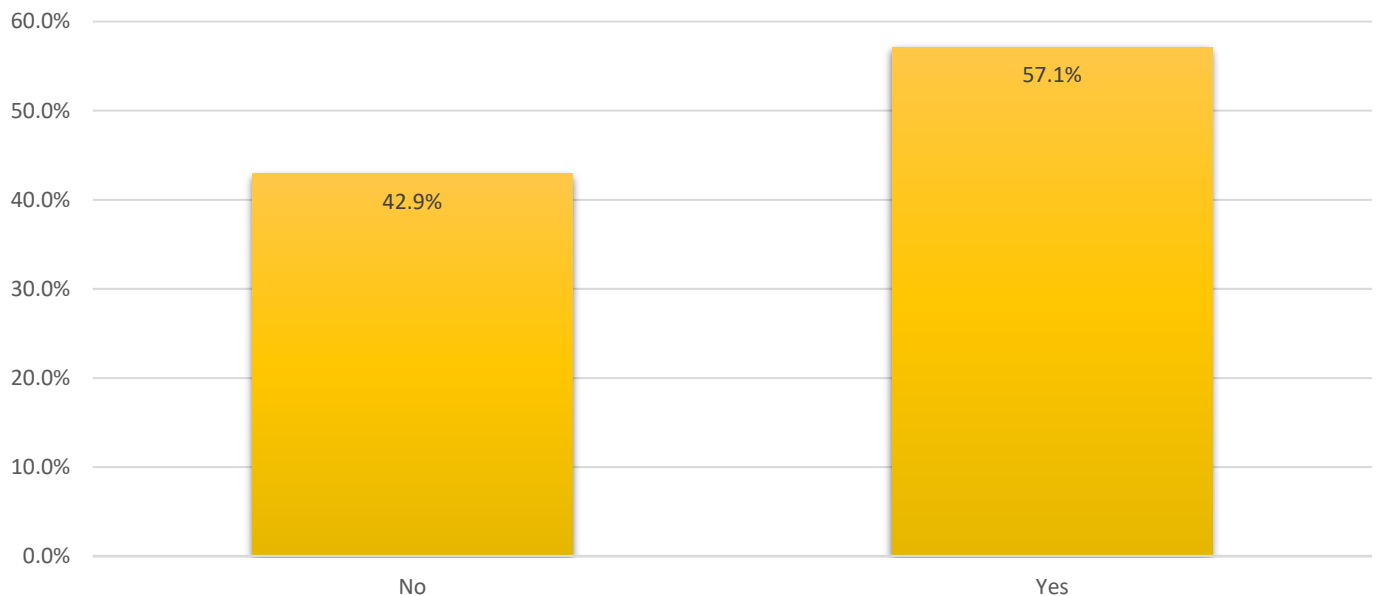
How satisfied are you with access to NKU technical support as needed?



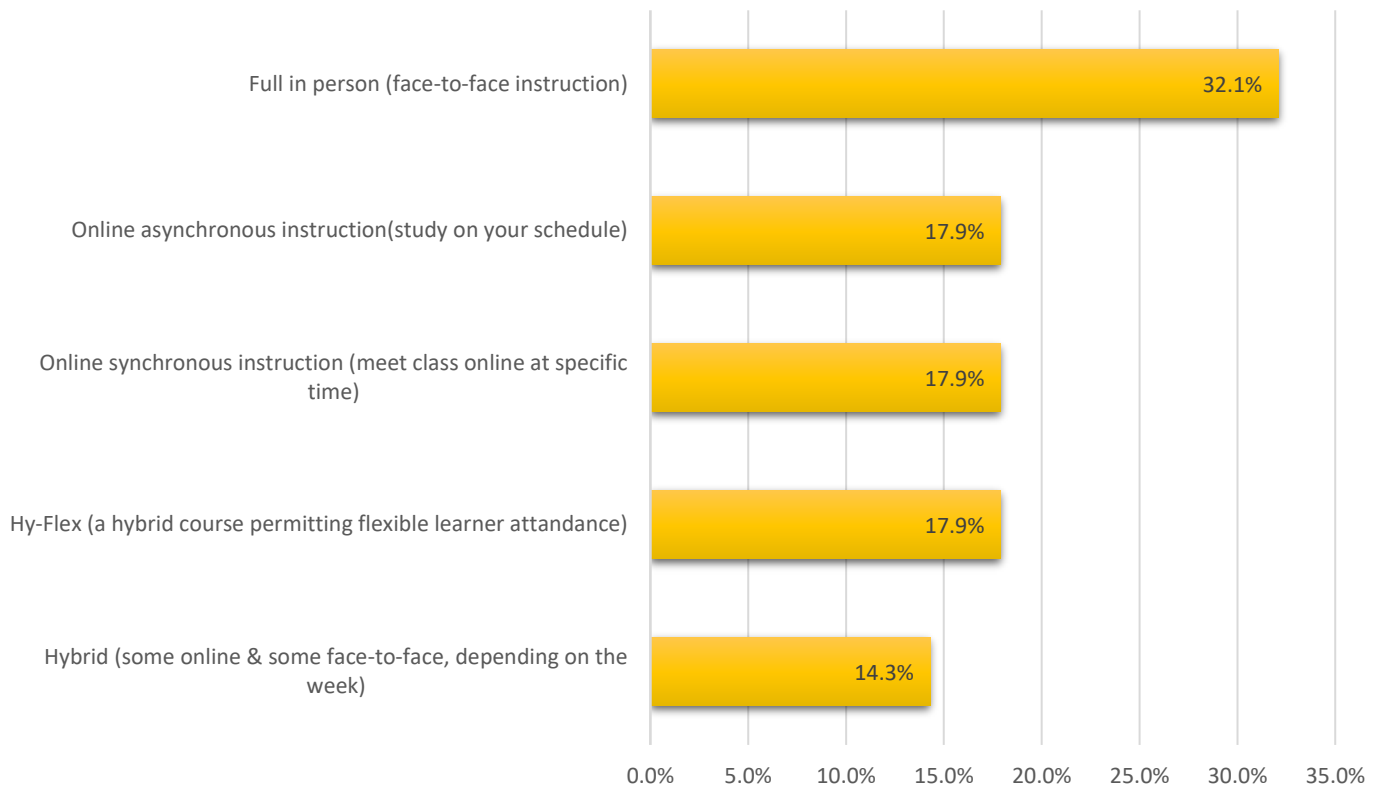
What collaboration tools do you find most useful? (select all that apply)



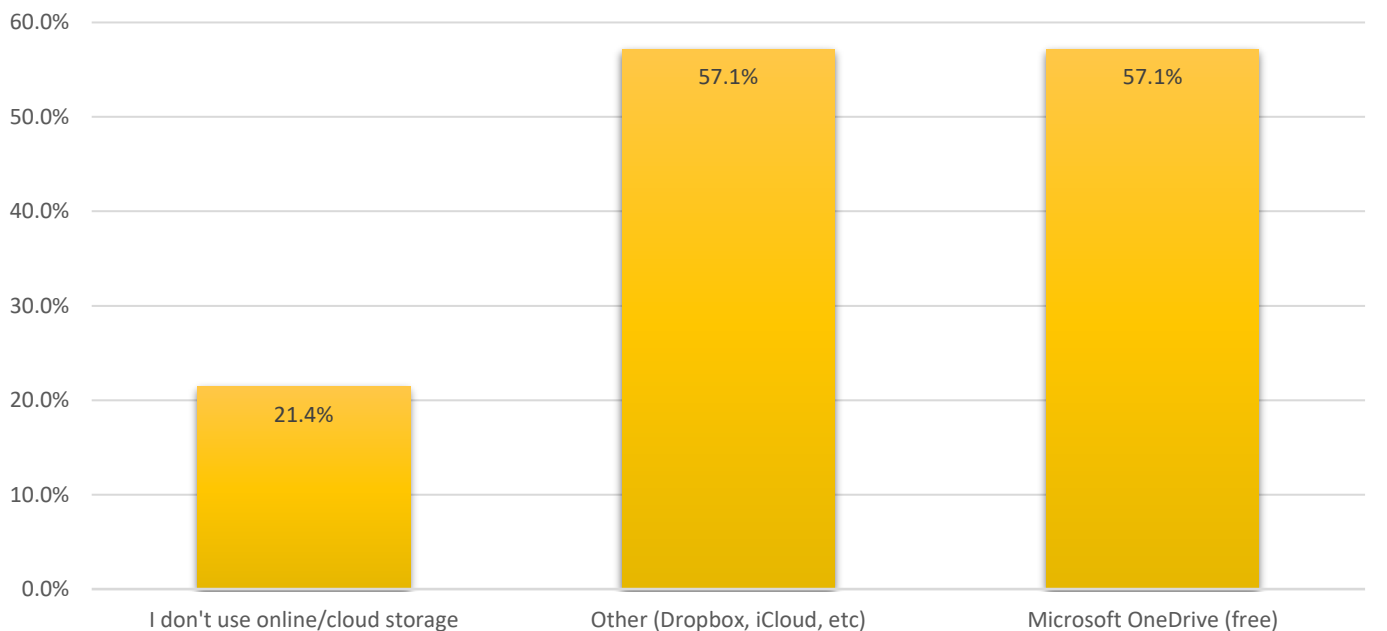
Do you use one.nku.edu, the portal for students to log into important tasks?



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)





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 technology trends and issues.

2023 Top 10 IT Issues

1. *A Seat at the Table*: Ensuring IT leadership is a full partner in institutional strategic planning
2. *Privacy and Cybersecurity 101*: Embedding privacy and cybersecurity education and awareness in the curriculum and in the workplace
3. *Evolve, Adapt, or Lose Talent*: Creating a workplace that allows for and supports movement up, down, and sideways to accommodate shifts in personal and professional goals and to foster healthier work/life balance

4. *Smooth Sailing for the Student Experience*: Using technology, data insight, and agility to create a frictionless student experience
5. *Enriching the Leadership Playbook*: Leading with humility and candor to engage, empower, and retain the IT workforce
6. *Expanding Enrollments and the Bottom Line*: Focusing data and analytics initiatives on identifying academic programs with high potential for recruitment ROI
7. *Moving from Data Insight to Data Action*: Converting data analytics into action plans to power institutional performance, enhance operational efficiency, and improve student success
8. *A New Era of IT Support*: Updating IT services to support remote/hybrid work
9. *Online, In-Person, or Hybrid? Yes*: Developing a learning-first, technology-enabled learning strategy
10. *SaaS, ERP, and CRM: An Alphabet Soup of Opportunity*: Managing cost, risk, and value of investments in new ERP solutions

Source: <https://er.educause.edu/articles/2022/10/top-10-it-issues-2023-foundation-models>



FY23 ACCOMPLISHMENTS

MyNKU

The myNKU teams completed over 75 projects in FY 23. Projects of note are listed below.

myNKU Finance

Centralized Non-Student Accounts Receivable (Phase 1) – Implemented system to request a customer and invoice via workflow, invoices sent centrally and in a uniform format. Centralized processing will improve internal controls across campus. This will be rolled out across campus out of the Comptroller's Office.

Virtual Payment Card – Integration with US Bank to pay vendors through our accounts payable system, utilizing our procurement card. NKU benefits by receiving the rebate for these payments.

myNKU Human Resources

Benefits Annual Enrollment – Benefits were determined for election by campus employees. Began the transition from Humana to UMR for 2024.

Employee Compensation Management – Supported by both the Human Resource Team and the Development Team to support the annual process.

Grant Time & Effort Application Update – Supported by both the Human Resource and Dev Teams to transition Grant Time & Effort certification process to a more sustainable webmail-based application (implementation expected 8/2023)

Electronic PAR Updates- Supported by both the Human Resource and Dev Teams to correct workflow issues and implement new workflow processes at the request of HR and the Comptroller's Office.

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

ADP Vendor Implementation – Completed implementation of ADP for Payroll Tax outsourcing and HR employment verifications

SumTotal Vendor Implementation - Supported by both Human Resource and Basis Teams. Completed system configuration and file transfer for Sum Total learning management software go-live.

myNKU Reporting & Analytics

Accounts Receivable – Completed the first phase of the accounts receivable project for non-tuition revenue. The project includes workflow enhancements and generating invoices.

Dunning Process – Completed phase two of this project to reinstate students who have made payments. This provides account statements and general ledger items.

Inventory System – Implemented a custom consumable inventory system for the Operations and Management department.

Student Portal – Completed an enhancement of the student portal, including changes to the portal navigation. This included migrating grades, holds, and MyAdvisors to a mobile-friendly Fiori user interface.

myNKU Student Life Cycle Management

Enrollment Verification Forms – Permits students to run enrollment from myNKU for any semester they were enrolled. Detailed information on the enrollment verification letter is located on the [registrar's webpage](#).

Graduation Application Workflow – Processing of graduation applications is now automated. Key benefits include:

- 1.) Decrease the time to receive final transcripts and diplomas
- 2.) Let students know where they are in the process; to stay on track to graduate
- 3.) Help advisors assist students through the graduation process

High Impact Practices (HIP) – A designation that will be added to specific sections of courses meeting the HIP criteria. Advisors and students can search for classes with an HIP designator in the Registration Interface using the filter and dropdown type. The HIP designator is displayed in the search results and on the course information button.

Installment Payment Plan Updates – Updates include interest calculations, account statements, drops for non-payment, reporting, holds, dunning and student administration updates, and biller direct updates.

National Student Clearinghouse (NSCH) – MyHub dashboard replacement of transcript and enrollment verification. This provides a graphical, intuitive method for students to obtain information using single sign-on. This is integrated with e-diplomas from our diploma vendor, Paradigm.

VF Grade Policy – The new VF grade policy represents a failing grade based on non-attendance or a lack of participation. VF is equivalent to the GPA value as the grade F.

Security

Compromised Accounts Protection – Approximately 35,000 compromised or unprotected NKU accounts have been identified and secured. This minimizes risks to help ensure the digital safety of our faculty, staff, students, and alumni.

Enhanced Information Security Awareness Campaign – A series of 60-second educational videos were released, providing viewers with concise, actionable insights on information security topics.

Multi-Factor Authentication (MFA) Implementation – To enhance the security of NKU systems and sensitive data, MFA was deployed for all faculty and staff, providing an additional layer of protection, and ensuring that only authorized individuals have access to sensitive information.

Vulnerability Management Process – A process to identify and report significant computer system weaknesses has been developed to address vulnerabilities before they can be exploited.

Enterprise Systems/Development

Enrollment Verification – A custom application for students that automatically generates an enrollment verification letter.

Graduation Workflow – This enhancement automates many of the graduation processes that were previously manual.

Installment Plan Project – Completed phase two which includes the dunning process; reinstates students who have made payments. This provides account statements and general ledger items.

W-2 Delivery – Migrated W2 form delivery to the ADP portal. This integration allows employees to access their W2 forms seamlessly from myNKU.

Infrastructure and Operations

Cisco Firewalls – New firewalls were installed to provide improved throughput and performance.

Cisco Firepower Threat Defense – To improve network security, Cisco Firepower Threat Defense was enabled. This system flags specific network traffic patterns, blocks potential threats, and creates alerts to help control unwanted network access.

Disaster Recovery Tabletop – A tabletop exercise was conducted to review disaster recovery procedures and options.

Explorance Course Evaluation Software – A new course evaluation software has been installed. This allows faculty to create personalized questions in addition to the university questions. It also provides reports to faculty members, Chairs, and Deans.

Microsoft Teams Phone Call Pilot – A pilot project of making and receiving phone calls via Microsoft Teams was implemented. This calling option utilizes the Teams application on computers and mobile phone in lieu of traditional phone handsets. This saves the University the

cost of phone replacement and charges for phone lines. Additional testing and a larger pilot will continue in the new year.

Network Switch Installation – Continuing the seven-year lifecycle replacement process for network switches in university buildings, 60 new Cisco switches were installed, replacing old switches that had reached end of life support.

Papercut – The Pharos print management system was replaced with Papercut as the “pay-for-print” print management system.

SAP Annual Upgrade – The annual upgrade of SAP was completed for the finance, HR and student systems to ensure NKU is up-to-date with security patches and software process updates.

Security Cameras – Nearly 200 security cameras were installed in public areas of the residence halls.

Windows Server Migrations – Over 80 Windows Servers were out of date and/or end-of-life.



IT CENTRAL

Training / Product Documentation

NKU-Owned Phones Documentation & Services

- New documentation for setting up voicemail mailboxes, accessing voicemail, and phone reference guides
- Update to phone services pages in TDx

Papercut - Created Knowledge Articles with information regarding pay-for-print at NKU, and detailed instructions on Papercut

New/Updates to Websites

IT Websites –

- Updated and kept the IT information website current.
- Updated the IT Security webpage

Student Hub – Collaborated with a variety of student support areas to create a centralized student hub for technology resources. Adult Learner Programs and Services, First Year Student Success Hub, and the IT Help Desk provided frequent technology questions and issues students encounter. The team then created and reviewed materials to help students navigate to the best resources for resolution and information.

Retiree Webpage – Collaborated with Human Resources and the Policy Team to create informational pages for NKU retirees.

Service Alert Webpage – Created a new page to provide information regarding planned service outages. Add and subsequently archive service alerts on a regular basis.

Norse Tech Bar

Services – The Norse Tech Bar processed 1041 service tickets and 1572 equipment loan checkouts. (Note: In previous years, loans were only available in two-week increments, starting in March of 2020 loans became long-term.)

Statistics

Emails processed daily

- Sent off campus: **13,909**
- Received: **413,072**
- Blocked spam emails: **231,431**

Hardware/Software

- Terabytes of data stored: **949 TB**
- Physical servers: **58**
- Virtual servers: **284**
- Routers and switches: **435**
- Wireless access points: **1,648**
- Supported concurrent devices daily: **~9,000 wireless, 8,000 wired**

Printing

- Print jobs processed: **105,844**
- Student printing allowance value: **\$56,924.65**
- Students paid prints: **\$6,781.10**

Resources

- Smart classrooms updated: **0 (supply chain disruptions)**
- Service requests recorded: **21,469**

Streaming

- Campus events streamed: **34**
- Campus events supported: **424**
- Virtual events supported: **41**
- Athletic events broadcast: **43**

Tech Team

- Computer Replacements: **325**
- Computers in 55 labs supported by IT: **1144**

Accessibility

Accessibility Compliance – Monsido has helped NKU improve accessibility compliance by 23% over the past year to 97% accessible.

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

Broken Link Improvement – Eliminated approximately 3,800 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.

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.

Service Alerts Webpage – IT created a new web page to alert the campus community of scheduled maintenance outages and updates.

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 325 devices were purchased and replaced this fiscal year.



Project Management

College of Arts and Sciences Website Redesign – A redesign of the college’s over 1,000 pages was completed and made live.

College of Health & Human Services, School of Nursing, System Consolidation - An accreditation goal is to use one system for preceptor assistance requests, preceptor requests, and student compliance in addition to students logging clinical hours into Medatrax. Significant Medatrax enhancements were completed. Preceptor assistance requests and preceptor requests are now being processed in Medatrax.

College of Informatics 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. The College of Informatics reorganized from departments (Communication, Business Informatics, and Computer Science) to schools (School of Computing & Analytics and School of Media & Communication).

Duo 2-Factor Authentication Implementation - Two-factor authentication was implemented for all University faculty and staff to ensure IT account safety.

Enrollment and Degree Management (EDM) Reorganization – As part of NKU's Repositioning Plan, EDM was reorganized. This reorganization required IT/SAP work to ensure reporting/cost centers are aligned and accurate.

Enrollment Dashboard – To assist with the ever-changing enrollment numbers. This Dashboard was built at the request of Academic Affairs to provide greater insight into the crucial enrollment numbers and demographics. This dashboard provides a daily update of figures so decisions can be made and progress can be monitored to know where we are each day compared with the previous year.

Explorance Course Evaluation Software – Selection and Implementation of the new course evaluation software, Explorance. This software allows for evaluations to occur for every session and sub-session of the semester. It allows faculty to create personalized questions in addition to the university questions. It also provides reports to faculty members, Chairs, and Deans.

Graduation Automation – This year-long process upgrade has automated and expedited the graduation process. Key benefits include:

- 1.) Decrease the time to receive final transcripts and diplomas
- 2.) Inform students of where they are in the process and help keep them on track to graduate
- 3.) Help advisors assist students through the graduation process

Honor's House Renovation – Managed the relocation of the University Police to the Old Honor's House building.

NKU Technology Basics – Created a centralized [student hub for technology resources](#). Adult Learner Programs and Services, First Year Student Success Hub, and the IT Help Desk provided frequent technology questions and issues students encounter. The team then created and reviewed materials to help students navigate to the best resources for information and resolution.

SKIDATA Parking System Upgrade – The SKIDATA parking system was running on a Windows 2008 server that needed to be retired. The parking system software was upgraded from version 8 to version 15. Three new Pay on Foot PC boards were installed as well as a new PC desktop workstation and software for the Parking Office.

Success By Design – Help a Norse Website – This new website came out of a Success By Design committee and entailed a centralized easier way for anyone to report a student needing assistance. It connects advisors, police, and other support departments with the students needing their assistance.

TalentED – TalentED, is a collaboration between IT, HR, Wellness, and CITE that allows employees to track their learning goals and courses taken. It also serves as the new staff Performance Evaluation tool that provides a year-round experience with goal setting, mid-year check-ins, and the annual review. This modern interface allows managers and staff to collaborate in one centralized application.

TeamDynamix – Procurement – We revamped three major areas within Procurement.

- The Surplus Process – We created a new form to submit requests, an automated workflow to alert O&M and IT of equipment and technology moves, and created a Surplus Inventory module to track the intake and disposal of all assets.
- The PCard Process – we created multiple forms to handle all PCard-related requests in addition to automated workflows to capture approvals.
- The Contract Process – We built a new contract cover sheet form and other contract-related forms. For the contract cover sheet, we built an automated approval and review workflow that includes the Legal Review and VP approval process. We also created a contract repository for all executed contracts to be housed and monitored.

TeamDynamix – Steely Library – Steely needed a better way to track and manage internal requests, particularly around travel and communications. We created forms and workflows to better automate and track the requests. The staff has greater visibility and automated communication to let them know the progress on requests and when things are ready.

Windows Server 2008 & 2012 Migrations – 80+ Windows Servers were out of date and/or end-of-life. This IT security has been migrated via necessary upgrades and in some cases decommissioning.

Policies

New Policies – It has been determined that three new policies are needed and are being worked:

- Data Backup and Recovery
- Data Center Access Policy
- Third-Party Technology Vendor

Updated Policies – Eleven policies were updated and are awaiting approval from the policy committee:

- Acceptable Use
- Account Lifecycle Maintenance
- Bring Your Own Device (BYOD)
- Computer Standardization
- Credit Card Processing and Security
- Data and Web Privacy
- Data Governance and Security
- Information Security Incident Response Policy
- Risk Acceptance Policy
- Virtual Private Network
- Vulnerability and Patch Management Policy



IT Goals FY24

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 (E.g. Governor's School for Entrepreneurs, Summer Spark, etc.)
- **Career & Community Engagement**
 - Develop IT talent strategy to improve recruitment of new employees and retainment of existing IT employees
- **Access/Completion/C&CE**
 - 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 has an intuitive digital presence
 - Provide a stable and reliable technology foundation for new or ongoing strategic initiatives
 - Improve availability, quality, 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
 - 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 investigate automation to improve/maintain compliance
 - Support improvements to digital accessibility training/re-certification for new 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.

Infrastructure Goals

- **Access**
 - Maintain classroom technology standards with technologies that support and enhance student learning in a fiscally responsible manner
- **Completion**
 - Installation of Uninterruptible Power Supplies (UPSs) in locations with needs.
 - Enhance the Disaster Recovery Site to provide full functionality in the event of a complete loss of the Highland Heights campus
 - Install additional equipment needed to activate a fully functional disaster recovery site
 - Replace the UCS Server cluster at the Disaster Recovery site
 - Configure xMatters for on-call support
 - Complete updated Disaster Recovery documentation and procedures
 - Optimize Server Infrastructure Equipment and Security
 - Upgrade VMWare hardware environment
 - Reduce overall count of Windows and Linux servers and SQL server instances and databases
 - Complete Windows 2012 Server upgrades
 - Complete Linux servers phase 1 upgrade
 - Research InTune with Hybrid Azure Active Directory upgrade
 - Explore Certificate authentication for wireless (with InTune) for Windows computers
 - Review container strategy and implement native containerization
 - Reduce the overall computer footprint on campus by 10%.
- **Access/Completion**
 - Enhance the Telecommunications Infrastructure
 - Review and update, where needed, all telecommunications contracts and agreements
 - Extend the test implementation of telephone calls through Microsoft Teams
 - Research Call Center replacement options for Call Center Exchange (CCX)
 - Research and Support Key Technology Platforms
 - Expand Sigma cross-training technical support within the team
 - Begin researching account provisioning replacements for Federated Identity Management (FIM)
- **Access/Completion/C&CE**
 - Data network upgrades and replacements
 - Replace wireless access points in Nunn Hall
 - Replace wireless access points in Griffin Hall
 - Replace building routers in all 13 main campus buildings
 - Replace 60 network switches in buildings
 - Replace/Upgrade current VPN hardware
 - Review options to put Chartwells on their own network

- Implement new KYRON Internet service
- Replace Internet Service Provider for the Dorms with a more cost-effective solution
- Configuration of a backup Internet route for University Police and the Arena
- Complete Starbucks Connect network implementation
- Plan and execute SAP migration while maintaining the current environment
 - Plan and execute SAP database migration from DB2 to HANA
 - Install/Configure new SAP hardware (on-premises)
 - Upgrade AIX operating systems on the SAP servers
 - Complete the annual SAP end-of-year upgrade
- Research opportunities to use new technologies and various delivery models to support the long-term vision, objectives, and strategies of the university
- Leverage cloud technology where appropriate to provide scalable, agile, and resilient infrastructure

Enterprise Systems Goals

- **Access/Completion:**
 - Continue strategy evaluation for the NKU ERP system, student information system, and supporting technologies that support and improve student and employee experiences and outcomes
 - Support the migration from the current DB2 database to the HANA database
 - Review and collaborate for the ERP strategy with NKU VP of Admin and Finance, NKU ITPC, and NKU President
 - Plan for longer-term ERP project funding, including timeframes
 - 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 of security policies that address control monitoring and testing
 - Implement a Technology Vendor Management Policy documenting requirements for technical vendor relationships and ensure IT involvement in vendor assessments before entering into contractual agreements
 - Publish a Vulnerability and Patch Management Policy
 - Publish a Risk Acceptance Policy
 - Update the Acceptable Use Policy to include bring your own device (BYOD) provisions

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.

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.
 - Implement additional technical safeguards to decrease phishing, spam, and other malware threats, leveraging AI-driven and/or statistical model solutions where possible.
 - Continuously monitor and analyze security logs for suspicious activities, ensuring timely alerts are generated for potential security incidents.
 - Regularly monitor for vulnerabilities in software used by NKU, ensuring escalation of high risk vulnerabilities to be remediated.
- **Completion**
 - Conduct periodic internal and external audits to assess compliance with established policies, procedures, and regulatory standards.
- **Access/Completion**
 - Regularly review and update risk assessments, especially after significant changes in the IT environment or in response to incidents.
- **Completion/C&CE**
 - Implement robust user authentication and authorization procedures, including Multi-Factor Authentication (MFA) for students (note: funding dependent).
 - 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.
 - Enhance cybersecurity visibility across NKU's technology environment.
 - Formalize and regularly review litigation hold processes, ensuring they adhere to best practices for evidence preservation and chain of custody.
- **Access/Completion/C&CE**
 - Develop, operationalize, and periodically review an information security awareness program.

Training Goals

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

- Update myNKU Training Materials
 - Update all myNKU training materials (new screenshots, update processes, and wording)
 - Convert myNKU PDFs to webpages
 - Create new videos to replace videos on myNKU TechKnow (Canvas course)
- IT Website(s) Audit
 - 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
 - Create content about how LinkedIn Learning can be used in and out of the classroom
 - Utilize digital signage across campus to advertise IT services
- Further Collaborate with Marcomm to develop Employee intranet
 - Utilize inside.nku.edu as a news and information page
 - Include sections for newsletters, as well as the in-house solution developed to replace OneCampus