In 2017, Technology Services continued its mission of advancing technology at the University. Below are some highlights of the accomplishments for the year:

**COMPLETED PROJECTS**
- 2017 Classroom AV Upgrade – Upgraded 15% of the University Classrooms to the Crestron Platform
- Completed Phase I Windows 10 Upgrade for Student Labs
- Completed Phase II Windows 10 Upgrade for Faculty and Staff
- Completed the Networking in Lockett Hall – the Collaborative Education Facility for Distance Learning
- Completed the UCCX (Contact Center) Upgrade
- Created the SACSCOC Web Page
- Implemented Follett – the Online Campus Bookstore
- Migrated Banner to Amazon Web Services
- Completed the Border Gateway Protocol (BGP) Project to improve student Internet Traffic Routing
- Implemented Banner Document Management in Admissions, Finance and the Registrar’s Office
- Implemented SmartBear Testing Tool – The tool will standardize testing for new systems and upgrades
- Designed and deployed the President’s Inaugural Web Page
- Upgraded Recruiter, the Admissions System
- Formalized Mass Communications Streaming
- Upgraded Blackboard LMS
- Upgraded the C-Cure System – Security Management System
- Installed & Implemented Shavlik Patch Management System – Used to streamline patching for Windows systems
- Upgrade the Event Management System (EMS)

**IN-FLIGHT PROJECTS**
- Cardinal Payroll System – Phase I
- Banner 9 Upgrade
- Account Access Form Automation
- Courseleaf e-Catalog – Phase I
- Chrome River – Travel & Expense System
- Farm Network Upgrade
- Collegiate Link – Participation Tracker for Student Co-Curricular Activities
- EAB – Educational Efficiency System
- Student Conduct Project
- LIVETEXT – Strategic planning, assessment and institutional effectiveness application
- e-Learning – Integration between Banner and Blackboard
- e-Transcripts – Electronic Transcripts for Students and Alumni
SYSTEM SECURITY & RISK MANAGEMENT
- Completed the Security Audit for KRONOS Time Management System
- Completed the Security Audit for the University's Network Infrastructure
- Completed the Security Audit for Banner, the Student Information System
- Completed the Annual Incident Management Training and Desktop Exercise
- Applied Security Patches and System Upgrades to ensure Data Security

STAFF CERTIFICATIONS EARNED
- Travis Edmonds – Commonwealth of Virginia Information Security Officer Certification
- Arnechia Washington – Blackboard Transact Administration Certification (BTAC)
- David Knapp – Aruba Certified Switching Associate (ACSA)
- Hikaru Smith - Cisco Certified Design Associate (CCDA)
- Joan Washington CompTia – Security Plus Certification