

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