INFORMATION TECHNOLOGY

2022 YEAR IN REVIEW

Dear Colleagues and Friends,

Welcome to the New Year! In 2022, Information Technology (IT) experienced a year of growth, development, and upward momentum. In support of Reach Higher 2025, steps were taken to further implement the university's Digital Transformation (DX) Strategy. It is with the utmost gratitude that I offer my thanks and congratulations to our Division for their hard work, strategic thinking, and service-oriented approach. The following are several select highlights from 2022:

- Workday was selected as the new provider of enterprise applications for payroll, finance, and human resources at GVSU. Over 200 people across campus are engaged in planning for Workday's implementation in 2024. IT is supporting the Workday project on many levels including project management, change management, testing, and configuration.

- GVSU transitioned our self-hosted version of Blackboard to a new learning management system (LMS) - Blackboard's Learn Ultra. To keep the campus community informed of the migration timeline, training opportunities, and frequently asked questions the LMS migration website was created and is continually updated and referenced in mass communication and university presentations.

- Information Technology successfully transitioned all faculty and staff phones to Zoom Phone to consolidate three telephone systems down to a single communication platform for phone and messaging. 7,961 phone lines were migrated over 9 months, covering 125 buildings across all campuses and regional centers.

- Innovation & Research's Technology Showcase, located in the Mary Idema Pew Library Learning and Information Commons, engaged with over 10,000 visitors since January 2022. Several new technologies were introduced while continuing to support the university with 3D printing and VR technology for student and faculty projects.

- Information Technology developed an enhanced Technology Acquisition Policy in partnership with Finance and Administration and the Office of the Provost. Technology Acquisition's website has been updated with helpful information and current hardware and software supported by GVSU.

- From January 1, 2022, until December 31, 2022, Information Technology resolved 56,259 service tickets supporting a variety of needs of our students, faculty, and staff.

- The PMO (Project Management Office) and IT Services worked with Klein Consulting to lead the IT Kaizen Event - Transforming the IT Services Process at GVSU. A plan was developed with transformative recommendations including improving ticket flow by readjusting triage steps, improving student capability and productivity tools, identifying options for flexible surge capacity, and developing rollout and audit plans.

These and other highlights from 2022 can be found on our website.

Beginning next month, you will receive a brief monthly Information Technology newsletter highlighting current initiatives and opportunities for collaboration. Our hope is that you will find this a valuable and useful resource in your daily work at the university.

Thank you for your partnership and support in 2022 on behalf of all of us in the IT Division. It is with great excitement that we look forward to the new opportunities, projects, and collective progress in 2023.

Regards,

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Vice President for IT & Chief Digital Officer

GRAND VALLEY STATE UNIVERSITY