

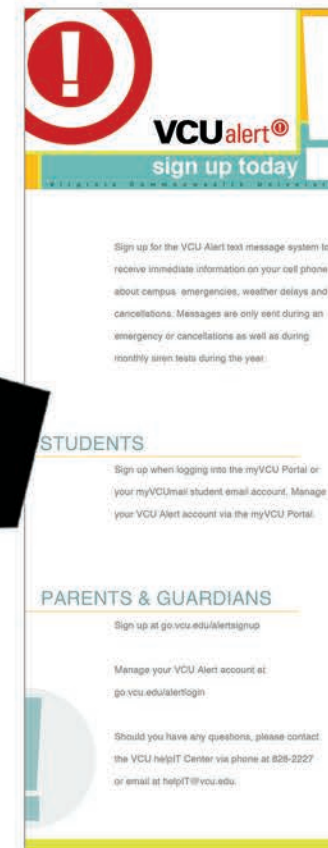
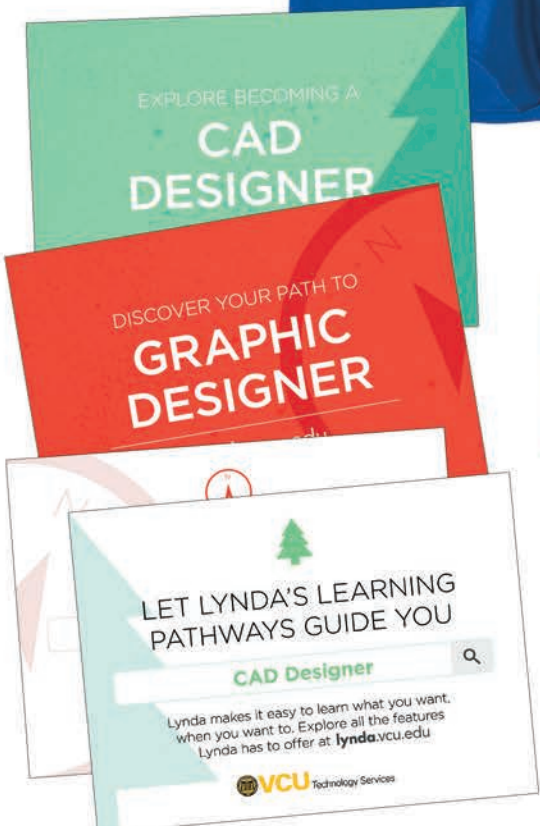
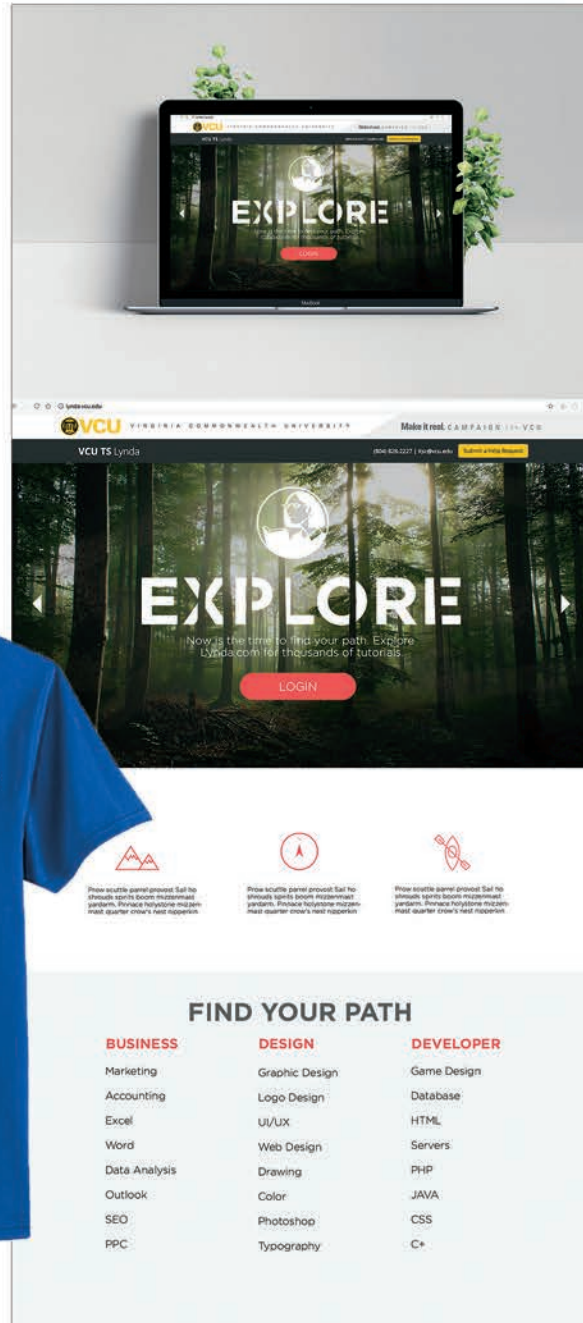


Sharing the Story

Strategic Communications

Promotions and Marketing

We develop branding awareness strategy campaigns for print, promotions, and digital applications.



Publications

Instructional guides are valuable communication tools in today's rapidly changing technology landscape. Each publication is designed for print and online readers.



VCU Technology Services 2021 Annual Report

VCU WIRELESS COVERAGE

BE CONNECTED

MONROE PARK CAMPUS

Wireless network at VCU consists of approximately 4100 access points throughout both MCV and the Monroe Park Campuses. Many buildings throughout the University are setup to provide fast and reliable wireless coverage to students, faculty and staff members.

These maps identify available wireless coverage in four categories of full, outdoor, limited, and no coverage at various locations throughout VCU.

For a complete listing and information on VCU wireless connectivity, visit: go.vcu.edu/wireless

FULL COVERAGE
Adequate coverage of wireless access is present throughout the building.

OUTDOOR COVERAGE
Wireless coverage across the university continues to expand.

LIMITED COVERAGE
Limited coverage is present where some floors of the building will have full coverage but some may have very little to no coverage.

NO COVERAGE

VCU Network Services Technology Services

Sign of the Times

Software and applications impact how we work each day at VCU.

DocuSign was implemented allowing recipients to open a document with an internet-enabled device, authorize, and save the document with an electronic signature.

DocuSign features include authentication services, user identity management, and workflow automation.

DocuSign Implementation Project The Procure Office lead the DocuSign pilot focusing on overall job request forms for Faculty, Recruitment and Retention.

Human Resources staff from the College of Humanities and Sciences, and the School of Engineering participated in the pilot as departmental representatives.

Dining
Campus Services and Web Services successfully launched a new Dining Enrollment System for fall and spring semesters. 18,000 meal plan subscriptions for the fall semester and 7,000 in the spring semester.

Identity and Access Management (IAM)
Enacted the IAM RFP with the intent to award for Fisher International, an IAM company specializing in higher education.

LANDesk Service Desk is the ticketing system used by the IT Support Center and many technicians across VCU to ensure problems are resolved in a timely manner.

64,303 requests
14,721 incidents
14,818 password reset requests
2,928 tasks
2,254 change requests

Portal Logins
6,979,885 with 27% from mobile devices.

Self-Service Password Resets
28,200

Parking
Support the administration of parking permits for 10,000 faculty/staff annually and 6,000 student permits per semester.

Email
1.5 billion pieces of spam emails filtered.

ImageFlow is a secure, user-friendly document imaging and workflow management tool that allows customers to easily create, organize, and manage documents.

1.76 million document pages created in fiscal 2017.

TerminalFour is VCU's web content management platform. Six new e-commerce storefronts were enabled.

The number of new websites now being managed by TerminalFour has grown by 132%, bringing the total to 372.

VCU Attendance
Support the tracking for attendance of 5,678 students in 287 course sections was managed representing a 15% increase over the previous year.

VCU FileLocker allows customers to easily share large files with others inside and outside of the VCU community.

1.2 TB of data was archived securely via 38,000 file uploads.

Annual Report 2018

Campus Connected

VCU Technology Services

IDEAS WITHOUT ACTION AREN'T IDEAS. THEY'RE REGRETS.

STEVE JOBS

OCTOBER 2019

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
29	30	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31	1	2

Application Services, cont.

- 176 training attendees in Records Management from 48 campus departments
- \$32,917,734 received using a custom-developed AM billing module, with 104,442 transactions passed to Banner
- 22,549 unique logins to Facilities Self Service
- 25,738 Facilities Self Service customer requests
- 21,065 PlanAcess record drawing, archive retrieval, database document searches

Fiscal and Administrative Services

- 389 Service Recovery transactions
- 562 Procurement transactions
- 75 Service Level Agreements
- 35 Engineering and Design projects
- 16 events coordinated

Information Security

- 31,336 security threats detected and mitigated

IT Service Management Office

- 57,255 Incident and Request records processed in Cherrill
- 1,100 Change requests processed in Cherrill

Network Services

- \$300,000 saved over three years via reduction of overall maintenance costs for the network
- 38,400 concurrent VPN users, peaking at almost 2,000 daily in May 2019
- 4,102 cloud-based wireless access points online
- 158,010 unique devices connected to the wireless network and transmitted 4.212 TB of data
- 41,429 unique clients connected to Guest wireless
- 898 surveillance cameras converted to Meraki
- 2,532 network related tickets resolved

Technology Support Services

CAMPUS CARD SERVICES

- 3,638,535 point of sale transactions totaling \$14,436,463
- \$9,489,744 in credit card sales
- 11,977 service tickets closed
- 50 renovation access control projects completed
- 9 buildings converted to Cloud access control

ENDPOINT COMPUTING

- 929 total cameras deployed for the Meraki camera project, with 429 deployed since the beginning of the year

IT SUPPORT CENTER

- 60,328 customer contacts handled
- 93.6% customer satisfaction rating
- 185% of normal call volume during the onset of the COVID-19 response
- 96.5% of calls answered in call center

IT Service Management Office

- Launched the Cherrill Service Management incident and request system in December and prepared Cherrill HR Case management for launching in early FY 2021
- Created a collaborative partnership with the School of Medicine to aid in the development of the Cherrill Knowledge Management module for an incident and request system.

DESKTOP SERVICES

- Migrated all customers from Sophos Antivirus to Microsoft System Center Endpoint Protection for Windows and Clearya for macOS
- Transferred all customer devices to Microsoft Endpoint Configuration Manager for management for imaging, deployments, patching, and application installations
- Transferred all iOS and Android devices to MacSaaS and Jamf Pro mobile device management services.

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Find homework help, a new hobby, or your next passion project with thousands of available courses. Visit li.vcu.edu to get started.

in LEARNING

VCU Technology Services

2020 ANNUAL REPORT

IN THE NUMBERS

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2013-2014 Annual Achievements

VCU Technology Services

VCU

Forward Report 2014-2015

VCU Technology Services

OPTIMIZATION FORWARD

VCU Technology Services The 2016 Annual Report

VCU

OptimizationForward 2017 Annual Report

VCU Technology Services

Annual Report 2018

Campus Connected

VCU Technology Services



Photography

With Richmond as the backdrop, the urban campus of Virginia Commonwealth University breathes with an abundance of life, diversity, and inspiration.

These elements provide an exceptional opportunity to capture the essence of the university and the commitment to excellence that VCU contributes to the community.



Strategic Communications

Our communication team takes pride in sharing the story of innovative advancements with the VCU community.

We design and deliver content across multiple channels with a legible voice to reach and educate our diverse academic audience.