In 2013 we vastly improved our communications with campus, especially the IT community and the IT Directors.

<table>
<thead>
<tr>
<th>Messages to IT Community</th>
<th>2012</th>
<th>2013</th>
<th>% Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>From CIO + Communications</td>
<td>49</td>
<td>94</td>
<td>92%</td>
</tr>
<tr>
<td>from Tech Desk</td>
<td>0</td>
<td>22</td>
<td></td>
</tr>
<tr>
<td>Total messages to IT Community:</td>
<td>49</td>
<td>116</td>
<td>137%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Messages to IT Directors</th>
<th>2012</th>
<th>2013</th>
<th>% Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>From CIO + Communications</td>
<td>17</td>
<td>57</td>
<td>235%</td>
</tr>
<tr>
<td>from Tech Desk</td>
<td>8</td>
<td>4</td>
<td>-50%</td>
</tr>
<tr>
<td>Total messages to IT Directors:</td>
<td>25</td>
<td>61</td>
<td>259%</td>
</tr>
</tbody>
</table>

Message count includes general, new service, and outage announcements and meetings and event notices.

UO Technology Listening Tour

Melissa Woo and colleagues from UO Libraries visited with 25 groups of students, faculty, and staff to hear what works well and what needs improvement in the world of IT. Below are two of the word clouds based on that input.

CMS Website Hosting

is a new service we launched to a limited audience in 2013. We added 10 websites to this hosting service during the first 5 months the service was available.
Improving Decision-Making

IT Service Management

In 2013, Information Services launched its IT Service Management program to make processes repeatable and predictable and to improve customer service. This program includes training for 24 IT staff across campus, greatly increasing the number of ITIL-certified staff. (ITIL is a version of IT Service Management.)

Integrated Data and Reporting

This program expansively increases the university’s ability to make data-driven decisions by getting accurate data in front of the eyes of the university decision-makers in departments, schools, colleges, and administration. A joint program with staff across campus, IDR will also replace the aging Data Warehouse.

IS staff with management and leadership training

- 2013:
  - +2 employees attended the Leadership Institute
  - +1 employee attended the Management Institute

- 2012 and earlier:
  - 2 employees with Management and Leadership Training

IDR usage in 2013

- Enterprise reports: 74
- Non-Enterprise reports: 1378
- Report Users: 82
- Report Writers: 71

Technology Councils and Advisory Groups

In 2013, we created three groups to complete a set of advisory groups and councils meant to guide the strategic use of technology on campus. Two groups, IT Directors Advisory Council and the Educational Technology Steering Committee, were already in existence.
Supporting Teaching and Learning

Number of WiFi devices owned by UO students in 2013

- 1.2% Do not own a mobile device
- 47.5% own 3+ devices
- 42.5% own 1-2 devices

Source: 2013 EDUCAUSE Center for Analysis and Research survey of University of Oregon undergraduates. See it.uoregon.edu/ecar-it-survey

Wireless Enhancement Project

- Legacy gear replaced in 2013: 348
- Current total production gear: 1382
- % of units replaced in 2013: 25.2%

Replacing the oldest 25 percent of the wireless equipment gives us a more robust set of hardware that is easier to manage. That, in turn, provides a more stable wireless experience.

Eduroam: Connected Clients

Eduroam is a world-wide wireless service for faculty, staff, and researchers. Through our eduroam membership, visitors can use UO wireless without the hassle of a guest account, and UO affiliates can log in to wireless at other member institutions using their own credentials. UO joined in mid-2012.
Server Virtualization

Information Services aims to find efficiencies through technology, and our server virtualization service accomplishes that goal with a projected savings of $2.1 million in 2013 alone.

Server virtualization puts many more servers in the same physical space and costs a fraction of old-style servers in cooling, electricity, space, and capital outlay.

<table>
<thead>
<tr>
<th>2013 FIGURES</th>
<th>STAND-ALONE PROJECTION</th>
<th>VIRTUAL MACHINES (VMs)</th>
<th>SAVINGS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rack space:</td>
<td>31 units</td>
<td>2 units</td>
<td>29 units</td>
</tr>
<tr>
<td>Power consumption:</td>
<td>214.55 kw</td>
<td>10.85 kw</td>
<td>203.7 kw</td>
</tr>
<tr>
<td>Cooling used:</td>
<td>62 tons</td>
<td>5 tons</td>
<td>57 tons</td>
</tr>
<tr>
<td>Total power used:</td>
<td>449 kwh</td>
<td>31 kwh</td>
<td>418 kwh</td>
</tr>
<tr>
<td>Equipment Cost:</td>
<td>$2,452,000</td>
<td>$620,000</td>
<td>$1,832,000</td>
</tr>
<tr>
<td>Annual power costs:</td>
<td>$329,044</td>
<td>$22,718</td>
<td>$306,326</td>
</tr>
<tr>
<td><strong>Annual Totals:</strong></td>
<td><strong>$2,781,044</strong></td>
<td><strong>$642,718</strong></td>
<td><strong>$2,138,326</strong></td>
</tr>
</tbody>
</table>

Key Academic Customers:
- School of Journalism and Communications
- College of Arts and Sciences
- College of Education
- School of Law
- School of Music and Dance
- School of Architecture and Allied Arts

Key Administration Customers:
- Division of Student Affairs
- Athletics
- Business Affairs
- UO Libraries
- Advancement
- Vice President of Finance and Administration