

VISION

To be the preferred IT provider for LSU Health by delivering superior and innovative information technology services that enhance teaching, training, clinical care, research, community service, and business processes.

We believe in going
THE EXTRA MILE.

2016 IT in Review

Major IT Accomplishments

VISION

To be the preferred IT provider for LSU Health by delivering superior and innovative information technology services that enhance teaching, training, clinical care, research, community service, and business processes.

We believe in going
THE EXTRA MILE.

2016 AV GROUP

- Designed and implemented AV for the
 - Dental School Pre-Clinical Lab
 - Dental School Simulation Lab
 - Crestron System in the IT Conference Room
 - Orthopaedics Videoconferencing cart
- LiveStreamed the May 2016 graduation events
- Worked on 18 video production jobs of which 10 have been completed
- Supported 20 Mediasite lecture capture systems, 83 installed AV systems, 7 video carts, and 13 videoconferencing rooms across the LSUHSC – NO campus
- Handled close to 500 videoconferencing sessions
- Serviced over 2,000 AV events

VISION
To be the preferred IT provider for LSU Health by delivering superior and innovative information technology services that enhance teaching, training, clinical care, research, community service, and business processes.

We believe in going
THE EXTRA MILE.

2016 CUSTOM APPS GROUP

- Upgraded the Moodle learning management system (LMS) to version 3.1
- Implemented School of Nursing Alumni email in the Microsoft Office 365 cloud (user@alumni.lsuhscc.edu) – Pilot for School of Medicine and Allied Health in progress
- Implemented security changes for Microsoft O365 by updating auto-provisioning
- Upgraded the Budget System
- Wrote and implemented an Applicant Tracking System
- Rewrote the Compliance Knowledge Delivery System (KDS) to a mobile-friendly version
- Wrote and implemented a Community Outreach application
- Wrote and implemented a Network Guest Access system for visitors
- Wrote and implemented ResNet, a registration system for the student wireless network in St. Stanislaus and Residence Hall
- Wrote and implemented PunchClock, a mobile app for time clocking
- Upgraded the Demographic Group Synchronizer (DGS) app
- Enhanced workflow for the Mass Email System
- Upgraded the Malware Incident Tracking System (MITS) with functionality previously provided by an defunct open source app
- Migrated multiple applications from Microsoft SQL Server version 2005 to 2012 or 2014
- Upgraded the Facilities Work Request System, Maintenance Connection to version 6.0
- Supported 72 applications, 9 vendor applications, and 43 data feeds

VISION

To be the preferred IT provider for LSU Health by delivering superior and innovative information technology services that enhance teaching, training, clinical care, research, community service, and business processes.

We believe in going
THE EXTRA MILE.

2016 DBA GROUP

- Migrated all SQL 2005 databases to SQL 2012 or 2014
- Upgraded all Microsoft SQL PeopleSoft HR and Student databases to SQL 2014
- Upgraded all Microsoft SQL PeopleSoft Financials development databases to SQL 2014
- Upgraded PeopleSoft HR and Student PeopleTools databases to version 8.54
- Implemented a Moodle Learning Management System (LMS) archive server database
- Setup and upgraded MySQL Enterprise Monitor and a MySQL production instance
- Implemented SQL Server for
 - Microsoft System Center configuration Manager (SCCM)
 - The NCR Counterpoint system for Auxiliary Enterprises
 - A PeopleSoft Financials report server
- Participated in a SQL Rap session with follow-up remediation and on-going work to ensure a SQL Server is performing optimally
- Supported over 900 databases and 87 SQL Servers

VISION
To be the preferred IT provider for LSU Health by delivering superior and innovative information technology services that enhance teaching, training, clinical care, research, community service, and business processes.

We believe in going
THE EXTRA MILE.

2016 EMAIL AND WEB GROUPS

- Implemented mailboxes for new students in the Microsoft Office 365 cloud
- Upgraded the email archiving system
- Implemented School of Nursing Alumni email in the Microsoft Office 365 cloud (user@alumni.lsuhscl.edu) – Created a pilot for School of Medicine and Allied Health to test.
- Implemented campus maps on the website
- Modified the IPTV solution to be compatible with Cox “Going All Digital Initiative”
- Added digital signs for Wayfinding in the Allied Health / Nursing Building
- Replaced Webevents with Exchange Calendars
- Implemented the Mobile UMC Shuttle Tracking app
- Replaced SHA-1 SSL with SHA-2 to improve web security
- Created a web best practices guide that includes responsive design
 - <http://www.lsuhscl.edu/admin/it/web/bestpractices.aspx>
- Upgraded the web environments for PeopleSoft upgrades
- Automated standard mass emails
- Purged inactive student mailboxes from the email archive for a cost savings
- Managed over 100 websites, 5,000 ActiveSync devices, 31 million messages, 22 million spam messages, and over 7,000 mailboxes

VISION

To be the preferred IT provider for LSU Health by delivering superior and innovative information technology services that enhance teaching, training, clinical care, research, community service, and business processes.

*We believe in going
THE EXTRA MILE.*

2016 ENTERPRISE INFORMATION SECURITY

- Implemented Varonis on 50 servers to track changes and access to sensitive data
- Took part in the Department of Homeland Security (DHS) Cyber Resilience Review for LSUHSC
- Implemented dual factor authentication as needed to fulfill federal standards for a research project in School of Public Health
- Upgraded the access control system, C-Cure, to version 2.5
- Upgraded over 20 Microsoft Active Directory domain controllers to version 2012 R2
- Migrated the Microsoft Active Directory Federation Services (ADFS) to Microsoft Azure Authentication
- Implemented security for Microsoft SharePoint
- Cleaned up and managed thousands of service and vendor accounts
- Implemented security for NCR Counterpoint
- Cleaned up security for Mediasite lecture capture servers
- Implemented security auditing in PeopleSoft HR to audit all changes made to user security
- Upgraded the Splunk log capture system
- Managed security for over 23,000 user accounts, 6,000 service accounts, 13 applications, 30 VPNs, hundreds of malware incidents, and 4 fire walls that blocked over 2,500 viruses

VISION

To be the preferred IT provider for LSU Health by delivering superior and innovative information technology services that enhance teaching, training, clinical care, research, community service, and business processes.

*We believe in going
THE EXTRA MILE.*

2016 HELP DESK / BACKUP GROUP

- Upgraded the enterprise disk backup system for a net savings of \$200,000 over 5 years and significantly reduced backup times and tape usage
- Upgraded the Networker backup software
- Upgraded the Whatsup server to Microsoft Server OS 2012 and SQL Server 2014 and the network monitoring system to version 2015 and later to version 2017
- Implemented backups in preparation for the upgrade to Exchange 2013
- Merged the School of Medicine Help Desk with the Enterprise Help Desk
- Handled over 9,000 help desk cases
- Backed up over 7,000 TB of data
- Performed the annual Exchange Email Archive System backup

VISION
To be the preferred IT provider for LSU Health by delivering superior and innovative information technology services that enhance teaching, training, clinical care, research, community service, and business processes.

*We believe in going
THE EXTRA MILE.*

2016 NETWORK AND TELECOM GROUPS

- Implemented a wireless network (ResNet) for students in St. Stanislaus and Residence Hall to replace Cox Internet
- Applied for and awarded an NSF Grant Award for \$500,000 to upgrade the networks in MEB and CSRB
- Added a secondary Internet access route to LONI at DPS through Level 3
- Replaced the 1 Gb circuit from DPS to LSU Frey building and a 20 Mbps cox circuit at Lafayette Dental resulting in annual cost savings for both
- Upgraded the border router at the Department of Public Safety (DPS)
- Implemented networking for the Dental Inter-Professional Clinic
- Implemented networking for the new Dental School Simulation Lab
- Increased the bandwidth to the Dental School and lowered the annual cost
- Moved Centrex telephone lines to Voice over IP in the Lions Eye Center, Residence Hall, St. Stanislaus, and the Foundation Building resulting in annual savings to departments
- Managed 41 data circuits, 911 network electronic devices, 2 Internet connections, and 24 DNS servers

VISION

To be the preferred IT provider for LSU Health by delivering superior and innovative information technology services that enhance teaching, training, clinical care, research, community service, and business processes.

We believe in going
THE EXTRA MILE.

2016 PEOPLESOFT STUDENT DEV GROUP

- Implemented Tops Award Changes
- Implemented Self Service improvements:
 - Added Change of academic status functionality
 - Added student Invoices
- Automated student fee reminders to be sent prior to the start of their session
- Created the SACS Benchmark Reports to assist Financial Aid with meeting goals for loan disbursement and counseling
- Implemented an LMS (Adobe Connect Learning) Interface to facilitate Compliance training for Shreveport students
- Supported over 3,000 students in the Campus Solutions system

VISION
To be the preferred IT provider for LSU Health by delivering superior and innovative information technology services that enhance teaching, training, clinical care, research, community service, and business processes.

We believe in going
THE EXTRA MILE.

2016 PEOPLESOFT FINANCIALS DEV GROUP

- Upgraded PeopleSoft Financials to version 9.2
- Implemented Supplier Contract Interface for E-CAT State Contract System
- Rewrote the PeopleSoft Launcher for Citrix
- Implemented voucher mass maintenance for the bulk processing of vouchers
- Implemented SciQuest pre-provisioning for new employees
- Supported over 800 production PeopleSoft Financials end users

VISION

To be the preferred IT provider for LSU Health by delivering superior and innovative information technology services that enhance teaching, training, clinical care, research, community service, and business processes.

*We believe in going
THE EXTRA MILE.*

2016 PEOPLESOFT HR DEV GROUP

- Implemented Fair Labor Standards Act (FLSA) changes for converting a Monthly to a Biweekly payroll
- Upgraded PeopleSoft PeopleTools to version 8.54
 - Adapted Query-to-Access functionality for PeopleTools 8.54
- Implemented an interface to Retirement Manager
- Implemented an interface to Equifax
- Implemented security auditing in PeopleSoft HR to audit all changes made to user security
- Enhanced Self Service functionality:
 - Automated Leave Certification
 - Added W2s online
 - Added Affordable Care Act (ACA) 1095 and 1094 forms online
- Supported over 5,800 active employees in the HR system

VISION

To be the preferred IT provider for LSU Health by delivering superior and innovative information technology services that enhance teaching, training, clinical care, research, community service, and business processes.

*We believe in going
THE EXTRA MILE.*

2016 ENTERPRISE SERVER GROUP

- Upgraded all of Citrix Desktops and PS Desktops from XenApp 6.0 to 6.5
- Retired or replaced more than half of the Microsoft Server 2003 operating systems no longer being supported by Microsoft
- Migrated several legacy Citrix published apps from old Server 2003/XA5 servers to newer Server 2008 R2/XA6.5 servers
- Continued the upgrade of backup servers from 1 Gb to 10 Gb Ethernet
- Devised and set up a means for LSU physicians to get to UMCNO's virtual desktop infrastructure (VDI), by using LSUHSC's Citrix as a gateway
- Replaced/upgraded all PeopleSoft HR and Student servers with Server 2012 R2 OS's for the PeopleTools upgrade
- Provided support for the PS Launcher upgrade project
- Built "PH-BIGDATA" server for Dr. Lin of SoPH: (RED HAT using AD and Duo)
- Migrated virtual machines (VMs) off of the legacy "Chassis 2" at DPS, to newer supported resources

VISION

To be the preferred IT provider for LSU Health by delivering superior and innovative information technology services that enhance teaching, training, clinical care, research, community service, and business processes.

*We believe in going
THE EXTRA MILE.*

2016 ENTERPRISE SERVER GROUP

- Researched and proposed various strategic options for a DPS SAN storage refresh, to be completed in by at least FY2018
- Completed the upgrade and conversion of the Library's MUSES server from physical to virtual
- Rebuilt several NVR (Security video) Servers
- Updated the RCB fiber fabric to 8 Gbps and consolidated to fewer and newer fiber switches
- Continued the virtualization of physical servers
- Provided support for the replacement of AELINUX/Integrasoft with NCR Counterpoint (still underway)
- Supported the upgrade of the Nearpoint e-mail archive, and the ongoing upgrade of Exchange
- Managed close to 500 servers and over 190 TB of SAN data

VISION

To be the preferred IT provider for LSU Health by delivering superior and innovative information technology services that enhance teaching, training, clinical care, research, community service, and business processes.

*We believe in going
THE EXTRA MILE.*

2016 VCAF PC SUPPORT GROUP

- Upgraded the Pay-Per-Print system
- Rebuilt and upgraded Microsoft System Center Configuration Manager (SCCM) for Windows 10 support
- Upgraded the HDC virtual desktop infrastructure (VDI) software environment for the ALH/HDC Testing Center
- Converted from Symantec Endpoint Encryption (SEE) to Microsoft BitLocker Encryption for VCAF systems and worked with school and division IT supporters on their conversion to BitLocker Encryption
- Provided SCCM and Microsoft Forefront Endpoint Protection (FEP) anti-virus and anti-spyware system support for over 5,000 systems
- Provided hardware support for 37 digital sign channel players and meeting minders
- Provided primary end user support to over 400 end users