

IT 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.**



# LSUHSC-NO IT

## 2017 Current Projects

## 2017 Project Goals

6/7/2017

IT 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.**

# 2017 IT Projects And Goals

- **AV PROJECTS AND GOALS**
  - Implement an AV solution for AHSon Lecture Hall B
  - Dental School Simulation Lab AV implementation
  - Dental School 7401A1 AV implementation
  - LEC 715 AV implementation
  - Design of Team-Based-Learning area
  - Design MEB MDL refit
  - Migrate videoconferencing endpoints from VCS Expressway to Call Manager underway

IT 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.

# 2017 IT Projects And Goals

- **CUSTOM APPLICATIONS (CA) PROJECTS**
  - Applicant Tracking System V2
    - Working to add new administrative functionality
  - School of Medicine Website Responsive Design
    - Working to convert all SoM web sites to responsive design
  - CCURE Upgrade
    - Access Control and ID Badging V2.5 upgrade
  - IntegraSoft Archive for Auxiliary Enterprises
    - Extract accounting data from legacy application and build query interface
- **CA GOALS**
  - Telecom VOIP improvements
  - Implement Moodle plugins and upgrades as needed
  - Implement signatures for student badges
  - Rewrite CRS to support web and mobile devices
  - Improve reporting for the Compliance knowledge delivery system (KDS) and add video support

IT 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.**

# 2017 IT Projects And Goals

- **DBA PROJECTS**

- Apply PeopleTools 8.55 to PeopleSoft Financials development and production systems
- Migrate SQL 2005 databases to SQL 2012 or 2014
- What's Up upgrade

- **DBA GOALS**

- Install and setup SQL 2016 development and production servers
- Upgrade SQL to 2014 on PS9FSRPT01 and PS9FSSQL01 database servers
- Provide assistance with PeopleSoft HR upgrade to 9.2
- Implement other DBMS technologies to aid with research, development and applications, depending on the requirements and priorities of the projects (i.e. NoSQL - flexible schema that evolves over time, in-memory – improves performance, multi-model – multiple database technologies). To be used with data analytics and big data.
- Provide assistance and upgrades for the All Scripts application upgrade to 17.1

IT 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.**

# 2017 IT Projects And Goals

- **EMAIL/WEB PROJECTS**
  - Exchange 2013 migration using service center resources
  - Website redesign
  - Implement OneDrive (Office 365)
  - Roll out SharePoint Online (Office 365)
  - Expand Office 365 alumni email to include more schools
  - Expand digital signage wayfinding to include RCB building wayfinding
  - Convert web development servers into a farm for better testing
  - Research Identity Finder for finding sensitive data on websites
- **GOALS**
  - Survey Office 365 email users/supporters for migration of N.O. student mailboxes to Office 365
  - Migrate off of the BlackBerry Enterprise Server
  - Consolidate HCSD/N.O. Exchange environments
  - Replace web analytics solution
  - Upgrade digital signage software
  - Upgrade Microsoft IIS
  - Implement SSL on all sites and explore Let's Encrypt SSL solution
  - Evaluate hosted web server options (Azure web site-hosting for high availability)
  - Research Off-the-Shelf Content Management Systems
  - Research Microsoft Intune for mobile device management

IT 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.**

# 2017 IT Projects And Goals

- **ENTERPRISE INFORMATION SECURITY (EIS) PROJECTS AND GOALS**
  - Multi-factor authentication
  - NCR Counterpoint security implementation for Auxiliary Enterprises
  - C-Cure upgrade to v2.5
  - Varonis security monitoring of over 50 servers
  - DHS Cyber Resilience Review
  - LCRC Firewall Replacement
  - Microsoft Azure
  - Office 365 / Sharepoint / OneDrive
  - Data loss prevention
  - Service/vendor account cleanup
  - Pulse Secure (VPN) upgrade
- **EIS GOALS**
  - Splunk upgrade
  - LAPS (Local Administrator Password System) Provides management of local account passwords of domain joined computers.
  - Virtualize EIS servers as hardware support ends
  - UBA (User Behavior Analytics)

IT 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.

# 2017 IT Projects And Goals

- **ENTERPRISE NETWORKING PROJECTS**

- ALH Lecture Hall B network
- CC\* Grant award to replace MEB 5-7 and CSRB 4-7 switches (1/10/40Gbps), upgrade border router, and create Science DMZ
- Dental School Annex Building and simulation lab network
- Relocation of LHN clinics to the Medical Office Building on Gravier Street
- Replace RCB end of life top-of-rack (ToR) switches
- Replace LEC and CEB end of life building core routers
- Upgrade DPS ToR to 10 Gbps uplink ports to improve backup times

- **ENTERPRISE NETWORKING GOALS**

- Collaborate with researchers on grant opportunities, LSUHSC departments, LONI Advisory Groups, and network vendors
- Implement MEB 3<sup>rd</sup> floor re-wiring to support Team Based Learning
- Work with LONI to implement fiber between RCB and LCRC and to MEIC Baton Rouge for cost savings
- Investigate SD-WAN solutions for possible use at Dental School and LHN facilities to save money
- Survey students to identify areas on campus where wireless is needed
- Survey students to identify issues and improvements for ResNET

IT 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.*

# 2017 IT Projects And Goals

- **ENTERPRISE SERVER PROJECTS**
  - Support the Upgrade of Exchange with new Multi-Role (MR) Exchange server VM's
  - Work to Upgrade, Replace, or Retire as many lingering Server 2003 servers as we possibly can.
  - Migrate last 5 remaining VM's off of DPS Chassis 2, which went out of support in 3/2016. Also virtualize PHARMDB-PRD, so it can be moved out of Chassis 2, and retire Chassis 2.
  - Purchase, install and configure 4 new additional blade servers for RCB Chassis 2, in order to pave the way for a virtualized and upgraded Aperio system, and/or to migrate as many critical VM's off the aging RCB Chassis 1 and its blade servers as possible.
  - Assist AE with replacement of AELINUX Point of Sale system with NCR-SRV.
  - Work with LHN to provide servers for the Allscript's upgrade.
- **ENTERPRISE SERVER GOALS**
  - Overhaul DPS Compellent SAN 1, by replacing older Storage Controllers and drive enclosures, and replace some or all Tier-1 with SSD.
  - Upgrade older Storage Controllers on DPS Compellent SAN 2.
  - Migrate VM's off Chassis 3 to Chassis 5 by July, 2017.
  - Enterprise Vault File System Archiving – Current version (v.9) reaches EOS 8/ 2017
  - Purchase and install final 3 additional blade servers with VMWare to add to DPS Chassis 5, to allow migration of all VM's off Chassis 4 to Chassis 5 by February, 2018

IT 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.**

# 2017 IT Projects And Goals

- **HELP DESK PROJECTS**
  - Whatsup upgrade to 2017 (started)
  - Backup tape encryption
  - Replace backup servers hardware
  - Upgrade New Orleans backup server to 10Gb NIC
  - Upgrade backup software, Networker, to 8.2 ( servers 1/3, about 80% on maple-no)
  - Ongoing Help Desk web page updates
- **HELP DESK GOALS**
  - Implement a tape location database and scanners
  - Research a backup-to-disk/cloud project
  - Implement Help Desk chat (if possible)

IT 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.



# 2017 IT Projects And Goals

- **PEOPLESOFT FINANCIALS PROJECTS**
  - 1099 Patches and processing (patch release is in November)
  - Voucher Approval Workflow
  - Counter Point interface into PeopleSoft Purchasing
  - Account Balance Report (Pending final review and approval from Ben)
  - Grants Self-service Time/Effort Certification and Approval Workflow
  - PeopleTools 8.55 upgrade
  - Feasibility study of Departmental use of Asset Module for sub-\$1000 assets
  - Process scheduler and report manager table cleanup
  
- **PEOPLESOFT FINANCIALS GOALS**
  - Voucher Approval Workflow
  - Counter Point interface into PeopleSoft Purchasing
  - Grants Time/Effort Certification Self-service
  - PeopleTools 8.55 upgrade
  - Process scheduler and report manager table cleanup
  - AP Online Payment Request and Approval Workflow
  - Automate distribution of Custodial Certification for Movable Equipment forms
  - Refine Query Access Group Security
  - Implement AP Work Center
  - Implement GL Work Center
  - Email Notification for Requisition Approval Process

IT 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.**

# 2017 IT Projects And Goals

- **PEOPLESOFT HR AND CS PROJECTS**
  - W2's – Print 2016 w2 forms
  - ACA Patches and Forms – Apply ACA patches and print 2016 ACA forms
  - Print 1098 student forms
- **PEOPLESOFT HR AND CS GOALS**
  - Upgrade HCM to v9.2
  - Add more PER forms online

IT 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.

# 2017 IT Projects And Goals

- **TELECOM PROJECTS AND GOALS**

- VoIP

- February 15th – CEB
- February 22nd – MEB Floors 1 – 4 & CSRB Floors 1 – 3
- Late spring 2017 – CSRB Floors 4 - 7 & MEB Floors 5 – 7
- Fall 2017 – Allied Health / Nursing Building
- Spring 2018 – Dental School
  - \*\*The Dental School Annex Building will go live on VoIP upon completion of construction.

- iPhone Project

- 121 deployed as of 1/13/17.
- 155 remaining to deploy (including 49 IT and 44 Facility Services)

IT 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.**

# 2017 IT Projects And Goals

- **VCAF PC SUPPORT PROJECTS AND GOALS**
  - Upgrade 1/3 of the department laptops
  - Conversion of all systems from Symantec to Bitlocker encryption and shut down Guardian Edge server and database.
    - VCAF systems are complete. We need the other support areas to finish their systems.
    - Target date for shutting down the GE server of June 30'th.
  - Convert VCAF systems to Windows 10.
    - All new systems will be deployed with Windows 10 moving forward unless there is a specific reason Windows 7 is still required.
    - Reasons should only include hardware and software compatibility.
    - Existing systems will be migrated as we can.
  - Centralized encryption management using Dell Data Encryption for MACs and non-domain laptops

IT 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.**

# 2017 IT Projects And Goals

- Research business analytics
- Implement the campus wide Information Technology (IT) Committee
- Chair the Louisiana Optical Network Infrastructure Executive Management Committee and the Management Council.
- Investigate additional ways to proactively monitor and alert on breaches to the LSUSHC-NO network.