Letter From KU IT to the university.

KU with Unclassified Professional Staff (UPS) and Affiliate Employee access on their last day as with security best practices. KU this year began discontinuing University Support Staff access to the university. Historically, KU's practice has been to continue access for staff, faculty and students for a period after they leave the university. KU IT began creating Service Experience Councils this year to ensure campus customers and partners in helping guide our efforts through the creation of Service Experience Councils. In addition to improving our academic services with Canvas, we also took significant steps in recent memory. We announced in February that KU would end its relationship with Blackboard. As an institution, KU is committed to making all content accessible in order to create an equitable experience for everyone. Ally for LMS and Ally for Web help us do that both in our platform.

KU IT worked in partnership with Human Resource Management to upgrade the HR/Pay platform. KU IT continued working with campus units this year to migrate their websites to our new CMS Sunflower platform to replace our previous Drupal 7 system. The upgrade also improved the mobile usability of the system. The new interface uses tiles for accessing information, rather than the menu navigation structure in the old system. The upgrade also improved the mobile usability of the system. The new interface uses tiles for accessing information, rather than the menu navigation structure in the old system.

KU IT also began developing service level agreements (SLAs) to define and formally document the services provided by KU IT for the campus community. Visit the IT Governance website to learn more about the Service Experience Councils and SLAs.

Cybersecurity

KU IT partnered with the SANS Institute, a leader in cybersecurity training. As part of National Cybersecurity Awareness Month, employees are required to complete the cybersecurity awareness training each year. The 12 mini-courses that are each 2-3 minutes in length. IT security is a priority at KU, and all faculty and staff were successful.

Expanded Duo Use Protects KU Systems

KU faculty and staff used Duo to log in to KU systems 3.6 million times in 2021. Duo provides strong protection but is also easy to use: 96.6% of authentication attempts by KU faculty and staff used Duo to log in to KU systems.

KU IT began requiring these partners to use Duo when logging into protected platforms.

Turning Technology into Accessible Content

Our knowledgeable IT accessibility experts are working to make KU content accessible. They are removing barriers to entry and making KU content more accessible and flexible. Ally works in two ways: it evaluates content in Canvas, Blackboard and on websites, and it works directly with course creators. Ally works in two ways: it evaluates content in Canvas, Blackboard and on websites, and it works directly with course creators.

Customer Service Center

Service tickets for the customer service center have increased 26% over the past year. Tickets for IT projects have increased 37% over the past year. Current IT projects are up 26% over the past year. We have also worked on expanding our customer service hours and adding additional resources to our customer service center.

Key Projects in 2021

Expanded Sunflower for KU Websites

KU IT created a transition plan that provides instructors with the flexibility to decide how much time to migrate their courses before our Blackboard contract ends. In fall 2021, 38% of KU courses using a learning management system from Blackboard to Canvas. This change brings KU into most campus systems.

IT Strategic Council

All of the Service Experience Councils will make recommendations and report outcomes to an IT Strategic Council, which is responsible for developing the overall IT strategy for the university. KU IT also began developing service level agreements (SLAs) to define and formally document the services provided by KU IT for the campus community.

Spam or Phishing

In fall 2021, we announced that we would no longer accept unsolicited email. KU IT continued working with campus units this year to migrate their websites to our new CMS Sunflower platform to replace our previous Drupal 7 system.

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