

KU INFORMATION SERVICES

The University of Kansas

2008 Fiscal Year Annual Report

Greetings from the Vice Provost

Colleagues,

Welcome to the Information Services Annual Report for FY2008. Most simply, this report is a statement of accountability from our organization to the KU community. It describes “where the money went” and highlights those services, activities and projects that most significantly enhanced KU’s information and technology environment.

In last year’s report, I identified four themes that we would use to qualify our success in supporting KU’s teaching, research and service mission in FY2008—building capacity, facilitating innovation, demonstrating engagement and achieving impact through delivery. This year’s report is organized according to these themes, and in the following pages you will find evidence of our progress and success in pursuing them in support of the university.

The **KU Libraries** and **Information Technology** divisions comprise the whole of the Information Services organization. With more than 350 regular employees and over 300 student assistants, the “face” of Information Services includes a multi-faceted ensemble of human expertise, as well as the technological and information resource “interfaces” that all of us depend on to perform our work, our scholarship, our creative endeavors and our communication with one another and the world.

As you peruse this year’s report, I hope that you will find ample proof that KU’s investment in its information infrastructure is a relevant and contributing factor to the success of your endeavors at KU. We are grateful for the opportunity to serve your information and technology needs, and we are committed to doing so with quality and reliability.

Sincerely,



Denise Stephens
Vice Provost and Chief Information Officer



Denise Stephens
Vice Provost for
Information Services
and CIO

The FY08 KU
Information Services
Annual Report

Capacity

Building the institution's CAPACITY to meet its known information and information technology needs, as well as to grapple with the possibilities beyond ...

Last fall, KU acquired access to the high-capacity fiber optic cable that connects to the Kansas City hub of fiber optic networks including Internet2 and National LambdaRail, the major research network. KU's connection enables researchers to share data, collaborate and communicate with colleagues at other institutions with greater versatility and efficiency. The connection is also a key tool for expanding network systems, data center support, commodity Internet service, legacy voice lines and television service.

KU Anywhere was launched as a service to provide KU faculty, staff and graduate assistants with access to servers and databases on the KU network from anywhere in the world with the same convenience and security as if they were on the KU campus.

Funded through a matching arrangement between Student Senate and the university, the \$2.6 million KU Wireless Initiative extended wireless coverage to approximately 100 new classroom and lab areas in 32 buildings across the Lawrence campus. The project goal was to achieve wireless coverage in 100 percent of classrooms, labs and selected academic areas on the Lawrence campus.

Thousands of architectural images are now available to all KU faculty, staff and students, thanks to a partnership between Scholar Services and the School of Architecture and Urban Planning. The 22,000 high-resolution images are available for teaching and research purposes from the KU Libraries' Web site.



The FY08 KU
Information Services
Annual Report

Innovation

Facilitating INNOVATION that enables better, smarter processes and outcomes in the way KU manages and utilizes information and technology ...

The Information Management Program was launched last fall as a comprehensive means to promote security, facilitate appropriate access, and provide reliable preservation of the university's information and data resources. The program is under the direction of the university's Chief Information Officer and advised by a group of university stakeholders who are responsible for developing a campus-wide information management training curriculum for staff and faculty, creating guidelines for data classification and security, and identifying and creating appropriate policies and guidelines.

After 18 months of development by IT staff and advisers from the Lawrence, Edwards and Medical Center campuses, the Online Advising Tool was launched last spring as a means for supporting students' progress toward timely graduation. Accessible to advisers, students and others via authorized sign-on through the Kyou portal, its initial features include secure access to student records, course search capabilities, secure messaging with students, a notes function and a calendar/appointment function.

Scholar Services librarians teamed with regional artists, faculty on campus and the Kansas Geological Survey to create the interactive image collection "From the Ground Up." The site uses GIS mapping to locate and display the actual geographic sites in Kansas represented in specific landscape paintings, allowing researchers to explore relationships between regional culture and subjects in the humanities.

Last spring, KU Libraries hosted "Copyright in Academia: Challenges and Opportunities," a day-long symposium on the future of copyright in academia, featuring nationally-recognized experts Tracy Mitrano of Cornell University and Wesley D. Blakeslee of Johns Hopkins University, as well as KU experts Town Peterson, University Distinguished Professor and Michael Hoeflich, John H. & John M. Kane Professor of Law. The symposium explored the tremendous changes, challenges and upheaval in the world of scholarly publishing, and provided discussion regarding how individual scholars and institutions like KU can best respond to those challenges.



The FY08 KU
Information Services
Annual Report

Engagement

Demonstrating consistent and meaningful ENGAGEMENT with our stakeholders that informs our planning and services ...

The TechQual+ online IT survey administered last spring was the first systematic assessment of IT services conducted at KU. This iteration of the survey, distributed to faculty and staff on the Lawrence campus, asked respondents to indicate levels of satisfaction and expectation regarding six distinct areas of IT services. More than 700 faculty and staff responded to the survey. Respondents indicated their highest levels of satisfaction with KU's wired network, training and instruction in the use of online resources, and the ease-of-use of the campus portal. They indicated their strongest desire for improvements in the expansion of campus wireless coverage, IT help and support and the ease-of-use of campus-wide information systems.

The Enterprise Application Resources Planning (EARP) process was initiated to promote an integrated, priorities-based approach to the effective planning and deployment of enterprise class application technologies. These include software programs or packages with the potential to affect campus operations on a large scale, periodic modifications or upgrades to existing campus-wide software applications, and major technology infrastructure changes. The EARP process is directed by a board composed of representatives from Student Information Systems, Academic Information Systems, Administrative Systems, HR Systems, Research Support Systems and Information Technology / Enterprise Applications.

The past year saw KU Libraries participating in and shaping the public discourse on issues at the heart of academic scholarship. In December, the Libraries brought Lorcan Dempsey, vice president, Office of Research, and chief strategist for the Online Computer Library Center, Inc. (OCLC), to KU. Dempsey, an international leader in the field of librarianship, spoke and led discussions on how technology is transforming academic libraries in every respect, from collections to patron services to workflow (of scholars and librarians) to design of the library spaces themselves.

KU Libraries created a new eight-week course designed to help students improve their research and information management skills. Taught by KU librarians and offered initially as a pilot course for student athletes, "LA&S 292: Research Methods and Information Literacy" strengthens students' ability to communicate and succeed as scholars. Now open to all KU students, the course helps students develop critical thinking skills to identify, locate, analyze and use information effectively.



The FY08 KU
Information Services
Annual Report

Delivery

Achieving impact through DELIVERY of services and resources with speed, quality and flexibility for our stakeholders ...

IT ResNet and the walk-up IT help desk established a new on-campus service location in the Burge Union. The new service location provides wireless access to the KU network, as well as a walk-up help desk for faculty, staff and students, including ResNet subscribers. In addition, the new site provides study and social space furnished with a variety of seating arrangements for up to 60 persons; computer workstations and a conference room with network access and media projection capabilities for groups of 10-15 people. The location is on the Burge Union's main level, adjacent to the KU Bookstore and across from the Crimson Café, and includes a Pulse Coffee and Smoothies service counter operated by KU Dining Services.

KU Libraries created a recreational reading area in Watson Library which offers 200 fiction and non-fiction best-sellers aimed at increasing leisure reading among students. The collection and renovated area are paid for by the Parents' Campaign, a fundraising effort by KU Libraries and KU Endowment.

KU students, faculty and staff can now text their research-related questions to librarians. Chat software translates the messages, allowing librarians to reply via computer. In addition to texting, KU Libraries offers the Ask a Librarian service through email and instant messaging, by phone and in person.

KU Libraries initiated a TripSaver service that allows KU Faculty and Staff to request library materials be sent to them via Campus Mail. Over 4,000 books have been delivered since the service was launched less than two years ago; allowing faculty and staff to focus on their research and classroom instead of spending time searching for books in the stacks.



The FY08 KU
Information Services
Annual Report



The total budget for Information Services was \$48,272,000, of which 50.6 percent was expended on personnel, 12.8 percent on IT infrastructure support and 14.4 percent on library collections.

Annual Fiscal Summary

(State Funds Only - Excludes Endowment Funds)

For the fiscal year ended June 30, 2008

<u>Summary of Fund Sources and Uses</u>	<u>Page #</u>
Consolidated - All Divisions	8-9
Libraries	10-11
Information Technology	12-13
Vice Provost's Office	14
Glossary	15

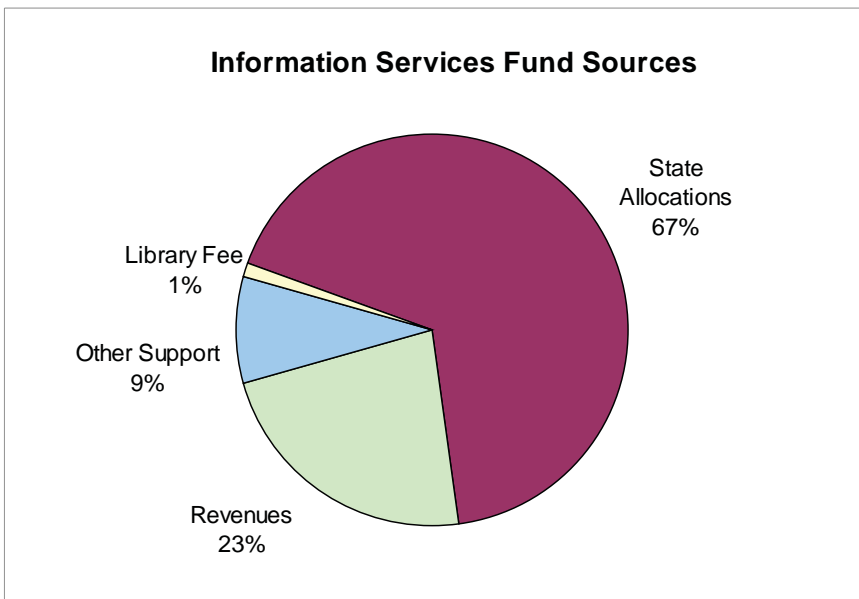
University of Kansas - Information Services
Annual Consolidated Fiscal Summary
For the fiscal year ended June 30, 2008
(in thousands)

Sources of Funds

Base funding (see glossary item #1)		
Salaries	\$17,388	36.0%
Fringe benefits	4,358	9.0%
Other operating support (see glossary item #3)	4,754	9.8%
Library collections	6,972	14.4%
Revenues	10,855	22.5%
Use of strategic carryforward (see glossary item #5)	2,833	5.9%
Transfers in/support/reimbursements-External to IS	1,112	2.3%
Total Fund Sources	\$48,272	100%

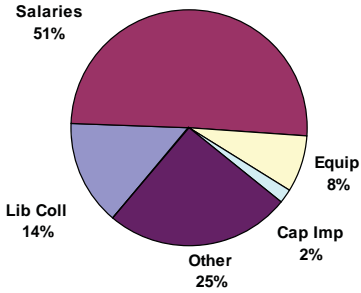
Uses of Funds

Salaries	\$19,362	40.1%
Fringe benefits	5,074	10.5%
Library collections	6,972	14.4%
Other support expenditures (see glossary item #3)	15,200	31.5%
Transfers out	1,664	3.4%
Total Fund Uses	\$48,272	100%



University of Kansas - Information Services
Annual Consolidated Fiscal Summary
For the fiscal year ended June 30, 2008
 (in thousands)

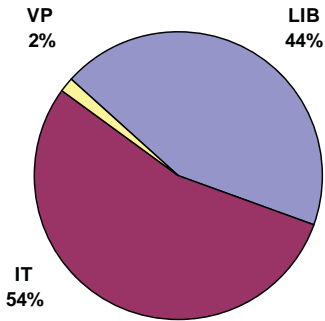
IS Fund Use by Category



***Expenditures by Category**

Salaries	Salary & fringe benefits	\$24,436	50.6%
Other	Other support expenditures	12,267	25.4%
Lib Coll	Library collections	6,972	14.4%
Equip	Equipment	3,782	7.8%
Cap Imp	Capital improvements	815	1.7%
		\$48,272	* 100%

IS Fund Use by Division



***Expenditures by IS Division**

LIB	Libraries	\$21,135	43.8%
IT	Information Technology	26,325	54.5%
VP	Vice Provost's Office	812	1.7%
		\$48,272	* 100%

*NOTE: Totals do not include IS interdivisional transfers

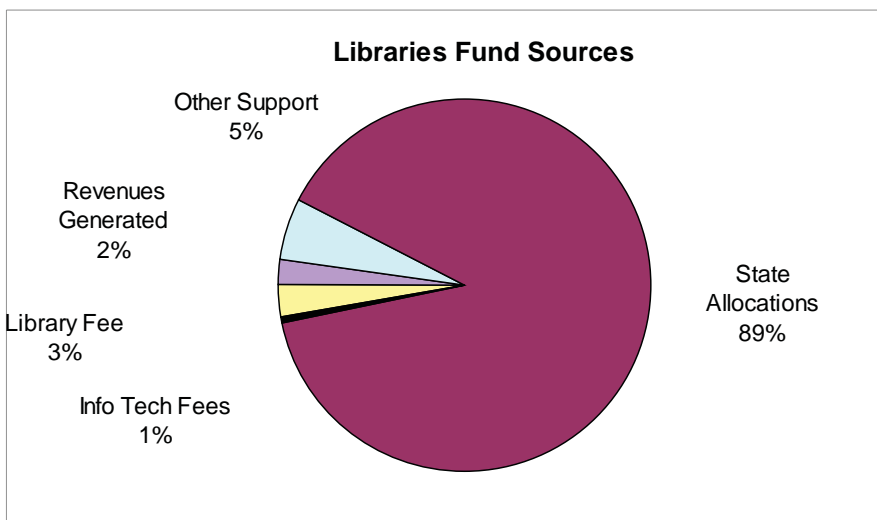
University of Kansas - Libraries
Annual Consolidated Fiscal Summary
For the fiscal year ended June 30, 2008
(in thousands)

Sources of Funds

Base funding (see glossary item #1)		
Salaries	\$8,690	41.1%
Fringe benefits	2,247	10.6%
Other operating support (see glossary item #3)	1,655	7.8%
Library collections	6,972	14.4%
Revenues earned (see glossary item #6)	283	1.3%
Use of strategic carryforward (see glossary item #5)	680	3.2%
Transfers in/support/reimbursements-Within IS	141	0.7%
Transfers in/support/reimbursements-External to IS	480	2.3%
Total Fund Sources	\$21,149	100%

Uses of Funds

Salaries	\$8,136	38.5%
Fringe benefits	2,175	10.3%
Collections expenditures	6,972	33.0%
Computer: HW, SW and support	228	1.1%
Preservation expenses	156	.7%
Other support expenditures (see glossary item #3)	2,762	13.1%
Transfers out/other expenditur	720	3.4%
Total Fund Uses	\$21,149	100%



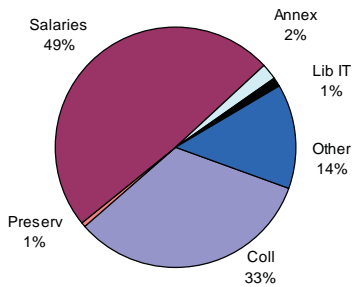
University of Kansas - Libraries

Annual Consolidated Fiscal Summary

For the fiscal year ended June 30, 2008

(in thousands)

Libraries Expenditure Summary

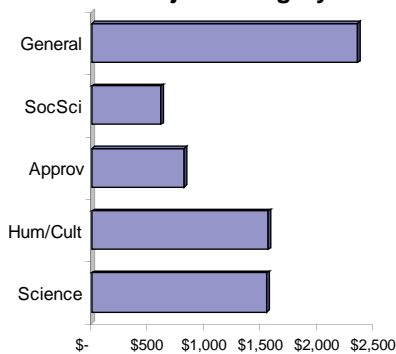


Expenditure Category

Salaries	Salary & fringe benefits	\$10,311	48.8%
Coll	Collections (<i>detail below</i>)	6,972	33.0%
Other	Other support expenditures	2,982	14.1%
Annex	Annual annex repayment	500	2.4%
Lib IT	Hardware/software & support	228	1.1%
Preserv	Preservation	156	0.7%
		\$21,149	100%

Libraries COLLECTIONS Expenditure Summary

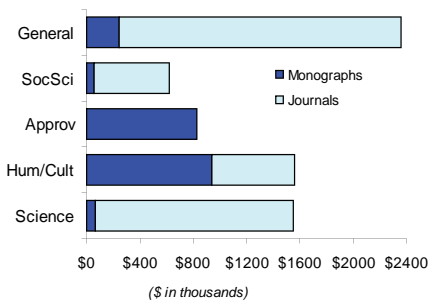
Total Expenditures by Subject/Category



Collection Categories

Science	Science - technology	\$1,553	22.4%
Hum/Cult	Humanities and cultures	1,567	22.6%
Approv	Approval plan (<i>mostly humanities, social science & culture</i>)	826	11.9%
SocSci	Social sciences	619	8.9%
General	General/Other	2,362	34.1%
		\$6,927	100%

Collection Expenditures by Category/Format



		Monographs	Journals
Science	Science - technology	\$64	\$1,489
Hum/Cult	Humanities and cultures	944	623
Approv	Approval plan (<i>mostly humanities, social science & culture</i>)	826	
SocSci	Social sciences	59	560
General	General/Other	244	2,118
		\$2,137	\$4,790

University of Kansas - Information Technology

Annual Consolidated Fiscal Summary

For the fiscal year ended June 30, 2008

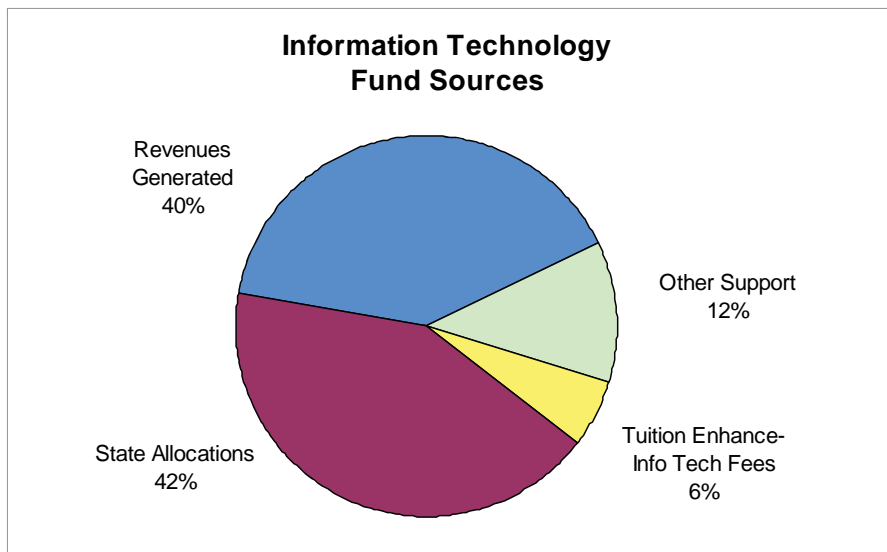
(in thousands)

Base funding (see glossary item #1)

Salaries	\$8,085	30.6%
Fringe benefits	1,983	7.5%
Other operating support (see glossary item #3)	1,113	4.2%
Tuition enhancement-Information technology fee (see glossary item #7)	1,554	5.9%
Revenues generated (see glossary item #6)	10,581	40.0%
Use of Strategic Carryforward (see glossary item #5)	2,095	7.9%
Transfers in/support/reimbursements-Within IS	207	0.8%
Transfers in/support/reimbursements-External to IS	817	3.1%
Total Fund Sources	\$26,435	100%

Uses of Funds

Salaries	\$10,678	40.4%
Fringe benefits	2,778	10.5%
Hardware-purchase/maintenance/parts	1,622	6.1%
Software-purchase/maintenance/consulting	2,360	8.9%
Other support expenditures (see glossary item #3)	7,930	30.0%
Transfers out/other expenditures	1,068	4.0%
Total Fund Uses	26,435	100%

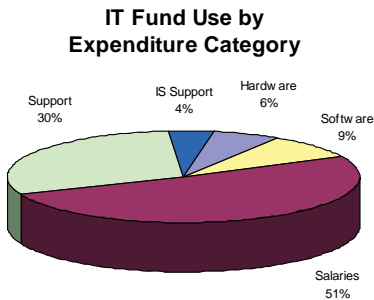


University of Kansas - Information Technology

Annual Consolidated Fiscal Summary

For the fiscal year ended June 30, 2008

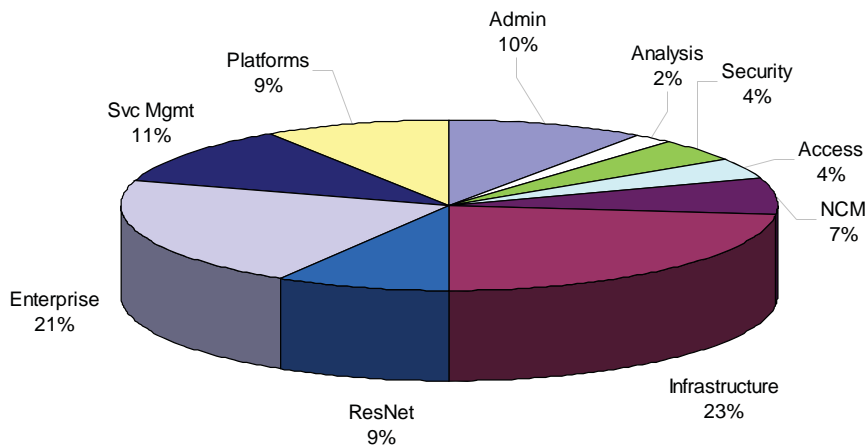
(in thousands)



Expenditure Categories

Salaries	Salary & fringe benefits	\$13,455	50.9%
Hardware	Hardware-purchase/maint/parts	1,622	6.1%
Software	Software-purchase/maint/consult	2,360	8.9%
Support	Other support expenditures (Data Center; Services and Applications)	7,930	30.0%
Trans Out	Transfers out-IS support	1,068	4.0%
		\$26,435	100%

IT Fund Use Summary by Line of Business



Line of Business Categories

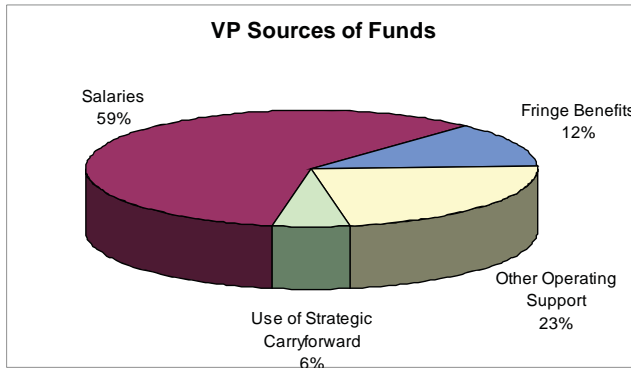
Admin	Administrative Services	\$2,537	9.6%
Analysis	Info Analysis & Design	547	2.1%
Security	Information Security	1,071	4.1%
Access	User Access & Information	1,094	4.1%
NCM	NCM / Proj Mgmt (see glossary item #4)	1,820	6.9%
Infrastructure	Physical Infrastructure	6,165	23.3%
ResNet	ResNet (see glossary item #2)	2,263	8.6%
Enterprise	Enterprise Systems	5,547	21.0%
Svc Mgmt	Service Mgmt & Delivery	2,990	11.3%
Platforms	Technology Platforms	2,401	9.1%
		\$26,435	100%

University of Kansas - Information Services
Vice Provost's Office
Annual Consolidated Fiscal Summary
For the fiscal year ended June 30, 2008
 (in thousands)

Sources of Funds

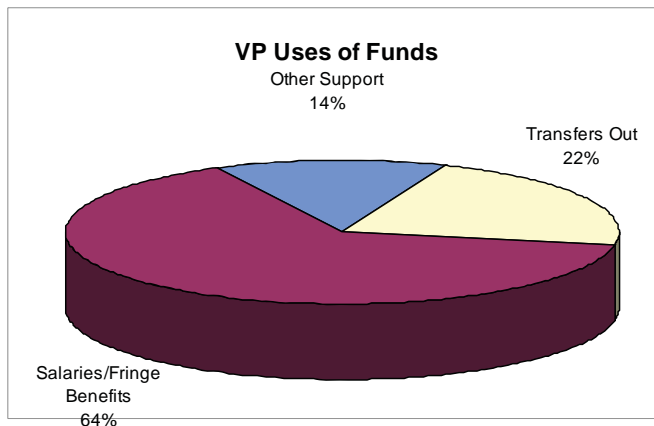
Base funding (see glossary item #1)

Salaries	\$613	59.2%
Fringe benefits	128	12.4%
Other operating support (see glossary item #3)	238	23.0%
Use of strategic carryforward (see glossary item #5)	57	5.5%
Total Fund Sources	\$1,036	100%



Uses of Funds

Salaries	\$548	52.9%
Fringe benefits	122	11.8%
Other support expenditures (see glossary item #3)	142	13.7%
Transfer support -Within IS	224	21.6%
Total Fund Uses	\$1,036	100%



University of Kansas - Information Services

FY09 Fiscal Summary - Glossary of Terms

#	Terms	Definitions
1	Base funding	These are fund allocations committed by the state and/or university to support Information Services on an ongoing basis, as opposed to one-time funding. They are further categorized between salaries, fringe benefits, OOE (defined below) and library collections. These funds are derived either from state allocations or tuition and fee collections. Tuition Enhancement monies (defined below) may or may not be treated as base funds, depending on the nature of the commitment by the Provost.
2	ResNet	A component network of KUNet, which is designated to provide voice, cable, and data services to the residence hall students and Stouffer Place apartments. ResNet requires all residents, requesting on-line services from our campus network, to register their computers by way of an on-line registration process, referred to as RINGS (ResNet Next Generation Solution). RINGS provides a complete security system that optimizes the resources of network administrators for the most complex security issues by automating as many security responses as possible.
3	OOE	Other Operating Support - category of appropriation within the university's budget system, which may include all non-salary related expenditures, such as operating, support, and travel, as well as capital expenditures, data center, services, and applications.
4	NCM	"Network Construction Management" - A department responsible for all project management activities related to the construction of KU's networking and telecommunications infrastructure.
5	Use of or contribution to strategic carryforward	Annual base funding is not sufficient to meet all of the annual operating expenses for each division within Information Services. Additionally, one-time funds may be provided in one fiscal year for a specific project for which the associated expenditures do not occur until the following fiscal year. Therefore, it is necessary for IS divisions to carry forward funding from one fiscal year to the next, and to use funds generated in prior years for the purpose of meeting current year funding needs.
6	Revenues	Includes funds generated for cost recovery from sources both internal and external to the university.
7	Tuition enhancement funding/ Information technology fees	<p>In spring 2002, the Kansas Board of Regents approved the first year of a five-year tuition plan for the University of Kansas, which included funding for the addition of about 100 new faculty, 40-50 new staff, and 50 new GTA/lecturer positions, in addition to increasing salaries of existing faculty and staff. In conjunction with these initiatives, Information Services received additional base funding to address current and ongoing library needs, as well as technology enhancements that primarily benefit students. FY06 is the fifth and final year of this plan. FY07 forward reflects this funding as included in State Allocations.</p> <p>The tuition enhancement plan referenced above included a \$1 per credit hour fee, to be used specifically for the improvement of information technology, including improved classroom computing and laboratory instrumentation and additional technology support for academic users.</p>