Jose Pena, student at LSC-North Harris. One of six Student Mobility Survey participation winners.
The Office of Technology Services (OTS) is proud to release our second IT Annual Report. Our purpose in publishing this annual report is to offer transparency and insight regarding OTS activities to the customers we support.

The scope of the report is a high level review of the past year’s accomplishments, as well as statistics and facts about our day-to-day operations. While it doesn’t list all of the 490 projects completed in 2013-2014, the report does highlight those with a substantial system-wide impact.

At the end of the report, we include budget information to explain how OTS is funded and our stewardship of the money. We also include a section on governance to better inform readers about how IT spending and project decisions are made. And finally, we conclude with a look into the coming year and what customers can expect from OTS next.

While we strive to provide the best possible service to you – faculty, staff and students - our customers, we also strive to be better citizens and look “Beyond IT.” From scholarships to food drives the OTS family looks for ways to give to our students and our community.

We hope you find our annual report useful and informative.

Link Alander
Vice Chancellor & CIO

Beyond IT
Supporting our Students and Community

Scholarship Challenge
Goal = $15,000 each

Scholarships funded
OTS Family and Friends (2)
OTS Veterns in IT
LSC-UP Family and Friends
OTS Women in Technology

OTS Food Drive
OTS employees collected and donated over 1,000 lbs. of non-perishable food items.

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Our IT Environment

**workforce**
- 12.75 years average years of IT experience per OTS employee
- 150 industry certifications held by OTS employees
- 128 OTS employees are IT Service Management certified

**infrastructure**
- 2 main data centers
- 6 campus server rooms
- 22 virtual data centers
- 3.4 Petabytes total replicated storage in LSC private cloud (89% more than last year)
- 5.5 Thz total processing power
- 1,799 unique mobile devices on the network at one time

**learning space**
- smart classrooms: 1,203
- mediated computer classrooms: 1,203
- open computer labs for students: 1,203

**hardware**
- 933 virtual desktops deployed
- 3,000 cloud desktops
- 16,382 computers supported
- 1,887 printers supported
- 3,000 cloud desktops

**fall semester preparation**
- 7,150 staff-hours used
- 82 computers replaced as part of hardware refresh program
- 21,678 unique programs installed
OTS has two types of Strategic Alignment initiatives. The first set of initiatives are derived from Lone Star College’s Strategic Plan and the campuses’ strategic plans for 2012 - 2015. All of the objectives have a technology component and are a joint effort between OTS and system and campus leadership.

The second set of initiatives reflects objectives Lone Star College System is pursuing at a system-wide level as identified by Executive Council. These objectives may have some overlap with those in the first set, but are sufficiently distinct to warrant inclusion as separate initiatives.

This section highlights a few of the technology-related projects completed this past year that are part of Lone Star College’s set of strategic initiatives.

### Communication is Key

Lone Star College continues to improve services to students by automating communications and creating online tools they can use to track progress to their academic goals. This past year, one collaborative effort created the auto-generation of electronic Letters of Acceptance for all new students upon submission of their admission application.

Another collaboration between OTS and Student Services produced an online Student Checklist to guide new students through the admissions, advising, registration and financial aid processes. A third effort led to the development of a series of auto-generated email communications to prospective students who want more information on the college.

And a final collaboration with the Office of Veteran’s Affairs substantially improved services to veterans through online communications, tracking and reporting (see Infographic for more).

### Faster, Easier, Friendlier

The OTS Portal Team completed an important redesign of the myLoneStar Portal in 2013. Based on feedback from students and our “Portal Partners” (college relations/external affairs staff), the myLoneStar site was simplified, streamlined and enhanced to make navigation faster, easier and more user-friendly.

<table>
<thead>
<tr>
<th>Admissions and Enrollment</th>
<th>55,482 students impacted</th>
</tr>
</thead>
<tbody>
<tr>
<td>Assignment of Service Indicators and To-Do Lists for all students applying for admission via LOLA or Texas Common Application.</td>
<td></td>
</tr>
<tr>
<td>successful completions of the pre-assessment TSI test tracked</td>
<td>28,000</td>
</tr>
<tr>
<td>ACT scores</td>
<td>8,150</td>
</tr>
<tr>
<td>SAT scores</td>
<td>9,557</td>
</tr>
<tr>
<td>since April 2014</td>
<td></td>
</tr>
<tr>
<td>acceptance communications processed and sent to students via hardcopy and email</td>
<td>58,116</td>
</tr>
<tr>
<td>number of students who have signed up for orientation</td>
<td>4,880</td>
</tr>
<tr>
<td>VA Benefits for Students</td>
<td>5,000+</td>
</tr>
<tr>
<td>Process of VA Benefit Certification with regard to gathering all required documents, and advising and certifiable cost of education expenses.</td>
<td></td>
</tr>
<tr>
<td>students have received the First Experience checklist</td>
<td>8,861</td>
</tr>
<tr>
<td>Online Education</td>
<td>57,706 students impacted</td>
</tr>
<tr>
<td>Provisioning and integration of students taking online classes by completing near real-time enrollment processing between D2L and Campus Solutions.</td>
<td></td>
</tr>
</tbody>
</table>

**DYK?**

“Class Search” is the most visited site in myLoneStar with 1.3 million views in the last 12 months.
Always Learning

The Office of Technology Services demonstrates its commitment to the professional development of its staff in several key ways. First, we ask every OTS member to attend an IT Service Management class and become certified. IT Service Management is a framework of information technology best practices we’ve adopted and we want all of our staff to understand them.

Next, we subscribe to SkillSoft, an online library of IT, business and soft skill courses and require everyone in OTS, from the CIO to the entry level technician, to complete 2 of 5 pre-selected courses. And last, we encourage industry-recognized IT certifications for our staff if they are directly-related to their job. This investment in our people is a core value for the department.

Keeping Other Departments Informed

To keep business owners and subject matter experts aware of changes to the iStar system, the Enterprise Applications Team created web pages for each of the four main areas of the system: Human Capital Management, Financials, Campus Solutions and the Portal.

The goal is to communicate just-in-time project and timeline information to decision-makers and business owners. Each page lists the schedule for updates, ongoing projects, recently completed projects, and helpful links to external resources like the Higher Education User Group (HEUG).

Free Staff from Manual Tasks

In addition to automating communications to improve student services, OTS also finds ways to automate processes to eliminate time-consuming manual work for staff. This past year, we automated loading ACT and SAT scores into the system, saving the campus admissions staff hundreds of hours of work.

Previously, the scores were entered manually which resulted in errors and delayed access to important placement information during periods of peak activity. Since January alone, we’ve loaded 8,150 ACT and 9,557 SAT scores into the system!

On the network side, our Server Team automated the installation of security and update patches on our servers. With over 1,200 servers in use, this improvement reduced thousands of staff-hours each year to under 75 to complete the same work.

Show and Share

Lone Star College has its own version of YouTube! Launched last year, the new video portal is used for a variety of instructional and administrative purposes. For instance, it allows faculty to record, edit and share videos with students. Our LSC-Online department shares instructional design tips with faculty through the portal and professional development staff use it for employee training. Board of Trustees meetings are archived there as well. Still in its early stages, we predict this resource will grow substantially over the next year as word gets out about its availability and usefulness.
Ensuring Compliance

The recent Affordable Care Act imposes new tracking and reporting requirements on our Human Resources staff and the Office of Technology Services was there to help! We collaboratively developed a set of queries and reports to assist staff in accurately tracking and reporting hours worked by our part-time staff and the course loads taught by our adjunct faculty. This joint effort gives HR the information and tools they need to keep Lone Star College in compliance.

Making Access Easier

Requesting access to the iStar system can be confusing and frustrating. Requestors don’t always know what to ask for and Approvers don’t always know what to approve. To make the process easier, the Enterprise Applications Team enhanced the request process and users are happy with the results!

Email notifications now include more information on what was requested/approved and Approvers can take action from within the system-generated email message rather than having to log into the system.

You Spoke, We Listened

Every year, the OTS leadership team hosts Open Forums on the campuses to provide faculty, staff and students with project updates and to listen to their concerns and ideas for service improvement. This spring we had a request to revisit our data retention practice, which we did. And we changed it!

In addition to backing up individual and group folders on the network daily, we added a monthly snapshot that is archived for 90 days. This will provide users who discover they’ve lost files due to accidental deletion or a virus an increased likelihood of recovering them.

Going Virtual

Desktop virtualization continues to expand across the system. Last year we deployed 500 additional virtual desktops on the campuses and this year we expanded to 1500. The benefits of desktop virtualization are numerous: they are easier to manage and support than PCs, thin client machines have longer lifecycles than PCs, and it gives users anytime, anywhere, any device access to their files.

With more students coming on campus with their own mobile devices, desktop virtualization provides a way to meet their informational and academic needs.

MS Office Anywhere, Any Device

In partnership with Microsoft, we offered Office 365 and Cloud Storage to all LSCS students and employees this past year. The service provides users with online versions of Word, Excel, PowerPoint and OneNote for free! It also gives students 25 GB of personal storage they can access from anywhere in order to share files with classmates, instructors and tutors.

Additionally, the account with Microsoft provides access to a web conferencing tool with HD video conferencing, screen sharing and instant messaging which some faculty use to host online office hours or just-in-time help for students.
4,576 students participated in our online survey

What did we learn?

Mobile devices brought to campus by students daily

- Smartphone: 91%
- Laptop: 52%
- Tablet: 26%

60% of students use a mobile device for school-related tasks

98% of students have internet access at home

86% of students use the wireless network when on campus

68% of students spend between 6-30 hours a week online
The OTS Service Excellence initiatives focus on enhancing and expanding existing OTS-provided technology services. The OTS team is focused on student success by promoting classroom innovation, standardization, technology services that are identified by our customers and the measurement of those services, exceptional customer support and system-wide purchasing to reduce costs and increase efficiencies.

OTS teams service responsibilities include, but are not limited to:

- Develop policies and procedures for campus operations
- Establish enterprise-wide hardware standards
- Conduct an annual refresh of computer equipment
- Provide computer classroom and open lab support to students, faculty, and staff
- Provide A/V support
- Ensure that the administration, management, and support of iStar is performed for installations, testing, research and deployment of new solution modules, upgrades, bundles/fixes, any customizations/changes, security and accessibility, multiple integration points with in-house and third party applications, and second level technical support for Business Owners/Units

The OTS Service Desk Customer Service Rating is: 4.6 out of 5 stars
Plan for the Future

Lone Star College’s administrative system, iStar, is crucial to daily operations because it provides faculty, staff and students with the online information and tools they need to conduct business with the college. Since changes to the system are expensive and have far-reaching consequences, this past year the Office of Technology Services initiated a series of studies in order to create a comprehensive 3-year plan for changes to the system.

The studies focused on the business areas of human resources and payroll and the system’s technical infrastructure. A number of external consultants were involved in the studies, as well as OTS staff and decision-makers and subject matter experts in the functional areas of the college. The results are being combined with similar, previous studies related to Student Success with a final comprehensive plan coming out this fall.

IT Project Management Made Easy

To further enhance IT project management at LSCS, we built and launched a comprehensive project management process. The process uses an online Project Management Module available in our existing ticketing system that allows for customized templates and workflows. We created user-friendly forms to capture project ideas submitted by faculty, staff and administrators that are then routed to OTS staff who research the ideas and work with submitters on a project plan.

The projects are evaluated by our governance groups and, if approved to move forward, they are presented to Lone Star College’s budget planning committee for funding consideration during the annual budget planning process. The online system also provides a variety of powerful reporting tools including dashboards and custom reports. The launch of the new tool and process substantially enhances the management of IT projects and we are already seeing results!

Simple Idea, Big Impact

Here at Lone Star College, we are always creating new teaching and learning spaces. And planning committees involved in renovating existing classrooms or designing new spaces want help identifying technology needs and their costs. That’s where the Collaboration Idea Book comes in!

This reference book gives faculty and administrators information on technology resources and their costs for standard mediated classrooms complete with room layouts and pictures. It also includes examples of innovative designs in use on our campuses to spur creativity. The Idea Book streamlines the design process and gives immediate cost estimates to decision-makers, making the process faster, simpler and easier. Who knew such a simple idea could have such a big impact?!
The OTS Innovation initiatives advance the organization in the innovative use of technology to meet Lone Star College’s unique challenges and needs.

The following initiatives advance the organization in the innovative use of technology to meet Lone Star College’s unique challenges and needs.

- Maximize involvement of Technology Advisory Councils (TACs) in IT decision making
- Improve the Chancellor’s Faculty Technology Innovation Grant (CFTIG) process
- Encourage innovation in IT
- Support campus-led innovation

**Contributing to the Higher Ed-IT Profession**

Lone Star College’s Office of Technology Services received important recognitions this past year. First, the Center for Digital Education awarded top honors to Lone Star College for the third straight year in its annual Digital Community Colleges Survey. The survey recognizes colleges for their innovative uses of technology to achieve first-rate student learning environments.

Next, Campus Technology profiled Lone Star College in a three-part series on desktop virtualization and CIO Decisions ran a cover story that profiled Lone Star College’s hybrid cloud environment. Additionally, OTS leaders represented Lone Star College throughout the year by presenting at regional and national higher education conferences on a range of topics including:

- IT strategic planning
- Governance
- Agility
- Virtual desktops
- Cloud computing

And finally, CIO Link Alander was highlighted in Texas Government Insider in July 2014.

**DYK?**

myLoneStar visitors viewed the Student Center 800,000 times in the last 12 months.
Cutting-edge Strategies for the Classroom

For the 2nd consecutive year, the Office of Technology Services co-sponsored Lone Star College’s Teaching & Learning Conference. The event brought together over 200 LSCS full and adjunct faculty for a day of sharing, networking and professional development.

The conference offered three tracks with 40 concurrent sessions highlighting real-life classroom strategies and applications of instructional theory and technology. The feedback from faculty who attended was universally positive so OTS, LSC-Online and professional development staff are planning the third annual event for March 2015!

Instructional Innovation as a Strategy

The Chancellor’s Faculty Technology Innovation Grant— in its 5th consecutive year – awards grants to support pioneering faculty in the development, deployment or implementation of new and emerging technologies into teaching and learning to increase student success. Last year, 4 proposals were funded:

**AVANT Foreign Language Placement Test**
Used to place students in foreign language courses, the online assessment consolidates testing at Lone Star College into a single, cost-effective and more accurate system and it expanded the number of languages tested from three (Spanish, French and German) to seven (Japanese, Arabic, Chinese and Italian). Because the system is Internet-based, LSCS dual credit students now have access to the test via testing centers at their high schools.

**Portable Smart Boards for Encouraging Student-Centered Active Learning**
This initiative provides LSC-Kingwood faculty with six portable Smart Boards, supporting LCD projectors and laptop computers for students in four different biology classes. The portable systems allow groups of students to access the Internet in an active learning environment where they research, evaluate and apply course content information in problem-based learning scenarios and then present their findings in class using the Smart Board workstations.

**SUPERCritical**
This multidisciplinary project provides real world and high level educational experiences for engineering and biotechnology students at LSCS. It “closes the loop” on a biofuel system built by faculty and students at our LSC-Montgomery and LSC-Tomball campuses by funding hardware, software and mechanical components that, among other things, monitor algae cultivation, extract algal oil, eliminate toxic solvents, and run a diesel generator on biodiesel fuel created in the process.

**THE (Technology Highlighting Engagement) Cooperative**
Creating an Interdisciplinary Instructional Consociate: LSC-Montgomery faculty received funding for an innovative instructional initiative focusing on student engagement through course design, effective use of technology and a learner-centered environment.

The project requires participating faculty to collaboratively design interdisciplinary experiences for students that integrate mobile technology resources including GoPro cameras, laptops and Glass Boards. It also opens up these classes to “embedded” faculty to expand professional development opportunities for those interested in learning new teaching strategies.
The OTS Security initiatives strengthen Lone Star College’s security systems, processes and approach to identity management.

- Expand Identity Management systems and procedures
- Update IT security documentation
- Improve security procedures

OTS highlights security issues to increase awareness and remind employees we each have a responsibility to protect Lone Star College’s data. Projects to maintain a secure computing environment include updating encryption methods for college-owned laptops, establishing an ID badge system, alerting customers to reported phishing attempts and encouraging all employees to alert the Service Desk when they come across a suspicious call or email.

Physical Security

The Office of Technology Services, Facilities and LSCS Police strengthened security at LSCS this past year by completing the first phase of a system-wide ID badging project by badging over 8,000 employees.

The ID badge serves as a photo ID for all faculty, full-time and part-time staff. It also serves as a library card and provides room access to classrooms and offices. This fall, the project expands to include ID badges for students. The physical safety of our faculty, staff and students is paramount at Lone Star College and this measure furthers that value.

LoneStarAlert

This past year, LSCS strengthened emergency communications to faculty, staff and students by replacing its emergency notification system. LoneStarAlert is a highly customizable system that notifies subscribers of immediate threats on campus, high-alert situations or potential campus closures. All current students and employees are automatically opted-in to the alert system with their Lone Star College email address as the primary communication source. The system supports multiple languages and allows subscribers to add personal cell phone and email address information for comprehensive coverage during emergencies.

DYK?
The top three OTS Service Catalog requests are: Event Setup, Request Loaner/AV Equipment, & Drive Access.
Prioritize Traffic to Classrooms First

OTS is always looking for ways to improve services to students. This past year, we evaluated traffic on the network and determined our “Guest” wireless network was being subjected to constant cyber-threats from locations around the world. In response, we tightened access to the wireless network and deployed tools to expand existing protection against security threats.

We also increased the wireless network bandwidth available to classrooms, computer labs and learning centers across the system to speed up performance. The result? Improved services to students and tighter IT security.

Data transfer rates have been increased to accommodate heavy data demands

1Gb
minimum transfer rates increased
now 10Gb

The LSCS data pipeline dynamically determines the optimal concurrency level as demand increases

4Gb
maximum transfer rates increased
now 20Gb

Total emails received
11,267,553

Fraudulent emails blocked
2,407,483

Spam emails quarantined
1,526,649

Email viruses blocked
2,498
The OTS IT Foundation initiatives maintain Lone Star College’s major systems and award-winning infrastructure to ensure it meets organizational technology needs.

- Improve use of Enterprise Resource Planning (ERP) system
- Extend IT Infrastructure/Network
- Enhance Private Cloud
- Expand use of collaboration tools
- Update current technology equipment standards
- Enhance IT project management
- Implement a new Learning Management System (LMS)

No Service Interruption

Faculty, staff and students need just-in-time access to their information and the Office of Technology Services built Lone Star College’s infrastructure to support this need. To enhance 24/7/365 access, we installed hardware this past year that allows us to dynamically distribute traffic on the network so applications run quickly during peak hours of activity. It also allows us to “fail-over” applications so when we have an issue on one server, it automatically runs the application from a different one and users never notice a difference.

More Storage

In addition to 24/7/365 access to information, users also need storage space on our network and this past year we not only increased storage capacity, but we also made retrieval of information faster by upgrading the hardware we use. This means OTS can meet increasing demands for storage and users can retrieve their information quickly.

Keeping Current

A lot of people worked a lot of hours this past summer to ensure our iStar system and IT infrastructure were up-to-date. The Enterprise Applications Team and staff in Human Resources, Payroll, Finance, Purchasing and Student Services completed software updates to the iStar system which allow us to expand services to faculty, staff and students by adding new features and fixing known technical issues.

Additionally, our Technical Services Team used the summer to complete a substantial number of hardware and software upgrades across the system. All of the end-of-life hardware on the campuses was replaced, all of the old servers used for storage were replaced, and all of the operating system software in our data centers and closets was upgraded. Combined, these efforts resulted in enhanced services, tightened IT security and updated systems.

A New View of Work Study

This past year, OTS and Financial Aid set out to address the challenges associated with tracking and reporting our students’ work study hours. The result: administrators and staff now have a much broader, deeper view of work study and the tools they need to track and report hours worked. We also implemented bi-weekly payroll to improve the overall business process, which benefits both staff and students!

DYK?

There were 32,342 password resets during the 2013-2014 academic year.
What's in the Data Centers?
Private cloud services provide agility, flexibility and reliability.

Lone Star College’s private data cloud houses information for the entire System.

- ServiceNow
- D2L
- Office 365
- Cloud Desktops
- Grades
- Email
- Courses
- Transcripts
- Financial Aid
- Operating Systems
- Paychecks
- Applications

Computational capacity increased 10% this year.

Storage capacity increased to 3.4 Petabytes (PB) from 1.6 PB last year.
Lone Star College currently has 5,875 rooms containing technology system-wide. That's an average of almost 1,000 per main campus!
IT Governance

Technology permeates our lives, our workplace, and our world and decisions about what technologies to invest in carry long-lasting and potentially expensive ramifications for organizations. Effective IT governance (or decision-making) does not happen by accident. It requires planning, a thorough understanding of the organization’s goals, objectives and culture, and transparent communication. In 2012, the Office of Technology Services refined its governance model in order to enhance collaboration, accountability and communication of decisions.

The framework is tied to Lone Star College’s annual budget planning cycle and involves senior and executive leadership in identifying and prioritizing initiatives as they align to institutional goals. The project proposals submitted through the new online request form are carefully evaluated to ensure alignment to Lone Star College’s goals and achieving the best return on investment possible.

IT Strategic Planning

The Office of Technology Services developed a series of strategic planning documents in 2013 including an IT Strategy, a 2013-2016 IT Strategic Plan, an IT Operations Framework and an IT Tactical Plan. We also developed new Vision, Mission and Purpose statements. All of these documents can be found on our website (see link below). OTS continues to work on the projects identified through the strategic planning process and we will begin drafting our next IT Strategic Plan after Lone Star College completes the institutional Strategic Plan in 2016.

Projects, Projects, Projects

OTS launched a new online project management tool last year to manage, track and report on all IT projects. During the project, we developed a standard project management methodology for the department to follow and incorporated our existing Governance structure into the project approval process. Our “OTS Projects” web page describes how projects are started, how they are categorized for decision-making purpose and provides a real-time snapshot of our projects. The tool gives us a number of reporting tools and dashboards which we are developing and enhancing now. Below is a screenshot of the Project Classification dashboard that shows why types of projects are currently in production at-a-glance:

Visit the OTS website at LoneStar.edu/OTS > OTS Projects for more information on project requests, categorizing IT projects for governance purposes, and to access the link to our ServiceNow Public Report.
The Office of Technology is funded by two sources: Operating Funds (68%) and Technology Fees (32%). Operating Funds are derived through taxes and tuition and are allocated in the annual budget process. They are used to pay for the department’s operating expenses and represent a majority of the OTS budget. Operating Funds are used to pay the salaries of OTS staff and a host of operating expenses, including annual licenses and maintenance costs, IT infrastructure costs and enterprise software costs.

Technology Fees are assessed per credit hour as a restricted use fee. Technology Fees are used to support all aspects of technology services with a focus on services that support students and campuses.

49% of the Technology Fee is dedicated to the campuses with 45% committed to software and hardware maintenance contracts supporting the campuses. This year 86% of the campus allocations are for hardware replacement and the remaining 14% to support projects like classroom technology upgrades, wireless network and digital signage.

Leveraging Buying Power

The Office of Technology Services successfully leverages size, centralization and Board of Trustee purchasing approval to great advantage in making technology purchases. As a baseline, OTS uses already negotiated pricing from the Texas Department of Information Resources (DIR) and then negotiates further reductions based on bulk purchase.

Pre-approval by the Board to purchase from state-approved vendors allows OTS to respond quickly to changing market prices and end of year/end of quarter vendor discounts. This practice has been in place since 2009 and is reported to the Board of Trustees at the end of each fiscal year. Last year OTS saved 29% off DIR and over the last 5 years we have averaged a savings of 30%. The savings from these negotiations are rolled into other projects that are pending funding.
Looking Forward

As we enter Academic Year 2014-15 the Office of Technology Services currently has 165 active projects and 48 proposed or pending projects that are under review. While a majority of the currently active projects are small they do require resources to complete them. Looking forward, I want to highlight three key areas for the coming year: iStar, Mobility, and Campus Enhancements.

### iStar

Last year a large team of LSCS staff worked on improving business processes and iStar to support student success. While this fall the project continues, the same process is being used to review and enhance the HR system. A comprehensive review was complete this summer and an aggressive timeline established to improve the core Human Capital Management, Talent Acquisition Management and Electronic Learning Management modules. These business process reviews look for ways to maximize the use of the system while making it easier for hiring managers to recruit, hire and retain employees.

### Mobility

There is no doubt we live in a mobile society and our students not only use mobile technology regularly but also need these skills as they enter the workforce. Currently, OTS has over 15 projects that directly target mobility. I will just highlight a few. This year we are enhancing my.LoneStar mobile by adding a native app available for download in the App store and Google Play. This will allow us to add additional features like push notifications (It’s time to register!), or location services (How do I get to my class room?).

Our virtual desktop environment for students expanded this summer to a cloud desktop service that supports student mobility (BYOD). The pilot launch allows students to download a cloud desktop client to access LSCS instructional resources from their Smartphone, iPad or other mobile device when on campus. This year we are looking to expand the pilot to allow them to access their cloud desktops from Anywhere! This will close the loop on a project that we designed to support our students “Anywhere, Anytime on Any Device.”

### Campus Enhancements

As part of our continuous quality improvement efforts, the Office of Technology Services will be targeting significant improvements in our mediated classrooms across the system this year in addition to significant enhancements to our wireless network. These initiatives will also help students and faculty by prioritizing network resources based on where they are and what they are doing. In simple terms, classrooms will receive network priority over a student surfing the web in the hallway. These efforts were prompted, in part, from feedback we received from our fall 2013 Student Mobility Survey.
Office of Technology Services

PURPOSE
Serve the information technology needs of Lone Star College.

VALUES
Leadership
Excellence
Agility
People
Speed

MISSION
Provide exemplary services that promote student success, quality instruction, effective employees, and a thriving community.

STRATEGY
Strategic Alignment
Service Excellence
Innovation
Security
IT Foundation

METRICS
Efficiency
Stewardship
Customer Delight
Service Performance
Contributions

VISION
TO BE THE INNOVATION & EXCELLENCE LEADER IN HIGHER EDUCATION

PURPOSE
Serve the information technology needs of Lone Star through:

ACADEMIC SUPPORT
Application of technology in the classroom

ADMINISTRATIVE SYSTEMS
Solutions that enhance productivity

INFRASTRUCTURE SERVICES
Stable, robust framework

CONSULTING
Trusted advisor

PARTNERSHIPS
Cultivate relationships internally & externally

VALUES
These beliefs are at the core of everything we do:

LEADERSHIP
Rally ourselves and others to achieve great results

EXCELLENCE
Surprise and delight our customers with our work

AGILITY
Rapidly change

PEOPLE
Treat everyone with respect

SPEED
Respond with urgency

STRATEGY
We pursue a five-prong strategy:

STRATEGIC ALIGNMENT
Work on what matters most

SERVICE EXCELLENCE
Continuously improve

INNOVATION
Put great ideas into play

SECURITY
Protect our customers

IT FOUNDATION
Build for innovation

METRICS
We measure achievement of our vision through:

EFFICIENCY
Operational effectiveness

STEWARDSHIP
Management of resources

CUSTOMER DELIGHT
Satisfaction

SERVICE PERFORMANCE
Key Performance Indicators

CONTRIBUTIONS
Build the profession