Kansas State University

Information Technology Three Year Management and Budget Plan
For SFY 2010 – 2012

August 31, 2009

Prepared in response to KSA-75-7210
Article 72
Kansas State University

Information Technology Three Year Management and Budget Plan
For SFY 2010 – 2012

Plan Date: September 1, 2009

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SECTION I ~ AGENCY PROFILE

Mission

The mission of Kansas State University is to foster excellent teaching, research, and service that develop a highly skilled and educated citizenry necessary to advancing the well-being of Kansas, the nation, and the international community. The university embraces diversity, encourages engagement and is committed to the discovery of knowledge, the education of undergraduate and graduate students, and improvement in the quality of life and standard of living of those we serve.

Kansas State University is a comprehensive, research, land-grant institution first serving students and the people of Kansas, and also the nation and the world. Since its founding in 1863, the University has evolved into a modern institution of higher education, committed to quality programs, and responsive to a rapidly changing world and the aspirations of an increasingly diverse society. Together with other major comprehensive universities, Kansas State shares responsibilities for developing human potential, expanding knowledge, enriching cultural expression, and extending its expertise to individuals, business, education and government. These responsibilities are addressed through an array of undergraduate and graduate degree programs, research and creative activities, and outreach and public service programs. In addition, its land-grant mandate, based on federal and state legislation, establishes a focus to its instructional, research, and extension activities, which are unique among the Regents’ institutions.

Through quality teaching, the University is committed to provide all students with opportunities to develop the knowledge, understanding, and skills characteristic of an educated person. It is also pledged to prepare students for successful employment or advanced studies through a variety of disciplinary and professional degree programs. To meet these intentions, the institution dedicates itself to providing academic and extracurricular learning experiences, which promote and value both excellence and cultural diversity. Kansas State University prepares its students to be informed, productive, and responsible citizens who participate actively in advancing cultural, educational, economic, scientific, and socio-political undertakings.

Research and other creative endeavors comprise an essential component of Kansas State University’s mission. All faculty members contribute to the discovery and dissemination of new knowledge. These efforts, supported by public and private resources, are conducted in an atmosphere of open inquiry and academic freedom. Basic to the pursuit of this mission is the University’s commitment to broad-based programs in graduate education at both the master’s and doctoral levels.

Business Programs

Kansas State University's information technology efforts are supported by Information Technology Services (ITS), a newly consolidated enterprise IT organization serving the campus community. ITS delivers services through four service units: Computing and Telecommunication Services (CTS), the Information Systems Office (ISO), the Information Technology Assistance Center (iTAC), and the Office of Mediated Education (OME). In addition, the Office of the Vice Provost/CIO includes an Information Security Team and IT Planning Team. ITS reports to the Senior Vice President/Provost for Kansas State University.
Program #1: Computing and Telecommunications Services (CTS) provides server, storage, networking, and communications infrastructure, as well as the associated support services, to the students, faculty, and staff of Kansas State University. These services include the storage and management of the University’s core business data, the maintenance and support of all data and telecommunications equipment, and the copper and fiber optic distribution networks. CTS also provides paging, radio, and cellular services.

Program #2: Information Systems Office (ISO) administers, develops and maintains mission critical databases and associated application systems in support of institutional administrative functions, such as Accounting, Payroll, Budget, Human Resources, Facilities Management, Parking Services, Affirmative Action, Student Financial Assistance, and Student Records and Services. Administrators, faculty, and staff throughout the university use these databases and application systems to operate and administer academic programs and institutional operations. Students use them to access essential services and information.

Program #3: Information Technology Assistance Center (iTAC) provides centralized information technology support to the faculty, staff, and students of Kansas State University through the operation of the IT Help Desk. Other services include design, build and maintenance of technology classrooms, university computing lab and innovative classroom environments, and face-to-face and online technical training, instructional design support, equipment checkout and multimedia development in the Media Development Center.

Program #4: The Office of Mediated Education (OME) is dedicated to providing innovative and reliable solutions to meet the computing needs of Kansas State University in the areas of teaching and learning as well as research, technology transfer and outreach.

Technology Assets

<table>
<thead>
<tr>
<th>PLATFORMS</th>
<th>FY2008</th>
<th>FY2010</th>
<th>FY2012 (est.)</th>
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<tbody>
<tr>
<td>Mainframes</td>
<td>1</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Physical Servers</td>
<td>308</td>
<td>260</td>
<td>250</td>
</tr>
<tr>
<td>Virtual Servers</td>
<td>33</td>
<td>38</td>
<td></td>
</tr>
<tr>
<td>Desktops</td>
<td>17,000</td>
<td>19,000</td>
<td>19,500</td>
</tr>
<tr>
<td>Desktops Replaced</td>
<td>3,200</td>
<td>3,572 (est)</td>
<td>3,600 (est.)</td>
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<tr>
<td>Mobile Devices</td>
<td></td>
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### IT Staffing

<table>
<thead>
<tr>
<th>IT FUNCTIONAL AREA</th>
<th>SFY 2010 ACTUAL FTE</th>
<th>SFY 2011 PROJECTED FTE</th>
<th>SFY 2012 PROPOSED FTE</th>
</tr>
</thead>
<tbody>
<tr>
<td>General Management &amp; Administration (includes training and cross-agency coordination)</td>
<td>9.0</td>
<td>25.0</td>
<td>9.0</td>
</tr>
<tr>
<td>Application Maintenance and Enhancement (in-production systems)</td>
<td>3.0</td>
<td>18.1</td>
<td>3.0</td>
</tr>
<tr>
<td>Application Development (includes general and tactical plans, business area analysis, process reengineering, prototyping, application design, coding, integration and testing)</td>
<td>28.0</td>
<td>28.0</td>
<td>28.0</td>
</tr>
<tr>
<td>Data Administration, Data Analysis/Validation and Database Administration</td>
<td>18.8</td>
<td>18.8</td>
<td></td>
</tr>
<tr>
<td>Network Engineering, Technical Management and Support</td>
<td>4.0</td>
<td>4.0</td>
<td></td>
</tr>
<tr>
<td>Computer Operations, Management and Technical Support</td>
<td>7.0</td>
<td>17.0</td>
<td>7.0</td>
</tr>
<tr>
<td>Web application development and maintenance</td>
<td>10.0</td>
<td>10.0</td>
<td></td>
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<tr>
<td>IT Security</td>
<td>2.0</td>
<td>2.0</td>
<td></td>
</tr>
<tr>
<td>Other IT Functions (please identify)</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Wire Technicians</td>
<td>5.0</td>
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<td>Project Managers</td>
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<td>Computer Repair</td>
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<td>1.0</td>
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<tr>
<td>Help Desk</td>
<td>2.0</td>
<td>3.0</td>
<td>2.0</td>
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<td>Training</td>
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<td></td>
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<tr>
<td>Desktop Support</td>
<td>1.0</td>
<td>3.0</td>
<td>1.0</td>
</tr>
<tr>
<td>State Reporting</td>
<td>1.5</td>
<td>1.5</td>
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<tr>
<td>TOTAL FTEs</td>
<td>28.0</td>
<td>143.0</td>
<td>27.0</td>
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<tr>
<td>TOTAL CLASSIFIED AND UNCLASSIFIED IT EMPLOYEE SALARY</td>
<td>$9,707,082</td>
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</table>


Agency IT Accomplishments

A Campus IT Needs Assessment Working Group was appointed by the Provost in 2007 to broadly engage the campus community in a dialogue on major campus IT needs and directions and make recommendations for initial steps to better align campus IT services with University needs and priorities. Nearly 300 faculty, staff, and students participated in the initiative, which resulted in the September 2008 Upgrade K-State report (http://www.upgrade.k-state.edu). This report identified a number of strategic themes and 2009/2010 priorities for continuing to build university IT services. Accomplishments addressing these themes and priorities in FY 2009 are summarized below.

Building Enterprise IT Services and Governance

- Consolidated the University central IT organizations within the enterprise Information Technology Services to provide unified, consistent and efficient campus IT services.
- Accelerated IT policy development, including policies and/or procedures/standards for data classification and security, media sanitization and disposal, security incident management, physical and environmental security, access controls, systems development and maintenance, and operations and management security.

Improving Application Services

- Completed the first phase of implementation of a new enterprise email and electronic calendar system to serve the students, faculty, and staff of Kansas State University. The enterprise email account for all students, faculty, and staff is now available in the new collaboration suite, K-State Zimbra.
- Completed the implementation of the new Oracle/PeopleSoft Student Information System (iSIS) including data conversion, systems integration, and interfaces essential for go-live. Applied Financial Aid federal regulatory changes for 2008-09 and Student Tuition Tax Statement changes for 2009.
- Completed the Mainframe Data Archiving and Transcript Imaging projects and sunset remaining mainframe systems.
- Completed DCE/EIS 2.2 release to accommodate changes in business processes with the implementation of iSIS and to simplify faculty payment for DCE courses.
- Completed upgrade of the Axio Learning Management System used by K-State and several Kansas community colleges to 5.0 to improve the course content user interface and upgrade the underlying application codebase to make the system easier to maintain over time and reduce development costs. Replaced lecture capture system to reduce costs and improve functionality.
- With new partner Rave wireless, improved K-State Alerts’ performance and integration with other campus notification systems. K-State Alerts provides emergency notification to students and faculty using email, text, voice and classroom emergency beacons.
- A maintenance release of the Persons Database in Summer 2009 improved the speed with which the system can translate large numbers of system keys and improved the manageability of the codebase.
- Maintained smooth operations, maintenance, and enhancements of new and existing applications and databases; completing a record number (1,600) of administrative application development service requests (56% increase over 2007).
- Upgrades to existing enterprise applications and databases included: HRIS application to version 9.0, database (oracle 10gR2), Food Service System (Computrition) application to version 17, Financial Information Systems (FIS) 10gR2 database post-upgrade resolution of issues.
• Developed and implemented Oracle GRID control processes to ensure maximum database availability.
• Implemented new K-State Online Oracle RAC production and test database servers and completed the transition of KEAS database to an Oracle RAC 10.2.0.4 server cluster.

Building Cost-Effective, Secure, Reliable, and Robust Infrastructure

• In response to the 2008 network assessment, installed new firewall and routing hardware within the University data center to segment it from the campus network.
• Completed a comprehensive campus building connectivity survey with associated cost estimates. This review included the need for wired, wireless, inter- and intra-building fiber connections, and electronics infrastructure along with appropriate physical space to house the infrastructure in buildings across the campus. A total of approximately $9M of needs were identified.
• Completed several projects to connect new buildings and to improve the general wired or wireless connectivity of others, including: the Parking Garage and Cole Hall with upgrade wiring; Mosier Hall with fiber installation; wireless upgrades in Nichols, Alumni Center, and the K-State Union; and numerous remodel/installation projects across the campus.
• Installed new virtual private network (VPN) hardware to enhance the availability of this service, which supports secure access to enterprise systems located in the University data center. The implementation of this new hardware will begin during the next year.
• Implemented whole disk encryption for campus laptop and desktop computers.
• Retired the University mainframe from service.
• Completed migration of centrally-supported workstations from Novell to Microsoft Active Directory Services.
• Assisted with the installation and/or upgrade of systems, devices, and infrastructure across the University, including: a new audio conference server supporting the Kansas Regents Network / Telenet, equipment and servers to support the campus emergency communications system in campus classrooms (Alertus), and an expansion of the VMWare ESX infrastructure in the University data center allowing the continued virtualization and consolidation of physical infrastructure. Examples of specific systems migrated to the virtual infrastructure during the last year include the Recreation Services business applications and Talisma, the University customer relationship management application.
• In partnership with the University of Kansas, Kansas State University completed the installation and activation of a fiber optic connection between the main campus in Manhattan and Kansas City. This required an agreement with a local telecommunications company to install equipment in their facility as well as additional equipment on campus. The fiber connection is now active and accessible providing a powerful and valuable resource to researchers and other constituents of K-State.
• Continued efforts to protect confidential data, especially personal identity data (with SSNs) and credit card information by continuing to eliminate SSNs from systems and interfaces when feasible.
• Implemented a security incident tracking system.
• Increased resources assigned to security in response to increased threats by reallocating two vacancies and hiring additional security analysts.

Improving and Expanding IT Support and Training/Expanding Technology-Enhanced Space

• Completed process and alternatives analysis to improve customer technical support through implementing consistent, documented trouble incident reporting, tracking, and resolution procedures
in a shared system. Selected and contracted with Service Now to provide hosted services.

- Designed, planned and built three new technology classroom environments and upgraded three existing technology classrooms, bringing the total centrally funded high tech classroom environments to 53.
- Upgraded 88 computers in the university computing labs, InfoCommons and Media Development Center. Setup university computing labs with duplexing as the default.
- Continued to improve IT Help Desk services by: enhancing training of consultants, posting all documentation online, organizing two Help Desk Boot Camps, and working with campus partners on improving problem resolution.
- Organized 210 technical training sessions for 2,095 attendees. Continued eTips (online synchronous 30-minute training sessions) on 20 technical topics and supported 16 sessions of TechBytes. Topics for technical training sessions ranged from Grading in iSIS to cascading style sheets. Provided one-on-one consultation for more than 200 individuals who were submitted electronic theses and dissertations.
- Celebrated seven years of the weekly InfoTech Tuesday newsletter. Published 50 issues in 2008 with 6,144 subscribers. Migrated the newsletter to a Web 2.0 blog format.
- Upgraded the documentation, training resources and communication for enterprise systems, including iSIS, KSOL, K-State Zimbra, and K-State Alerts.
- Created a blog for notifying the campus of current IT security threats and revised and expanded content to K-State’s IT security web site.
- Sponsored numerous IT Security training and awareness events. Held an half-day security training event for departmental security contacts and central IT staff, hosted monthly informal round table sessions on a wide variety of topics, recorded “TechBreak” television programs on security topics for K-State TV, gave several invited presentations, and published weekly InfoTech Tuesday newsletter articles.

**Strategic Information Management Plan Tracking**

The information requested to support tracking of the Kansas Strategic Information Management Plan (SIM) is summarized below.

**Data Catalog:** K-State does not currently have a published data catalog.

**Data Exchange Standards:** K-State has hundreds of automated data exchanges. The majority of these exchanges are internal system-to-system and roughly 90% are standards based.

Internal exchanges include:
- Enterprise System (Financials, Human Resources, Student System, Email, Identity Management) to Enterprise System: Standards Based
- Enterprise System (Financials, Human Resources, Student System, Email, Identity Management) to Non-Enterprise System: Standards Based

External exchanges include:
- Enterprise Systems (Financials, Human Resources, Student System, Email) to external Vendor Systems: Standards Based and Proprietary.
External Collaborative Groups: As a University, K-State is involved in many collaborative technical efforts. For example K-State contracts with the Kansas Research and Education Network, Inc. (KanREN, www.kanren.net) for network connectivity to the Internet. K-State also belongs to the following research and education networks: Internet2 (www.internet2.edu), The Great Plains Network (www.greatplains.net), KanREN, and Kan-ed (www.kan-ed.org). In addition, the Regents Universities share knowledge on a continuous basis on information technology issues and decisions. A collaborative partnership was formed with the University of Kansas and the University of Kansas Medical Center to design, acquire and manage a fiber segment connecting Manhattan, KS with Kansas City, MO. K-State also works collaboratively with the Regents Universities and the Kansas Historical Society on library digital collections development, access, and preservation planning.

Metadata Repository
K-State does not have a metadata repository at this time.

Online Transactional Services
The following is a list of online transactional services deployed by K-State:

- Businesses
  - Financial transactions

- Citizens (K-State User Community)
  - K-State Admissions Application
  - Recruitment Information Request Form
  - Distance Education Course / Conference Registration
  - Telecommunications/ Internet / Cable TV account management
  - Student Government Elections
  - User Registration / Account Creation

- Other governmental entities
  - ACT / SAT score downloads
  - Financials G/L code combination verification
  - Financials employee payment voucher verification
  - Emergency Alerts Administration
  - Telecommunications Work Orders

Portfolio Management Methodology
K-State follows KITO Project Management Methodology.

Web Services
The following either produces or consumes web service APIs for the transfer of data:

Citizens (K-State User Community):
- K-State Web Presence, hundreds of thousands of transactions. Examples include:
  - Web Search
  - People Search
  - Directory Search
• K-State Admissions Application, tens of thousands of transactions. Examples include:
  • Application Submission
  • High school ACT code lookup
  • College ATP code lookup

• Identity Management, millions of transactions. Examples include:
  • Key requests and translations
  • Change Notifications
  • Demographic queries
  • Directory queries
  • Authentication
  • Authorization

• Integration – up to millions of transactions. Examples include:
  • Person event processing (add/change person data across multiple sources)
  • Affiliation event processing (person affiliation changes across multiple sources)
  • Publish/Subscribe services
  • Translation Services
  • Library ID Card Door Access
  • Grades & Academic Information
  • Financial transactions
  • Data Encryption / Decryption
  • File Transfer
  • Event logging

Other Governmental Agencies:
• K-State Information Request Form – tens of thousands of transactions. Examples include:
  • High school ACT code lookup
  • College ATP code lookup
  • Request Submission

Agency IT Strategic Direction

Kansas State University’s enterprise IT direction is driven by institutional goals and priorities as well as the needs of the campus community. Upgrade K-State: Tell Us What You Need was published in September 2008 after broad campus consultation. This report identifies a number of themes and directions to be addressed as we build the technology and information environment necessary for a 21st century top ten land grant research institution. Upgrade K-State documents the University’s current IT strategic directions and is available at http://www.upgrade.k-state.edu. University and IT leadership is in transition at this time and it is expected that these strategic directions will evolve and be refined during the next several years.

Upgrade K-State Themes and Directions

1. Equitably distributing technology and services across campus.
2. Incorporating technologies into our work.
3. Integration and interoperability.
4. Anytime, anywhere, authorized access.
5. Collaborating with others.
7. Improving the K-State Web presence
8. Communicating effectively regarding IT services and initiatives.
9. Improving and expanding IT support and training.
10. Improving enterprise application services
11. Building a cost-effective, secure, reliable, robust technology infrastructure.
12. Building enterprise IT services and governance.

The additional information requested for this section of the plan follows.

• **Agency Architecture:** Twilight standards in the network architecture that are being phased out but still have a small presence on campus are: CAT3 cable for data communications, IPX and AppleTalk protocols, Ethernet hubs, and 3270 terminal emulation. All other technologies at Kansas State University in the other architecture categories are current or emerging standards per version 11.2 of the Kansas IT Architecture.

• **Business Contingency Planning:** K-State is a participant in the State of Kansas Continuity of Operations Planning Project.

• **Business Process and Workflow Management:** K-State recognizes the importance of reviewing business processes as part of incorporating new technologies into our work. K-State is in the initial stages of planning and implementing business process analysis services to assist the University in seeking improvements in efficiency, cost and flexibility. Further development will be dependent on available resources. At this time, K-State primarily uses flow charting software to develop “as-is” and “to-be” business process maps.

• **Collaboration Software:** Technology mediated collaboration is an important and growing area and is a strategic priority for Kansas State University. Technology is used to facilitate communication and collaboration between faculty and students, among researchers separated by distance or time, and by other professionals in the University community. Collaboration technologies in use at K-State include:

  • **K-State Online:** A Web-based course management solution using the Axio LMS originally developed at K-State. K-State Online provides tools for Online chat and threaded discussions, calendaring, online assignments, assessments and grade book as well as a student grouping tool to provide a virtual work space for groups. K-State Online is also used for other non-course web space management including academic and administrative offices, clubs and organizations. [http://online.ksu.edu](http://online.ksu.edu)
  • **Wimba:** Horizon Wimba provides a virtual classroom and meeting solution for real-time online collaboration.
  • **Wiki:** Faculty, staff and student are using Wikis and Blogs to collaborate. IT currently supports Confluence Wiki and Wordpress blogs.
  • **K-State Zimbra:** K-State is in the process of migrating to the Zimbra collaboration suite for email and calendaring services.
Data Storage and Administration: K-State stores the enterprise business and mission critical data of the university including: Students, Research, Employees, Financial, and Library. K-State manages approximately 100 Oracle database instances including data for enterprise wide services as well as departmental needs. All production data is stored in our main enterprise storage system (SUN StorEdge 9980), and test and development is housed in different tiers of storage depending on the size and performance needs of the database. This data is approximately 6TB of data across various storage systems. K-State administers data in coordination with the relevant federal and state laws as well as University policies and procedures.

Electronic Records Retention: K-State’s current policies regulating record access and retention apply to web-based records. In addition, a policy on Research Data Access and Retention has been published to regulate documents that have been created by faculty, staff, and students relative to sponsored projects. K-State’s Libraries is planning to hire an electronic records manager as funds become available, to further promote electronic records management.

E-Government: Kansas State University implemented Oracle/PeopleSoft Campus Solutions to meet the online needs of our students for admissions, financial aid, enrollment, fee assessment, and fee payment. Assessment of an upgrade to this system will take place in fiscal year 2010.

End User IT Security Training: K-State has significantly enhanced our IT Security training over the past few years and will continue to make it a priority. We will continue to expand the IT Security website and the use of social networking technology such as blogs to continue to engage the campus community in IT security. We will also continue to sponsor training and awareness events and the publication of weekly information technology newsletter articles on the topic of information security.

Identity Management: K-State uses an LDAP-based management system that validates users for central IT services. The University is planning to begin an analysis of its Enterprise Identity Management and Access control (IdAM) needs for the future pending available resources.

IT Disaster Recovery: K-State’s IT disaster recovery plan was completed in 2000 in coordination with the University's overall BCP/DR planning efforts through the Director of Environmental Health and Safety. The formal plan will be reviewed and revised once resources become available. Working with another Board of Regents institution, we are discussing the possibility of sharing space within our respective data-centers as a way to improve off-site data storage. This would initially improve K-State's disaster recovery plan, and allow us to develop a more comprehensive business continuity plan.

IT Security Staff: K-State has a Chief Information Security Officer (CISO) dedicated exclusively to IT security. The CISO leads the IT security team and oversees the development and implementation of new security policies and procedures as well as chairing the Security Incident Response Team (SIRT) for K-State. In addition, there are currently two full time Security Analysts on this staff. K-State will continue to make improving our security posture a priority.

Public Key Infrastructure: K-State subscribes to the EDUCAUSE Identity Management Services Program which provides discounted digital certificates and associated services, and allows the campus to standardize on a particular vendor and technology. Kansas State University initiated a pilot project in FY2009 for supporting personal digital certificates to
use for secure email communications and digitally signing documents. K-State is participating in the state of Kansas public key infrastructure (PKI) service. K-State plans to implement an enterprise PKI in the future when resources become available to provide stronger authentication for supporting digital signatures and secure electronic transactions.

- **Software as a Service:** K-State does currently use SaaS solutions, including Healthy Decisions (Student Life Enrichment Application) and Computrition (Food Service System). We will continue to evaluate the use of SaaS solutions as the need arises.

- **Service Oriented Architecture:** K-State continues to move toward a Service Oriented Architecture by utilizing the web services listed above and through the use of the WebMethods Transaction Hub.

- **Technology Infrastructure:** K-State continually works to improve redundancy and fault tolerance for all critical systems and infrastructure at the university. In addition, K-State continues to experience growing demand for server and storage infrastructure, both to support existing enterprise services and systems as they grow, and to support new business demands from the university. As a way to meet this demand and minimize the demand on resources, as well as to improve the redundancy of existing enterprise systems, K-State has migrated many services into a virtualized server infrastructure. Virtualization is expected to continue during the next three years, but is not always a technically feasible solution.

In order to provide local redundancy in the physical network structure, logical double ring architecture has been architected and is planned to be completed as resources allow. K-State is provided with Internet, Internet2, and Great Plains Network connectivity via the KanREN backbone by dual gigabit ethernet connections, one to Lawrence, KS and the other to Hays, KS. The KanREN members collectively have access to 2 Gbps of Internet service, which provides sufficient capacity to support communication and research over the various networks.
SECTION II ~ MAJOR IT APPLICATIONS

Unmodified Applications

Application #1: Classroom Scheduling (Schedule/25)
**Purpose:** Provides for effective utilization of general use classrooms. (Proprietary software, source code not provided.)
**Planned Initiatives:** Upgrade application to current version if needed.

Application #2: Event Room Scheduling (Resource/25)
**Purpose:** Provides for effective utilization of rooms for special events. (Proprietary software, source code not provided.)
**Planned Initiatives:** None planned

Application #3: Parking Services System (PowerPark)
**Purpose:** Enables effective management and sale of parking permits and collection of parking violations. (Proprietary software, source code not provided.)
**Planned Initiatives:** Migrate to new servers; upgrade application and database to current versions.

Application #4: Computrition Food Service System
**Purpose:** Enables effective management of recipes, menus, and food inventories for preparation of meals for residence hall dining centers; also used to teach K-State students how to use a commercial food service system. (Proprietary software, source code not provided.)
**Planned Initiatives:** None planned

Application #5: Facilities Estimating Program (FESTOR)
**Purpose:** Provides K-State Division of Facilities with automated tools for estimating work order and project costs.
**Planned Initiatives:** None planned.

Application #6: EReports (Optio)
**Purpose:** Provides financial officers in departments and colleges with essential financial reports via the web. (Proprietary software, source code not provided.)
**Planned Initiatives:** Evaluate long-term viability; upgrade application and database to current versions if feasible.

Application #7: Survey System
**Purpose:** Web-based survey authoring and execution system
**Planned Initiatives:** None planned.

Application #8: TEVAL
**Purpose:** Serves as a student rating system to support teaching evaluations.
**Planned Initiatives:** None planned

Application #9: DCE/EIS
**Purpose:** Web-based application for creating, managing, and enrolling in distance courses offered by the
Division of Continuing Education (DCE) at Kansas State University.

Planned Initiatives: None planned

Application #10: K-State Research Exchange (K-REx)
Purpose: Collect and manage full-text digital copies of scholarly material created by K-State faculty and students, including journal articles, book chapters, conference papers, theses and dissertations, etc.
Planned Initiatives: None planned.

New / Modified Applications

Application #11: iSIS (PeopleSoft Campus Solutions)
Purpose: Provides authorized and secure access to student information in support of K-State’s teaching and advising mission.
Planned Initiatives: Fit/Gap analysis for application upgrade to version 9.0, application upgrade, development tools upgrade, implement technical requirements to support the implementation of the new K-State general education requirements.
Hosted: Agency internally hosted
Functions: Undergraduate admissions, graduate admissions, enrollment, tuition and fees assessment, student financial aid, student demographics, and transcript maintenance.
Interaction: Agency-internal
Hardware: 8 Netra-T12s, 4 Sparc T5120s, 3 Sun V440s, 1 Sun 880
Network Protocols: Ethernet – TCP/IP and SQL*Net
System s/w: Sun-Solaris, Intel-Novell
DBMS: Oracle 10gR2
Client: Standard web browser
Special s/w: PeopleTools, SQR, Crystal Reports
Languages: PeopleTools, SQR, Microfocus COBOL, Crystal Reports
Implemented: Phased into production fall 2007 through summer 2008
Revision: 2008-2009, version 8.9
Maintenance: Vendor (Oracle/PeopleSoft) and Kansas State University

Application #12: Degree Audit and Reporting System (DARS)
Purpose: Provides students and their advisors with transcript analysis for monitoring academic progress at the course completion level against the student’s current curriculum, including what-if analysis against alternative curriculums in support of the university’s mission of teaching and advising.
Planned Initiatives: Migrate application and database to new servers, implement technical requirements to support the implementation of the new K-State general education requirements.
Hosted: Agency internally hosted
Functions: Record of academic progress against degree requirements, identifies courses required to complete degree.
Interaction: Agency-internal
Hardware: 4 Sun Servers for Web Services and Oracle Database Servers
Network Protocol: Ethernet-TCP/IP with SQL*Net
System s/w: Sun/Solaris Server and Intel-Windows
DBMS: Oracle 9.2.0.5
Client: Standard web browser for KATS access to DARS; DARS Desktop Client (Power Builder) for
power user access to DARS
Special s/w: DARS (proprietary software)
Languages: Oracle SQL, PL/SQL, MicroFocus COBOL, Java
Implemented: 1999
Revision: 2006 Version 3.5.3
Maintenance: Miami University of Ohio and Kansas State University

Application #13: Human Resource Information System (HRIS)
Purpose: Human capital management
Planned Initiatives: Apply tax updates and bundles.
Hosted: Agency internally hosted
Functions: Employee payroll, personnel records, benefits, and employee self-service.
Interaction: Agency-internal
Hardware: 1 Sunfire V490 and 1 Sunfire 880, Intel-Novell servers
Network Protocols: Ethernet – TCP/IP and SQL*Net
System s/w: Sun-Solaris, Intel-Novell
DBMS: Oracle 9.2.0.6
Client: Standard web browser
Special s/w: PeopleTools, SQR, Crystal Reports
Languages: PeopleTools, SQR, Microfocus COBOL, Crystal Reports
Implemented: October 1995
Revision: March 2008; Version 9.0
Maintenance: Vendor (PeopleSoft/Oracle) and Kansas State University

Application #14: UBS (University Budget System)
Purpose: Provides for effective university budgeting practices.
Planned Initiatives: None planned.
Hosted: Agency internally hosted
Functions: University budgeting functions
Interaction: Agency-internal
Hardware: 1 Sunfire V490 and 1 Sunfire 880, Intel-Novell servers
Network Protocols: Ethernet – TCP/IP and SQL*Net
System s/w: Sun-Solaris, Intel-Novell
DBMS: Oracle 9.2.0.6
Clients: Standard web browser
Special s/w: PeopleTools, SQR, Crystal Reports
Languages: PeopleTools, SQR
Implemented: 2001
Revision: March 2008, version N/A
Maintenance: Kansas State University

Application #15 RETORIC (Research and Extension Teaching Online Reporting Information Communicator)
Purpose: Support K-State Research and Extension federal and state reporting requirements.
Planned Initiatives: None planned.
Hosted: Agency internally hosted
Functions: Create and maintain action plan, create monthly, quarterly, and annual reports.
Interaction: Agency-internal
Hardware: 1 Sunfire V490 and 1 Sunfire 880, Intel-Novell servers
Network Protocols: Ethernet – TCP/IP and SQL*Net
System s/w: Sun-Solaris, Intel-Novell
DBMS: Oracle 9.2.0.6
Clients: Standard web browser
Special s/w: PeopleTools, SQR
Languages: PeopleTools, SQR
Implemented: January 2005
Revision: March 2008, version N/A
Maintenance: Kansas State University

Application #16: Financial Information System (FIS)
Purpose: Provides central accounting and financial compliance and reporting functions.
Planned Initiatives: Modify interfaces to/from new State of Kansas financial information system (SMART).
Hosted: Agency internally hosted
Functions: General ledger, accounts receivable, accounts payable, grants accounting, project accounting, fixed assets, cash management, financial reporting, and interfaces to/from other systems such as HRIS, iSIS, and STARS.
Interaction: Agency-internal
Hardware: 2 Sunfire V890s; 1 Sunfire V880; 5 Sunfire 440s; 5 Sunfire V240s; 2 Sunfire V210s
Network Protocols: Ethernet TCP/IP with SQL*Net
System s/w: Sun Solaris Version 8, Oracle Database Server
DBMS: Oracle 10gR2
Clients: Standard web browser
Special s/w: Oracle Financials, Oracle Discoverer, Optio Print Solution
Languages: Oracle Developer (Forms and Reports), Oracle Discoverer, SQL, Java
Implemented: July 2005
Revision: Version 11.5.10
Maintenance: Vendor (Oracle) and Kansas State University

Application #17: Facilities Management Information System (FAMIS)
Purpose: Provides the Division of Facilities with the ability to effectively manage, track, and report requests for services.
Planned Initiatives: Migrate to new servers.
Hosted: Agency internally hosted
Functions: Work order management, key control, and building space management.
Interaction: Agency-internal
Hardware: 3 Sun Ultra 80s
Network Protocol: Ethernet TCP/IP with SQL*Net
System s/w: Sun Solaris Version 8, Oracle Database Server
DBMS: Oracle 9.2.0.5
Clients: Windows 2000, XP
Special s/w: FAMIS
Application #18: OFA-Facilities (Oracle Financials for Facilities)
**Purpose:** Provides the Division of Facilities with accounting and financial compliance and reporting functions.
**Planned Initiatives:** Migrate to new servers.
**Hosted:** Agency internally hosted
**Functions:** General ledger, purchasing, storeroom operations, inventory management, billing and accounts receivable, and gas pump interface.
**Interaction:** Agency-internal
**Hardware:** 3 Sun Ultra 80s
**Network Protocol:** Ethernet TCP/IP with SQL*Net
**System s/w:** Sun Solaris Version 8, Oracle Database Server
**DBMS:** Oracle 9.2.0.6
**Clients:** Standard web browser
**Special s/w:** Oracle Financials, and Oracle Developer
**Languages:** Oracle Developer (Forms and Reports), SQL, Java
**Implemented:** June 1999
**Revision:** Oracle Financials Version 11.5.8
**Maintenance:** Vendor (Oracle); Kansas State University

Application #19 Axio (K-State Online)
**Purpose:** Axio is a Learning Management Systems/Course Management system providing various tools to facilitate Mediated instruction and collaboration.
**Planned Initiatives:** Application upgrade to version 6 will be completed in July of 2010 and will include incremental improvements to specific tools based on the input of users.
**Hosted:** Agency internally hosted.
**Functions:** Gradebook & Course Roster, assignment creation and administering, attendance tracking, file and content management, chat & messaging, student grouping, video and audio streaming.
**Interaction:** Agency-internal, K-State User Community
**Hardware:**
- Web tier: VMware ESX Cluster (linux)
- Application tier: VMware ESX cluster (linux)
- Database tier: Oracle RAC (solaris)
**Network:** K-State TCP-IP network maintained by ITS/CTS
**System s/w:** Apache, Jboss
**DBMS:** Oracle DBMS maintained by ITS/ISO
**Clients:** Web client (most modern browsers supported)
**Special s/w:** Equation editor, Wimba, HTML Editor, and chat room client are separately licensed java applets
**Language:** Java – J2EE, XML, HTML, CSS
**Implemented:** Aug. 5, 2005
**Revision:** July 2009, Version 5
**Maintenance:** Kansas State University
Application #20 PDB (Persons Database)

**Purpose:** The Person Database (PDB) is a central registry of information about persons. It will uniquely identify all members of K-State and facilitate mapping of these members records between different systems.

**Planned Initiatives:** K-State is in the planning stages of an Identity Management Needs assessment that will help determine the future role that PDB will play in our Enterprise IdM Infrastructure.

**Hosted:** Agency Internally Hosted

**Functions:** Central registry of Identity Information on persons

**Interaction:** Agency Internal

**Hardware:** Standard OME application hardware architecture:
- Web tier: VMware ESX Cluster (linux)
- Application tier: VMware ESX cluster (linux)
- Database tier: Oracle RAC (solaris)

**Network:** K-State TCP-IP network maintained by CTS

**System s/w:** Apache, Jboss

**DBMS:** Oracle DBMS maintained by ITS/ISO

**Clients:** Web client (most modern browsers supported)

**Special s/w:** none

**Language:** Java – J2EE, XML, HTML, CSS

**Implemented:** June 2007

**Revision:** June 2009, Version 3.0

**Maintenance:** Kansas State University

---

Application #21: Tahlequah

**Purpose:** Supports management of billable Telecommunications services such as dial tone, cell phones, authorization codes, calling cards, pagers, etc.

**Planned Initiatives:** None planned.

**Hosted:** Agency Internally Hosted

**Functions:** Provides the ability for Telecom and Technical Services groups' office staff to manage billable services—dial tone, cell phones, authorization codes, calling cards, pagers, dial-up, cable TV, computer repair, and other services.

**Interaction:** Agency internal

**Hardware:** 1 virtual instance on the K-State VMWare ESX cluster

**Network:** Ethernet TCP/IP

**System s/w:** Sun Solaris 10, Apache

**Clients:** Windows XP, Vista, OS X (Tiger), Ubuntu Linux

**Languages:** Java, SQL

**Implemented:** June 1999

**Revision:**

**Maintenance:** Kansas State University

---

Application #22: Billing platform

**Purpose:** Provides the back-end for the Telecom and Technical Services groups to bill for services—dial tone, cell phones, authorization codes, calling cards, pagers, dial-up, cable TV, computer repair, and other services. Provides access to customers to manage their accounts.

**Planned Initiatives:** None planned.
**Hosted:** Agency Internally Hosted

**Functions:** Billing functionality with data integrity audit. Financial reporting, online mechanism for student to manage their contact info, make payments, view invoices, and signup and discontinue services. Integration with FIS (Oracle Financial Information System).

**Interaction:** Agency-internal

**Hardware:** 2 Sun Fire V40z's (Database); 2 virtual instances on the K-State VMWare ESX cluster (Application)

**Network Protocol:** Ethernet TCP/IP with SQL*Net

**System s/w:** Red Hat Enterprise Linux 4, Oracle Database Server; Sun Solaris 10, Apache , Tomcat 5

**DBMS:** Oracle 10.2.0.4.0

**System s/w: Clients:** Ubuntu Linux, OS X (Tiger), others for external customers

**Languages:** Java, SQL, Bash

**Implemented:** June 1999

**Revision:**

**Maintenance:** Kansas State University

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**Application #23: K-State Emergency Alerts**

**Purpose:** K-State Alerts uses automated phone calls and text messaging to alert subscribers to University closings and crisis situations.

**Planned Initiatives:** New version of the system will be released in September 2009 using Rave Wireless vendor for messaging. Testing and assessment throughout the Fall 2009 semester will indicate what, if any, changes will be required to improve the system.

**Hosted:** Externally hosted by Rave Wireless

**Interaction:** Agency-internal

**Functions:** Emergency notification in the form of SMS, voice, email and classroom emergency beacons.

**Hardware:** Web tier: VMware ESX Cluster (linux)

- Application tier: VMware ESX cluster (linux)
- Database tier: Oracle RAC (solaris)

**Network:** K-State TCP-IP network maintained by CTS

**System s/w:** Apache, Jboss

**DBMS:** Oracle DBMS maintained by ITS/ISO

**Clients:** Web client (most modern browsers supported)

**Special s/w:** Hosted Rave Alert text & voice notification system

**Language:** Java – J2EE, XML, HTML, CSS

**Implemented:** January 2008

**Revision:**

**Maintenance:** Kansas State University

---

**Application #24: K-State Zimbra Collaboration Suite**

**Purpose:** The K-State Zimbra Collaboration Suite provides electronic mail services to over 30,000 students, faculty, staff, and affiliates of Kansas State University. Once fully implemented, the system will also offer electronic calendaring services and an interactive, collaborative environment for K-State constituents. This will include the ability to share documents and participate in on-line discussions.

**Planned Initiatives:** Currently developing a plan to transition the enterprise electronic calendar functionality for the campus to K-State Zimbra

**Hosted:** Externally hosted
**Functions:** Enterprise collaboration suite providing email, electronic calendar, and document storage functionality.

**Hardware:** The server and storage infrastructure is managed and maintained by the hosted provider.

**Network:** K-State TCP-IP network

**System s/w:** Zimbra application (hosted provider)

**DBMS:** N/A

**Clients:** IMAP, POP, web browser, and mobile clients

**Special s/w:** N/A

**Language:** N/A

**Implemented:** May 2009

**Revision:**

**Maintenance:** Hosted provider

---

**Application #25: ServiceNow**

**Purpose:** ServiceNow is web-based IT service management software which will provide K-State the capability to manage enterprise IT issues.

**Functions:** Enterprise IT incident reporting and management system.

**Planned Initiatives:** Implement Trouble Ticketing functionality.

**Hardware:** The server and storage infrastructure is managed and maintained by the hosted provider.

**Network:** K-State TCP-IP network

**System s/w:** ServiceNow Application (hosted provider)

**DBMS:** n/a

**Clients:** Standard web browser

**Special s/w:** n/a

**Language:** Java scripting

**Implemented:** Winter 2009-10

**Revision:**

**Maintenance:** Hosted provider

---

**Application #26: KEAS**

**Purpose:** Central electronic ID authentication/authorization system

**Planned Initiatives:** IDM assessment

**Hosted:** Agency Internally Hosted

**Functions:** Authentication for campus systems

**Interaction:** Agency internal

**Hardware:**
- Web tier: VMware ESX Cluster (linux)
- Application tier: VMware ESX cluster (linux)
- Database tier: Oracle RAC (solaris)

**Network:** K-State TCP-IP network

**System Software:** Apache, Jboss, LDAP, CAS

**Database:** Oracle DBMS 10g.r2

**Language:** Java – J2EE, XML, HTML, CSS

**Implemented:** January 2002

**Revision:** 2.4

**Maintenance:** K-State
Application #27: Remedy

Purpose: BMC Remedy is an IT service management software product.
Functions: Help Desk tickets (incident management); change request tickets; IT service management reporting.
Planned Initiatives: The BMC Remedy functionality will be replaced by Service-Now applications. Remedy will be retired after Service-Now is implemented and the need for access to historical data no longer exists.
Hosted: Agency Internally Hosted
Interaction: agency-internal
Hardware: Unix servers
Network: K-State TCP-IP network
System Software: Sun Solaris
Database: Oracle
Client: Windows client and standard web-based client
Special s/w: Apache web server, New Atlanta ServletExec web application server
Language: BMC Remedy Action Request System (ARS) integrated development environment.
Implemented: Fall 2000
Revision: Help Desk and Change modules are version 5.5.1 from 2005; Web client is 6.3 from 2006
Maintenance: K-State

Application #28: Oracle Calendar

Purpose: Enterprise Calendaring
Planned Initiatives: Move from Oracle Calendar to Zimbra Calendar
Hosted: Agency Internally Hosted
Functions: Scheduling of people/rooms/resources.
Interaction: agency-internal
Hardware: Sun Sparc v240
Network: K-State TCP-IP network
System s/w: Solaris 9
DBMS: Internal to the product, not exposed to administrators.
Client: web-based, desktop client
Special s/w:
Language:
Implemented:
Revision: 10.1.2
Maintenance: K-State internal install/updates, licensed support

Retired Applications

Application #1: e~Print
Retirement Reason: Functionality replaced with the new Student Information System (iSIS).

Application #2: Legacy Student Information System (SIS)
Retirement Reason: Functionality replaced with the new PeopleSoft Campus Solutions (iSIS).
Application #3: Billing Receivables System (BRS)
Retirement Reason: Functionality replaced with the new PeopleSoft Campus Solutions (iSIS).

Application #4: Financial Aid Management System (FAMS)
Retirement Reason: Functionality replaced with the new PeopleSoft Campus Solutions (iSIS).

Application #5: K-State Access Technology System (KATS)
Retirement Reason: Functionality replaced with the new PeopleSoft Campus Solutions (iSIS).
SECTION III ~ IT PLANNED PROJECTS

Kansas State University currently has no project reporting to KITO, but anticipates submitting a project plan pursuant to KSA 75-7209 in the near future to replace a portion of the enterprise storage infrastructure. The current disk array, which supports all of the critical University business applications and data, will reach end of support in 2010. In addition, K-State expects to submit a project plan for the application upgrade of the PeopleSoft Campus Solutions (iSIS) upon completion of the fit/gap analysis initiative in FY 2010.
## SECTION IV ~ BUSINESS AND TECHNOLOGY RADAR CHARTS

### Kansas State University

<table>
<thead>
<tr>
<th>FY 2010</th>
<th>FY 2011</th>
<th>FY 2012</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>IT Business Initiatives</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Replace email and calendaring software systems with an integrated collaboration suite.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Define and document the core Enterprise IT services available to K-State faculty, staff, students and/or affiliates.</td>
<td></td>
<td></td>
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<tr>
<td>Enhance Identity Management services</td>
<td></td>
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</tr>
<tr>
<td>Build the capacity of the new enterprise IT organization to provide integrated, reliable, high quality services to campus.</td>
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</tr>
<tr>
<td>Improve customer technical support in the areas of IT incident and problem management.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Strengthen the campus technology infrastructure, including networking, basic computing, and middleware.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Technology Infrastructure

- Upgrade voicemail system that has reached end-of-support and end-of-life
- Replacement of fiber segment between Hale Library and Power Plant
- Explore collaborative partnership with the University of Kansas for redundant data center capacity
- SAN Replacement
- Data Center Updates (Server Rack installations)
- Server Virtualization where applicable
- Critical Server and Storage replacement

### IT Business System Initiative

- Improve timeliness of K-State Alerts by integrating a new vendor.
  - State HRIS (Sunflower Project)
- Migrate several key systems to new servers and upgrade database versions:
  - DARS, FAMIS, PowerPark.
- Apply tax and regulatory updates to enterprise systems (HRIS, ISIS, FIS)

### Online-Enabled Services Initiatives

- Fit/Gap Analysis for ISIS (PeopleSoft Campus Solutions) upgrade to v.3.0
- ISIS (PeopleSoft Campus Solutions) application upgrade to v.9.0
- Implement IT’S Wide Incident Reporting & Management System (ServiceNow)
- Implement an integrated e-mail solution (Zimbra)
- Implement an integrated calendaring solution (Zimbra)
- Implement technical requirements to support the implementation of revised general education requirements.
- Axio (K-State Online) annual upgrade
- Axio (K-State Online) annual upgrade
- Axio (K-State Online) annual upgrade
- Apply tax and regulatory updates to enterprise systems (HRIS, ISIS, FIS)
- Apply tax and regulatory updates to enterprise systems (HRIS, ISIS, FIS)
- Apply tax and regulatory updates to enterprise systems (HRIS, ISIS, FIS)
### SECTION V ~ ENTERPRISE BUSINESS PARTNERS MODEL

<table>
<thead>
<tr>
<th>Business Partner</th>
<th>Input</th>
<th>Output</th>
</tr>
</thead>
<tbody>
<tr>
<td>Students</td>
<td>Applications, Transfer Coursework, Financial Aid Requests, Enrollment Requests, Class Assignments, Advising Requests, Library Requests, Other Service Requests</td>
<td>Acceptance / Orientation Info, Enrollment Info, Grades, Financial Aid Info, Bills, Syllabi, Course Content</td>
</tr>
<tr>
<td>Parents of Students</td>
<td>Tuition Payments, Financial Aid Information, Fees</td>
<td>Bills, Parent Info, Events Info, International Study Info</td>
</tr>
<tr>
<td>Alumni</td>
<td>Personal Info Updates, Donations, Membership Fees</td>
<td>Acknowledgments, Events Info, General Campus Info</td>
</tr>
<tr>
<td>Extension / Kansas Residents</td>
<td>Consulting Requests, Requests for Services, Speakers Info</td>
<td>Research Info and Work Products, Consulting Info, General Info</td>
</tr>
<tr>
<td>General Public</td>
<td></td>
<td>Information Requests</td>
</tr>
<tr>
<td>Vendors / Contractors</td>
<td>Bids, Invoices, Bills, Contracts, Licenses, documentation, Training, Data Access, Books, Journals</td>
<td>Requests for Proposals, Fix Requests, Payments</td>
</tr>
<tr>
<td>Data Vendors</td>
<td></td>
<td>Requests for Proposals, Fix Requests, Payments</td>
</tr>
<tr>
<td>Other Kansas Universities or Colleges</td>
<td>Shared Planning Information, Student Transfer Info, Course Info</td>
<td>Shared Planning Information, Student Transfer Info, Course Info</td>
</tr>
<tr>
<td>State Agencies</td>
<td></td>
<td>Research Information, Planning Information, Reports</td>
</tr>
<tr>
<td>Federal Agencies</td>
<td></td>
<td>Research Information, Planning Information, Reports</td>
</tr>
<tr>
<td>Industry</td>
<td>Consulting Requests, Research Requests, Technology Transfer Requests</td>
<td>Consulting and Research Information, Intellectual Property, Information Delivery</td>
</tr>
<tr>
<td>Professional Societies</td>
<td>Bills, Research Work Product, Event Announcements, Acceptance of Papers</td>
<td>Fees for Dues or Event Registration, Research Work Products</td>
</tr>
</tbody>
</table>

Kansas State University
SECTION VI ~ ENTERPRISE VALUE CHAIN

Kansas State University Value Chain

Goals
The mission of Kansas State University encompasses teaching, research, service, and extension, serving students, Kansas, the nation, and the world.

Core Business Processes
- Administration Management
- IT Management
- Research Resource Management
- HR Management
- Financial Management
- Procurement Management
- Physical Plant Management

Supporting Activities
- Supporting (Financial, HR, IT, Research,...) Assets

Primary Activities
- Teaching: Assessment, Degrees, Credentialing, Transcripts, Tenure
- Research Assessment, Peer Review, Research Awards, Tenure
- Service: Assessment, Evaluation, Tenure, Participation

Supporting Processes
- Recruitment
- Admissions, Enrollment
- Instruction/Learning
- Academic Support
- Placement Counseling

Research and Development
- Research Proposals
- Research Administration
- Research Prototype Development
- Research Support
- Publishing/Performance

Community Service
- Professional Service
- University Service
- Training/Development
- Alumni Support

Extension and Engagement
- County/Community Service
- Information Delivery
- Consulting Service
- Training/Development
- Alumni Support

The distribution of information to extend knowledge throughout Kansas.

The application of information and knowledge to benefit society.

The creation of information and knowledge.

The iidication of learning.

Customers
- Students
- Parents
- Alumni
- Kansas Residents
- General Public
- Other Kansas Universities
- Federal Government
- State Government
- Industry
- Professional Societies
- Research Communities

University Information/Knowledge Assets
SECTION VII ~ ENTERPRISE APPLICATION MAP

Kansas State University Application Map

Administration
- FIS (Oracle Financial Information System)
- eReports (Optio)
- UBS (University Budget System)
- OFA (Oracle Financial for Facilities)
- FAMIS
- FESTOR
- HRG (PeopleSoft Human Resources Information System)
- ISIC (PeopleSoft Campus Solutions)
- Zimbra Collaboration Suite
- Oracle Calendar
- ServiceNow
- Remex
- Telecom Billing Platform
- Telequin
- Resource 25
- Schedule 25
- PowerPark
- Computation
- PDB (Personas Database)

Supporting Activities
- Supporting (Financial, HR, IT, Research,...) Assets

Goals
- The mission of Kansas State University encompasses teaching, research, service, and extension, serving students, Kansas, the nation and the world.

Process Management
- Recruitment
- Admissions, Enrollment
- ISIS
- DCE/EIS
- Zimbra Collaboration Suite, Oracle Calendar

Supporting Processes
- Core Business Processes
- Primary Activities
- Quality Management
- Product Information

Research and Development
- Research Proposals
- Research Administration
- Research Prototype Development
- Research Support
- Publishing / Performance

Research Prototypes
- FIS (Financial Information System)
- RERTORC
- Survey System
- Zimbra Collaboration Suite, Oracle Calendar

K-State Research Exchange (KREX)

Service
- Community Service
- Professional Service
- University Service
- Training / Development
- Alumni Support

Zimbra Collaboration Suite, Oracle Calendar

- Alumni (K-State Online)
- ISIS
- K-State Alerts
- GIS

Research Exchange (KREX)

Teaching: Assessment, Degrees, Credentialing, Transcripts, Tenure
Research: Assessment, Peer Review, Research Awards, Tenure
Service: Assessment, Evaluation, Tenure, Participation

University Information / Knowledge Assets

Customers
- Students
- Parents
- Alumni
- Kansas Residents
- General Public
- Other Kansas Universities
- Federal Government
- State Government
- Industry
- Professional Societies
- Research Communities

The facilitation of learning.

The creation of information and knowledge.

The application of information and knowledge to benefit society.

The distribution of information to extend knowledge throughout Kansas.