# State University System
# Education and General
# 2018-2019 Legislative Budget Request
# Form I

| University(s): | Florida A&M University |
|---|---|
| **Issue Title:** | **General Operational Enhancements (Technology Focused Learning)** |
| **Priority Number** | |
| **Recurring Funds Requested:** | |
| **Non-Recurring Funds Requested:** | **$7,549,000** |
| **Total Funds Requested:** | **$7,549,000** |
| | |
| **Please check the issue type below:** | |
| | |
| **Shared Services/System-Wide Issue** | ☐ |
| **2018-2019 Non-Recurring Issue** | ☐ |
| **New Issue for 2017-2018** | ☒ |

**Description:**

Technology Information Systems are critical for every industry and imperative for learning. The funds requested are to assist with student and faculty technology needs throughout the university. They will also help with retention, learning improvements, graduation rates and job placement after graduation. Furthermore, these enhancements will also provide the necessary security needed to protect students, faculty and staff data in an ever changing and cyber connected world. There has been an uptick in cyber-attacks world-wide and these request for LBR funding will assist FAMU in providing a robust and secure infrastructure for all users.

## A. Network Operations Center Infrastructure     (Non-Recurring)     $3.6 Million

The university network team currently focuses on border protection through Firewalls (FW) with Intrusion Prevention/Detection capabilities. The University does have some level of capability to detect and/or respond to data breaches however not in a timely fashion depending on the level

of complexity of the breach. FAMU has outdated methodologies and equipment due to limited resources in both manpower and technology. There are no processes in place now to easily review suspicious activity and limited personnel to complete these reviews. In addition, there currently is no university wide endpoint management solution in place. There are pockets of loosely controlled IT infrastructure within the overall university enterprise system, which result in the threat of shadow IT vulnerabilities. FAMU is currently developing a plan to centralize most IT resources for better control and efficiency. The upgraded hardware/software will allow for a stronger security posture and controls for the university community. This upgrade will also increase internet bandwidth from 10gig to 100gig in the network operations center (NOC) allowing more bandwidth for large data driven applications and research capabilities. This legislative budget request directly impacts FAMU's strategic plan priority #5 (First-Class Business Infrastructure) by improving the core operations technology and strengthening internal controls.

### B. Disaster Recovery (On-Premises/Cloud) (Non-Recurring)     $1.5million

Disaster Recovery is the process an organization uses to recover access to their applications, data, and/or hardware that are needed to continue the performance of normal, critical business functions after the event of either a natural disaster or a disaster caused by humans. This is critical and supports the business continuity and functions of the university and its resources in cases of extreme emergencies. FAMU has determined that a hybrid mix of On-premise and Cloud technology will fully protect all data and allow the university to continue serving students, faculty, and staff even during an emergency or outage. These services are critical to students and faculty as 24/7 access to technology is demanded. Currently on premise applications are not protected by a disaster plan, which makes the university vulnerable to data loss and access disruption to critical assets. Disaster recovery will directly support strategic priority #5 (First-Class Business Infrastructure) goal #3 Improve transparency and strengthen internal controls to improve compliance and support strategic decisions.

### C. Video conferencing Services               (Non-Recurring)     $750,000

FAMU has taken advantage of the use of technology in its teaching environments. Video conferencing has become extremely popular amongst students and faculty as it reduces the amount of travel needed by teaching remotely and it allows for recording of the lectures for viewing later. The current video infrastructure is oversubscribed and maxed out, it is also outdated and must be replaced by state-of-the-art video technology. Most of this equipment was purchased in 2012 and therefore is considered end-of-life in terms of technology years. This upgrade is imperative to the success of faculty teaching and student learning and increases student retention and success by making available current reliable technologies. This project supports Strategic Priority #2 (Excellent and Renowned Faculty) Goal #2 (Maintain and develop sustainable state-of-the art facilities that support the academic enterprise of the University) and

Strategic Priority #5 (First-Class Business Infrastructure) Goal #5 (Leverage technology and establish a data-driven culture).

**D. Data Analytics**         **(Non-Recurring)**  **$260,000**

Data analytics will be used to determine trends amongst students, faculty, and university constituents to better serve their needs for success and interest in FAMU. Specific Information will be processed and then used to improve the Board of Governor's (BOG) performance funding matrix by directing resources to trending issues and needs. Data is extracted and categorized to identify and analyze behavioral data, predicative analytics, patterns, and techniques according to organizational requirements. Qualitative and Quantitative measurements of these patterns will provide critical information, which can be used to provide increased customer experience and assist with promoting the FAMU brand. This project touches strategic priorities #1 (Exceptional Student Experience) by collecting pertinent data that can be used to cater directly to students needs and wants. It also supports strategic priority #5 (First-Class Business Infrastructure) Goal #5 (Leverage technology and establish a data-driven culture) and Strategic Priority #6 (Outstanding Customer Experiences).

**E. Teaching and Research building technology infrastructure upgrades**
                  **(Non-Recurring)**  **$1,439,000**

This funding request will allow FAMU to replace legacy network switches that have reached end of life and are highly susceptible to failure. Most of this equipment was originally purchased when the initial buildings were built making the equipment at least ten years old or older in some cases. The upgrade would include state-or-art wireless (Wi-Fi) technology, new CAT6 cabling throughout entire buildings, industry standard communications closet enhancements, entrance security software and an efficient air conditioning system for all network closets.

The upgrade will also provide Gigabit access to all classrooms, offices and labs for better streams of video used for student tutorials, group studies and video conferences. This enhancement will provide dual 10 gigabit speed directly to the University's Network Backbone for increased bandwidth, security, and redundancy for teaching and research capabilities.

Students, Faculty, and FAMU constituents will benefit extremely by these upgrades, as it will provide technology used to connect and protect FAMU's Cyber presence. These efforts will also directly affect Performance funding goals by attracting top student talent to FAMU's historic programs and newly created technology focused STEM careers. This LBR directly supports strategic priority #1 (Exceptional Student Experience) Goal #5 (Strategically enhance campus instructional and research facilities) and Strategic priority #2 (Excellent and Renowned Faculty) Goal #2 (Maintain and develop sustainable state-of-the art facilities that support the academic enterprise of the university).

- Coleman Library Network Infrastructure Upgrade
  - $397,000

- Frederick S. Humphries Science Research Building
  - $422,000

- School of Business and Industry - South & West Wings
  - $300,000

- College of Pharmacy Technology Upgrade
  - $320,000

**F. Return on Investment**

The requested funding will allow FAMU to build a 21st century technology platform and will improve the security posture on a secure foundation. This will support all efforts of performance funding indicators and help build a technological and critical thinking workforce the State of Florida needs. This investment will specifically achieve the following:
- Increase graduation rates by using technology in key learning environments
- Reduce the technological gap for minorities students
- Increase in graduation numbers and starting salaries of graduates
- Attract technically inclined students and faculty from around the world to the Sate Florida.
- Enhanced institutional capacity to offer online courses and programs world-wide.