



# ITS FACULTY SENATE UPDATE 2023

COLE W. CAMPLESE, VICE PRESIDENT FOR INFORMATION TECHNOLOGY AND CHIEF INFORMATION OFFICER

# IT SERVICES OVERVIEW

4.55/5  
Average  
Customer  
Satisfaction

130K+  
Service Desk  
Interactions

Academic Technologies &  
Research Computing

Infrastructure

Engagement & Customer  
Experience

Information Security

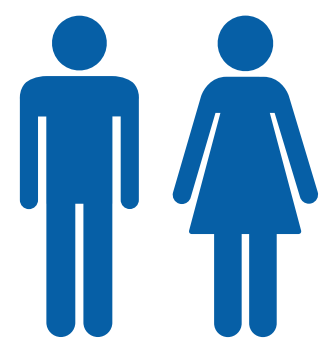
Enterprise Platforms &  
Business Intelligence

Global IT Operations

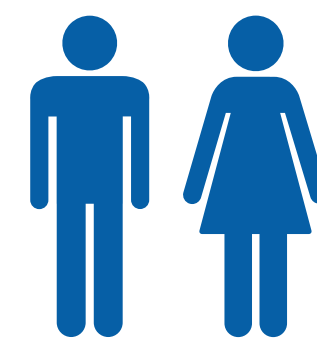
Areas of Organizational Responsibility

50+  
Topics for In-  
Person &  
Online  
Training

1,000+  
Self-Service KB  
Articles



240 FTE



300 Students





# CONSULTING & SUPPORT

- <https://service.northeastern.edu/tech>
- 24x7x365 IT Support
- In-person and virtual support options
- Phone: 617.373.HELP [4357]
- Email: [help@northeastern.edu](mailto:help@northeastern.edu)
- Online Chat





# INFORMATION TECHNOLOGY SERVICES OFFICE OF THE CIO



**Cole W. Campese**  
*VP & CIO*



**Steve Duncan**  
*AVP of Enterprise Platforms*



**Karen McCarthy**  
*AVP & Deputy CIO, ITS Operations*



**Spencer Pruitt, PhD**  
*AVP of Research Computing and Academic Technologies*



**Marcus Robinson**  
*AVP & Deputy CIO, Engagement and Experience*



**Amanda Fratticcioli**  
*Head of the Office of the CIO*



**Harry Hoffman**  
*AVP & CISO*



**Matt Meyer**  
*AVP of Global IT Operations*



**Kacie Harkins**  
*Director, IT Project Management Office*



<http://cio.northeastern.edu>

# STRATEGIC DRIVERS



Global Campus Engagement

People

Information Security

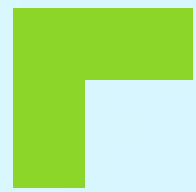
Teaching and Learning with Technology

Research

Operational Excellence

Delighting the Community

Mobile • Digital • Personalized • Cloud First



Canada  
Toronto

Canada  
Vancouver

Washington  
Seattle

California  
San Jose • San Francisco • Oakland

Florida  
Miami

Maine  
Portland

Massachusetts  
Boston • Burlington • Nahant

Virginia  
Arlington

North Carolina  
Charlotte

UK  
NCH • London

While Boston is our "HQ1", everything we do is in support of the growing Global Network.





# CORE PRIORITIES

Personalization

Digital University

Systems & Infrastructure Transformations

Information Security



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# Notable FY23-27 LRP Highlights

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## FY23

- Financial System Discovery
- Network Modernization
- Banner Platform Refresh
- Global Digital Platform
- Slate
- Giving System Modernization
- Global Classroom Expansion

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## FY24

- Kick Off Financial System Modernization
- Network Modernization
- ServiceNow as a Platform
- Global Digital Platform
- Device as a Service
- Salesforce Modernization
- Global Classroom Expansion

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## FY25

- New Financial System
- Network Modernization
- Global Digital Platform
- 1:1 Device for Faculty
- Global Classroom Expansion

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## FY26

- Complete Financial System
- Network Modernization
- Student Information System Discovery
- Global Digital Platform
- On-Prem Data Center Closure

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## FY27

- Kick Off Student Information System Modernization
  - Global Digital Platform
-





# INFORMATION SECURITY MISSION

We ensure that the university's technological environment is secure and meets regulatory and compliance requirements.





## RANSOMWARE

Attackers encrypt organization's data and demand payment to restore access.

- Microsoft Office: Built-in ransomware protection
- File Systems: Superna Defender provides protection
- Backups: Cohesity backup service with built-in ransomware protection



## DATA BREACH

Unauthorized access to confidential or sensitive data such as PII, and medical and financial data.

- Data loss tools in our Microsoft Office license
- Security tools on servers and laptops
- Encryption for data at rest



## SOCIO-POLITICAL EVENTS

Events such as the war in Ukraine reverberate and show up in acts like state-sponsored cyberattacks and hacktivism.

- Multi-factor authentication protects all users
- Firewalls and security appliances to protect the network
- Managed security services provide 24/7/365 monitoring and alerts



# SECURITY STATISTICS



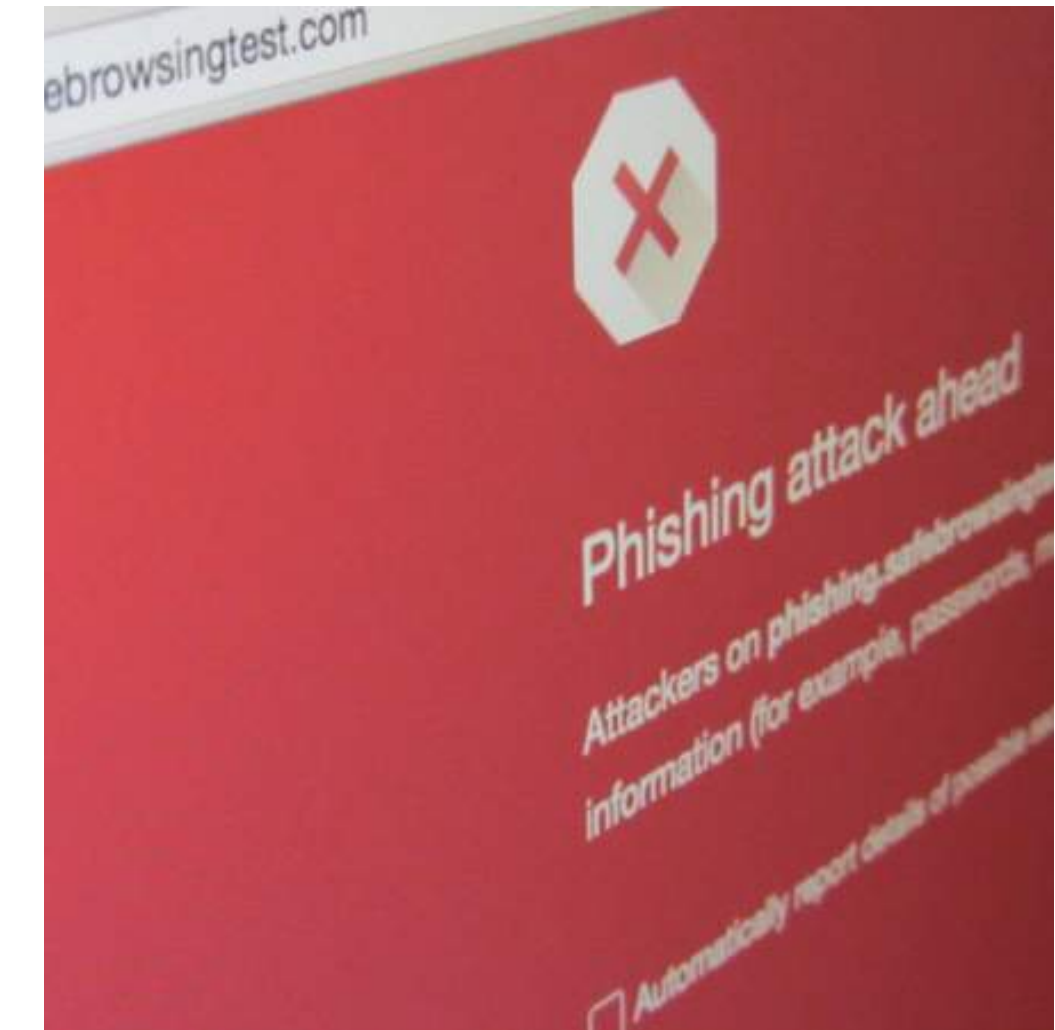
**236,339 USERS**



**11,710 MANAGED DEVICES**



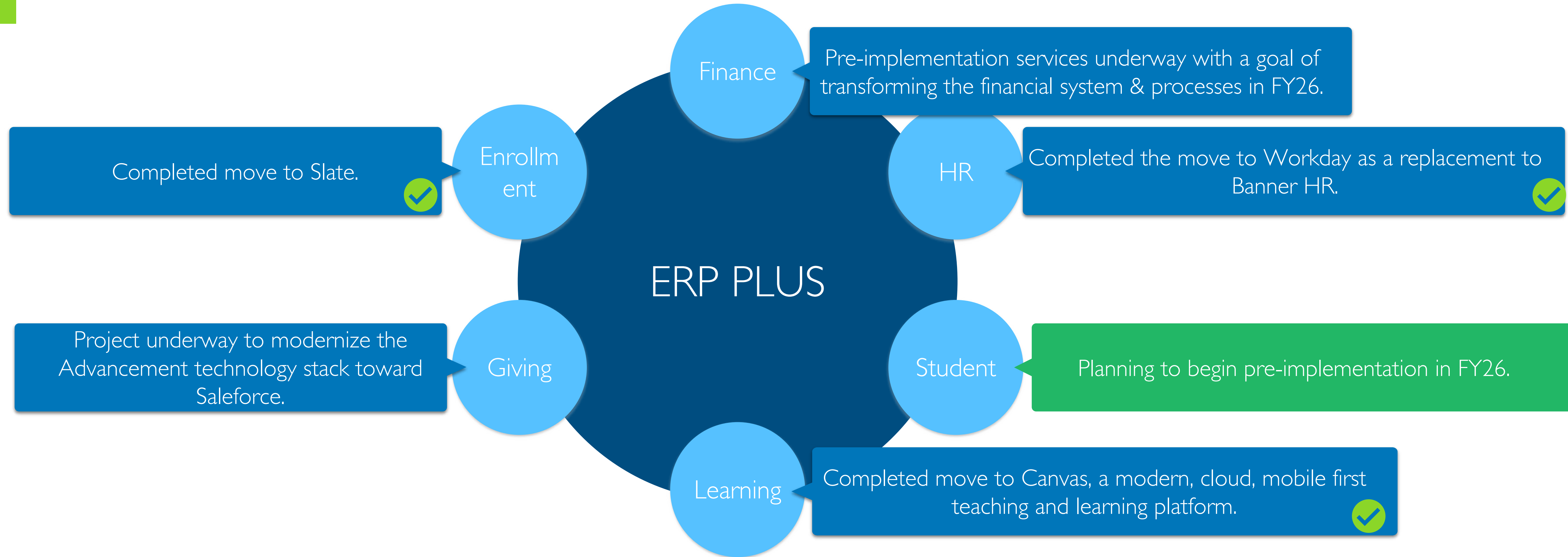
**6M+ ATTACKS/DAY**



**5500+ PHISHING  
ATTACKS/MONTH**



# SYSTEM TRANSFORMATION STRATEGY



Data Integrations, API Platform, & Event Streaming

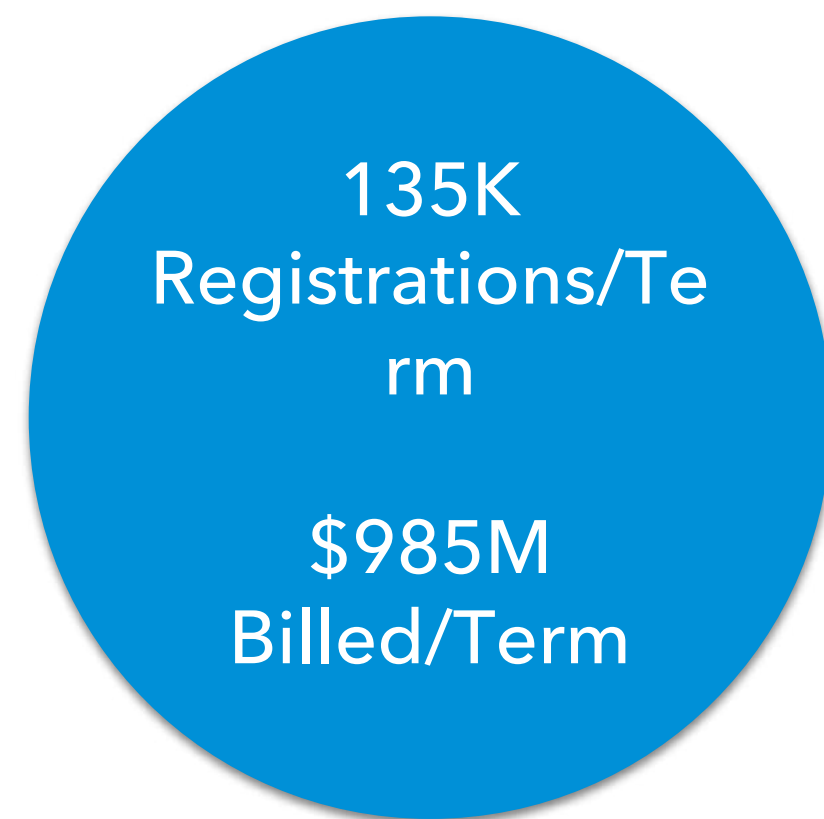
Salesforce Modernization

Modern Data Platform

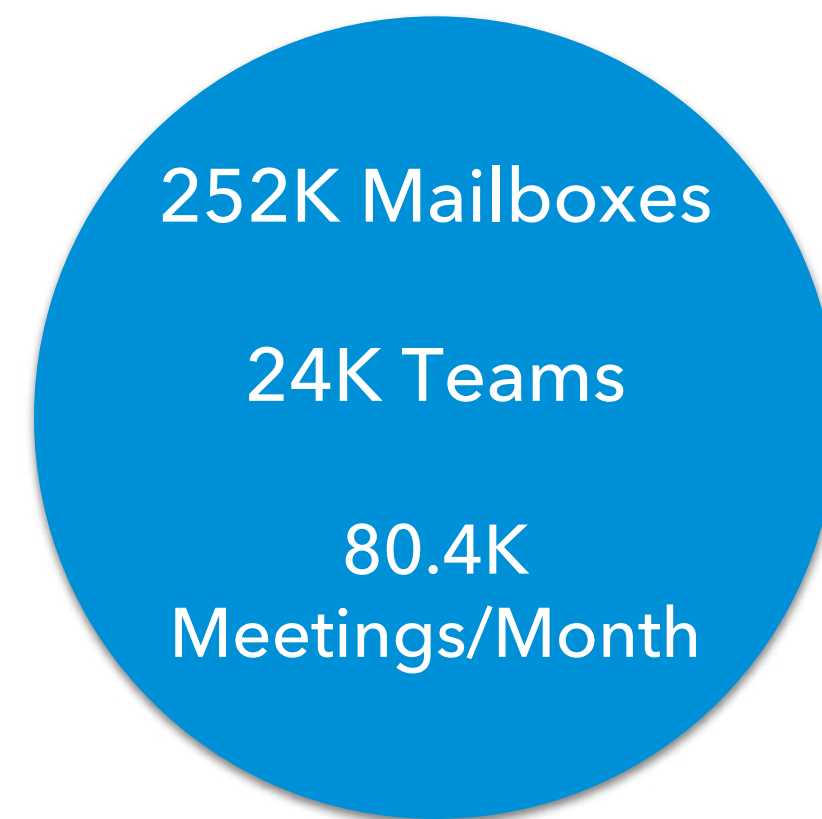


# ENTERPRISE SYSTEM IMPACT

## Banner Finance & Student



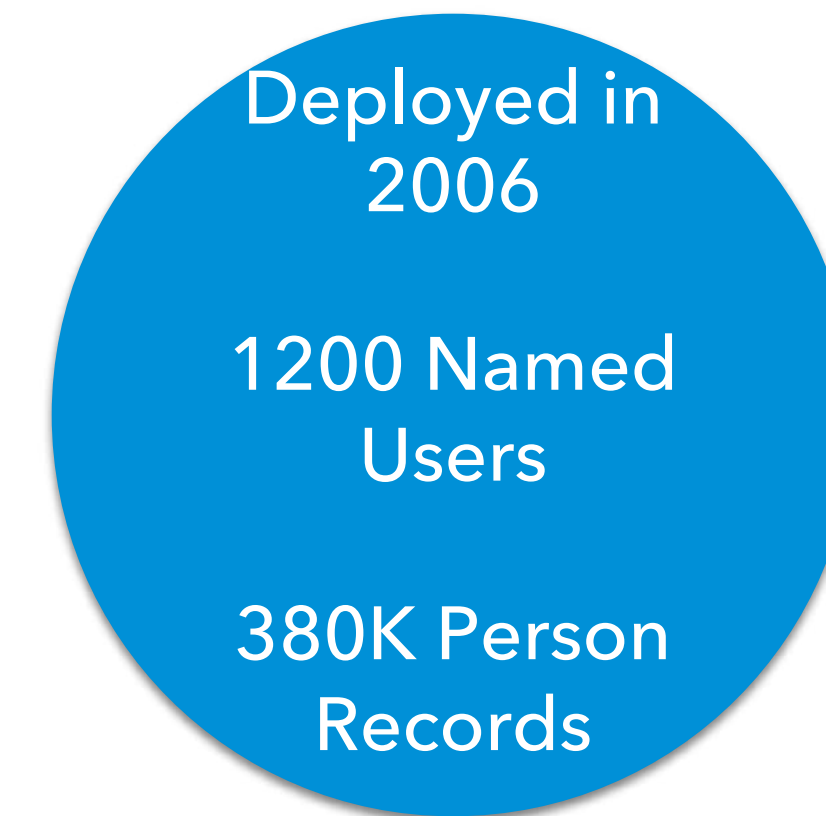
## Office 365



## Cbord Gold



## SalesForce



# DIGITAL UNIVERSITY

Digital Dexterity

Easy-to-Use  
Technology

Engaging  
Deployment

Audience Experience

✔ Digital Collaboration

✔ Hiring Digital

✔ Community Engagement

Digital Transformation

Enterprise Platforms

Data Governance

Business Outcomes

✔ ERP Transformation

✔ Data Management

✔ Personalization

Digital Academy

Learning Spaces

Seamless  
Experiential

Student Success

✔ Faculty Consulting

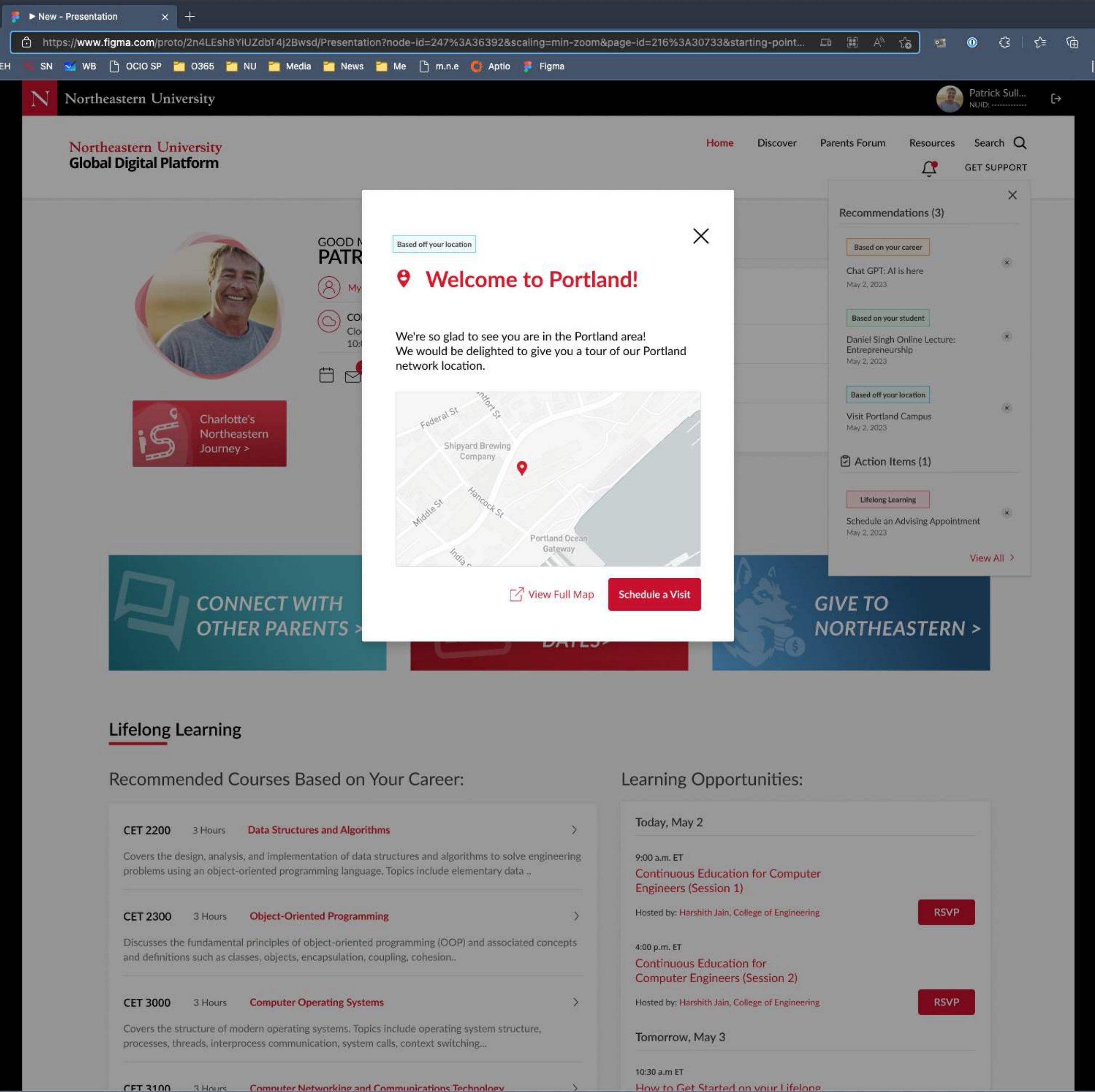
✔ Student Experience

✔ Research Computing



# ENVISIONING THE GLOBAL DIGITAL PLATFORM

COLE W. CAMPLESE, VICE PRESIDENT FOR INFORMATION TECHNOLOGY AND CHIEF INFORMATION OFFICER



# PERSONALIZATION

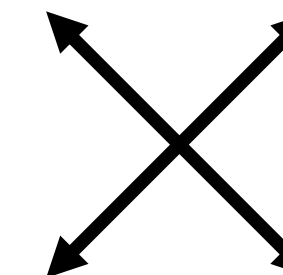
THE GLOBAL DIGITAL PLATFORM  
AND HUB ECO-SYSTEM



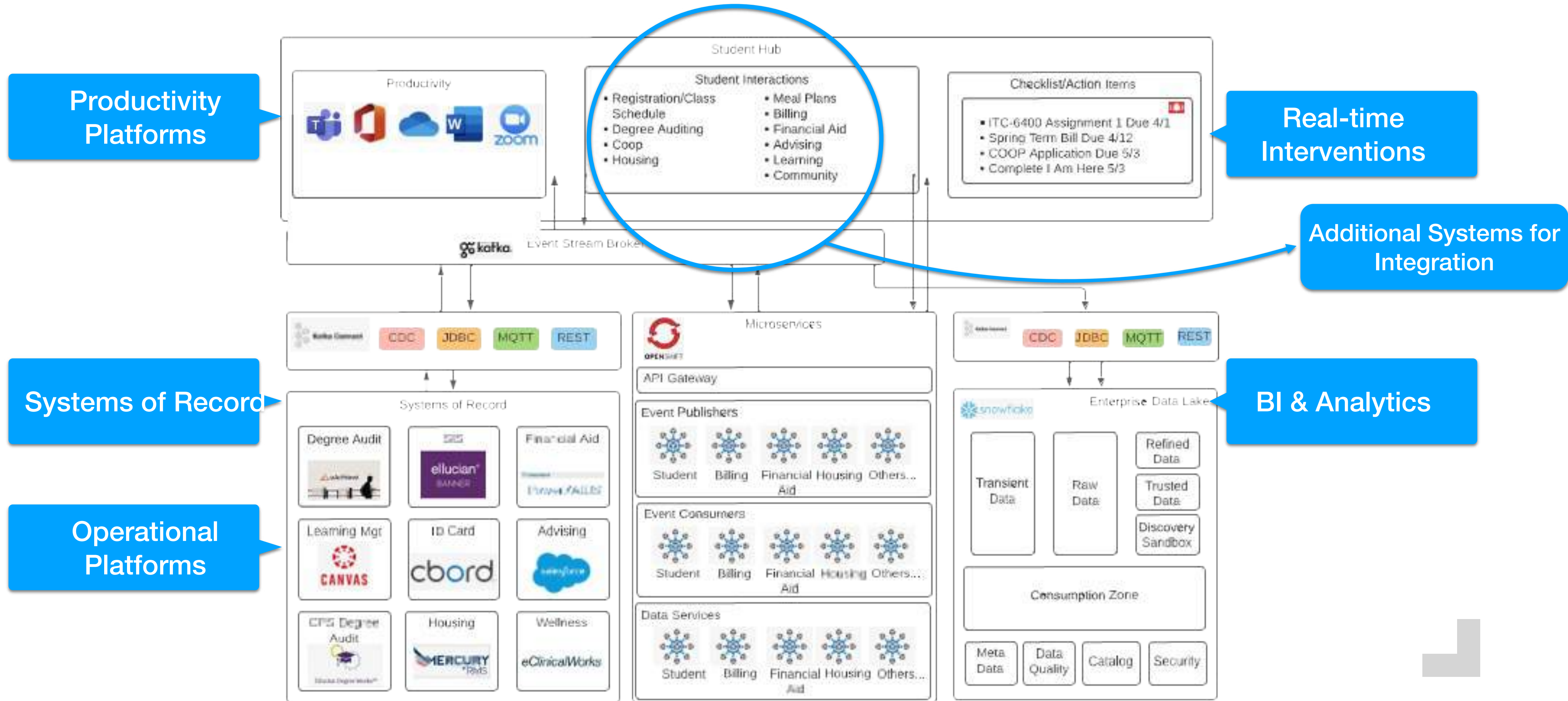


# GLOBAL DIGITAL PLATFORM

- A “platform of platforms” that empowers the work of our varied and future audiences
- There are three elements to what will become the differentiating global digital experience:
  - Layer 1: Robust, cloud first systems of record, modern data platform, & event-driven API environment
  - Layer 2: Resilient global infrastructure
  - Layer 3: Digital, personalized aggregators that provide a delightful and powerful experience



# THE GLOBAL DIGITAL PLATFORM IS AN ARCHITECTURAL FRAMEWORK



Current Event-driven Architecture



# Delivering on Personal Desires

## Parents

## Students

Enable us.

Inspire us.

Connect us.

Support us.

Engage us.



Understand me.

Anticipate my issues.

Automate my remediation.

Accelerate my value.

Support me at scale.



Areas of Focus

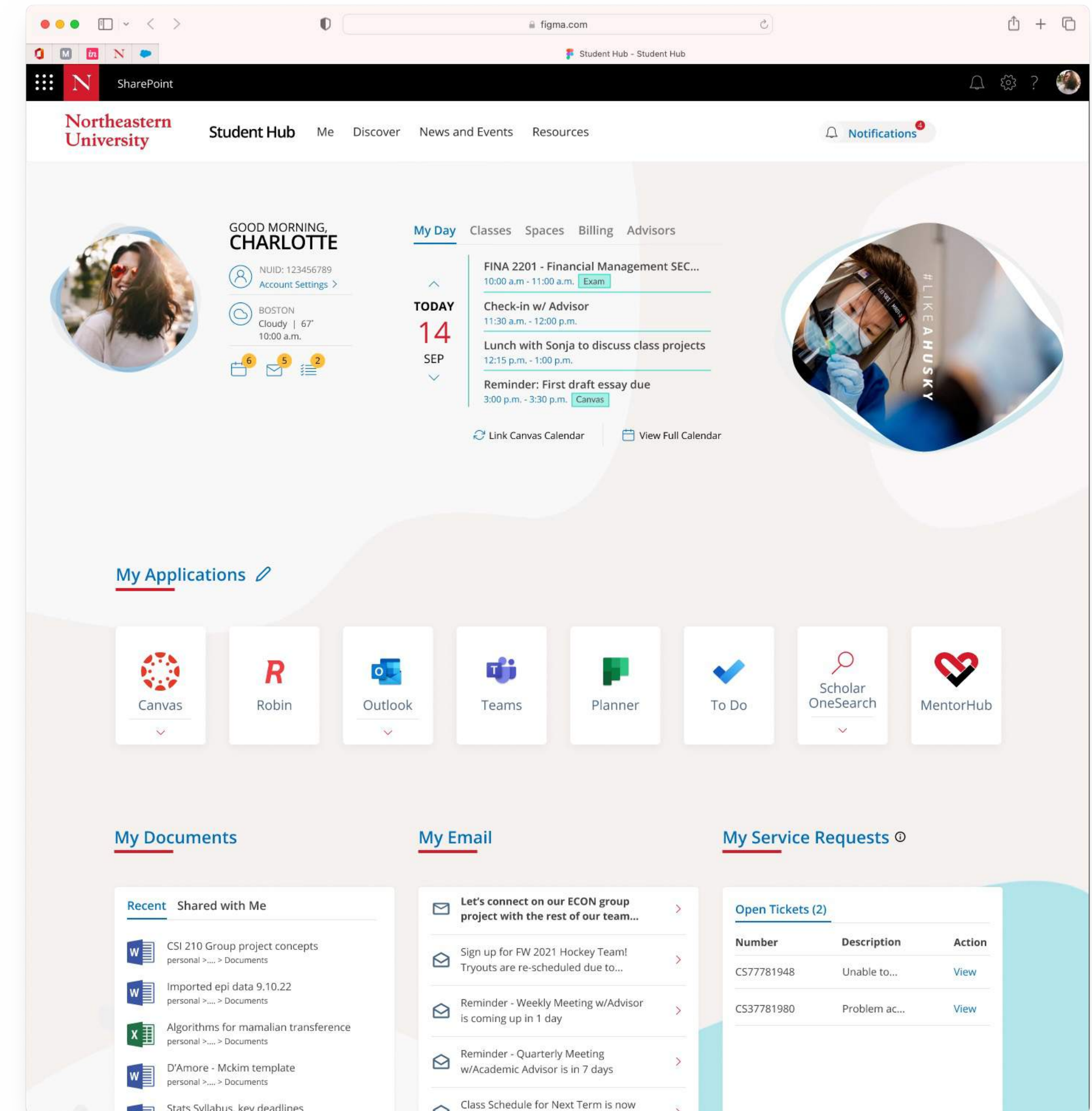
Alumni • Communities • Parents • Faculty • Employers • LLL • Next





# STUDENT HUB KEY METRICS

- 11,500 average unique students per day
- 4 Average visit per student per day
- 660+ students providing input and feedback
- Top features by student use:
  - Canvas integration
  - Class schedules
  - Resources



Students are presented with a hyper personalized environment that delivers real time information that allows her to take immediate action across a nearly unlimited number of tasks.

SharePoint

Northeastern University Student Hub

Me Discover News and Events Resources

Notifications 4

GOOD MORNING, CHARLOTTE

NUID: 123456789 Account Settings >

BOSTON Cloudy 157° 10:00 a.m.

6 5 2

My Day Classes Spaces Billing Advisors

TODAY 14 SEP

FINA 2201 - Financial Management SEC... 10:00 a.m. - 11:00 a.m. Exam

Check-in w/ Advisor 11:30 a.m. - 12:00 p.m.

Lunch with Sonja to discuss class projects 12:15 p.m. - 1:00 p.m.

Reminder: First draft essay due 3:00 p.m. - 3:30 p.m. Canvas

Link Canvas Calendar View Full Calendar

My Applications

Canvas Robin Outlook Teams Planner To Do Scholar OneSearch MentorHub

My Documents My Email My Service Requests

Recent Shared with Me

CSI 210 Group project concepts personal >... > Documents

Imported epi data 9.10.22 personal >... > Documents

Algorithms for mamalian transference personal >... > Documents

D'Amore - Mckim template personal >... > Documents

Stats Syllabus, key deadlines

Let's connect on our ECON group project with the rest of our team...

Sign up for FW 2021 Hockey Team! Tryouts are re-scheduled due to...

Reminder - Weekly Meeting w/Advisor is coming up in 1 day

Reminder - Quarterly Meeting w/Academic Advisor is in 7 days

Class Schedule for Next Term is now

Open Tickets (2)

Number	Description	Action
CS77781948	Unable to...	View
CS37781980	Problem ac...	View

Realtime O365 & Canvas integration.

Students are presented with a hyper personalized environment that delivers real time information that allows her to take immediate action across a nearly unlimited number of tasks.

SharePoint

Northeastern University Student Hub

Me Discover News and Events Resources

Notifications 4

GOOD MORNING, CHARLOTTE

NUID: 123456789 Account Settings >

BOSTON Cloudy 1:57 10:00 a.m.

6 5 2

My Day **Classes** Spaces Billing Advisors

< Fall 2022 Semester >

**FINA 2201** Enrolled Financial Management SEC 07 F... >

**MGSC 2301** Enrolled Business Statistics SEC 06 Fall 2... >

**ENTER 2301** Enrolled Innovation! SEC 02 Fall 2022 >

View Exam Schedule >

View Your Grades >

Open in Canvas

**Boston Undergraduate Students:**

Welcome to the Wellness Days Pilot Program

Select a Wellness Day >

**My Applications**

Canvas Robin Outlook Teams Planner To Do Scholar OneSearch MentorHub

**My Documents**

Recent Shared with Me

CSI 210 Group project concepts personal >... > Documents

Imported epi data 9.10.22

**My Email**

Let's connect on our ECON group project with the rest of our team... >

Sign up for FW 2021 Hockey Team! Tryouts are re-scheduled due to... >

**My Service Requests**

Open Tickets (2)

Number	Description	Action
CS77781948	Unable to...	View

Realtime class lists, Canvas access, exam schedules, etc.

Students are presented with a hyper personalized environment that delivers real time information that allows her to take immediate action across a nearly unlimited number of tasks.

SharePoint

Northeastern University Student Hub

Me Discover News and Events Resources

Notifications 4

GOOD MORNING, CHARLOTTE

NUID: 123456789 Account Settings >

BOSTON Cloudy | 57° 10:00 a.m.

6 5 2

My Day Classes Spaces **Billing** Advisors

Amount Owed **\$225.00**

**Make a Payment**

HUSKY CARD

Husky	\$9.50
Laundry Bucks	\$45.00
Student Printing	\$120.00
Student Free Text	\$0.00
Fall Dining Dolla...	\$12.00

Change >

DINING PLANS

SWIPES REMAINING

Fall 17	15
Fall Unlimited	998
Fall Guest 10	8

Change >

#LIKEAHUSKY

My Applications

Canvas Robin Outlook Teams Planner To Do Scholar OneSearch MentorHub

My Documents

Recent Shared with Me

CSI 210 Group project concepts	personal >... > Documents
Imported epi data 9.10.22	personal >... > Documents
Algorithms for mamalian transference	personal >... > Documents
D'Amore - Mckim template	personal >... > Documents
Stats Syllabus, key deadlines	

My Email

Let's connect on our ECON group project with the rest of our team... >

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Reminder - Quarterly Meeting w/Academic Advisor is in 7 days >

Class Schedule for Next Term is now >

My Service Requests

Open Tickets (2)

Number	Description	Action
CS77781948	Unable to...	View
CS37781980	Problem ac...	View

Realtime billing information with integrated payment.

Students are presented with a hyper personalized environment that delivers real time information that allows her to take immediate action across a nearly unlimited number of tasks.

SharePoint

Northeastern University Student Hub Me Discover News and Events Resources

Notifications 4

GOOD MORNING, CHARLOTTE

NUID: 123456789 Account Settings >

BOSTON Cloudy | 67° 10:00 a.m.

My Day Classes Spaces Billing Advisors

Amount Owed \$225.00

Make a Payment

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My Documents

Recent Shared with Me

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Class Schedule for Next Term is now

My Service Requests

Open Tickets (2)

Number	Description	Action
CS77781948	Unable to...	View
CS37781980	Problem ac...	View

Unlimited & highly customized micro-services.



Students are presented with a hyper personalized environment that delivers real time information that allows her to take immediate action across a nearly unlimited number of tasks.

SharePoint

Northeastern University Student Hub

Me Discover News and Events Resources

GOOD MORNING, CHARLOTTE

NUID: 123456789 Account Settings >

BOSTON Cloudy | 67° 10:00 a.m.

6 5 2

My Day Classes Spaces Billing Advisors

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Check-in w/ Advisor 11:30 a.m. - 12:00 p.m.

Lunch with Sonja to discuss class projects 12:15 p.m. - 1:00 p.m.

Reminder: First draft essay due 3:00 p.m. - 3:30 p.m. Canvas

Link Canvas Calendar View Full Calendar

Notifications 4

Blocks and Holds (1)

Late You Have a Hold on Your Account Overdue

Action Items (2)

New Library Request In Process By September 14, 2022

Soon Library Request Ready By September 16, 2022

New Advance Registration Form By September 25, 2022

Soon Full Term Grad Class Reg ... By December 10, 2022

Late The Library Loan Harry Pott... Overdue

More Notifications (1)

Deadline to Withdraw From Classes Is October 3, 2022

View All >

My Applications

Canvas Robin Outlook Teams Planner To Do Scholar OneSearch MentorHub

My Documents

Recent Shared with Me

CSI 210 Group project concepts personal >... > Documents

Imported epi data 9.10.22 personal >... > Documents

Algorithms for mamalian transference personal >... > Documents

D'Amore - Mckim template personal >... > Documents

Stats Syllabus, key deadlines

My Email

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Reminder - Weekly Meeting w/Advisor is coming up in 1 day >

Reminder - Quarterly Meeting w/Academic Advisor is in 7 days >

Class Schedule for Next Term is now >

My Service Requests

Open Tickets (2)

Number	Description	Action
CS77781948	Unable to...	View
CS37781980	Problem ac...	View

Realtime, event driven notification engine to take timely action.

Students are presented with a hyper personalized environment that delivers real time information that allows her to take immediate action across a nearly unlimited number of tasks.

The screenshot displays a student dashboard interface. At the top, the browser address bar shows 'figma.com' and the page title is 'Student Hub - Student Hub'. The dashboard is organized into several sections:

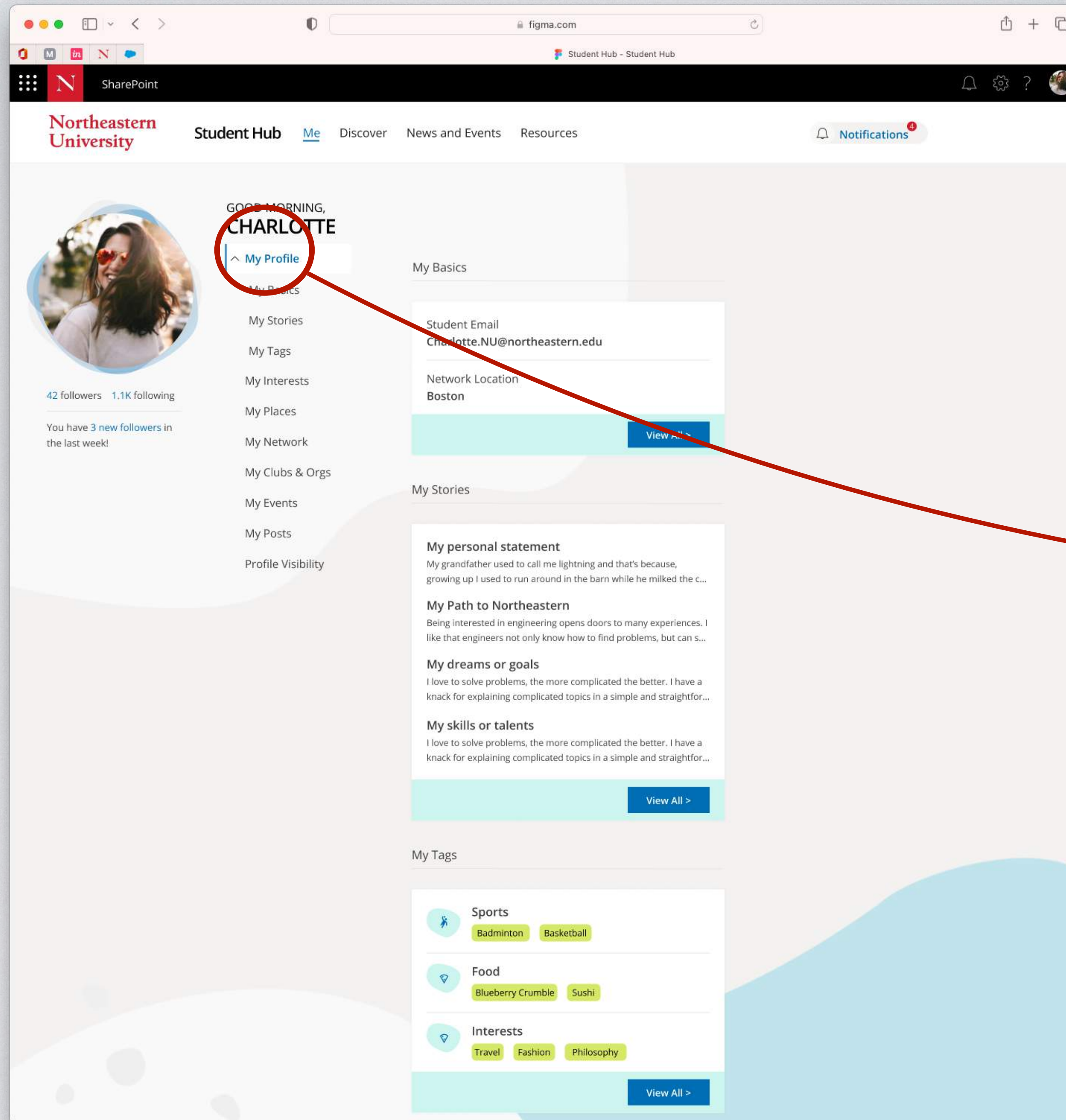
- My Applications:** A row of application icons including Canvas, Robin, Outlook, Teams, Planner, To Do, Scholar OneSearch, and MentorHub.
- My Documents:** A section titled 'Recent' and 'Shared with Me' showing a list of documents with icons for Word and Excel. Documents include 'CSI 210 Group project concepts', 'Imported epi data 9.10.22', 'Algorithms for mamalian transference', 'D'Amore - Mckim template', and 'Stats Syllabus, key deadlines'. A 'View All' link is at the bottom.
- My Email:** A section showing a list of email messages with subject lines like 'Let's connect on our ECON group project with the rest of our team...', 'Sign up for FW 2021 Hockey Team!', 'Reminder - Weekly Meeting w/Advisor is coming up in 1 day', 'Reminder - Quarterly Meeting w/Academic Advisor is in 7 days', and 'Class Schedule for Next Term is now available! Make your selections now...'. A 'View All' link is at the bottom.
- My Service Requests:** A section titled 'Open Tickets (2)' with a table of tickets.

Number	Description	Action
CS77781948	Unable to...	<a href="#">View</a>
CS37781980	Problem ac...	<a href="#">View</a>

At the bottom of the dashboard, there are two more sections: 'Communities at Northeastern' with a 'Conversations' section and 'Voices at Northeastern' with a list of articles like 'Paris: A Walking Tour', 'Thoughts on Tajikistan, Kyrgyzstan, and Kazakhstan where i spent the...', 'Japan: My Daily Log and Thoughts while in Japan on Coop with Sea..', and '10 Things you should do in Paris'.

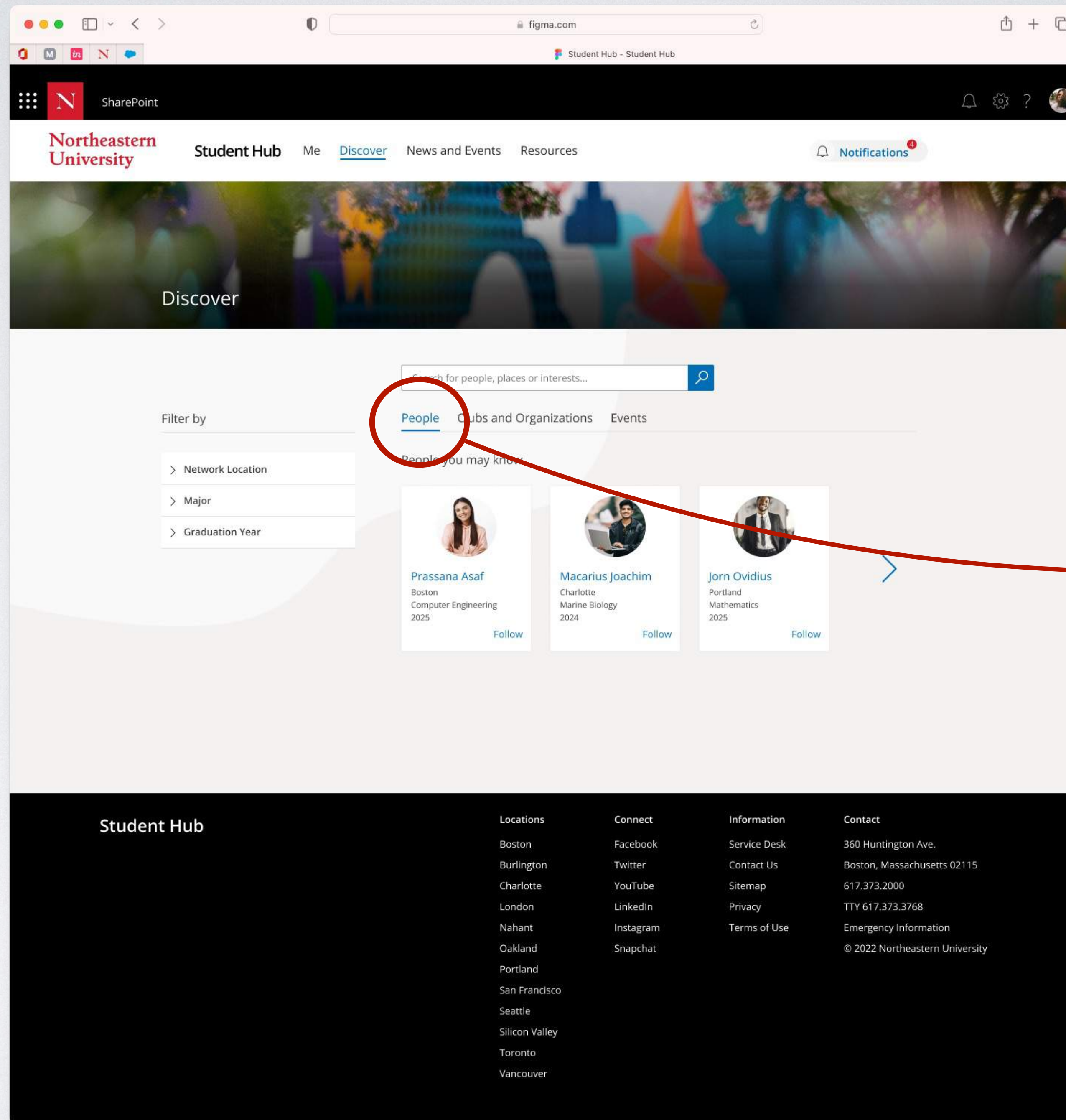
Access to cloud documents, email, service requests, etc.

Students are presented with a hyper personalized environment that delivers real time information that allows her to take immediate action across a nearly unlimited number of tasks.



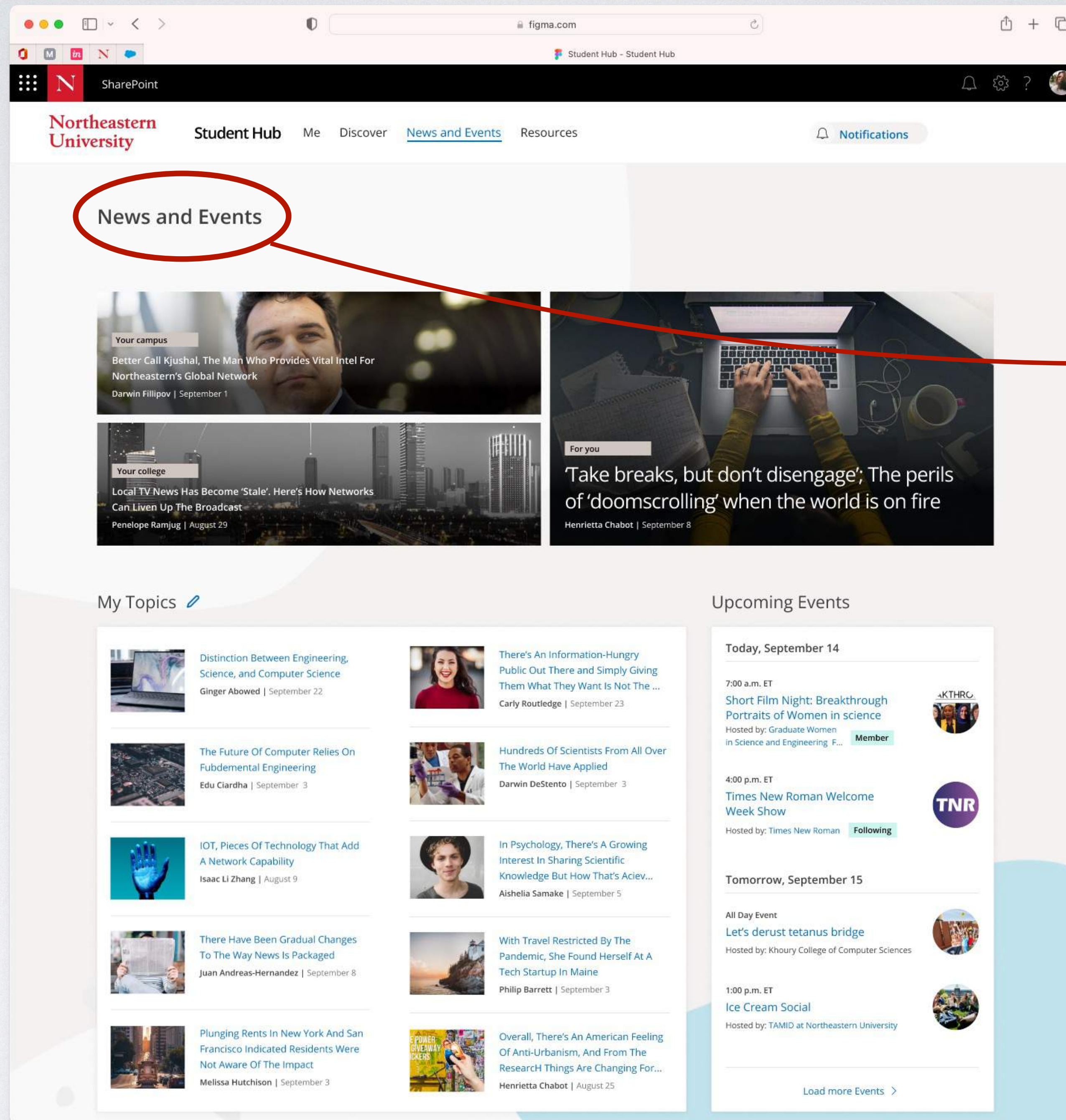
Personalization engine to drive recommendations.

Students are presented with a hyper personalized environment that delivers real time information that allows her to take immediate action across a nearly unlimited number of tasks.



Personalization makes digital connections & recommendations.

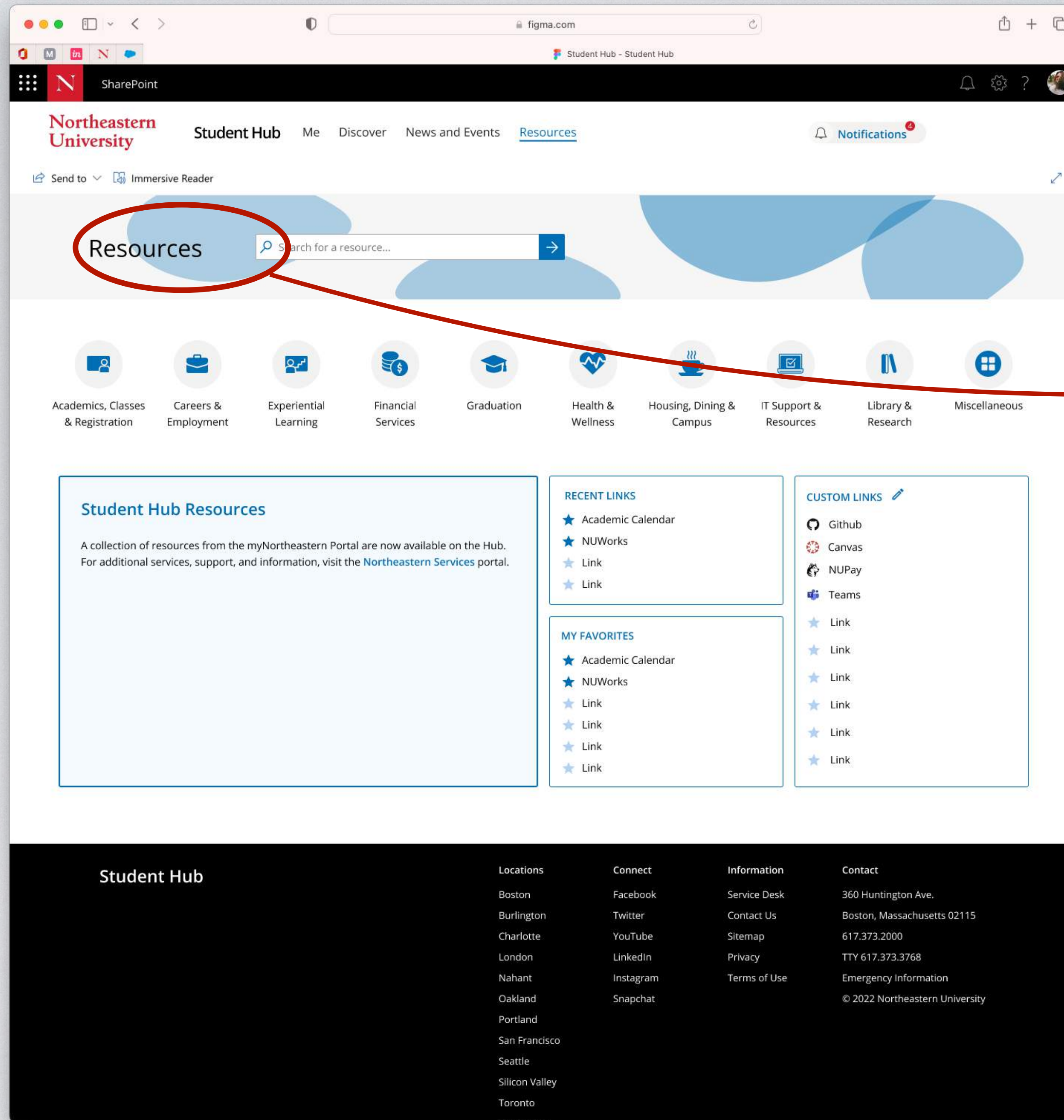
Students are presented with a hyper personalized environment that delivers real time information that allows her to take immediate action across a nearly unlimited number of tasks.



News and Events

Personalized delivery of news and events from across the Northeastern network.

Students are presented with a hyper personalized environment that delivers real time information that allows her to take immediate action across a nearly unlimited number of tasks.



Personalized access to systems of record for taking immediate action across hundreds of platforms.



# FACULTY & STAFF VIEW

<https://me.northeastern.edu>



An employee can customize their platform with the tools and resources they need to accomplish their specific work, to connect with members of the Global Network, grow their skills, and so much more in a completely personalized fashion.

The screenshot displays the Northeastern University Employee Hub interface. At the top, the user is identified as 'Cole' with a profile picture. The main dashboard is personalized with a 'My Day' section showing a calendar for Monday, January 9th, with events for 'Focus Time' (8:00 AM-9:00 AM), 'Data Center' (9:00 AM-9:30 AM), and 'Weekly AR/VR Strategic Initiative Meeting' (9:30 AM-10:00 AM). Below this is a 'My Applications' section with icons for Office 365, Workday, Outlook, To Do, OneDrive, ServiceNow, Miro, and OneNote. The 'My Learning' section features 'Popular Courses at Northeastern' such as 'Becoming a Product Manager: A Complete...', 'JavaScript Essential Training', 'Excel Essential Training (Microsoft 365) (2018)', and 'Tableau Essential Training'. A red circle highlights the 'My Day' and 'My Applications' sections, and another red circle highlights the 'My Learning' section. A red arrow points from the 'My Day' section to a red callout box on the right.

Similar realtime integrations and recommendations.





TEACHING AND  
LEARNING WITH  
TECHNOLOGY

FROM NEXT  
GENERATION  
CLASSROOM DESIGNS  
TO JUST IN TIME  
TEACHING SUPPORT.

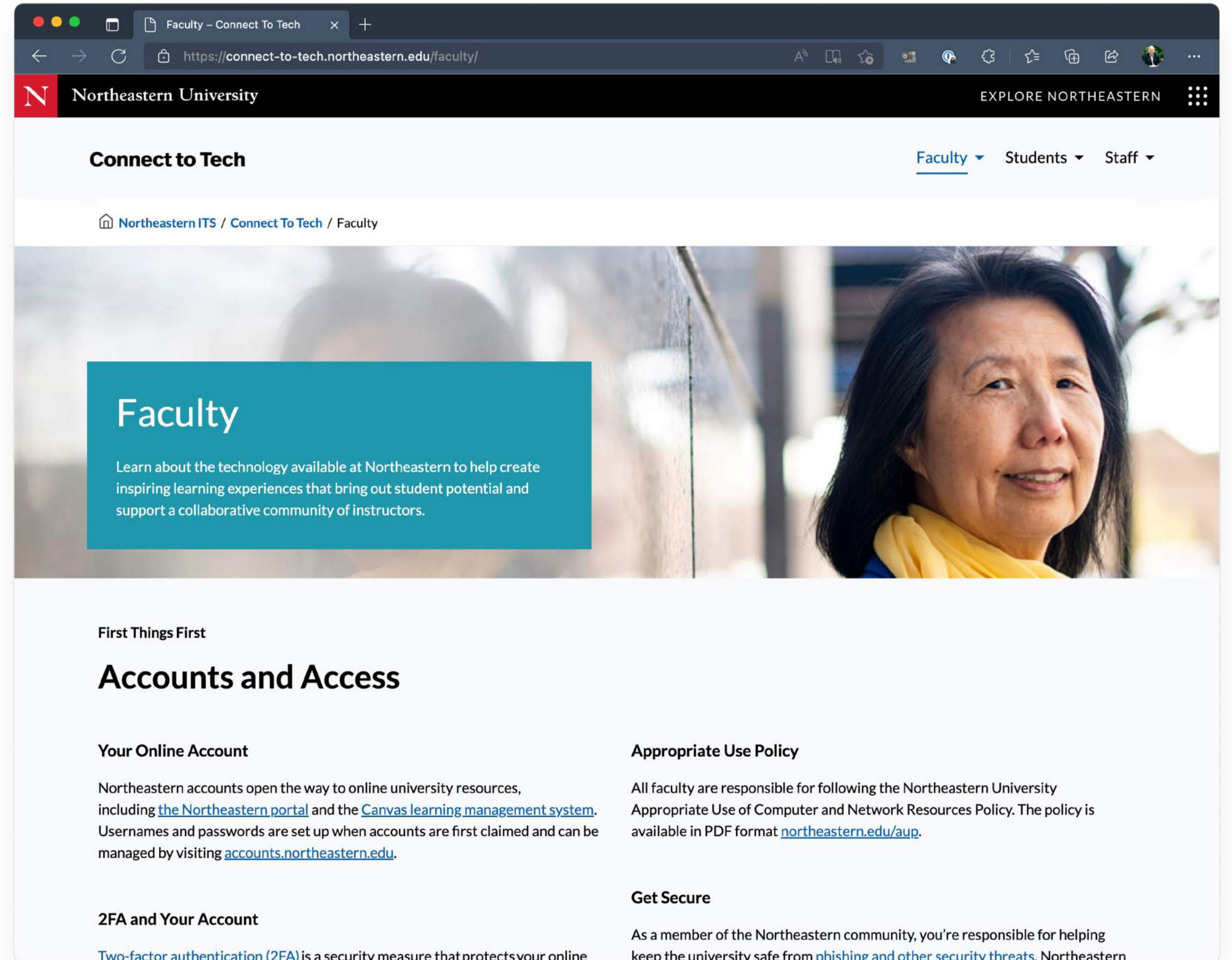
# TEACHING AND LEARNING WITH TECHNOLOG





# ACADEMIC TECHNOLOGIES

- Helping you create engaging learning environments for your students through the effective use of digital media and educational tools.
- Supporting you in getting the most out of the learning management system at Northeastern.
- Solutions:
  - Canvas
  - Educational Technology Tools
  - Classroom Technology & Support
  - Training and Consultations



<https://connect-to-tech.northeastern.edu/faculty/>

# SITES AT NORTHEASTERN

## Sites at Northeastern

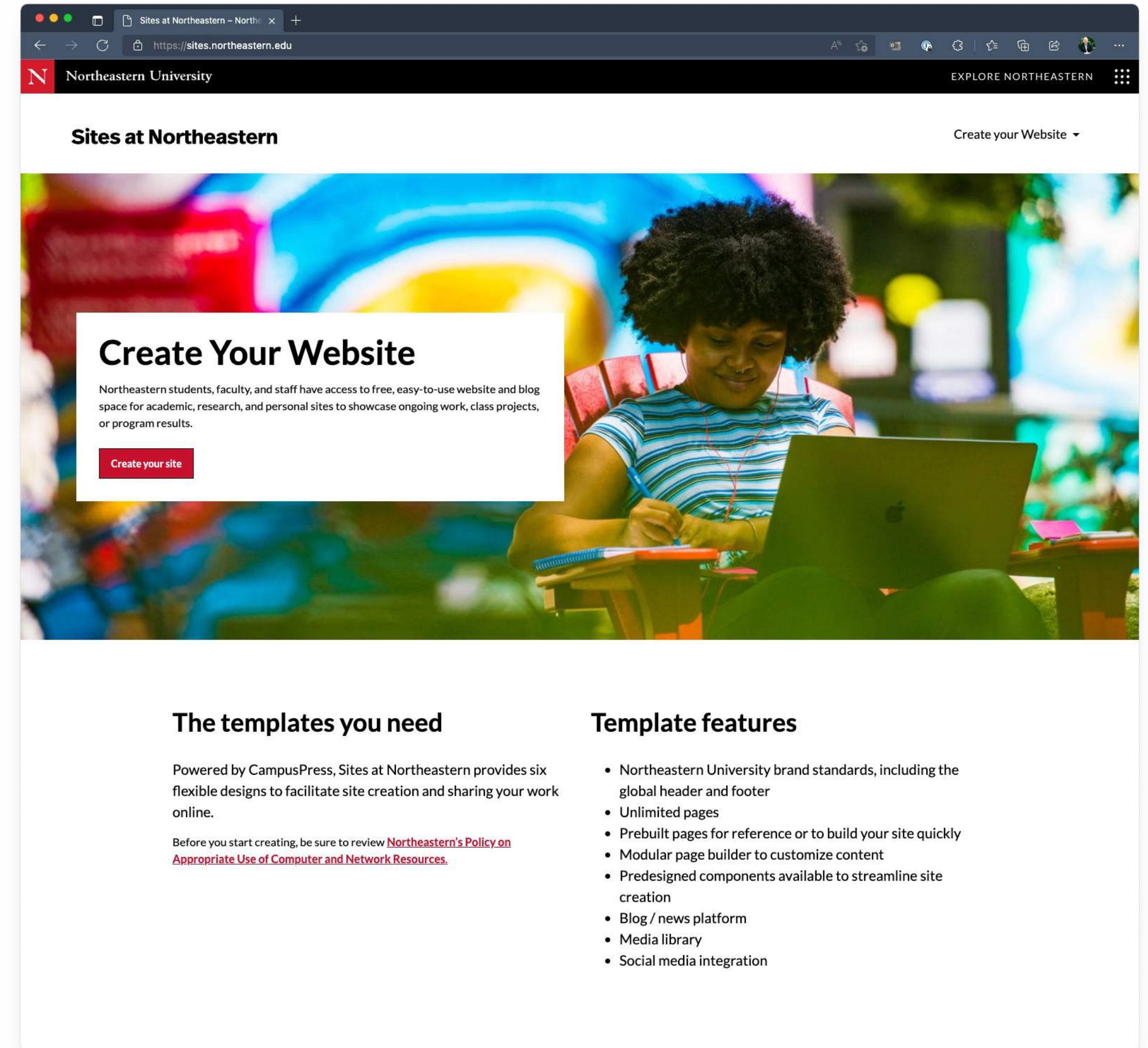
3,500+  
Total Sites  
Hosted

<30 Min.  
Time to  
Self-  
Publish  
Site

2,600+  
Portfolio  
Sites  
Hosted

500+  
Lab Sites  
Hosted

<https://sites.northeastern.edu>

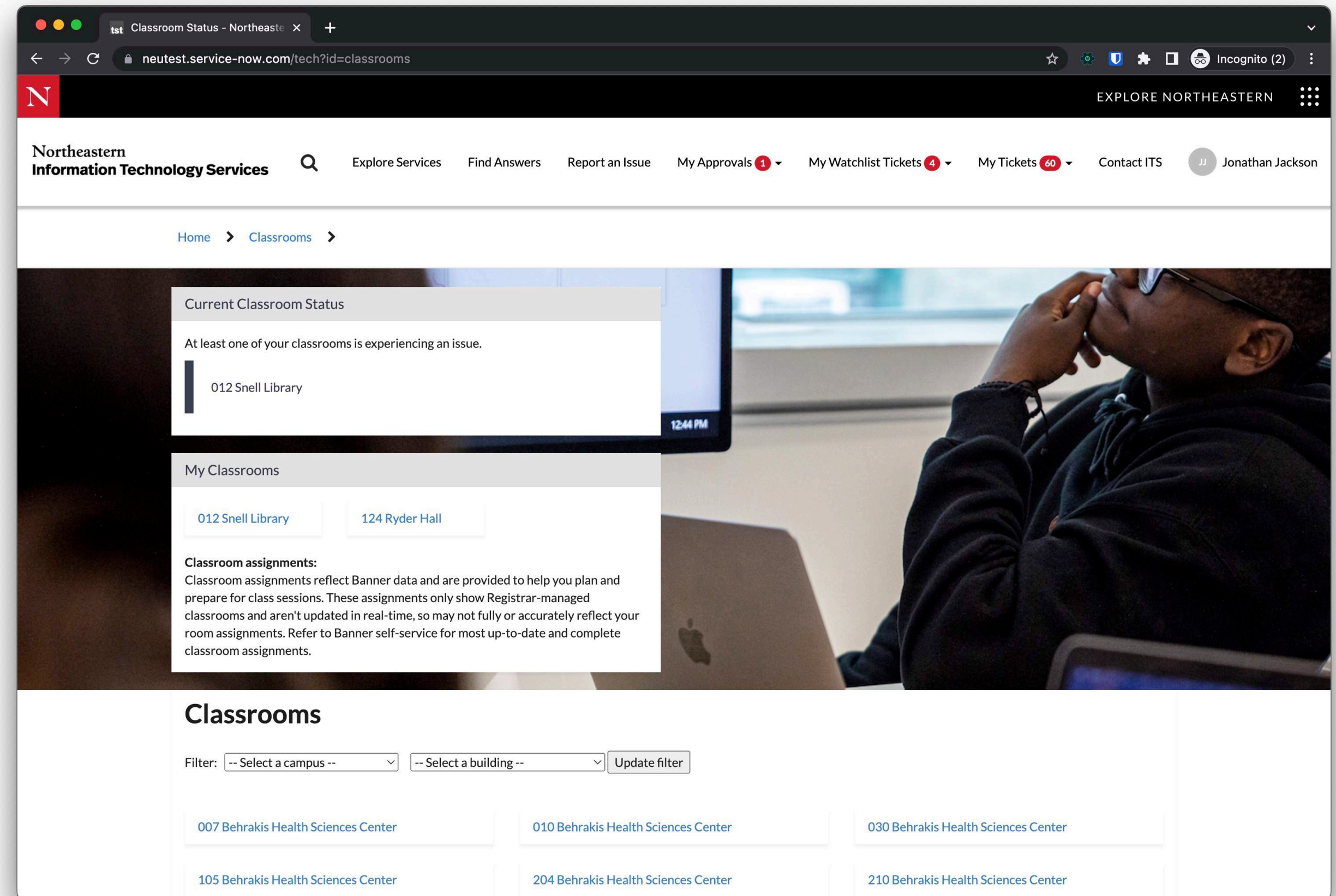


The screenshot shows the 'Sites at Northeastern' website interface. At the top, there is a navigation bar with the Northeastern University logo and the text 'EXPLORE NORTHEASTERN'. Below the navigation bar, the main heading is 'Sites at Northeastern' with a 'Create your Website' dropdown menu. The central content area features a large image of a student working on a laptop. Overlaid on this image is a white box with the heading 'Create Your Website' and a sub-heading: 'Northeastern students, faculty, and staff have access to free, easy-to-use website and blog space for academic, research, and personal sites to showcase ongoing work, class projects, or program results.' Below this text is a red button labeled 'Create your site'. Below the image, there are two columns of text. The left column is titled 'The templates you need' and states: 'Powered by CampusPress, Sites at Northeastern provides six flexible designs to facilitate site creation and sharing your work online. Before you start creating, be sure to review [Northeastern's Policy on Appropriate Use of Computer and Network Resources](#).' The right column is titled 'Template features' and lists several bullet points: 'Northeastern University brand standards, including the global header and footer', 'Unlimited pages', 'Prebuilt pages for reference or to build your site quickly', 'Modular page builder to customize content', 'Predesigned components available to streamline site creation', 'Blog / news platform', 'Media library', and 'Social media integration'.



# PERSONALIZED CLASSROOM DASHBOARD

- Available now , the new personalized faculty dashboard in ServiceNow provides an instant view into the health of your classroom
- For any reported issues, the classroom dashboard will provide details about the issues and associated time to remediation
- Next version will automatically notify faculty via email (and IM) if their specific classroom is experiencing any technical issues as soon as it is discovered
- <https://service.northeastern.edu/tech> > Classrooms





Home - Northeastern Tech Services | <https://service.northeastern.edu/tech>

Northeastern Information Technology Services

EXPLORE NORTHEASTERN

Explore Services Find Answers Report an Issue Classrooms My Tickets Contact ITS Cole Campele

# Find Your Tech Resources

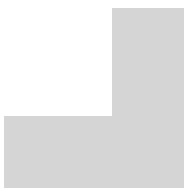
**Get Started**  
Tech resources that jumpstart your journey to success.

- Explore Services**  
Find solutions in the Tech Service Catalog.
- Find Answers**  
Search for answers to your tech questions.
- Report an Issue**  
Report a problem, ask a question, or request assistance.
- Submit a Project Idea**  
Have an idea for an IT project? Let IT Services know.

Welcome, Cole

Find resources tailored to your needs and information currently trending

Chat






Log in

neuidmssotest.neu.edu/idp/profile/SAML2/Redirect/SSO?execution=e1s2

Incognito (2)



# Northeastern University

myNortheastern Username

myNortheastern Password

Log In

> Forgot your password?

> Need Help?

360 Huntington Ave., Boston, Massachusetts 02115 | 617.373.2000 | TTY 617.373.3768 | Emergency Information

Privacy Policy

© 2019 Northeastern University | MyNortheastern





Home - Northeastern Tech Ser x +

neutest.service-now.com/tech?id=tech\_index\_home

Incognito (2)

EXPLORE NORTHEASTERN

Northeastern  
Information Technology Services

Explore Services Find Answers Report an Issue My Approvals 1 My Watchlist Tickets 4 My Tickets 60 Contact ITS Jonathan Jackson

# Welcome, Jonathan

Find resources tailored to your needs and information currently trending.

### My Most Recently Viewed

[View all](#)

**NU CMMC Access Control Policy v1.2**  
6 Views

### My Classrooms

[012 Snell Library](#) [124 Ryder Hall](#)

**Classroom assignments:**  
Classroom assignments reflect Banner data and are provided to help you plan and prepare for class sessions. These assignments only show Registrar-managed classrooms and aren't updated in real-time, so may not fully or accurately reflect your room assignments. Refer to Banner self-service for most up-to-date and complete classroom assignments.

### My Favorites

[View all](#)

You haven't favorited any articles yet.

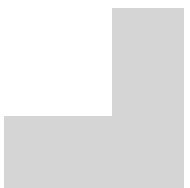
When viewing an article, use the "Save Favorite" button under the "Favorite Articles" section for quick access later.

### Current Classroom Status

At least one of your classrooms is experiencing an issue.

012 Snell Library

Chat





Classroom Details - Northeastern

neutest.service-now.com/tech?id=classroom\_details&classroom=3a330b5347e11914b2a3daad436d43c5

EXPLORE NORTHEASTERN

Northeastern Information Technology Services

Explore Services Find Answers Report an Issue My Approvals 1 My Watchlist Tickets 4 My Tickets 60 Contact ITS Jonathan Jackson

Home > Classrooms > Ryder Hall 124 >

Search

### Ryder Hall 124

Quick Guide PDF: Updated NUFlex

Classroom Type: Updated NUFlex

Building Code: RY

#### Technical Features


Cameras: Instructor-facing camera Audience-facing camera

Camera and Audio Control: Auto Tracking control Manual control

Control Panel: Touch Panel

Microphone Features: Echo Cancellation All room Mic coverage Ceiling Mics Wireless Mics

Wireless Display: No

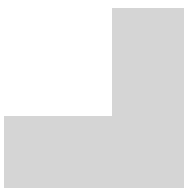


Northeastern University  
Information Technology Services  
360 Huntington Ave.  
Boston, Massachusetts 02115

### Need support?

Reach out to the IT Service Desk—available 24/7, no matter where you are.

Contact ITS







Classroom Status - Northeastern

neutest.service-now.com/tech?id=classrooms

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### Current Classroom Status

At least one of your classrooms is experiencing an issue.

- 012 Snell Library

### My Classrooms

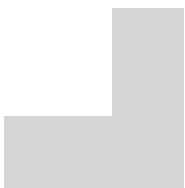
- 012 Snell Library
- 124 Ryder Hall

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## Classrooms

Filter: -- Select a campus -- -- Select a building -- Update filter

- 007 Behrakis Health Sciences Center
- 010 Behrakis Health Sciences Center
- 030 Behrakis Health Sciences Center
- 105 Behrakis Health Sciences Center
- 204 Behrakis Health Sciences Center
- 210 Behrakis Health Sciences Center





Classroom Status - Northeastern

neutest.service-now.com/tech?id=classroom\_status&classroom=518383d347e11914b2a3daad436d435a

EXPLORE NORTHEASTERN

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Home > Classrooms > 012 Snell Library >

Search

012 Snell Library

### Issue is in progress

There are known AV issues in 012 Snell Library.

**Description:** Installed projector is not currently operational. A temporary/portable projector has been placed in this classroom until a resolution is available.

**Start:** 01/03/2023

**Planned End:** Unknown

Northeastern University  
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360 Huntington Ave.  
Boston, Massachusetts 02115

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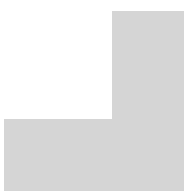
Contact ITS

Northeastern University

Boston Arlington Burlington Charlotte London Miami Nahant Oakland Portland San Francisco Seattle Silicon Valley Toronto Vancouver

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f t y in @ s





# GLOBAL CLASSROOMS

- There are 279 Registrar controlled classrooms in Boston, 180 are modernized to the 2020 standards. 56 in the Global Network and an additional 36 in Oakland.
- Global learning spaces (GLS) are found throughout the network: 22 in Boston, 20 in Oakland, 4 in Vancouver, 2 in Seattle, 1 in Burlington, 4 in Arlington, 4 in Miami
- Working on a strategy to accelerate GLS implementation across the Global Network





# FRICITIONLESS CLASSROOMS

Powered by Microsoft Teams Room technology, we are deploying one-touch classroom AV technology. Designed for wireless participation across multiple locations with full O365 and Canvas integration.

9:35 AM Conference room 14567/12 Contoso Weekly Project Briefing 9:00 AM - 10:00 AM

**Raised hands (4)**

- Charlotte de Crum
- Aaron Buxton
- Babek Shamas
- Kayo Miwa

**Chat**

design for the July promotional splash page. Could you make those edits before our Wednesday client sync?

Charlotte de Crum 11:23 AM  
Out today for family time!  
@Cortana, Send me any follow up items.

Babek Shamas 11:23 AM  
Can you guys please send me the options that we are proposing to the client tomorrow?

Charlotte de Crum 11:23 AM  
Daniela, Daichi mentioned that the client had some changes to our design for the July promotional splash page. Could you make those edits before our Wednesday client sync?

**Performance**

01 Flat-screen 02 Stereo 03 Fabrikam

01 VanArsdel Sales Analysis

Danielle Booker, Krystal McKinney, Charlotte de Crum, Danielle Booker





# CANVAS & TEAMS INTEGRATION



Faculty member clicks to sync their Canvas section with Teams.



Custom code creates a Microsoft Class Team and a Team meeting series is created with the course roster dynamically updated.



For courses with class times, students will receive a calendar invite, and it will appear on the Student Hub as well as Outlook.



In GLS classrooms, touch your name on the panel to start the Teams meeting and enable wireless sharing from your device of choice.





**INNOVATIVE & FLEXIBLE  
LEARNING SPACES**



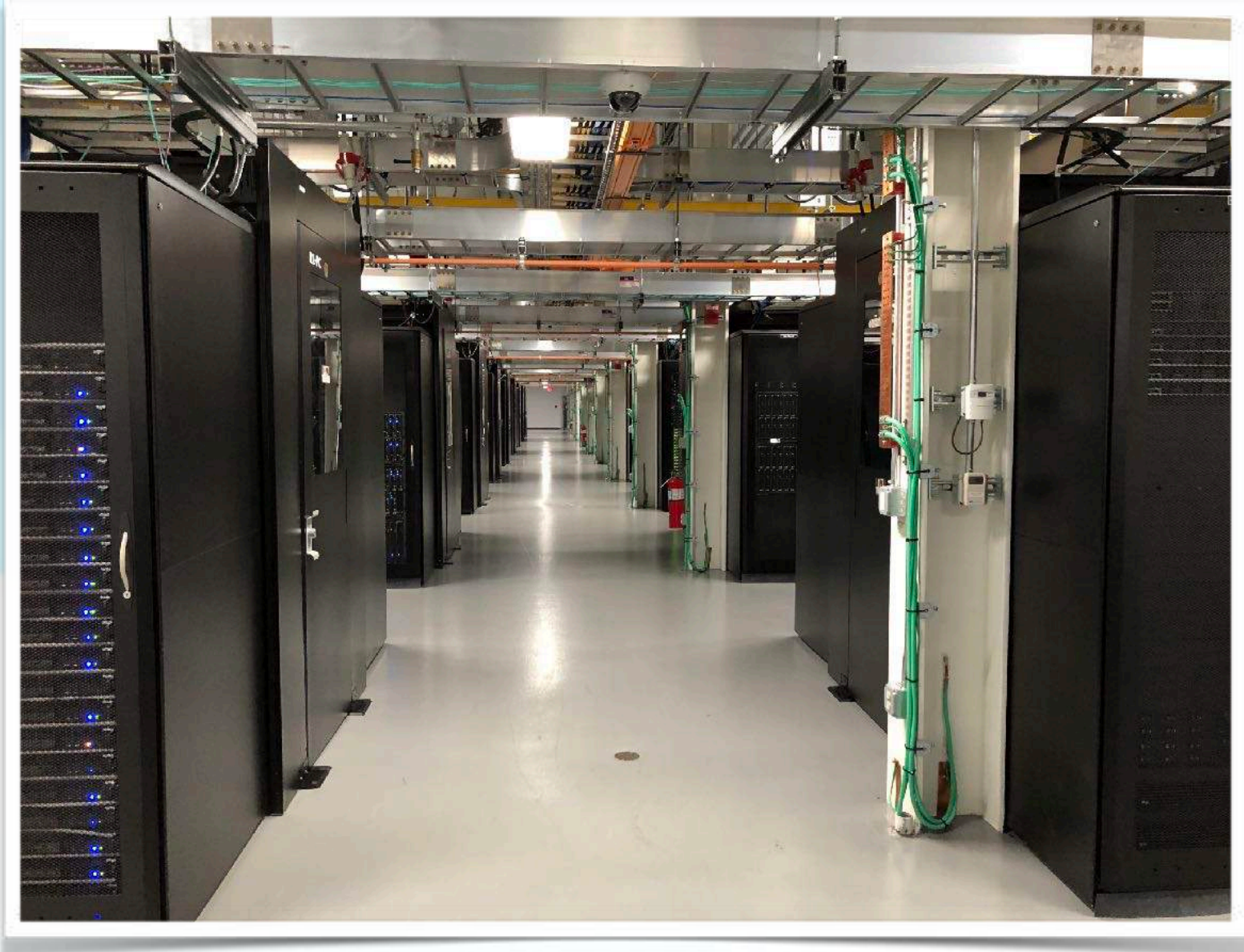
CORE  
INFRASTRUCTURE  
THAT DIFFERENTIATES

OUR ONGOING  
INVESTMENT IN THE  
UNDERLYING  
INFRASTRUCTURE IS  
AN ENABLER OF THE  
ACADEMIC PLAN.

RESILIENT, ROBUST GLOBAL  
INFRASTRUCTURE



# NETWORK MODERNIZATION

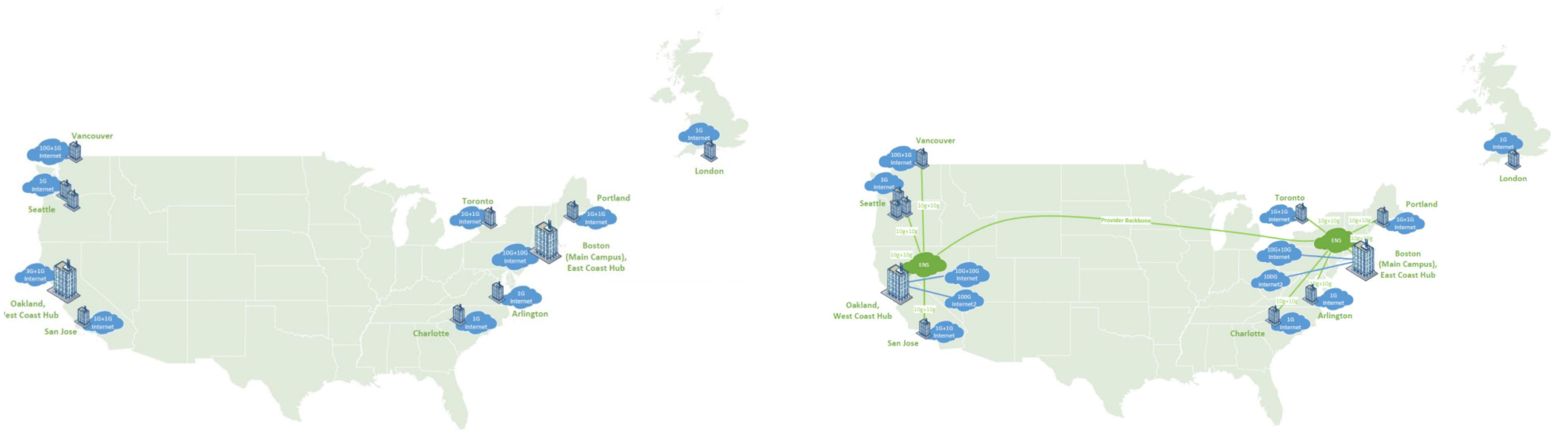


- Currently in year two of a five-year networking modernization program that prioritizes:
  - 10X reduction in time to science
  - Vastly improved wireless connectivity in Boston
  - Robust global connectivity
  - Providing a future proof, differentiated communications infrastructure
  - Enhanced global security posture to protect information assets across the Global Network
  - Massachusetts Green High Performance Computing Center (MGHPCC) on demand, regardless of location
- Will modernize the global communications infrastructure, while creating a robust and redundant architecture that takes advantage our unique global footprint





# LEVERAGING OUR GLOBAL FOOTPRINT



Today

24 Months



# GLOBAL RESEARCH COMPUTING SUPPORT

*From under \$50 million in grants in 2006 to over \$200 million just fifteen years later, Northeastern has, in the blink of an eye, become one of the nation's premier universities for the exploration of the frontiers of knowledge. This recent ascent of our research enterprise will grow even further, and in new ways, under this strategic plan.*

- 10 FTE & 6 graduate students dedicated to the needs of the research community
- Over 45,000 CPU cores and over 400 GPUs
- Provides over 12 PB of storage
- Training and support for the integration of computational computing into teaching and learning
- Both AWS and Azure cloud computing services are supported
- In the last 4.5 years we have gone from 200 unique users to 2,230
- 99.98% uptime of compute resources in 2022



<https://rc.northeastern.edu/>





# CONVERSATION

