



Information Technology Report

October 9, 2026

Agenda Item #1: Information Technology Update Report

☒ Information

☐ Action

☐ Discussion

Purpose:

To provide an update on recent Information Technology initiatives, infrastructure improvements, service enhancements, and operational activities that support the university's academic, administrative, and strategic priorities.

Background:

Information Technology continues to support the university's daily operations while advancing initiatives that improve technology services, campus infrastructure, and operational efficiency. During this reporting period, efforts focused on strengthening customer service and Helpdesk operations, improving classroom and campus technology, completing infrastructure improvements, and supporting technology needs across the university.

Recent Highlights:

Helpdesk Restructure & Customer Service

Following the departure of Bruce Buckley in June after 19 years of service to LSSU, Information Technology took the opportunity to restructure the existing IT Support Specialist position rather than filling it in its previous form. The position was redesigned as a Helpdesk Coordinator to place greater emphasis on customer service, Helpdesk operations, and the management and development of student workers.

Heather London was selected for the role and brings nearly 10 years of experience at LSSU, having served in multiple academic roles across the university. Her experience working directly with students, faculty, and staff provides a valuable campus perspective as IT continues to strengthen service delivery.

Under the new structure, the Helpdesk has a renewed focus on customer service, communication, professionalism, accountability, and student worker training. Early results have been positive, and the restructure allows technical staff to focus more of their time on complex technology issues while providing dedicated leadership for the university's frontline IT support services.

Infrastructure & Campus Technology

Information Technology completed several infrastructure improvements during the reporting period, including correcting an issue within the computer imaging environment that streamlined computer deployments, completing previously unfinished network wiring terminations in Osborn Hall, and implementing a temporary fiber bypass to maintain wireless connectivity in the hockey locker room and weight areas during construction. IT also repurposed existing storage equipment to provide Athletics Marketing with additional capacity for video footage, extending the useful life of university technology resources.

Classroom & Academic Technology

Information Technology continued improvements to classroom and academic technology during the reporting period. AV equipment was upgraded in several chemistry labs, and IT is currently evaluating opportunities to expand these improvements to additional laboratory spaces.

IT has also begun working with our Crestron dealer to establish a more proactive approach to classroom technology maintenance. A Crestron technician is expected on campus to assess existing systems, identify maintenance needs, and help develop a plan to improve the long-term reliability of classroom technology.

Additionally, IT updated the university's virtual lab environment, bringing both the available software packages and the underlying platform to current versions. These updates help ensure students have reliable access to current academic software while improving the security and sustainability of the virtual lab environment.

Technology Stewardship

IT would like to thank faculty and staff who responded to our request to remove Zoom cloud recordings that were no longer needed. The campus response significantly reduced storage usage, helping control increasing cloud storage costs and demonstrating the impact of shared responsibility in managing university technology resources.

These efforts reflect Information Technology's continued commitment to providing reliable, secure, and sustainable technology services while supporting the university's strategic priorities through collaboration, continuous improvement, and responsible stewardship of technology resources.

Suggested Action/Motion:

N/A

President's Recommendation:

N/A



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October 9, 2026

Agenda Item #2: Information Technology Security

☒ Information

☐ Action

☐ Discussion

Purpose:

To provide an update on cybersecurity operations, recent security enhancements, and ongoing efforts to strengthen the university's security posture and reduce institutional risk.

Background:

Information Technology continues to enhance the university's cybersecurity program through proactive monitoring, vulnerability management, and collaboration with the Merit Security Operations Center (SOC). These efforts improve LSSU's ability to identify, investigate, and respond to potential threats while protecting institutional systems, data, and technology resources.

Recent Highlights:

Cybersecurity Operations

Information Technology continues to actively monitor and protect the university's technology environment in partnership with the Merit Security Operations Center. Over the past two months, university security systems blocked 1,298,055 connection attempts originating from Russia, Iran, Lithuania, and Albania.

With assistance from the Merit SOC, IT also identified and blocked 10 additional malicious IP addresses, preventing 208,727 connection attempts during the same period. The university has also experienced a noticeable increase in phishing attempts targeting faculty and staff. IT continues to identify and block these messages while responding quickly to reported suspicious emails and reminding the campus community to remain vigilant.

Security Enhancements

Following implementation of the university's new VPN environment, Information Technology completed a comprehensive review of firewall rules to ensure remote users have access only to the systems and resources necessary for their work. IT has also established protocols to securely provide VPN access to approved third-party vendors when access to university

systems is required. These measures strengthen network segmentation while ensuring necessary remote access can be provided in a controlled and secure manner.

IT also continues to work closely with the Merit Security Operations Center to identify emerging threats and proactively adjust security controls as new risks are identified.

Next Steps:

Information Technology will continue strengthening the university's cybersecurity posture through proactive monitoring, vulnerability management, system maintenance, and collaboration with Merit SOC and regional cybersecurity partners. Efforts will remain focused on improving the university's ability to detect, prevent, and respond to evolving cyber threats while maintaining secure and reliable technology services.

Suggested Action/Motion:

N/A

President's Recommendation:

N/A



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October 9, 2026

Agenda Item #3: Website Improvements Updates

☒ Information

☐ Action

☐ Discussion

Purpose:

To provide an update on website modernization initiatives, accessibility improvements, and ongoing efforts to enhance the university's digital presence, user experience, and recruitment efforts.

Background:

The university website remains one of LSSU's primary communication and recruitment tools. Current efforts continue to focus on platform modernization, accessibility, content quality, performance, and user engagement while supporting the university's recruitment and communication goals.

Major Improvements:

- **Website Content & Storage Cleanup:** IT has begun working with campus content editors to identify and remove outdated images, documents, and other files from the university website. This effort has reduced the number of uploaded files from approximately 16,500 to 12,440, a reduction of nearly 25%. The cleanup improves content management, reduces unnecessary storage, and helps ensure outdated materials are no longer retained on the website.
- **Website Hosting Migration:** IT is preparing to migrate the university website from WP Engine to Pantheon. The transition is expected to significantly reduce annual hosting costs while improving website performance and providing a more sustainable hosting environment for the university.

Ongoing Improvements:

- Content updates continue across multiple areas of the university, including Advancement, the School of Engineering and Technology, and the Center for Freshwater Research and Education (CFRE).
- IT continues restructuring departmental content to make information easier to locate and reduce the number of pages buried within the website's existing navigation structure.
- Ongoing accessibility training and website maintenance continue to support compliance with accessibility requirements and maintain a strong overall accessibility rating.

Coming Soon:

- Completion of the Advancement website overhaul.
- Implementation of tools to identify orphaned pages and broken links, improving website navigation and content quality.
- Completion of the migration from WP Engine to Pantheon.

Recent Site Performance (Last 60 Days):

- **29% decrease in active users** and **29% decrease in new users**, consistent with reduced website traffic during summer break.
- **48% increase in average engagement**, indicating visitors are spending more time engaging with website content.
- Visitors accessed the website from **176 countries**, with the highest activity from the United States, Singapore, Canada, China, and Vietnam
- **Top Visited Pages:**
 - Homepage (51,000 views)
 - Directory (4,324 views)
 - Search (5,955 views)
 - CFRE (3,926 views)
 - Registrar (3,795 views)
- **Traffic Sources:**
 - 65,000 sessions from organic search
 - 40,000 direct visits
 - 4,000 referrals from other websites
 - 1,600 from social media

The university website continues to evolve as a modern, secure, and accessible digital resource. Ongoing platform enhancements, content improvements, and user experience initiatives support the university's communication, recruitment, and strategic goals.

Suggested Action/Motion:

N/A

President's Recommendation:

N/A