Technology Strategic Plan
Board of Trustee's June 9, 2023 Presentation
Definitions

Cloud – Cloud is a term used use for Internet computing where technology such as severs, storage, and applications are provided via the Internet versus on-site at the University.

Customer Relationship Management (CRM) – Typically a system administers processes or tracking for a business or other organization's interactions with customers. GSU currently uses Slate CRM for student admissions and recently Slate CRM for alumni & foundation.

Data Warehouse – Central repositories of integrated data from one or more disparate sources used for reporting, data analysis, and metrics. GSU today has only independent reporting solutions for various systems.

Digital Experience Platform (DXP) - A DXP gives organizations tools to gather comprehensive, cross-channel data to understand their customers, and then incorporate these lessons into the creation, management, and delivery of content. A traditional web Content Management System (CMS) focuses specifically on the management of content for websites (think: blogs, e-commerce sites, company intranets, and landing pages), while a DXP takes CMS functionality to the next level by addressing the entire scope of the user experience across not only a brand's website but all digital channels. GSU today has a Content Management System for govst.edu but has purchased a DXP for GSU's next generation web site and internal portal.

Enterprise Resource Planning (ERP) – An ERP is usually referred to as a category of business management software, typically a suite of integrated applications that an organization can use to collect, store, manage and interpret data from many business activities. GSU currently uses Colleague from Ellucian for Student Records, Registration, Financial Aid, Human Resources, Finance, and reporting.

Incident Response and Data Forensics – The process of collecting, preserving, and analyzing data after a breach.

Key Performance Indicators (KPI) – A measurement of the success of an organization or of a particular activity typically via charts, graphics, or data points. KPIs for GSU might include things like enrollment retention, graduation rate, persistence rate, year-over-year enrollment, and employee retention rate.

Learning Management System (LMS) – A software application used for the administration, documentation, tracking, reporting, automation, and delivery of educational courses, training programs, materials or learning and development programs. GSU's LMS is Blackboard's cloud platform used for course delivery, on-line collaboration, University training courses, and team collaboration.

Microsoft Office 365 (O365) - Microsoft Corporation's family of productivity software, collaboration and cloud services. GSU's primary use of O365 is University official email and Office Suite of productivity

software such as Word, Excel, and PowerPoint for all Students, Faculty, and Staff. GSU also uses O365 for information security, device administration, and educational software.

Multi-Factor Authentication (MFA) - is an electronic authentication method in which a user is granted access to a website, application, or network only after successfully presenting two or more pieces of evidence (or factors). GSU uses a combination of username/password and Microsoft O365 MFA via phone app, text message, or email.

Network – Physical devices and software used to create an organization wide connection that is capable of creating, receiving, or transmitting information from direct connected computers or wireless devices. GSU's network consists of over 200 physical switches in 20 network closets and one main data center.

Network Firewall – A firewall is a network security system that monitors and controls incoming and outgoing network traffic based on predetermined security rules. A firewall typically establishes a barrier between a trusted network and an untrusted network, such as the Internet.

Security Operations Center (SOC) – SOC analysts perform round-the-clock monitoring of an organization's network and investigate any potential security incidents. If a cyberattack is detected, the SOC analysts are responsible for taking any steps necessary to remediate it. It comprises the three building blocks for managing and enhancing an organization's security posture: people, processes, and technology.

Streaming Platform - A streaming platform is an alternative to file downloading in which a client end-user can use a media player, computer, mobile phone, and smart TV to start playing digital video content before the entire file has been transmitted. GSU recently subscribed to the Panopto solutions to record, manage, and share digital videos securely.

Technology Advisory Committee (TAC) – One of several sub-committees of the Planning and Budget Advisory Council (PBAC). PBAC reports to Cabinet. TAC provides technology governance and strategy recommendations for Governors State University.

Virtual Applications – Applications which can be executed on a local on-site server or on Internet service versus executed locally on a computer.

Virtual Desktops – A platform to allow a computers local operating system to be ran on a large server compute platform where the computer processing is performed on the server versus the local computer.