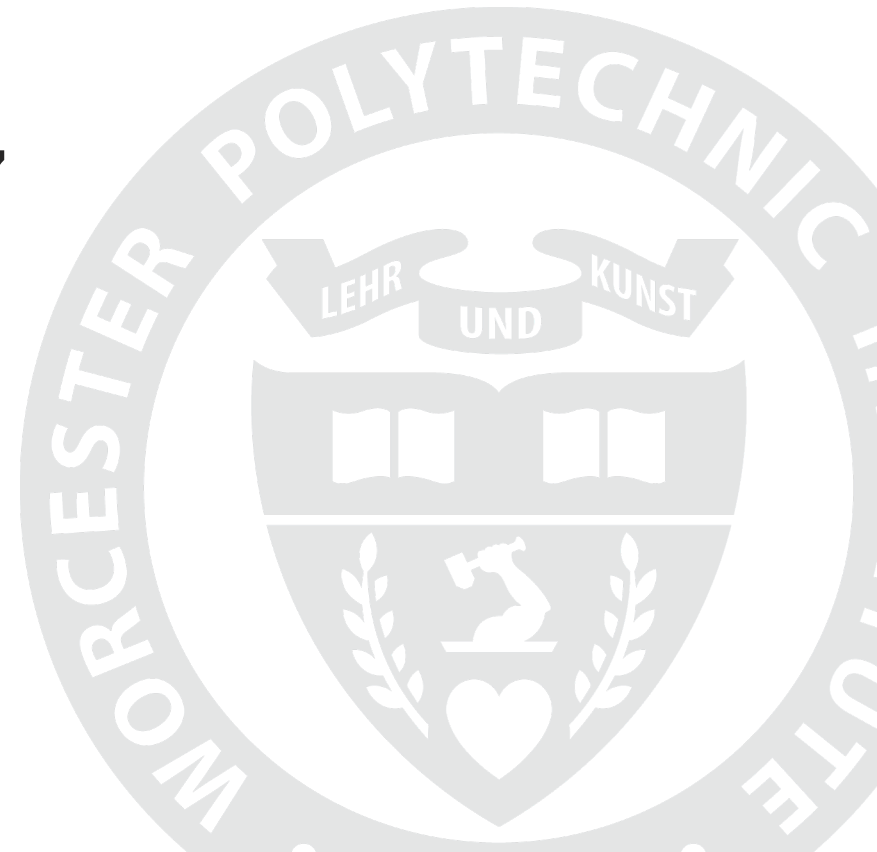




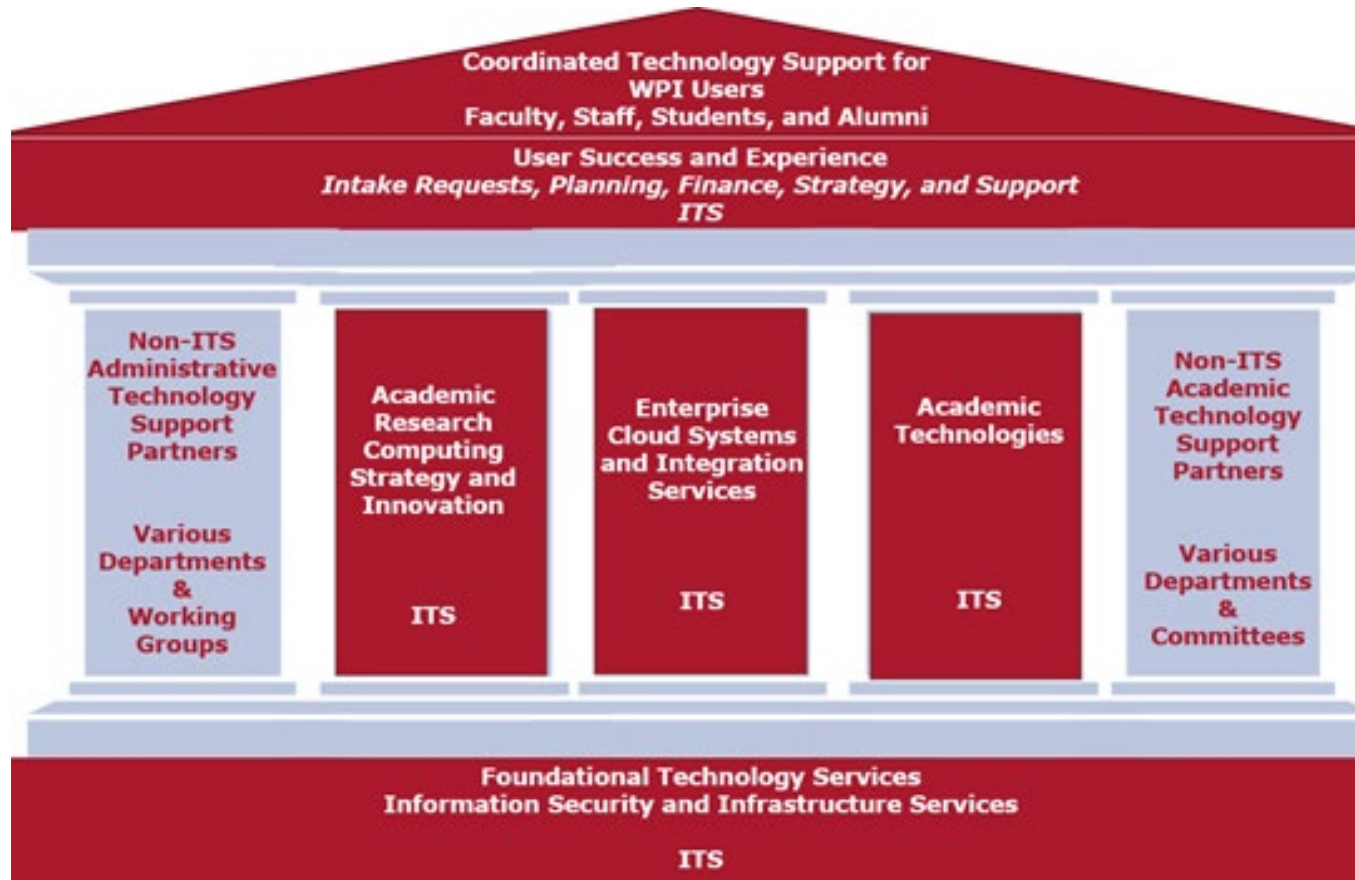
WPI

ITS FY 26 End of Year Review and Looking Ahead to FY 27

July 21, 2026



FY 26 - Purposeful Progress Across ITS



- **Today's Agenda is Focused on:**
 - Process, Fiscal and Portfolio Management
 - Operational Efficiency & Excellence
 - Innovation
 - Risk Mitigation and Cyber Security
- **Grounded in our AEIOU values:**
 - Accountability
 - Exceptional Service
 - Inclusive Behavior
 - Open Communications
 - User Experience



WPI Strategic Priorities



Brand & Visibility

Transformative
STEM
Education



Immersive Experience
Centering Well-being,
Belonging and Community

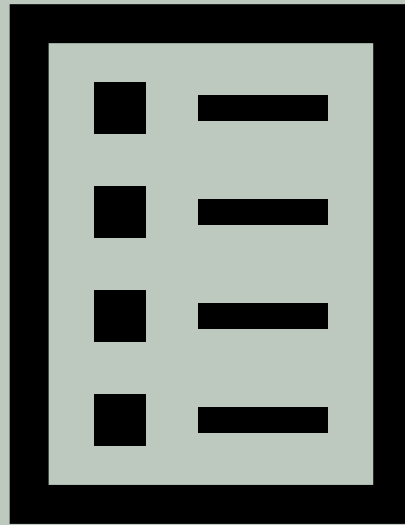


High-Impact Research,
Innovation and
Entrepreneurship



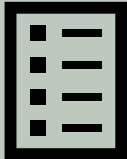
Financially Robust & Agile Operation

Process, Fiscal, and Portfolio Management





Office of the CIO



WHO we are

- 77 FTE
- 45 Student Employees

WHAT we do

- 33,339 ITS total tickets (request, incident, change, intake, project)
- Manage 8 Cross-departmental working groups
- Lead Campus Operational Efficiency Task Force

HOW we do it

- 97.2% Good/Excellent Customer Satisfaction
- 36% FTE obtained Prof Dev

Actual Spend and Budget from Workday

Fiscal Year	Number of Projects Proposed → Completed	Total Capital Budget	Actual Capital Spend
2025	16→22	\$5,150,000.00	\$4,800,000.00 (estimated)
2026	22→28	\$4,129,750.00	\$4,055,882.74 (estimated)

Fiscal Year	Total Opex Budget	Total Actual Spend
2025	\$8,917,546.00	\$8,467,095.57
2026	\$9,171,083.00	\$8,668,609.02



STRATEGIC SPEND OPTIMIZATION DELIVERING RESULTS

Fewer Suppliers. Lower Spend. Greater Impact.



SMARTER SPENDING.

STRONGER PARTNERSHIPS.

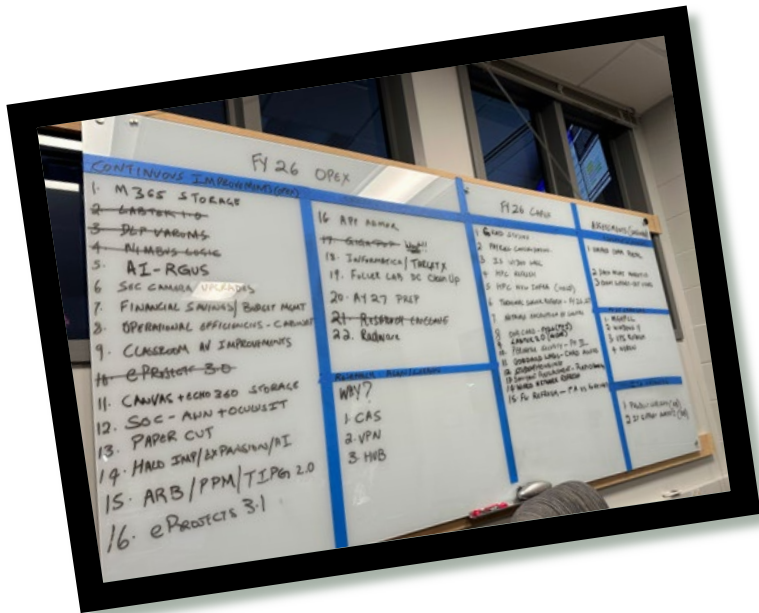
SUSTAINABLE IMPACT.



Transforming ITS Investment Outcomes Through Portfolio Management

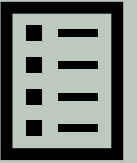


- **Business Need:** Growing IT portfolio required greater visibility, governance, and alignment with WPI priorities.
- **Solution:** Expanded portfolio and program management with standardized practices, centralized tracking, and enhanced reporting.
- **Results:** Improved transparency, consistent execution, and strategic investment alignment.

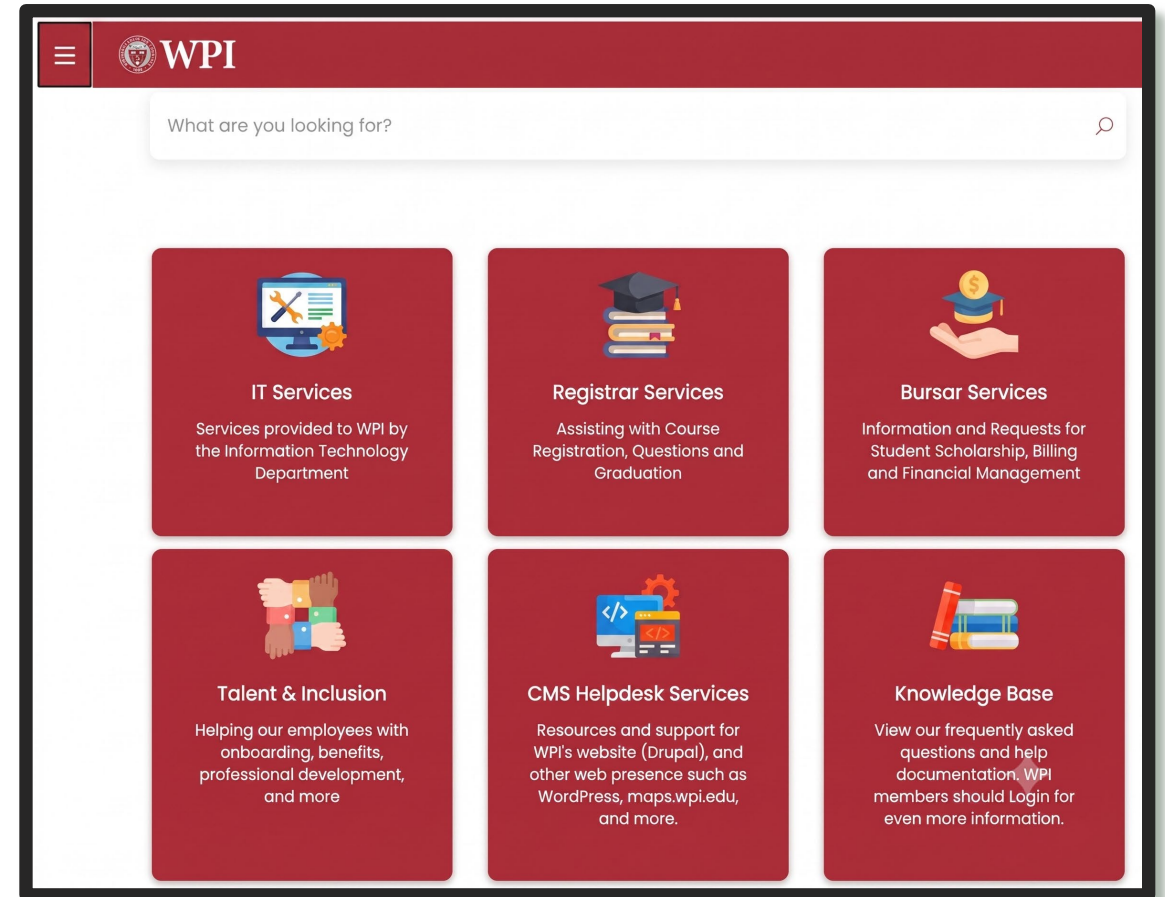


Project	CIO Tracked Priority	Portfolio Classification	Status	Target Date
ITCI FY26 AY Prep Continuous Improvement Project	CIO	AY PREP 2027	In Progress	
ITAS FY26 Student Scheduler (CETF)	CIO		In Progress	7/1/2026
ITAS FY26 Contract Management (CETF)	CIO		In Progress	7/1/2026
ITAS FY26 CJIS Connection Assessment	CIO		In Progress	
ITCI FY26 LabTEK 2.0	CIO		On Hold	6/30/2026
ITCI FY26 LIMS (NUCORE)	CIO		In Progress	6/1/2026
11018-PJ FY26 Lab Safety Card Access Phase II	CIO		In Progress	6/30/2026
11010-PJ FY26 SAVIYNT Replacement - Rapidentry	CIO		In Progress	2/11/2026
xxxxx-PJ FY26 Student Housing	CIO		In Progress	6/30/2027
ITCI FY26 Financial Savings - Budget Management	CIO		In Progress	6/30/2026

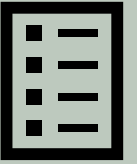
Driving Service Delivery Through a Unified Campus Support Platform



- **Business Need:** Fragmented support tools caused inefficiencies and inconsistent experiences
- **Solution:** Expanded HaloITSM: onboarded 7 more departments (20 total), improved portals and permissions
- **Result:** Better Help Portal experience, less manual email, one centralized system of record



ITSM Improvements for the ITS Project Lifecycle

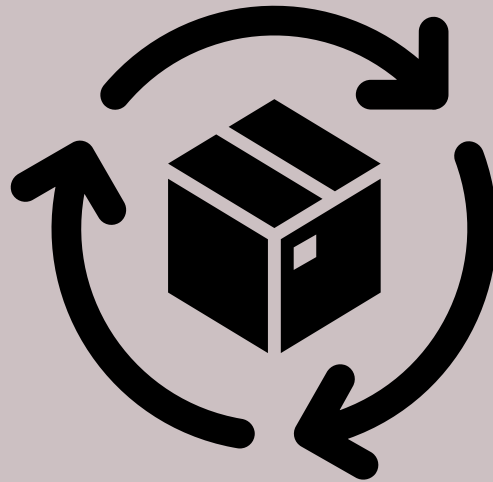


Technology Intake Request Planning

Technology Request
planning aligns IT needs
with business goals.

- ✓ Moved Intake into Halo and created automations outside of Halo.
- ✓ Incorporated **Architecture**, **Data Governance**, and **Security** review documentation into Intake.
- ✓ Enabled **ARB Agent** to automate review/approval for standard solutions.
- ✓ Moved **CAB** facilitation into USE; improved Halo and communications processes.

Operational Efficiency & Excellence



Managing Digital Content Lifecycle



7,861

Courses
Processed



262

Est. Manual Hours
Saved



5,843

Courses Deleted



18

Total Batches

- **Business Need:** Unmanaged Canvas recording and content growth raised storage, cost, and retention risk.
- **Solution:** Automated purge process plus faculty communications, aligned to a six-year retention policy.
- **Results:** Better storage efficiency, lower risk, and a sustainable content model.



Operational Excellence – Academic Technology Center



Events logged in
25Live:
509

Total hours involved
in supporting
Events: **1,800**

Event hours outside
of traditional
business hours:
1,124

Weekend Events:
81 (349 hours)

Posters Printed:
1,984

Equipment Loan
Allocations:
1,256

- ★ Online Steering Committee
- ★ Halo Instructional Design Dashboard
- ★ Faculty Development Initiatives
- ★ AI & Experiential Learning Courses
- ★ 16 Presentations & workshops
- ★ Initiated AI in the Workplace

Echo360 Capture:
Total Requests: **876**
Successful Schedule Creations: **458**
Service Tickets Submitted: **130**

Canvas:
Users Enrolled & Courses Merged: **187**
Self-Service Success Rate: **100%**
Total Unique Users: **189**

Namepro LTI:
300 unique users
4,000 Canvas name recordings

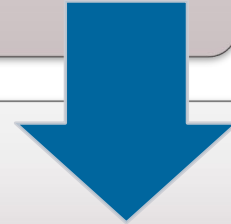


Improving Graduate Studies Processes



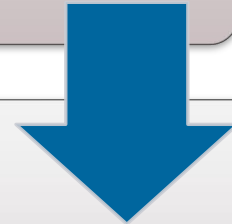
Business Need:

Graduate Studies leadership sought to enhance operational support for enrollment, guest registration, and academic program management through improvements to existing processes.



Solution:

Partnered with Graduate Studies to expand the use of Slate, the existing Graduate Admissions system.



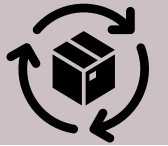
Results:

- Streamlined key administrative functions
- Improved system reliability
- Strengthened support for enrollment, registration, and academic program management activities





Operational Excellence – Enterprise Cloud Systems



Payroll

- Moved from monthly to bi-weekly processing

Student Employment Recruiting

- Replaced JobX with delivered Workday functionality

Faculty Appointment Letters

- Automated letter generation and standardized process across areas

Interdepartmental working groups facilitated

- Workday Working Group
- Integration Services Working Group
- Slate Working Group
- eProjects Working Group

Expanding High Performance Computing



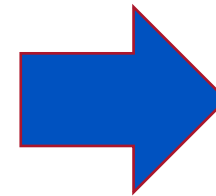
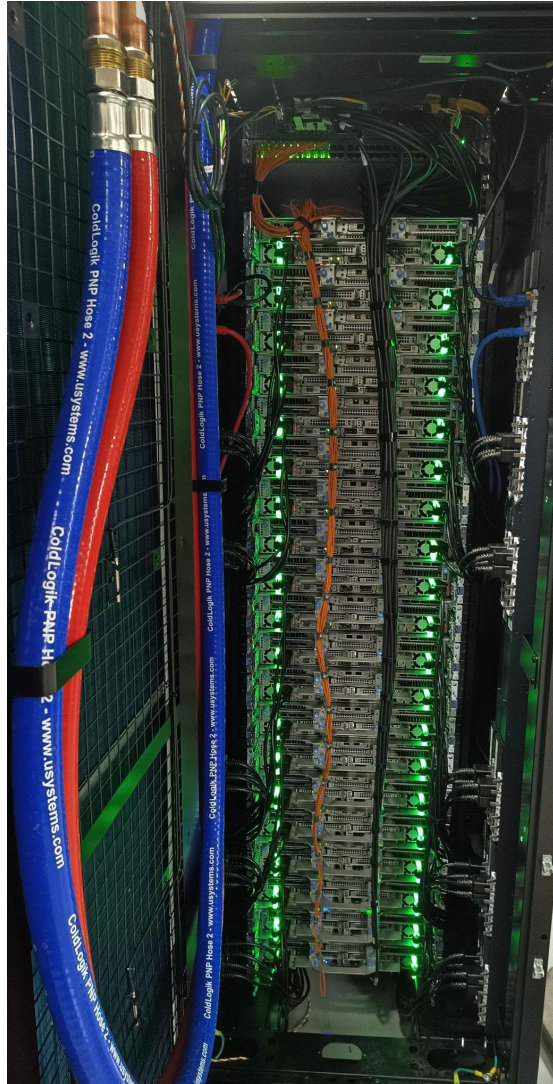
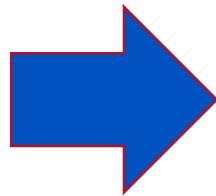
- **Business Need:** Fuller Labs constraints - rack space, power, energy costs - capped growing HPC and GPU demand
- **Solution:** Relocated research computing and storage to MGHPCC for scalable growth without major capital spend
- **Results:** Better performance, expanded capacity, lower costs, and support for new AI degree programs



Operational Excellence – HPC



- **500 MWh**
(50 average households)



- 275,000 jobs
- 750,000 CPU hours
- 23,000 GPU hours
- 1000 Users
- 250 Faculty
- 45 courses

Amplifying Enterprise Connectivity While Lowering Costs

- **Business Need:** Aging network couldn't meet demand for reliable, high-speed connectivity
- **Solution:** Campus-wide Wired Network Refresh plus consolidated GigaPop data center connectivity
- **Results:** More resilient, scalable network and \$152,235 lower annual operating cost

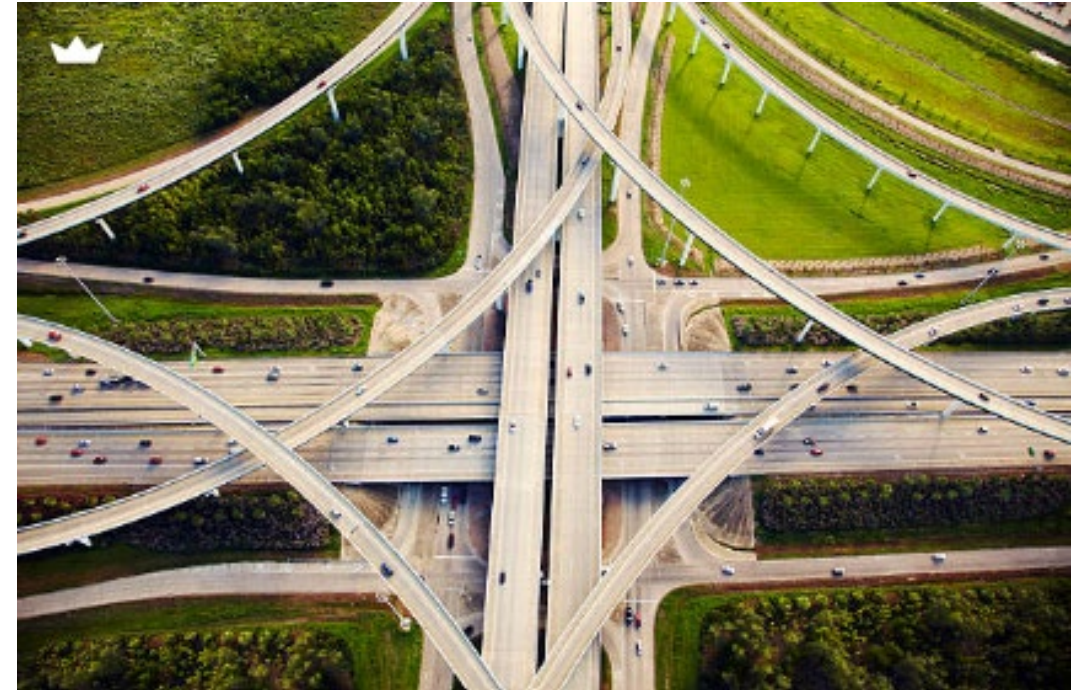


Operational Excellence – Network Operations



We played a crucial supporting role in MOST major ITS and campus partner technology projects

- Campus edge switch infrastructure upgrade → faster and more reliable.
- Developed tools and methods to create secure, isolated network areas using standardized firewall rules → enhanced protection.
- Continuously monitored campus infrastructure to ensure health and stability → quick resolution of issues.



Operational Excellence – IAM & Collaboration Services



SECURITY

72 M
Emails
Protected

3
Tabletop
Exercises



350K
Spam
Remediated



72K
Attacks
Remediated



12,596
Phishing
Remediated

17M
Promotional
Messages
Flagged

Observation Pipeline

 Past 10
days

[View Alerts Issued](#)

5,363,185,745
Analyzed Observations

100%

Observations parsed, enriched,
and analyzed for security value

193,360,308
Events

4%

Machine-analyzed observations of
significance using detection logic

64
Alerts Triaged

< 0.01%

Potential security issues
analyzed by Arctic Wolf teams

43
Alerts Issued

< 0.01%

Escalated to you for action

COMPLIANCE



90.1% Phishing Resistant

100% PCI Completion

95% CJIS Completion

94% HIPAA

94% GLBA

92% CUI

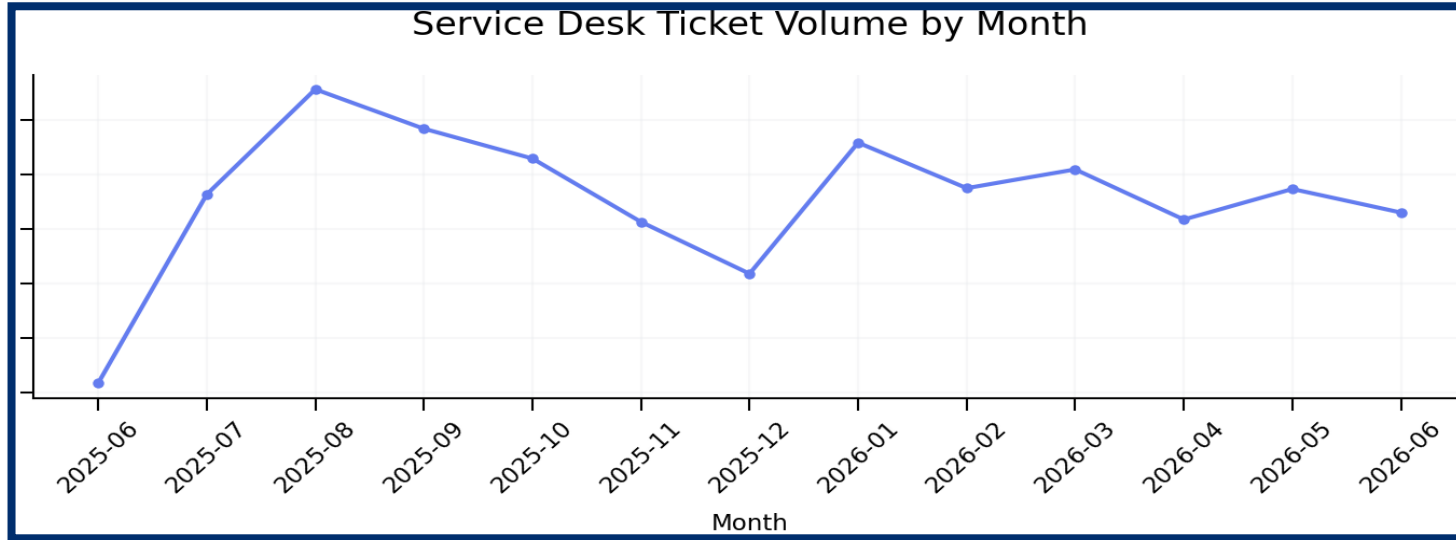


WPI

Operational Excellence – User Success & Experience



Service Desk Ticket Volume by Month



- 11,606 Service Desk tickets completed
- 30 Employee orientation sessions conducted



- Compliance Calendar published
- 16 Phishing and compliance campaigns



3,792

IT OPs & Budgeting
Halo tickets resolved



6,076

Invoices paid



4++

Staff, Student &
Project appreciation
events



74

Projects tracked
and supported



- 16 Trainings designed and conducted
- 300+ ITS communication support requests
- Halo Knowledge Review phase I - achieving 78% articles reviewed



WPI

Modernizing Emergency Communications



Key Drivers

Enhance reliability of emergency communication

Modernize aging "blue phone" infrastructure

Improve response capabilities with GPS Location

Strategic Investments

Deploy WPI SAFE as our flagship safety platform

Upgrade emergency phone infrastructure with Zoom, Cellular service

Results

Improved campus security, access and faster response time

Operational Excellence – Campus Safety



Challenge

- Inconsistent exterior building security controls, card access, keys
- Aging camera infrastructure

Approach

- Completed 3-year Project
- Established security standard
- Expanded coverage with 16 new cameras

Results

- Enhanced campus safety using standardized, consistent enforcement of exterior building access controls
- Reduced reliance on physical keys
- Improved monitoring

PERIMETER SECURITY

- ★ Unified Building Schedule
- ★ Automated Access Provisioning
- ★ EHS Lab Safety
- ★ Building Access Only
- ★ Criminal Justice and Camera Platform Tool Stabilization
- ★ Support Tools Improved

Operational Excellence - Endpoint Services



Software Management

- ★ Migrated and standardized 160+ scripts into GitLab
- ★ Streamlined tech workflows to allow student employment
- ★ Optimized update management workflow
- ★ Improved license management processes to ensure consistent software availability.

Classroom Improvements

- ★ Developed a proactive endpoint monitoring and remediation workflow, increasing endpoint availability.

Endpoint Management

- ★ Regular monthly updates to core image
- ★ Implemented automated for core macOS applications

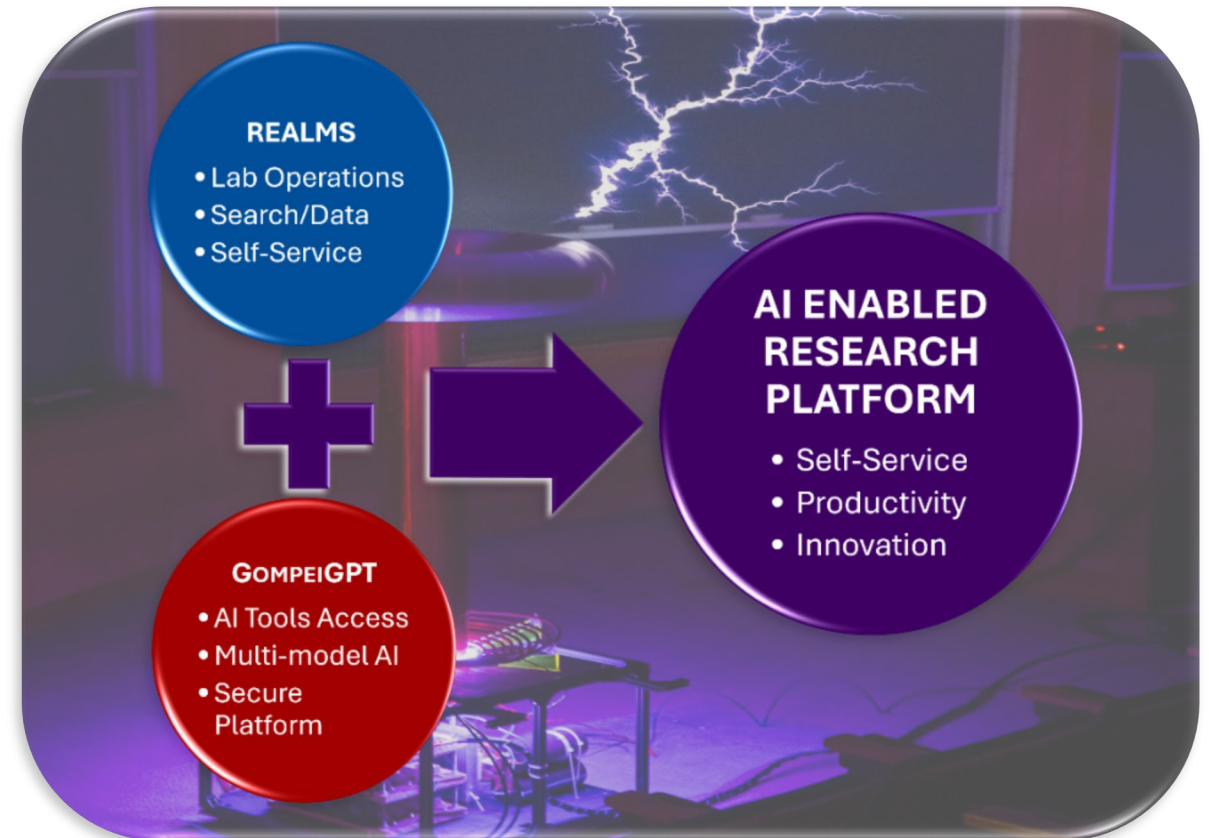
Innovation



Accelerating Research Productivity with AI and Modern Platforms



- **Business Need:** Outdated, siloed lab systems and no secure path to AI limited research
- **Solution:** Modernized lab operations with REALMS - advanced search, self-service. Piloted GompeiGPT for secure access to multiple large language models
- **Result:** ~\$30K annual savings, enabled advanced AI-driven research capabilities



Elevating Classroom Experience Through Modern AV Technology



Business Need: Scheduled AV refresh cycle identified opportunities to standardize hybrid and technology-enabled teaching capabilities across classrooms.

Solution: Refreshed AV across classrooms, conference rooms, and collaboration spaces; standardized capabilities.

Result: better reliability and stronger teaching and presentation experience.



8

Locations Updated

Equipment Procured for

10

Additional Locations



Optimized Integrations



Business Need:

Redundant, fragmented integrations drove up licensing and operational costs.



Solution:

- Reviewed, decommissioned, redesigned integrations.
- Moved few integrations to a lower-cost platform
- Switched to Integrations license; decommissioned paid version of Informatica platform.



Result:

~\$30K annual savings, less vendor dependency, simpler architecture



Risk Mitigation and Cyber Security



Securing and Supporting Endpoints Across Campus



Legacy Devices (Windows 10)

- End of Support
- Security Risk



Modern Endpoints (Windows 11)

- Supported
- Secure
- Higher Performance



- **Business Need:** Legacy devices couldn't run Windows 11 ahead of the Windows 10 end-of-support deadline.
- **Solution:** Replaced and upgraded endpoints to Windows 11- compatible devices.
- **Results:** Stronger security, better performance and supportability, minimal disruption.



Enhancing Identity & Access Management



Business Need:

Legacy IAM rising vendor costs, usability limits



Solution:

Replaced legacy IAM with RapidIdentity



Results:

Cost savings, simpler admin, easier AD/Entra integration

Enhancing Storage Management



Business Need:

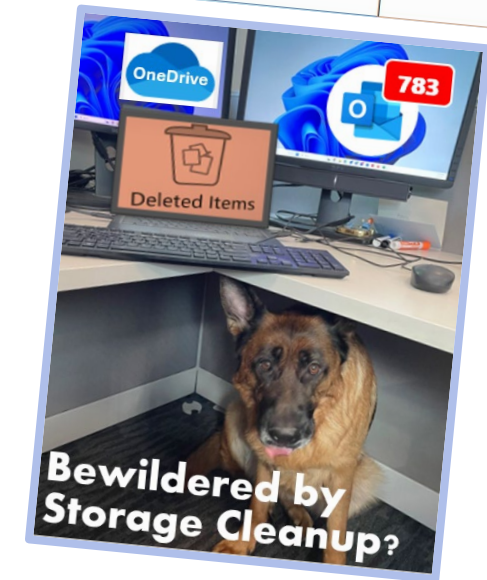
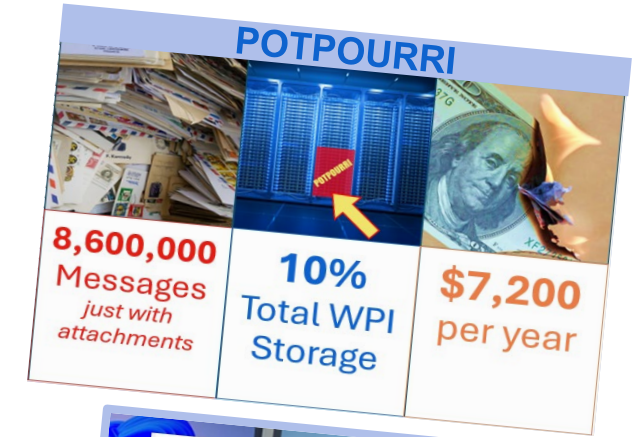
M 365 **storage** costs climbing

Solution:

Ran a targeted M 365 storage optimization

Results:

Cost savings, ~half the OneDrive/Exchange usage



Advanced Monitoring & Data Protection



Business Need:

Evolving threats and data sensitivity exposed gaps in perimeter visibility and Open-Source Intelligence (OSINT)

Solution:

- Strengthened perimeter and OSINT monitoring
- New data classification policy
- Varonis Data Loss Prevention (DLP)
- Firewall refresh

Results:

- Better threat detection
- Stronger data governance
- More resilient posture





Firewall Fleet Refresh to Strengthen Cyber Security



Business Need

WPI's Palo Alto firewalls were approaching end-of-support on outdated software, increasing security and reliability risk across the network perimeter.

Solution

Upgraded the entire Palo Alto firewall fleet to the latest platform, a joint effort by InfoSec and Network Services, working with a dedicated Palo Alto engineer and the ITS Project Management team.

Results

A modern, fully-supported security platform across the institution and delivered on time and within budget.

Fleet-wide

All Palo Alto firewalls upgraded to the latest hardware release.

On time

Met the committed schedule

On budget

Within approved budget

A PARTNERSHIP ACROSS

InfoSec

Network Services

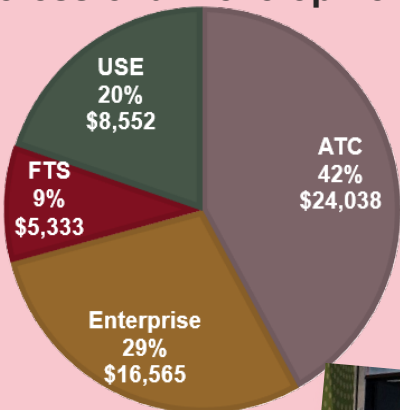
Palo Alto Engineer

ITS Project Management

It Takes a Village

Thanks to each of you for your expertise and contributions, partnerships, and community impact.

Professional Development



28
FTE PD
Participants

20
Conference
Attendees

9
Certifications
Obtained

WPI Service

1 Ombuds Officer

Staff Council:

2 Officers

1 Advisory
Committee Member

WPI Volunteers

42 Commencement

4 Club/Campus
Support



WPI Presenters

4 Staff Professional
Development Day

2 Wellness Day

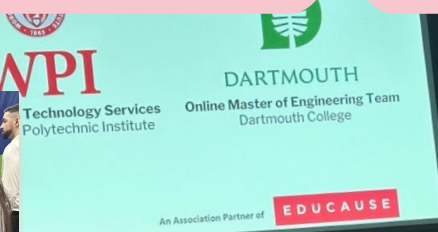
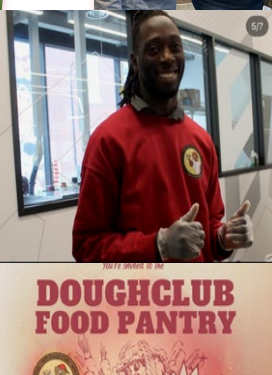
3 Panelists
(PBL, UPCEA)

12 NERCOMP
Conference,
Webinars

Awards

ORBIE Award
ORBIE Finalist

NERCOMP
Inaugural
Distinguished Team
Award



Communications & Change Management



Looking Ahead FY 27



FY 27 Outlook

Fiscal Year	Number of Projects Proposed → Completed	Total Capital Budget	Actual Capital Spend
2025	16→22	\$5,150,000.00	\$4,800,000.00 (estimated)
2026	22→28	\$4,129,750.00	\$4,055,882.74 (estimated)
2027	21→??	\$3,300,000.00	TBD

Fiscal Year	Total Opex Budget	Total Actual Spend
2025	\$8,917,546.00	\$8,467,095.57
2026	\$9,171,083.00	\$8,668,609.02
2027	\$9,139,633.34	TBD

APPROVED FY27 CAPEX



Course and Event Scheduler



Workforce Scheduling Solution



Contract Lifecycle Management



GrubHub, Atrium & PCI Environment



FinTech Lab Computers

FY 27 5% SAVINGS CHALLENGE

Small ideas. Big impact.

TOGETHER, we can save 5% and invest in what matters most.



BE SMART.

BE MINDFUL.

BE IMPACTFUL.



HOW WE CAN WIN TOGETHER



FIND OPPORTUNITIES

Look for ways to reduce costs without reducing quality or service.



SHARE YOUR IDEAS

Every idea counts—big or small. Knowledge shared is value gained.



COLLABORATE BOLDLY

Work together across teams to find smarter solutions.



MAKE AN IMPACT

Your ideas help us save money and strengthen what we deliver.



RECOGNIZE & CELEBRATE

We will recognize top contributors and celebrate our collective success!



ONE TEAM. ONE GOAL. **5% STRONGER.**

Let's rise to the challenge and build a stronger future for WPI—together!



A ACCOUNTABLE.
E XCEPTIONAL.
I NCLUSIVE.
O PEN.
U SER-CENTRIC.

Celebrating FY26. Building FY27.

- ❖ We celebrate more than milestones. We celebrate people.
- ❖ Every challenge strengthened us. Every success belonged to the team.
- ❖ FY26 proved what is possible when we:
 - Lead with purpose
 - Serve with humility
 - Innovate with courage
 - Win together
- ❖ FY27 is not about starting over.
 - It's about building on a stronger foundation, reaching higher, and creating an even greater impact.



Thank you for your passion, resilience, and commitment!

THANK YOU – IT DOES TAKE A VILLAGE

