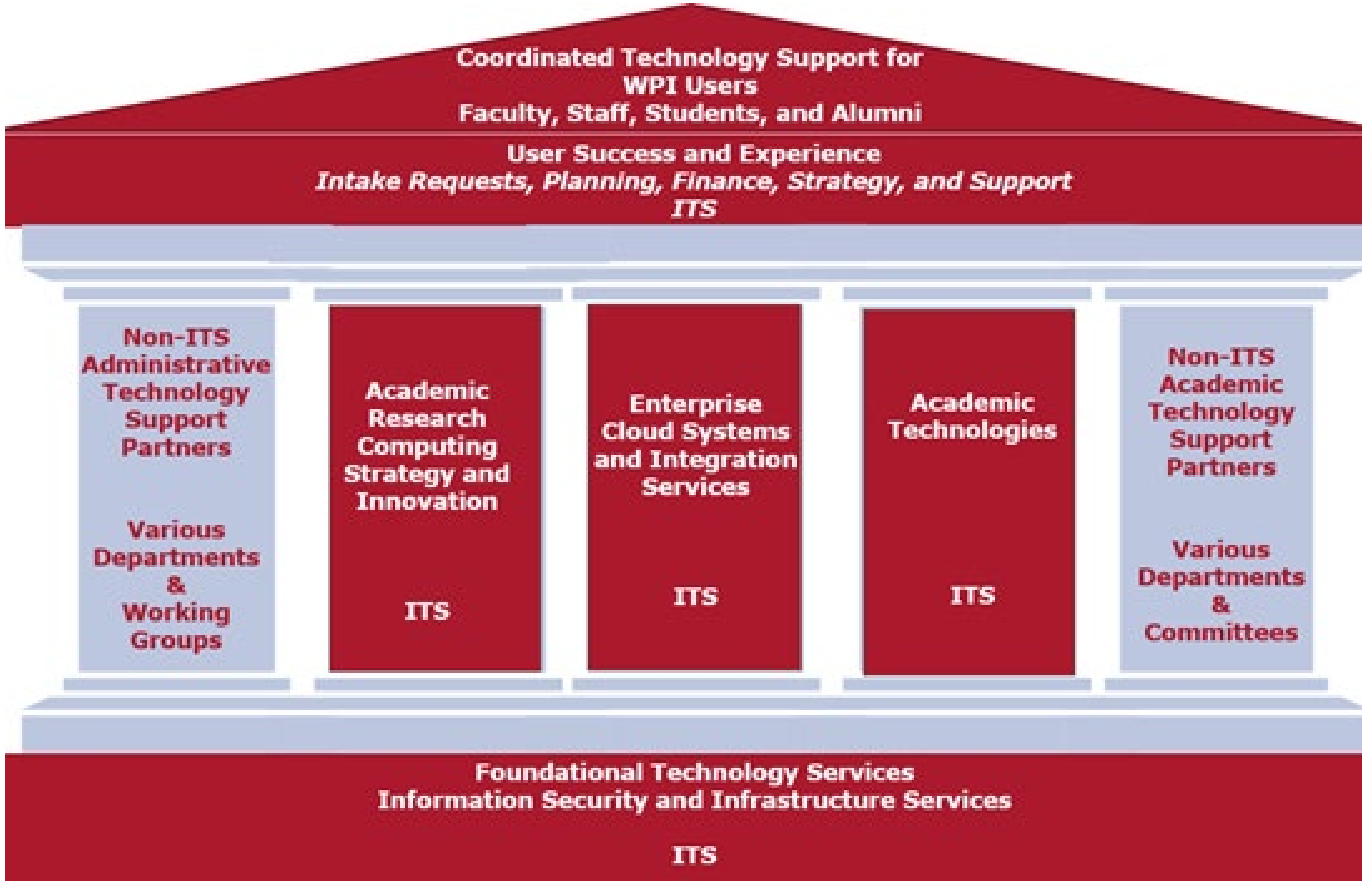
ITS End of FY 26 Celebrations
and
Looking Ahead to FY 27

July 21, 2026

10:00 AM - 12:00 PM Meeting at Campus Center Odeum A & B, Zoom

12:00 PM – 1:30 PM Cookout at Campus Center Grille

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

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
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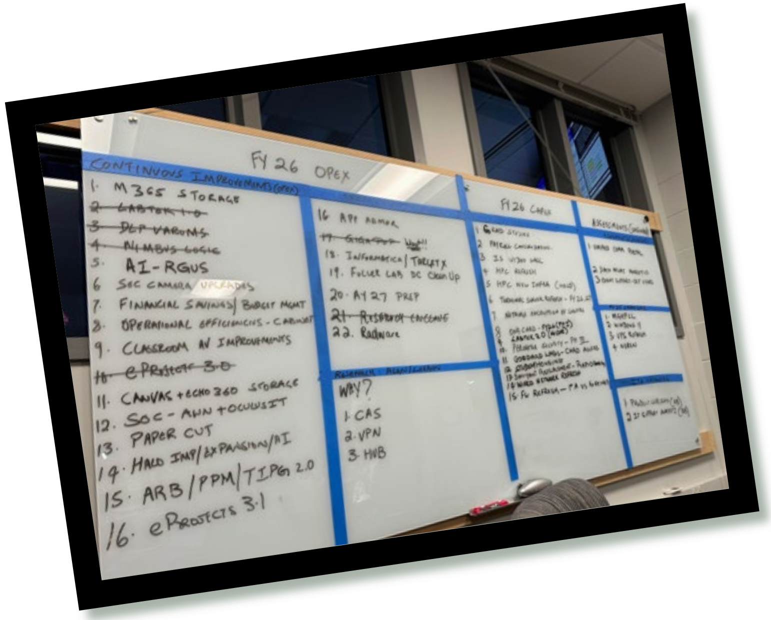
2026	$9,171,083.00	$8,668,609.02

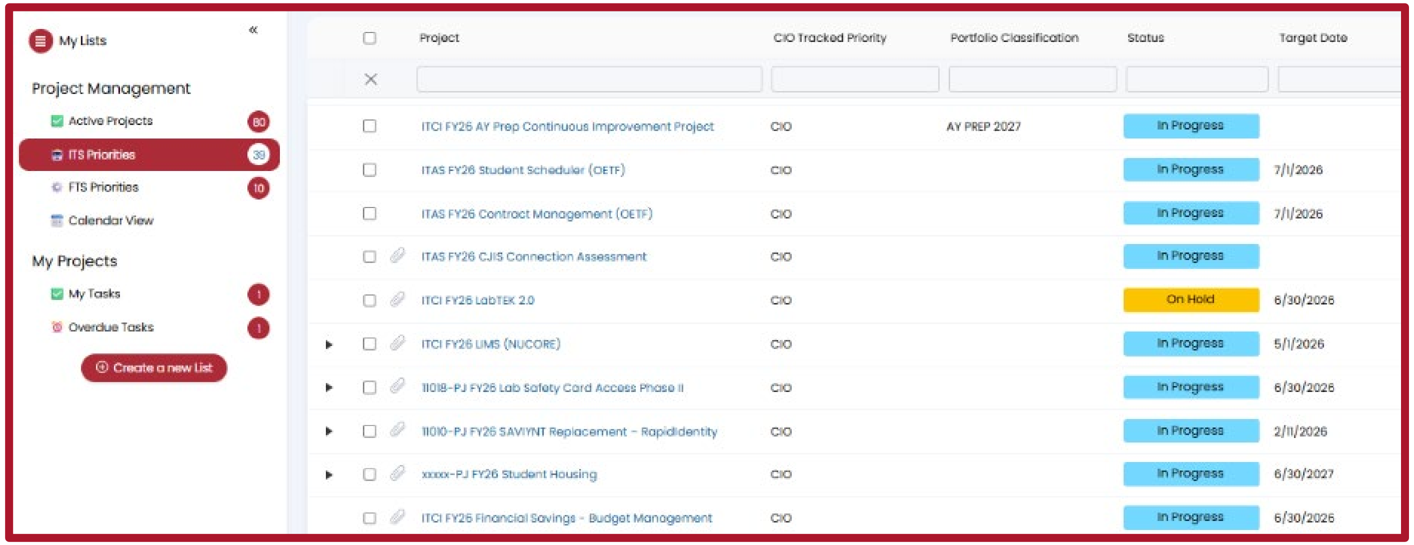
WPI

Office of the CIO

Transforming ITS Investment Outcomes Through Portfolio Management

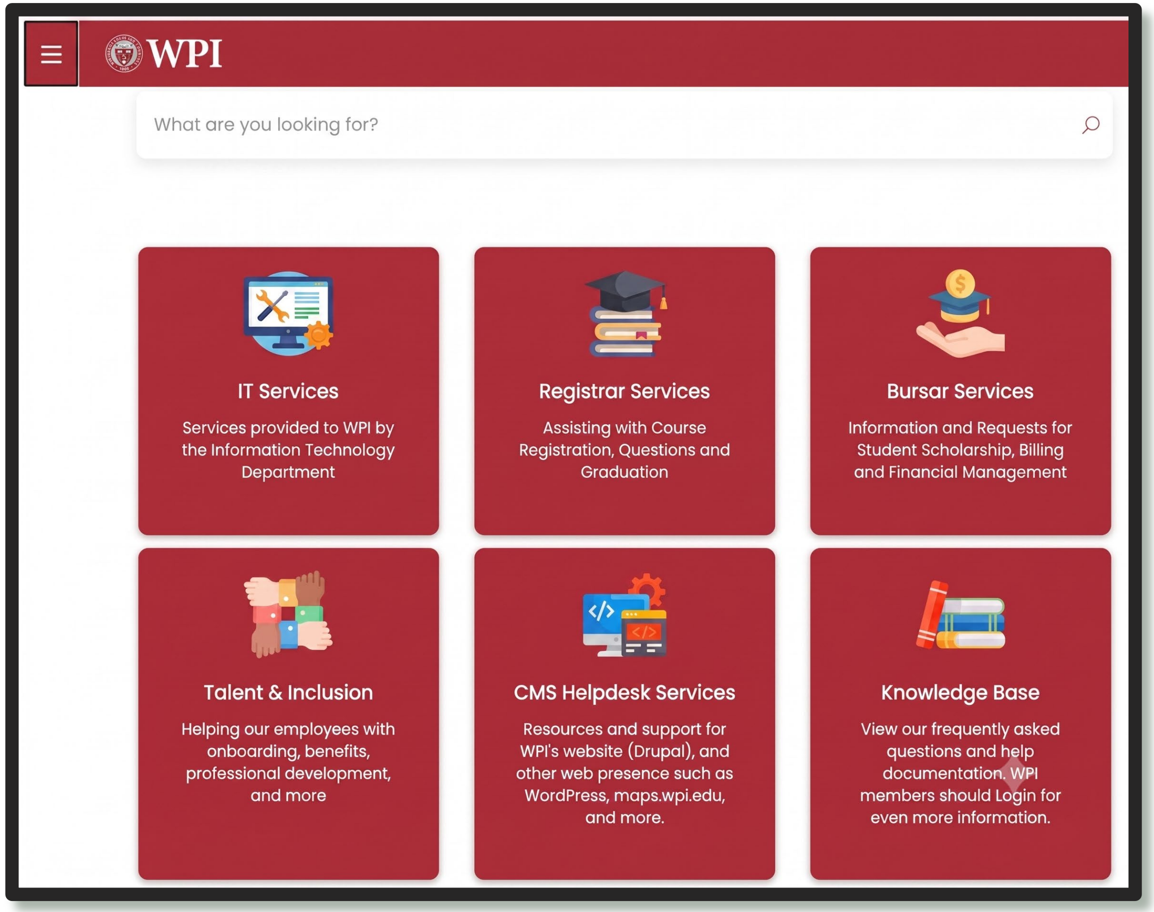
- **Business Need:** Growing IT portfolio required greater visibility, governance, and alignment with WPI priorities.
- **Solution:** Expanded portfolio and program management with standardized practices, centralized tracking, and enhanced reporting.
- **Results:** Improved transparency, consistent execution,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





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



WPI

ITSM Improvements for the ITS Project Lifecycle

New 4/28/2026 9:22 A...	Initial Assess... 6/23/2026 10:56 ...	Final Assess... 6/23/2026 11:24 A...	Seeking Appr...	Approved	Implementati...	Final Review	Completed

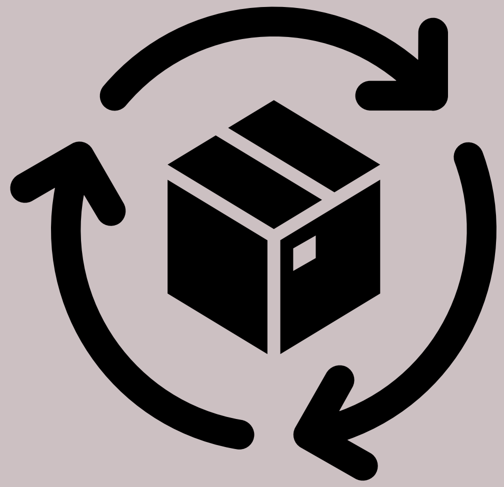
Technology Intake Request Planning

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.

WPI

Operational Efficiency & Excellence



Managing Digital Content Lifecycle

- **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

WPI

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.

slate

Results:

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

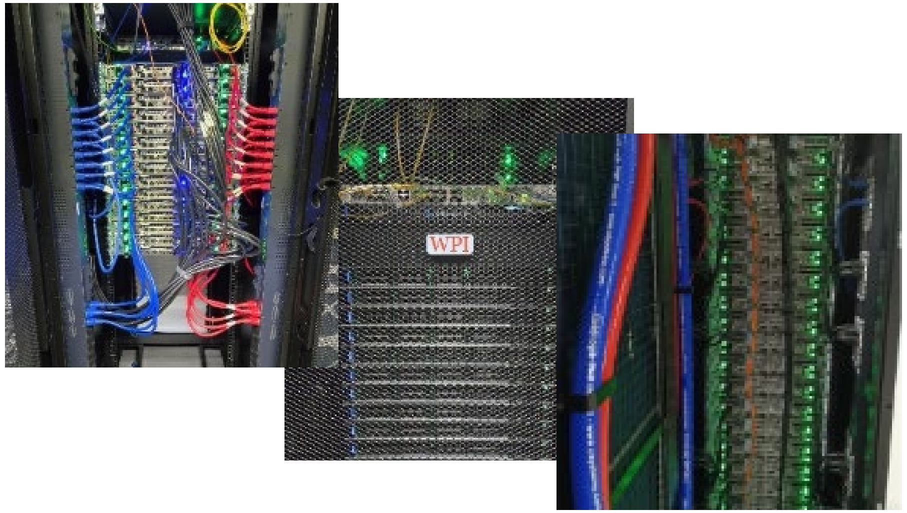
WPI

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

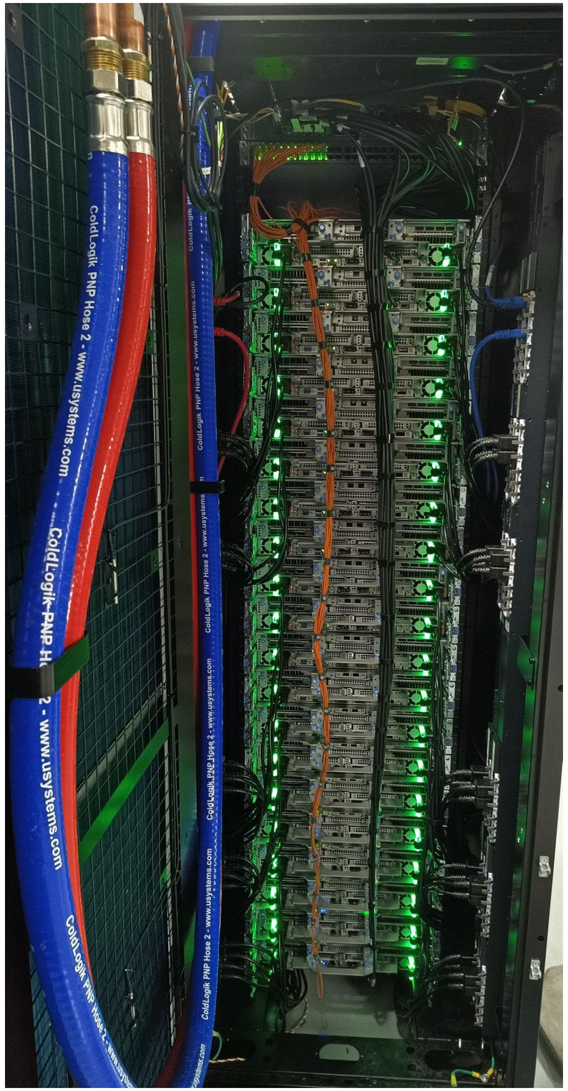
- **Business Need:** Fuller Labs constraints - rack space, power, energy costs - capped growing HPC and GPU demand
- **Solution**: Relocated research computing and storage to MGHPCC for scalable growth without major capital spend
- **Results:** Better performance, expanded capacity, lower costs, and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



WPI

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

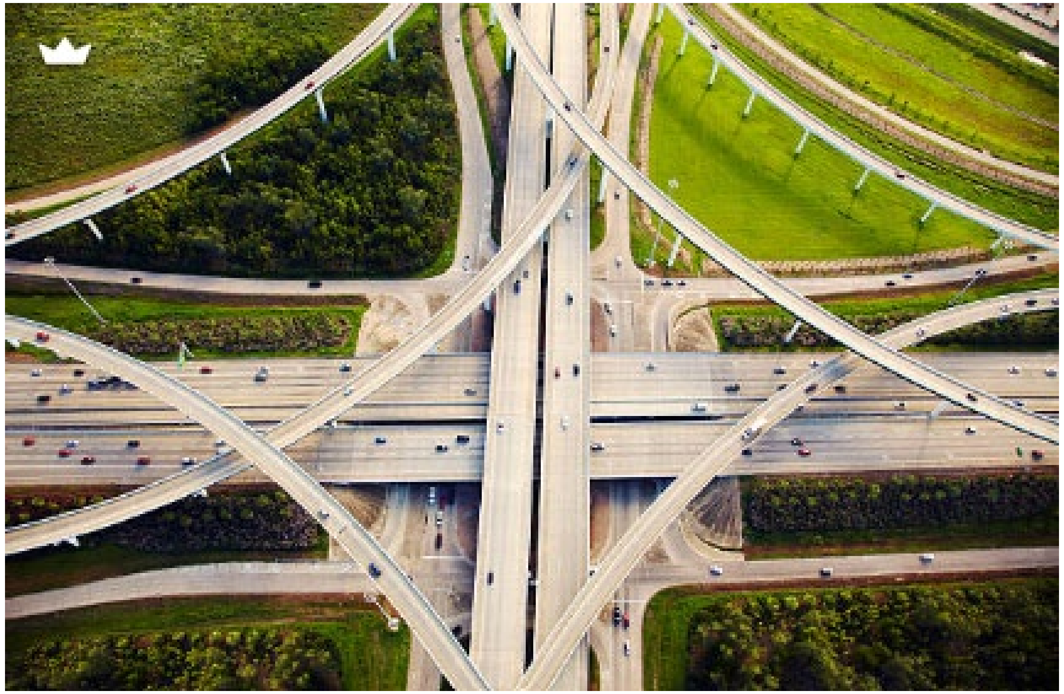
- **Business Need:** Aging network couldn't meet demand for reliable, high-speed connectivity
- **Solution:** Campus-wide Wired Network Refresh plus consolidated GigaPop data center connectivity
- **Results:** More resilient, scalable network and $152,235 lower annual operating cost

WPI

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

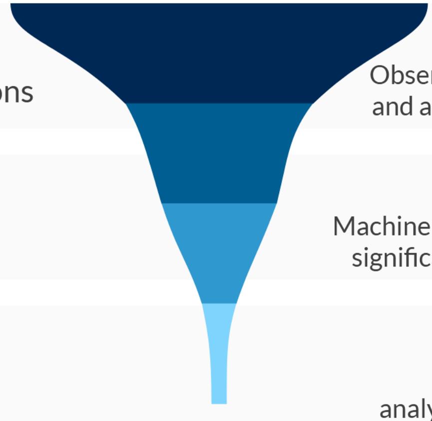
12,596 Phishing Remediated

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

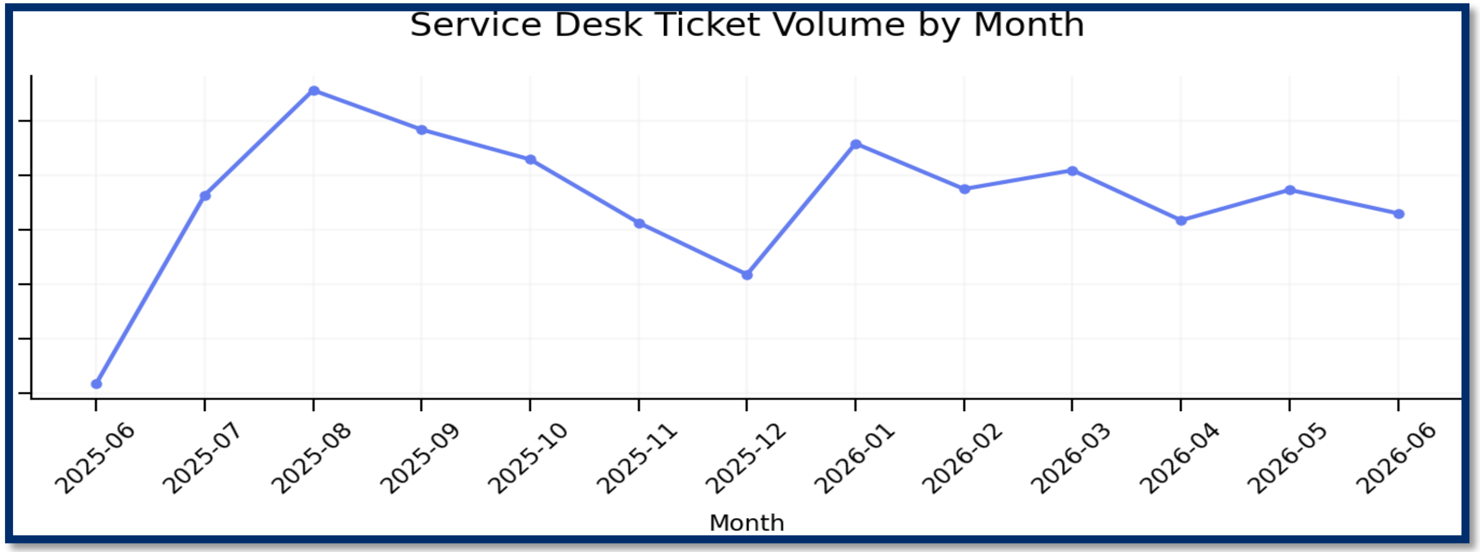
< 0.01%
Escalated to you for action

COMPLIANCE

90.1% Phishing Resistant
100% PCI Completion
95% CJIS Completion
94% HIPAA
94% GLBA
92% CUI

WPI

Operational Excellence – User Success & Experience



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

- Compliance Calendar published
- 16 Phishing and compliance campaigns

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

3,792
IT OPs & Budgeting Halo tickets resolved

6,076
Invoices paid

4++
Staff, Student & Project appreciation events

74
Projects tracked and supported

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 infra-structure with Zoom, Cellular service

Results

Improved campus security, access and faster response time

Operational Excellence – Campus Safety

PERIMETER SECURITY

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

★ 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

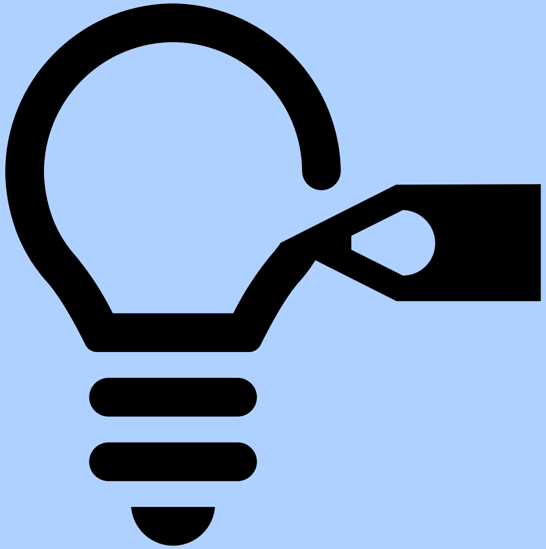
- ★ Developed a proactive endpoint monitoring and remediation workflow, increasing endpoint availability.

Endpoint Management

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

Coffee Break

Innovation

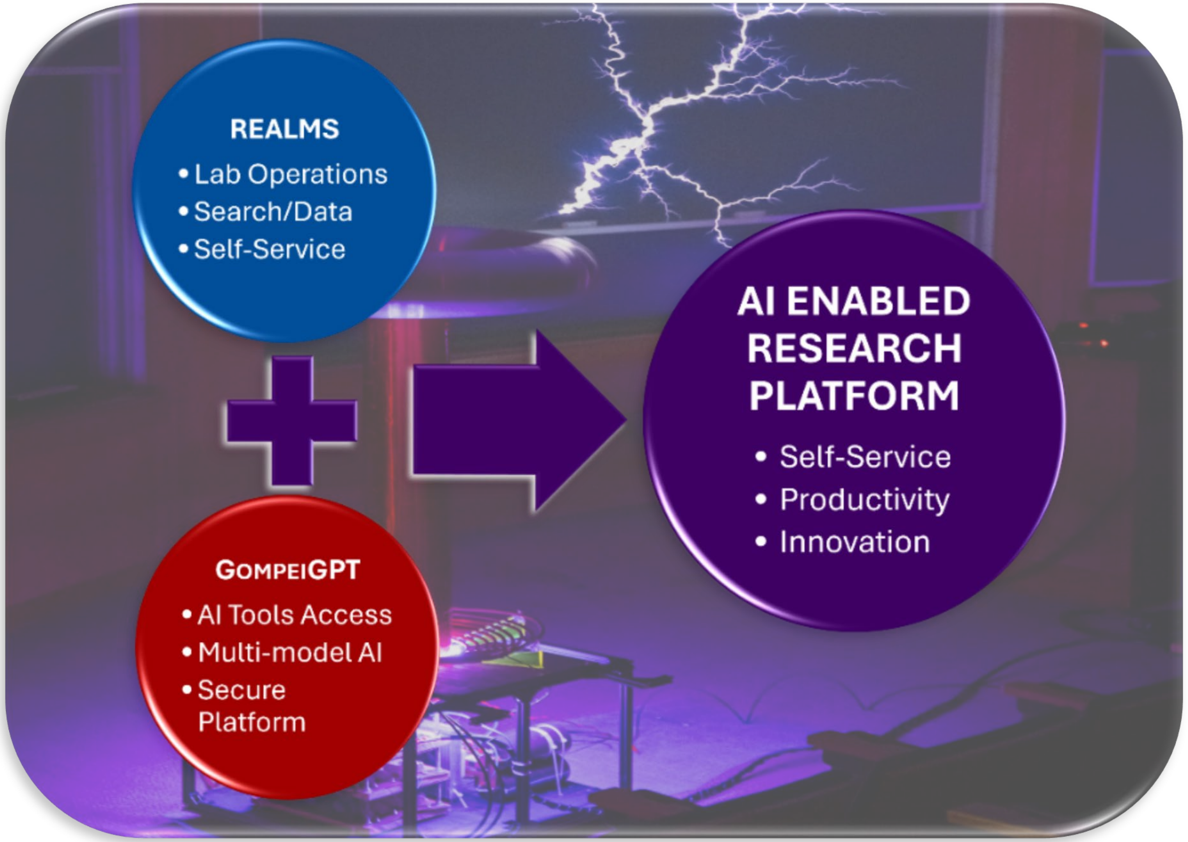


Accelerating Research Productivity with AI and Modern Platforms

- **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

WPI

Optimized Integrations

Business Need:

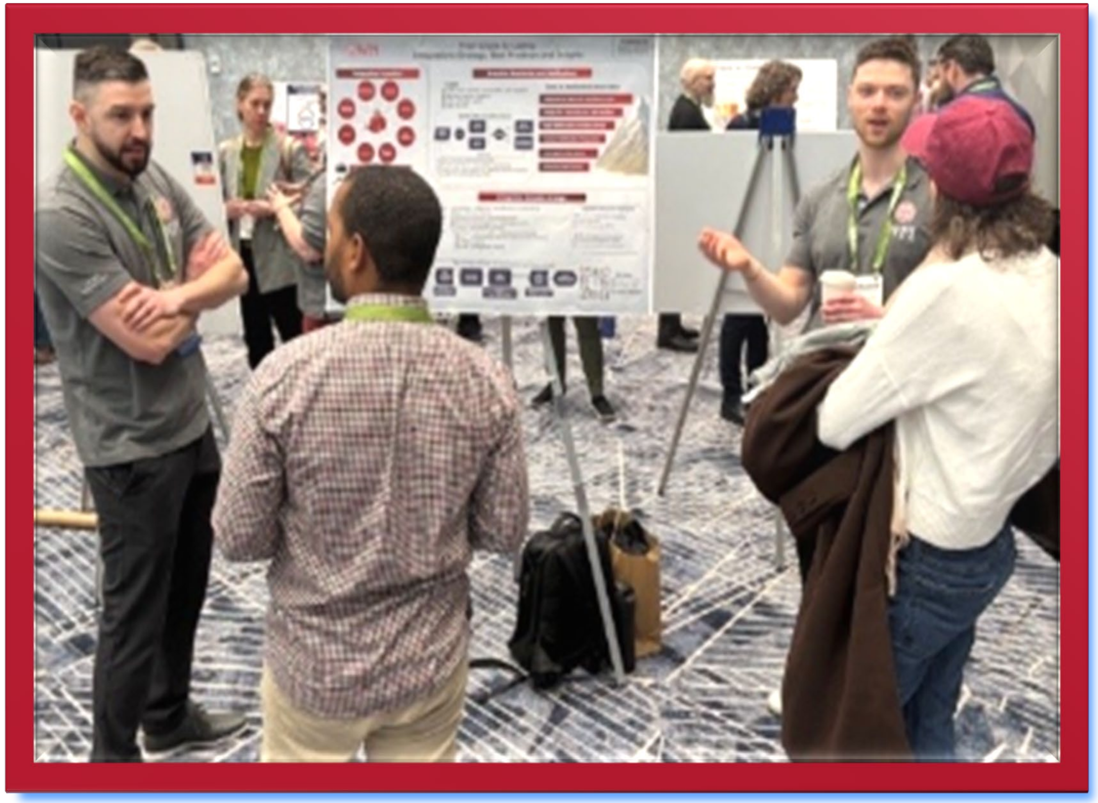
Redundant, fragmented integrations drove up licensing and operational costs.

Solution:

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

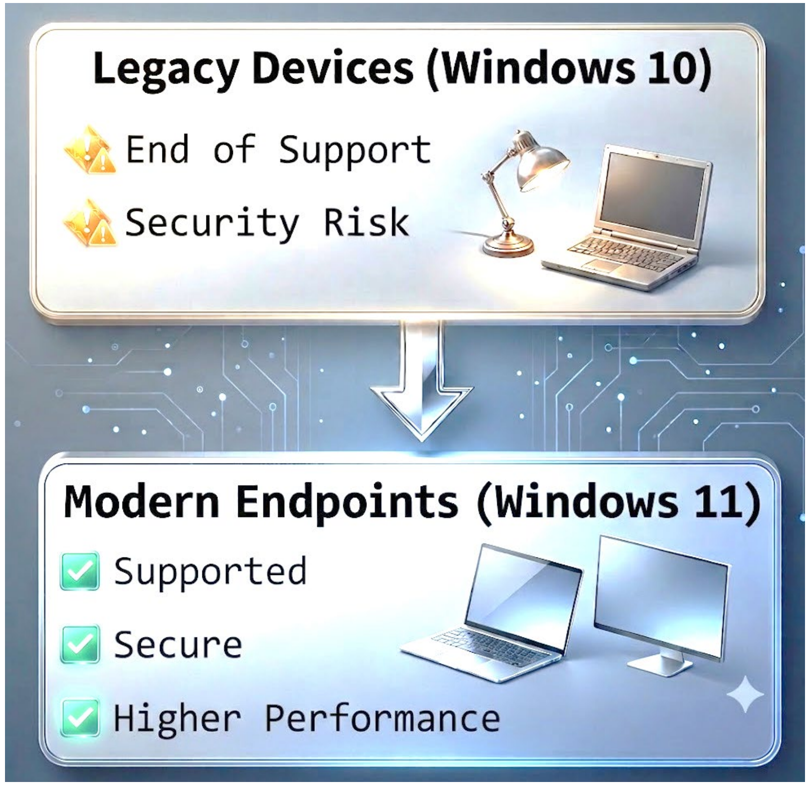
Result:

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



Risk Mitigation and Cyber Security

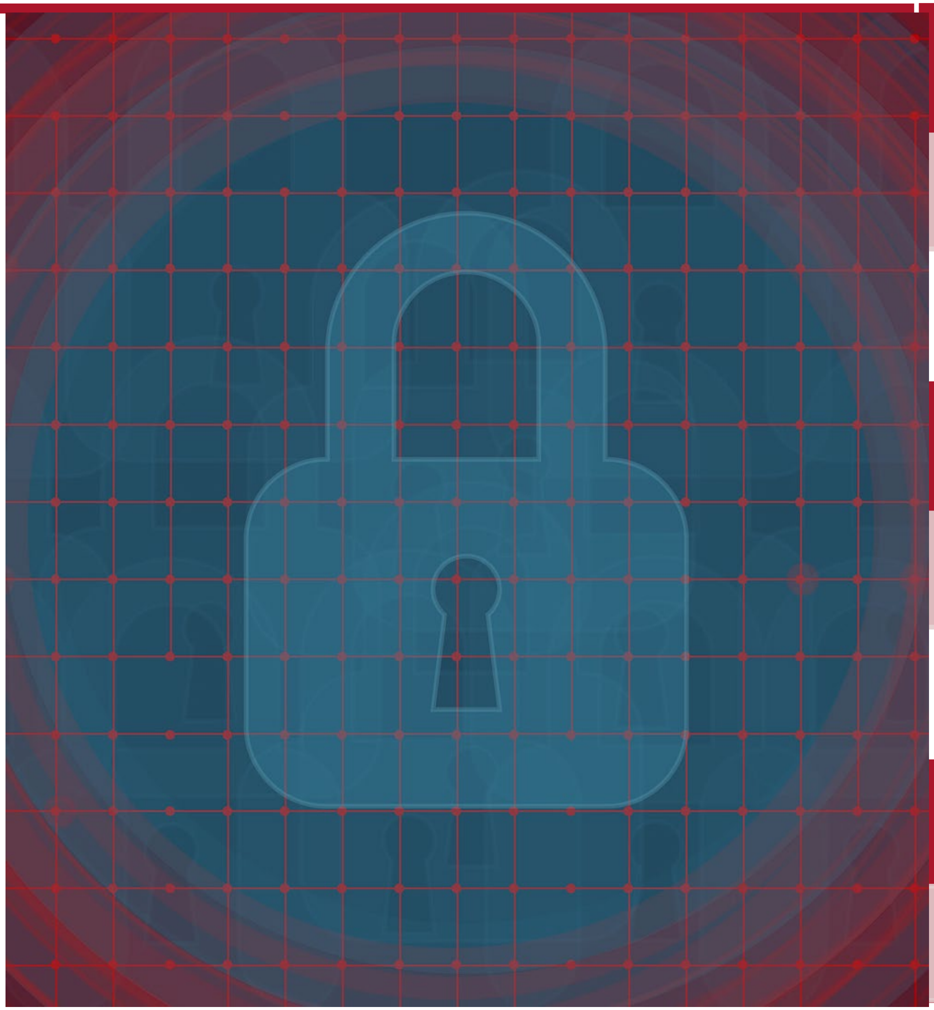
Securing and Supporting Endpoints Across Campus



- **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.

WPI

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

510 TB

230 TB!

Business Need:

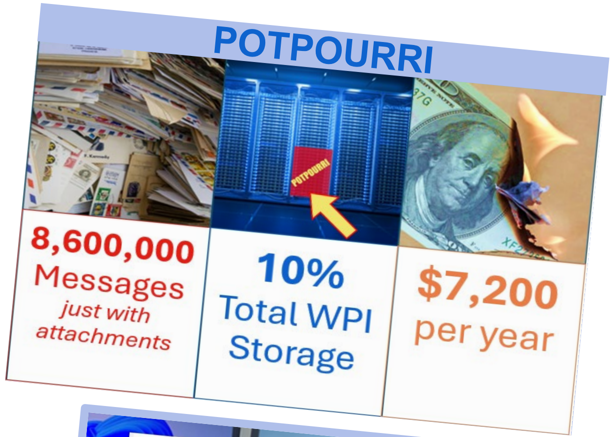
M 365 **storage** costs climbing

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

WPI

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

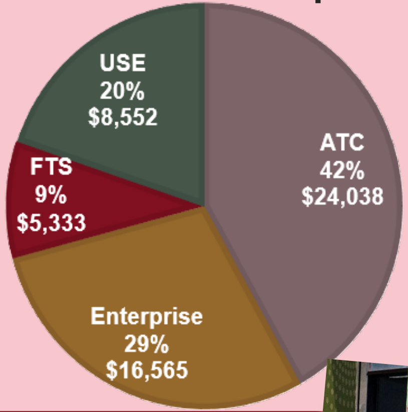
InfoSec
Network Services
Palo Alto Engineer
ITS Project Management

Looking Ahead
FY 27

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

WPI

Communications & Change Management

WPI

FY 27 Outlook

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2027	21→??	$3,300,000.00	TBD

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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.

OUR GOAL

5%

SAVINGS IN FY 27

Stronger today.
Better tomorrow.

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!

WPI

A ACCOUNTABLE.
E XCEPTIONAL.
I INCLUSIVE.
O OPEN.
U SER-CENTRIC.

WPI

Anything else anyone want to share?

Your thoughts, reflections, wins, and ideas
help us celebrate, learn, and keep moving forward together.

Let's recognize our journey and **inspire** what's next!

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