Module 1 | IT Organization, Staffing, and Financing

This module includes questions about central IT organization, staffing, and financing. This module is required for all participants.

In responding to the survey questions in this module, please enter data that describe your IT environment during the prior fiscal year (FY 2012-2013). Prior fiscal year is defined as the most recent fiscal year ending before July 1, 2013.

NOTES:
- Previous CDS surveys requested data from the current fiscal year for some questions. All questions in this survey request data for the prior fiscal year.
- Throughout the survey, "central IT" refers to the centralized information technology services and support organization reporting to the highest-ranking information technology administrator/officer in the institution.
- For CDS participants from central offices of multicampus systems and community college districts, "institution" refers to the central office only, not the entire multicampus entity. For all other participants, institution refers to the individual college or university (typically referred to as a campus).
- Please refer to the CDS glossary for definitions of other terms in the survey.

Module 1 | IT Organization, Staffing, and Financing

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Q19 | Central IT Operating Expenditures—Outsourcing
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Q1–3 | Highest Ranking IT Officer Position

Module 1 | IT Organization, Staffing, and Financing

Q1–3 | Highest Ranking IT Officer Position

1. What was the title of the highest-ranking IT administrator/officer in your institution during the prior fiscal year? (Check all that apply.)

- [ ] Chief information officer (CIO)
- [ ] Chief technology officer (CTO)
- [ ] Chief information technology officer (CITO)
- [ ] Vice president
- [ ] Vice chancellor
- [ ] Vice provost
- [ ] Associate provost
- [ ] Associate vice president
- [ ] Associate vice chancellor
- [ ] Associate vice provost
- [ ] Assistant vice president
- [ ] Dean
- [ ] Executive director
- [ ] Director
- [ ] Other (please specify)

☐
2. To whom did the highest ranking IT administrator/officer in your institution report?

NOTE: VP/VC = Vice President or Vice Chancellor

- President/Chancellor/CEO
- Highest-ranking academic officer (Provost, Academic VP/VC, Dean)
- Highest-ranking administrative officer (Administrative VP/VC, Executive VP)
- Highest-ranking business officer (VP/VC, Business Officer, CFO)
- Second-level academic officer (Vice Provost, Assistant or Associate Provost/Academic VP)
- Second-level administrative officer (Assistant or Associate Administrative VP/VC)
- Jointly to president/chancellor/CEO and chief academic officer
- Jointly to president/chancellor/CEO and chief administrative or financial officer
- Jointly to chief academic officer and chief administrative or financial officer
- Other (please specify)

- Not applicable—position was vacant

3. Was the highest-ranking IT administrator/officer a member of the president or chancellor's cabinet?

- Yes
- No
- Not applicable—position was vacant

Q4–5 | Highest Ranking IT Officer

Module 1 | IT Organization, Staffing, and Financing
4. In what year was the highest-ranking IT administrator/officer appointed?

- Year  
- Not applicable—position is vacant

5. What was the prior position of the person who served as highest-ranking IT administrator/officer?

- IT administrator below level of CIO in your institution’s central IT organization
- IT leader elsewhere in your institution
- Administrator elsewhere in your institution
- Faculty member in your institution
- CIO or equivalent at a different institution
- IT administrator below level of CIO at a different institution
- Faculty member at a different institution
- CIO or equivalent in another sector (business, government, military, healthcare, etc.)
- IT administrator below level of CIO in another sector (business, government, military, healthcare, etc.)
- Other (please specify)  
- Not applicable—position is vacant

Q6 | Service Delivery

Module 1 | IT Organization, Staffing, and Financing
6. Which organizational units were responsible for the following functions in your institution?


<table>
<thead>
<tr>
<th>Function</th>
<th>Primarily central IT</th>
<th>Shared between central IT and other admin or academic unit(s)</th>
<th>Primarily other admin or academic unit(s)</th>
<th>Primarily system or district office</th>
<th>Primarily outsourced</th>
<th>No organizational unit responsible</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. Administration and management of IT: IT policy development, dissemination, and education</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>b. Administration and management of IT: Program, project, and/or service management</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>c. Administration and management of IT: Other</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
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<tr>
<td>d. IT support services: Multimedia services</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>e. IT support services: Desktop computing</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>f. IT support services: Help desk</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>g. IT support services: Other</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>h. Educational technology services: Classroom learning space support</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>i. Educational technology services: Student technology centers</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>j. Educational technology services: Other</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>k. Research computing services</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>l. Data centers: Disaster recovery planning and implementation</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>m. Data centers: Other</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>n. Communications infrastructure services: Data network</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>o. Communications infrastructure services: Voice network</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>p. Enterprise infrastructure and services:</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
</tbody>
</table>
Q7–8 | Service Management

Module 1 | IT Organization, Staffing, and Financing

### 7a. Were any ITIL processes partially or fully deployed in central IT?

**NOTE:** If you select "No," Question 7b will not be displayed.

- [ ] Yes
- [ ] No

### 7b. Which of the following ITIL processes were partially or fully deployed in central IT?

**NOTE:** Definitions of these processes can be found at [http://en.wikipedia.org/wiki/ITIL](http://en.wikipedia.org/wiki/ITIL)
NOTE: Definitions of these processes can be found at [http://en.wikipedia.org/wiki/ITIL](http://en.wikipedia.org/wiki/ITIL)

<table>
<thead>
<tr>
<th>Process</th>
<th>Deployed broadly</th>
<th>Deployed sparsely</th>
<th>In planning</th>
<th>Experimenting/considering</th>
<th>Considered, not pursued</th>
<th>No discussion to date</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. Availability management</td>
<td>○</td>
<td>○</td>
<td></td>
<td></td>
<td></td>
<td>○</td>
</tr>
<tr>
<td>b. Capacity management</td>
<td>○</td>
<td>○</td>
<td></td>
<td></td>
<td></td>
<td>○</td>
</tr>
<tr>
<td>c. Change management</td>
<td>○</td>
<td>○</td>
<td></td>
<td></td>
<td></td>
<td>○</td>
</tr>
<tr>
<td>d. Finance management</td>
<td>○</td>
<td>○</td>
<td></td>
<td></td>
<td></td>
<td>○</td>
</tr>
<tr>
<td>e. Incident management</td>
<td>○</td>
<td>○</td>
<td></td>
<td></td>
<td></td>
<td>○</td>
</tr>
<tr>
<td>f. IT service continuity management</td>
<td>○</td>
<td>○</td>
<td></td>
<td></td>
<td></td>
<td>○</td>
</tr>
<tr>
<td>g. Problem management</td>
<td>○</td>
<td>○</td>
<td></td>
<td></td>
<td></td>
<td>○</td>
</tr>
<tr>
<td>h. Release and deployment management</td>
<td>○</td>
<td>○</td>
<td></td>
<td></td>
<td></td>
<td>○</td>
</tr>
<tr>
<td>i. Service asset and configuration management</td>
<td>○</td>
<td>○</td>
<td></td>
<td></td>
<td></td>
<td>○</td>
</tr>
<tr>
<td>j. Service level management</td>
<td>○</td>
<td>○</td>
<td></td>
<td></td>
<td></td>
<td>○</td>
</tr>
</tbody>
</table>

8. Did central IT maintain any service portfolio(s) or service catalog(s)?

- ○ Yes; please provide URL(s) if applicable and available
  - [ ]
- ○ No

Q9–10 | Fiscal Year

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Q9–10 | Fiscal Year

9. In which month did your institution’s prior fiscal year begin?

- ○ January
10. In which year did your institution's prior fiscal year begin?

- 2011
- 2012
- 2013

Q11 | Central IT Funding

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11. Please enter the U. S. dollar (USD) amounts central IT received during the prior fiscal year from each of the funding categories listed.

NOTES:
- The total of all dollars entered should represent the total funding central IT received in prior fiscal year.
- If total amount does not reflect the entire amount central IT received during the prior FY, please enter additional funding in the line for "Other" and indicate other funding sources below.
- In Line 8, enter any funding for salaries and/or benefits for central IT staff paid from a different institutional budget. Please enter the same amount on Line 1a of Question 20.
- Expenditure data are requested in Question 13. Funds received may be different from total expenditures for the fiscal year. For example, your institution may permit carryover from one fiscal year to the next or may have been granted funding for a capital project that has not yet been spent.
- If there was no funding in a category, enter 0.
- If there was funding in a category but the amount is impossible to estimate, check "Unable to Estimate."
- For 2012 CDS participants, you can refer to your responses to Question 16 of last year's survey.

<table>
<thead>
<tr>
<th>Prior Fiscal Year Funding</th>
<th>Unable to Estimate</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Operating appropriation</td>
<td>0</td>
</tr>
<tr>
<td>2. Capital appropriation (other than those amortized through rates)</td>
<td>0</td>
</tr>
<tr>
<td>3. Appropriation from revenue generated from student IT fees (if not included in Line 1)</td>
<td>0</td>
</tr>
<tr>
<td>4. Revenue from sale (chargeback) of services (e.g., network services, computer repairs) to institutional colleges, schools, departments, students, staff, and others</td>
<td>0</td>
</tr>
<tr>
<td>5. Revenue from sale of centralized services to entities external to the institution</td>
<td>0</td>
</tr>
<tr>
<td>6. Net revenue from resale of products (e.g., computer store sales) to institutional colleges, schools, departments, students, staff, and others</td>
<td>0</td>
</tr>
<tr>
<td>7. Net revenue from resale of products (e.g., computer store sales) to entities external to the institution</td>
<td>0</td>
</tr>
<tr>
<td>8. If compensation or fringe benefits for central IT staff were paid from another institutional budget (i.e., not included in the central IT funding or budget), enter the amount here (if not already accounted for in Line 1)</td>
<td>0</td>
</tr>
<tr>
<td>9. If your campus is part of a multicampus system or district, enter a best estimate of dollar equivalent for systems or services provided at no charge by the system or district office</td>
<td>0</td>
</tr>
<tr>
<td>10. Other (enter amount here; describe other funding source below)</td>
<td>0</td>
</tr>
</tbody>
</table>

**TOTAL**

**Other funding source**
Q12 I Student IT Fee

Module 1 I IT Organization, Staffing, and Financing

Q12 I Student IT Fee

12a. Did your institution charge a general student technology fee (that is, a fee designated wholly for IT that is levied on all students, as opposed to specific IT fees based on academic major or other criteria)?

NOTES:
- In previous surveys, versions of this question requested data from the current fiscal year. This question asks instead about the prior fiscal year.
- If you select "No," Questions 12b–12d will not be displayed.

☐ Yes
☐ No

12b. On what basis was the technology fee charged?

☐ Flat fee per year
☐ Flat fee per semester
☐ Flat fee per quarter
☐ Flat fee per credit hour
☐ Percentage of tuition
☐ Other (please specify)
12c. How much was the technology fee (or percentage of tuition) for each student?

NOTES:
- Enter flat fees in USD.
- Enter percentage as a number between 0 and 100, e.g., 30.5% should be entered as 30.5.
- Decimals are permitted here.

12d. What amount in USD was generated for the entire institution by the technology fee during the prior fiscal year?

NOTE: The amount entered here may differ from the response entered in Question 11, Line 3.

 Q13–15 | Central IT Expenditures

Module 1 | IT Organization, Staffing, and Financing

Q13–15 | Central IT Expenditures

13. Please enter the U.S. dollar (USD) amounts central IT spent during the prior fiscal year from each of the expenditure categories listed.

NOTES:
- Funding data are requested in Question 11. Funds received may be different from total expenditures for the fiscal year. For example, your institution may permit carryover from one fiscal year to the next or may have been granted funding for a capital project that has not yet been spent.
- The total of all dollars entered should represent the total central IT spent in the prior fiscal year. If total amount does not reflect the entire amount central IT spent during the prior fiscal year, please enter additional funding in the line for "Other" and indicate other funding sources below.
- Please include compensation.
- Please include all expenditures regardless of funding source. For example, include compensation or fringe benefits for central IT staff who were paid from another institutional budget.
Yes, the amount (in USD) spent on travel, training, or seminars was

Yes, but we are unable to estimate the amount.

---

**central IT staff who were paid from another institutional budget.**

- Please exclude all depreciation or amortization expenses. If your accounting system spreads expenditures over multiple years, please include only total outlays for the prior fiscal year.

<table>
<thead>
<tr>
<th>Prior Fiscal Year Expenditures</th>
<th>Unable to Estimate</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Total central IT operating expenditures</td>
<td>$0</td>
</tr>
<tr>
<td>2. Total central IT capital expenditures</td>
<td>$0</td>
</tr>
<tr>
<td>3. Other central IT expenditures (enter amount here; describe other expenditures below)</td>
<td>$0</td>
</tr>
<tr>
<td>TOTAL</td>
<td>$0</td>
</tr>
</tbody>
</table>

**Other central IT expenditures**

<p>| | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
</table>

14. Do the expenditures reported in Question 13 include expenditures in the following areas?

<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Utilities</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Space/facilities</td>
<td>☐</td>
<td>☐</td>
</tr>
</tbody>
</table>

15. Do the expenditures reported in Question 13 include expenditures on travel, training, and seminars for central IT staff?

- Yes, the amount (in USD) spent on travel, training, or seminars was

- Yes, but we are unable to estimate the amount.
Q16 | Central IT Expenditures by IT Domain

Module 1 | IT Organization, Staffing, and Financing

Q16 | Central IT Expenditures by IT Domain

16. Out of the central IT operating and capital expenditures entered in Question 13, what amounts were spent in the following IT domain areas in the prior fiscal year?

NOTES:
- Totals in each column should equal operating and capital amounts entered in Question 13 (shown above column headings in this question).
- If exact dollar amounts are impossible to compute, please provide the best possible estimate and include the approximate accuracy of your estimate.

<table>
<thead>
<tr>
<th>IT Domain Area</th>
<th>Reported operating expenditures</th>
<th>Reported capital expenditures</th>
<th>Operating Expenditures</th>
<th>Capital Expenditures</th>
<th>Accuracy of estimate</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Administration and management of IT</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2. IT support services</td>
<td></td>
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<td></td>
<td></td>
<td></td>
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<tr>
<td>3. Educational technology services</td>
<td></td>
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<tr>
<td>4. Research computing services</td>
<td></td>
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<tr>
<td>5. Data centers</td>
<td></td>
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<td></td>
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<tr>
<td>6. Communications infrastructure services</td>
<td></td>
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<tr>
<td>7. Enterprise infrastructure and services</td>
<td></td>
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</tr>
<tr>
<td>Domain</td>
<td>Percentage</td>
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<tr>
<td>-----------------------------</td>
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<td></td>
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<tr>
<td>8. Information security</td>
<td></td>
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<td></td>
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<tr>
<td>9. Identity management</td>
<td></td>
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<tr>
<td>10. Information systems and applications</td>
<td></td>
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<tr>
<td>11. Other IT domain</td>
<td></td>
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<td></td>
</tr>
</tbody>
</table>

**Q17 | Central IT Expenditures by Institutional Mission**

**Module 1 | IT Organization, Staffing, and Financing**

17. Out of the total expenditures entered in Question 13, approximately what percentage of spending supported the administrative, teaching and learning, and research functions of the institution in each IT domain in the prior fiscal year? (optional)

**NOTES:**
- Example: If IT support services mainly provides desktop computing and help desk services, includes some IT training and education, and does not support research, your response to line 2 below might be: "85 for administrative, 15 for teaching and learning, 0 for research and 0 for Other."
- This question is optional. If you are unable to estimate percentages for a domain area, submit a total of 0 for that domain area.

<table>
<thead>
<tr>
<th>Domain Description</th>
<th>Administrative</th>
<th>Teaching and Learning</th>
<th>Research</th>
<th>Other</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Administration and management of IT</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>2. IT support services</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>3. Educational technology services</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>4. Research computing services</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>5. Data centers</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>6. Communications infrastructure services</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>7. Enterprise infrastructure and services</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>8. Information security</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>9. Identity management</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>10. Information systems and applications</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>11. Other IT domain (enter percentages here; describe other IT domain below)</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
<td>0 %</td>
</tr>
</tbody>
</table>

**Other IT domain**

Q18 | Central IT Expenditures by Run, Grow, and Transform
18. Out of the operating and capital expenditures entered in Question 13, approximately what percentage was spent to run, grow, and transform the institution, including teaching and learning, research, and administration in the prior fiscal year? (optional)

NOTES:
- **Run**: Include spending on ongoing operations.
- **Grow**: Include spending to accommodate incremental growth and improvements. Examples might include supporting an expansion of students, faculty or staff or a new satellite campus, upgrading an existing application, or replacing an application without significantly redesigning the business processes it supports.
- **Transform**: Include spending to plan and implement transformative change, or change that supports new “customers” new programs, services or other sources of value; or entirely new methods of running the institution or its programs and services. Examples might include developing a new online degree program, building an international campus, implementing applications for significantly re-architected business processes, implementing a CRM system for the first time, or implementing an institutional analytics program.

<table>
<thead>
<tr>
<th></th>
<th>Percentage of expenditures</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Operational</td>
</tr>
<tr>
<td>Run</td>
<td></td>
</tr>
<tr>
<td>Grow</td>
<td></td>
</tr>
<tr>
<td>Transform</td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td>0</td>
</tr>
</tbody>
</table>

Q19 | Central IT Operating Expenditures—Outsourcing

Module 1 | IT Organization, Staffing, and Financing

19. Out of the central IT operating expenditures entered in Question 16, approximately what percentage was spent on
outsourcing in each IT domain? (optional)

NOTES:
- Example: If operating expenditures for IT support services were around $500,000 and about one-third was spent on outsourcing, the response to Line 2 below would be 33.
- If nothing was spent on outsourcing in a domain area, enter 0. If you are unable to estimate these percentages, leave the cell blank.

<table>
<thead>
<tr>
<th>Percentage of Operating Expenditures</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Administration and management of IT</td>
<td>%</td>
</tr>
<tr>
<td>2. IT support services</td>
<td>%</td>
</tr>
<tr>
<td>3. Educational technology services</td>
<td>%</td>
</tr>
<tr>
<td>4. Research computing services</td>
<td>%</td>
</tr>
<tr>
<td>5. Data centers</td>
<td>%</td>
</tr>
<tr>
<td>6. Communications infrastructure services</td>
<td>%</td>
</tr>
<tr>
<td>7. Enterprise infrastructure and services</td>
<td>%</td>
</tr>
<tr>
<td>8. Information security</td>
<td>%</td>
</tr>
<tr>
<td>9. Identity management</td>
<td>%</td>
</tr>
<tr>
<td>10. Information systems and applications</td>
<td>%</td>
</tr>
<tr>
<td>11. Other IT domain (enter amount here; describe other IT domain below)</td>
<td>%</td>
</tr>
</tbody>
</table>

Other IT domain
Q20 | Central IT Capital Expenditures—Outsourcing

Module 1 | IT Organization, Staffing, and Financing

Q20 | Central IT Capital Expenditures—Outsourcing

20. Out of the central IT capital expenditures entered in Question 16, approximately what percentage was spent on outsourcing in each IT domain? (optional)

NOTES:
- Example: If capital expenditures for information security were about $200,000 and about 10% was spent on outsourcing, the response to Line 7 below would be 10.
- If nothing was spent on outsourcing in a domain area, enter 0. If you are unable to estimate these percentages, leave the cell blank.

<table>
<thead>
<tr>
<th>Percentage of Capital Expenditures</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Administration and management of IT</td>
</tr>
<tr>
<td>2. IT support services</td>
</tr>
<tr>
<td>3. Educational technology services</td>
</tr>
<tr>
<td>4. Research computing services</td>
</tr>
<tr>
<td>5. Data centers</td>
</tr>
<tr>
<td>6. Communications infrastructure services</td>
</tr>
<tr>
<td>7. Enterprise infrastructure and services</td>
</tr>
<tr>
<td>8. Information security</td>
</tr>
<tr>
<td>19</td>
</tr>
</tbody>
</table>
9. Identity management

10. Information systems and applications

11. Other IT domain
(enter amount here; describe other IT domain below)

Other IT domain

Q21–23 | Central IT Compensation

Module 1 | IT Organization, Staffing, and Financing

Q21–23 | Central IT Compensation

21. Please provide the amount central IT compensation expenditures in USD for the prior fiscal year in the following categories.

NOTES:
- Include salaries, wages, and fringe benefits, even if benefits were paid elsewhere in the institution and not charged to central IT.
- Student employee FTE data are requested in Question 24. Please enter congruent compensation for this category. If you enter 0 because you did not compensate student employees from central IT funding, or if student compensation was subsidized by work study or other funding external to central IT, please indicate this arrangement in Question 22.

<table>
<thead>
<tr>
<th>Prior Fiscal Year Expenses</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Staff</td>
</tr>
<tr>
<td>0</td>
</tr>
<tr>
<td>2. Salaries or benefits paid from another institutional budget (amount reported in Line 8, Question 11: $0)</td>
</tr>
<tr>
<td>0</td>
</tr>
</tbody>
</table>
3. Student employees | 0
4. Contractors and consultants | 0
5. Other personnel
(enter amount here; describe other personnel category below) | 0

Total

**Other personnel category**

22. Were student employees compensated in whole or in part by work study or other funding that you did not report as part of central IT funding in Question 11, or that you did not include in Line 2 of Question 21 above?

- Yes
- No
- Not applicable—do not have student employees in central IT

23. Does staff compensation entered in Line 1 of Question 21 include benefits?

**NOTE:** If "on-costs" were included in Line 1 of Question 21, please consider them to be benefits for the purpose of this question.

- Yes; the benefit rate percent is [ ]
- No
24. How many full-time equivalent (FTE) staff—including clerical, support, and management staff—and students were employed in central IT in each of the IT domain areas below for the prior fiscal year?

**NOTES:**
- If you had no staff or students in an IT domain area, enter 0.
- For partial FTEs, please use decimal numbers.
- Student number should be entered in FTEs. This may be different from the total number of student workers in central IT. For example, 4 students working 10 hours a week each would count as 1 FTE. The following methods may be used to calculate this number:
  - If you know the total number of student worker hours allocated to central IT, divide that number by 2,000 (number of hours/year based on a 40 hour work week).
  - If you know the total number of dollars used for student workers, divide that number by the average hourly wage and then divide the result by 2,000.
- Please include part-time, temporary, and limited-term employees, as well as any employees of external suppliers of outsourced IT services.
- Even if you do not use this taxonomy in your institution, please redistribute your FTE numbers according to these definitions to ensure comparable data across all CDS participants.
- For 2012 CDS participants, you can refer to your responses to Question 22 of last year's survey.

<table>
<thead>
<tr>
<th>IT Domain Area</th>
<th>Staff FTE</th>
<th>Student Employee FTE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Administration and management of IT</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>2. IT support services</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>3. Educational technology services</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>4. Research computing services</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>5. Data centers</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>6. Communications infrastructure services</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>6. Communications infrastructure services</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>7. Enterprise infrastructure and services</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>8. Information security</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>9. Identity management</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>10. Information systems and applications</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>11. Other IT domain (enter amount here; describe other IT domain below)</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

**TOTAL** | 0 | 0 |

**Other IT domain**

25. If your institution was a component part of a multicampus system or district, did the centralized system or district office provide staffing support that is not reflected in the numbers you have entered above?

- [ ] Yes; the number of additional FTEs provided by the central office was
- [ ] Yes, but we are unable to estimate the number of FTEs
- [ ] No
- [ ] Not applicable—not a component of a multicampus system

**Q26 | Central IT Staffing—Outsourcing**

**Module 1 | IT Organization, Staffing, and Financing**
26a. Was central IT supported by outsourced staff during the prior fiscal year?

NOTE: If you answer no, Question 26b will not be displayed.

- Yes
- No

Module 1 | IT Organization, Staffing, and Financing

You indicated in Question 26a that central IT was supported by outsourced staff. To change this answer, use the Back button below.

26b. Please estimate the extent to which central IT was supported by outsourced staff in each of the IT domain areas during the prior fiscal year.

<table>
<thead>
<tr>
<th>Domain Area</th>
<th>100% in-house staff</th>
<th>100% outsourced staff</th>
</tr>
</thead>
<tbody>
<tr>
<td>Administration and management of IT</td>
<td>0 10 20 30 40 50 60 70 80 90 100</td>
<td></td>
</tr>
<tr>
<td>IT support services</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Educational technology services</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

1. Administration and management of IT
2. IT support services
3. Educational technology services
<table>
<thead>
<tr>
<th>4. Research computing services</th>
</tr>
</thead>
<tbody>
<tr>
<td>5. Data centers</td>
</tr>
<tr>
<td>6. Communications infrastructure services</td>
</tr>
<tr>
<td>7. Enterprise infrastructure and services</td>
</tr>
<tr>
<td>8. Information security</td>
</tr>
<tr>
<td>9. Identity management</td>
</tr>
<tr>
<td>10. Information systems and applications</td>
</tr>
<tr>
<td>11. Other IT domain</td>
</tr>
</tbody>
</table>

**Q27–29 | Distributed IT**

**Module 1 | IT Organization, Staffing, and Financing**

Q27–29 | Distributed IT
27. Please estimate the number of IT personnel (FTE) employed by departments or offices outside central IT (for example, in administrative offices or academic departments) of your campus during the prior fiscal year.

NOTES:
- If no IT personnel were employed outside the central IT organization, enter 0.
- Please include part-time, temporary, and limited-term employees.
- For assistance with this question, your institutional HR office may be able to provide an estimate of the number of IT positions at your institution.
- In previous surveys, versions of this question requested data from the current fiscal year. This question asks instead about the prior fiscal year.

☐ Distributed IT personnel FTE
☐ Unable to estimate

28. Please estimate of the total in US dollars spent during the prior fiscal year for compensation (salaries, wages, plus benefits) for all IT personnel employed outside central IT (for example, in administrative offices or academic departments).

NOTES:
- If no IT personnel were employed outside the central IT organization, enter 0.
- Please include part-time, temporary, and limited-term employees.
- For assistance with this question, your institutional HR office may be able to provide compensation totals for IT positions at your institution.
- In previous surveys, versions of this question requested data from the current fiscal year. This question asks instead about the prior fiscal year.

☐ Compensation for distributed IT personnel
☐ Unable to estimate

29. Please estimate the total in US dollars spent during the prior fiscal year on IT (other than compensation reported in Question 28 above) outside central IT in your institution.

NOTES:
- If there were no IT expenditures outside central IT, enter 0.
- These expenditures would include hardware, software, licenses, and so forth.

☐ IT expenditures outside central IT
☐ Unable to estimate
Q30 | Central Offices of Multicampus Systems/Districts

Module 1 | IT Organization, Staffing, and Financing

Q30 | Central Offices of Multicampus Systems/Districts

30a. In the prior fiscal year, was your institution the central office of a multicampus system or district?

NOTE: If you select "No," Questions 30b–30d will not be displayed.

☐ Yes
☐ No

30b. How many degree-granting "component" institutions of each of the following Carnegie Classifications make up your multicampus system?

NOTES:
- Enter the number of campuses in each Carnegie Classification, totaling to the number of campuses in your system.
- If there were no institutions in a particular classification, enter 0.
- Systems outside the United States are asked to classify their components according to the Carnegie Classification of Institutions of Higher Education (Year 2000 version), summarized at http://www.educause.edu/Carnegie2000.

<table>
<thead>
<tr>
<th>Carnegie Classification</th>
<th>Number of Institutions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Doctoral/research universities—Extensive (DR EXT)</td>
<td>0</td>
</tr>
<tr>
<td>Doctoral/research universities—Intensive (DR INT)</td>
<td>0</td>
</tr>
<tr>
<td>Master's colleges and universities I (MA I)</td>
<td>0</td>
</tr>
<tr>
<td>Master's colleges and universities II (MA II)</td>
<td>0</td>
</tr>
<tr>
<td>Baccalaureate colleges—Liberal arts (BA LA)</td>
<td>0</td>
</tr>
</tbody>
</table>
Other specialized institutions

30c. How were central IT staff in the system office allocated between support for component campuses and support for the system office?

NOTE: Some staff might have been dedicated to campus support, such as course management system administrators. Others might have been dedicated to the system office, including desktop and LAN support specialists. For those providing services to both campuses and to the system office (financial systems or wide area networking staff, perhaps), please assign appropriate allocations.

<table>
<thead>
<tr>
<th>FTE supporting component campuses</th>
<th>Number of FTE</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>0</td>
</tr>
<tr>
<td>FTE supporting system office</td>
<td>0</td>
</tr>
<tr>
<td>TOTAL</td>
<td>NaN</td>
</tr>
</tbody>
</table>

30d. Did your office provide any of the following services to campuses in your system or district?

NOTE: Definitions of the CDS IT domains can be found at [http://www.educause.edu/research-and-publications/research/core-](http://www.educause.edu/research-and-publications/research/core-).

<table>
<thead>
<tr>
<th>Service Type</th>
<th>System Office</th>
<th>Several Providers</th>
<th>Not Provided</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. Administration and management of IT: IT policy development, dissemination, and education</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>b. Administration and management of IT: Program, project, and/or service management</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>c. Administration and management of IT: Other</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>d. IT support services: Multimedia services</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>e. IT support services: Desktop computing</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>f. IT support services: Help desk</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>g. IT support services: Other</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>h. Educational technology services: Classroom and learning space support</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>i. Educational technology services: Student technology centers</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>j. Educational technology services: Other</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>k. Research computing services</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>l. Data centers: Disaster recovery planning and implementation</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>m. Data centers: Other</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>n. Communications infrastructure services: Data network</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>o. Communications infrastructure services: Voice network</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
p. Enterprise infrastructure and services: Content design and web-based publication
q. Enterprise infrastructure and services: Systems administration and operation
r. Enterprise infrastructure and services: Middleware development and support
s. Enterprise infrastructure and services: Other
t. Information security
u. Identity management

v. Information systems and application: Database administration
w. Information systems and application: Other
x. Library
y. Institutional research
z. IT in an affiliated hospital

System office was the exclusive provider for all campuses
System office was one of several providers for one or more campuses
Not applicable—service was not provided by the system office

Q31 | Institutions Outside the United States

Module 1 | IT Organization, Staffing, and Financing

Q31 | Institutions Outside the United States

31a. In the prior fiscal year, was your institution's primary location outside the United States?

NOTE: If you select "No," Questions 31b–31g will not be displayed.

Yes
No
Module 1 | IT Organization, Staffing, and Financing

Q31 | Institutions Outside the United States

You indicated in Question 31a that your institution's primary location is outside the United States. Click Back to change this answer.

31b. In which country was your institution primarily located?

NOTE: If your institution had campuses in multiple countries, please indicate here the country of your principal campus.

- AE United Arab Emirates
- AU Australia
- BE Belgium
- BM Bermuda
- BR Brazil
- BY Belarus
- CA Canada
- CH Switzerland
- CL Chile
- CN China
- CO Colombia
- DE Germany
- DK Denmark
- EG Egypt
- ES Spain
- FI Finland
- FR France
- GR Greece
- GU Guatemala
- HK Hong Kong
- IE Ireland
- IL Israel
- IS Iceland
- JP Japan
- KE Kenya
- KR Korea
- LB Lebanon
- MX Mexico
- NL Netherlands
- NO Norway
- NZ New Zealand
- PE Peru
- QA Qatar
- RU Russian Federation
- SA Saudi Arabia
- SE Sweden
- SG Singapore
- TH Thailand
- TR Turkey
- TT Trinidad and Tobago
- UK United Kingdom
- ZA South Africa
- Other (please specify)

31c. What were the total of expenses (in USD), not including student financial aid, for your institution during the prior fiscal year?

- Total institutional expenses
31d. What exchange rate did you use to convert your local currency to USD for financial data in this survey?

$1=

Currency (e.g., euros)

31e. How many full- and part-time graduate and undergraduate students were enrolled in your institution during the prior fiscal year?

NOTE: If you had no students in a category, please enter 0.

<table>
<thead>
<tr>
<th>Full-Time</th>
<th>Full-Time</th>
<th>Part-Time</th>
<th>Part-Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Undergraduate</td>
<td>Unable to estimate</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Graduate</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

31f. How many full-time equivalent (FTE) employees, including faculty, were employed by your institution during the prior fiscal year?

FTE employees

Unable to estimate

31g. Was your institution a member of any of the following higher education IT organizations or consortia? (Check all that apply.)

- CAUDIT (Council of Australian University Directors of Information Technology)
- CUCCIO (Canadian University Council of Chief Information Officers)
- EDUTIC (Chile)
- LERU (League of European Research Universities)
- SURF (Netherlands)
- SWITCH (Switzerland)
Q32–33 | Supplemental Information

Module 1 | IT Organization, Staffing, and Financing

Q32–33 | Supplemental Information

32. Please provide, in a paragraph or two, any background information about IT organization, staffing, and financing in your institution that could be useful to other CDS participants who may be using your data in their benchmarking. Examples: We hired a consultant to redesign our funding model. In the past year we migrated student e-mail to a cloud service. (optional)

33. Please provide the name and e-mail address of the person to contact regarding your institution's responses to this module of the CDS survey. (optional)

Q34–35 | Module Feedback

Module 1 | IT Organization. Staffing. and Financing
Q34–35 | Module Feedback

34. EDUCAUSE welcomes your feedback on this survey module. Please let us know of any technologies, innovations, or challenges important to your institution that are not addressed or are inadequately addressed in this year’s survey. We'd also like to know if any questions in this module are not relevant to your institution. How else could this module of the CDS survey be improved? (optional)

35. How easy was it for you to complete this module? Please take into consideration the amount of time it took, the ease of gathering information needed to answer the questions, the ease of identifying people at your institution to supply the answers, the clarity of the questions, etc. (optional)

☐ Very difficult
☐ Difficult
☐ Somewhat difficult
☐ Somewhat easy
☐ Easy
☐ Very easy
Module 2 | Support Services
This module includes questions about help desk and other support services offered by central IT. This optional module is appropriate for most participants.

In responding to the survey questions in this module, please enter data that describe your IT environment during the prior fiscal year (FY 2012-2013). Prior fiscal year is defined as the most recent fiscal year ending before July 1, 2013.

NOTES:
- Previous CDS surveys requested data from the current fiscal year for some questions. All questions in this survey request data for the prior fiscal year.
- Throughout the survey, "central IT" refers to the centralized information technology services and support organization reporting to the highest-ranking information technology administrator/officer in the institution.
- For CDS participants from central offices of multicampus systems and community college districts, "institution" refers to the central office only, not the entire multicampus entity. For all other participants, Institution refers to the individual college or university (typically referred to as a campus).
- Please refer to the CDS glossary for definitions of other terms in the survey.

Module 2 | IT Support Services
Q1–3 | Help Desk Services
Q4 | Help Desk Supported Systems
Q5 | Help Desk Service Delivery
Q6 | Help Desk Usage
Q7 | Help Desk Satisfaction
Q8 | Knowledge Management System (KMS) Usage and Staffing
Q9 | Accessibility
Q10–11 | Supplemental Information
Q12–13 | Module Feedback
Q1–3 | Help Desk Services

Module 2 | IT Support Services

1. Did central IT provide help desk service (i.e., an IT assistance resource for some or all faculty, staff, students, etc.)?

NOTE: If you select "No help desk service was provided," Questions 2-8 will not be displayed.

☐ Yes, for institutionally owned systems only
☐ Yes, for personally owned systems only
☐ Yes, for both institutionally and personally owned systems
☐ Yes, other (please specify)

☐ No help desk service was provided.

2. How did your help desk provide services? (Check all that apply.)

☐ Walk-in
☐ E-mail
☐ Web form
☐ Chat or instant message
☐ Text message

☐ Social media (Twitter, Facebook, etc.)
☐ Video
☐ Self-service—wiki
☐ Self-service—portal
☐ Self-service—FAQ
☐ Other (please specify)
3. How many hours per week did the help desk service provided by central IT operate during the academic year?

**NOTE:** 24 hours of service 7 days per week would be entered as 168; 8 hours of service 5 days per week would be entered as 40, etc.

---

**Q4 | Help Desk Supported Systems**

**Module 2 | IT Support Services**

**Q4 | Help Desk Supported Systems**

4. Which types of systems were supported by your help desk, what was the primary level of support offered, and were fees charged?

<table>
<thead>
<tr>
<th>System Type</th>
<th>Primarily full service, no charge</th>
<th>Primarily best effort, no charge</th>
<th>Primarily full service, fee charged</th>
<th>Primarily best effort, fee charged</th>
<th>Not applicable — no support provided</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. Windows-based systems</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>b. Macs</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>c. Linux- or UNIX-based systems</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>d. iPads</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>e. Tablet devices other than iPad</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>f. iPhones</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
</tbody>
</table>
g. Android-based smartphones
h. BlackBerry
i. Other smartphone(s)
j. E-book reader(s)

Please describe any other systems supported by your helpdesk and the level of support offered in the space provided below. (optional)

Q5 | Help Desk Service Delivery

Module 2 | IT Support Services

Q5 | Help Desk Service Delivery

5. Which types of services were offered by your help desk, to whom was support offered, and were fees charged? (Check all that apply.)

NOTE: If some services, such as hardware repair, were provided by a separate unit within central IT, please consider them as help desk services for the purposes of this question.

<table>
<thead>
<tr>
<th>Service Type</th>
<th>Students, no charge</th>
<th>Faculty, no charge</th>
<th>Staff, fee charged</th>
<th>Students, fee charged</th>
<th>Faculty, fee charged</th>
<th>Staff, fee charged</th>
<th>Not applicable—no support provided</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. System authentication and passwords</td>
<td></td>
<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>b. Access to/use of a university portal</td>
<td></td>
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<tr>
<td>Service</td>
<td>Yes</td>
<td>No</td>
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<td>------------------------------------------------------------------------</td>
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</tr>
<tr>
<td>c. Access to/use of administrative information systems/ERP</td>
<td></td>
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<tr>
<td>d. Access to/use of institution’s library system</td>
<td></td>
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</tr>
<tr>
<td>e. Access to/use of a course/learning management system (CMS/LMS)</td>
<td></td>
<td></td>
<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>f. Access to/use of Internet resources</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>g. Assistance with office suite (word processing, spreadsheet, etc.)</td>
<td></td>
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<tr>
<td>h. Assistance with other software applications</td>
<td></td>
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<tr>
<td>i. Assistance with mobile apps</td>
<td></td>
<td></td>
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<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>j. End-user system performance, configuration</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>k. End-user operating system installation, reinstallation</td>
<td></td>
<td></td>
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<td></td>
</tr>
<tr>
<td>l. Laptop checkout/loan</td>
<td></td>
<td></td>
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<td></td>
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</tr>
<tr>
<td>m. Tablet checkout/loan</td>
<td></td>
<td></td>
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<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>n. Hardware repair</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>o. Telephony issues</td>
<td></td>
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<td></td>
<td></td>
</tr>
</tbody>
</table>

**In the space provided below, please describe any other services that were offered by your help desk, to whom that support was offered, and whether fees were charged. (optional)**
Module 2 | IT Support Services

Q6 | Help Desk Usage

6. How many requests (tickets) were received by your help desk from each source?

NOTE: Only those sources indicated in Question 2 will be displayed on this page.

Walk-in

- Tickets
- Unable to estimate

Phone

- Tickets
- Unable to estimate

E-mail

- Tickets
- Unable to estimate

Other (enter number here; describe other source below)

- Tickets
- Unable to estimate
Q7 | Help Desk Satisfaction

Module 2 | IT Support Services

Q7 | Help Desk Satisfaction

7a. Did your help desk use the HDI Customer Satisfaction Index for any of the following? (Check all that apply.)

NOTE: If you select "None of these," Question 7b will not be displayed.

- [ ] Courtesy of the analyst
- [ ] Technical skills/knowledge of the analyst
- [ ] Timeliness of the service provided
- [ ] Quality of the service provided
- [ ] Overall service experience
- [ ] None of these

Module 2 | IT Support Services

Q7 | Help Desk Satisfaction

Only categories selected in Question 7a will be displayed. Click Back to edit these answers.
7b. Please enter your average HDI Customer Satisfaction Index rating (out of 5) for each category.

<table>
<thead>
<tr>
<th>Category</th>
<th>Rating</th>
<th>Unable to estimate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Courtesy of the analyst</td>
<td></td>
<td></td>
</tr>
<tr>
<td>None of these</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Technical skills/knowledge of the analyst</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Timeliness of the service provided</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Quality of the service provided</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Overall service experience</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Q8 | Knowledge Management System (KMS) Usage and Staffing

Module 2 | IT Support Services

Q8 | Knowledge Management System (KMS) Usage and Staffing

8a. Did your help desk use a knowledge management system (KMS)?

- [ ] Yes, for help desk and other IT staff use only
- [ ] Yes, for self-service end-user use only
- [ ] Yes, for both internal and self-service use
- [ ] Yes, for other purposes (please specify)
  - [ ] No

8b. What was the total number of active documents supported by your KMS?
8c. What was the total number of hits (not unique) to your KMS content?

8d. How many full-time equivalent (FTE) staff including clerical, support, and management staff supported this effort?

NOTES:
- If there were no staff, enter 0.
- For partial FTEs, please use decimal numbers.

Q9 | Accessibility

Module 2 | IT Support Services

Q9 | Accessibility

9. Did your institution have a web accessibility policy and if so, upon what standards or guidelines was it based?

- Yes, based on Section 508 Information Technology Accessibility Standards
- Yes, based on WCAG 1.0 (any level)
Q10–11 | Supplemental Information

Module 2 | IT Support Services

Q10–11 | Supplemental Information

10. Please provide, in a paragraph or two, any background information about your students or about IT support for students that could be useful to other CDS participants who may be using your data in their benchmarking. Examples: All undergraduate students participate in a coop employment program. We are converting some computer labs in the library to more flexible collaborative spaces. (optional)

11. Please provide the name and e-mail address of the person to contact regarding your institution’s responses to this module of the CDS survey. (optional)
Module 2 | IT Support Services

Q12–13 | Module Feedback

12. **EDUCAUSE welcomes your feedback on this survey module.** Please let us know of any technologies, innovations, or challenges important to your institution that are not addressed or are inadequately addressed in this year's survey. We'd also like to know if any questions in this module are not relevant to your institution. How else could this module of the CDS survey be improved? (optional)

13. **How easy was it for you to complete this module?** Please take into consideration the amount of time it took, the ease of gathering information needed to answer the questions, the ease of identifying people at your institution to supply the answers, the clarity of the questions, etc. (optional)

- Very difficult
- Difficult
- Somewhat difficult
- Somewhat easy
- Easy
- Very easy
Module 3 | Educational Technology Services

This module includes questions about educational technology service functions and facilities provided by central IT and other units. Topics include: student technology, faculty instructional technology/LMS support, classroom and learning space support, multimedia services and distance education services. This optional module is appropriate for most participants.

In responding to the survey questions in this module, please enter data that describe your IT environment during the prior fiscal year (FY 2012-2013). Prior fiscal year is defined as the most recent fiscal year ending before July 1, 2013.

NOTES:

- Previous CDS surveys requested data from the current fiscal year for some questions. All questions in this survey request data for the prior fiscal year.
- Throughout the survey, "central IT" refers to the centralized information technology services and support organization reporting to the highest-ranking information technology administrator/officer in the institution.
- For CDS participants from central offices of multcampus systems and community college districts, "institution" refers to the central office only, not the entire multcampus entity. For all other participants, Institution refers to the individual college or university (typically referred to as a campus).
- Please refer to the CDS glossary for definitions of other terms in the survey.

Module 3 | Educational Technology Services

Q1 | Faculty Support Services
Q2 | LMS Use and Satisfaction
Q3 | Learning Technologies
Q4–5 | Classroom Scheduling Systems
Q6 | Classroom Technologies
Q7 | Shared Computer Workstations
Q8–9 | Supplemental Information
Q10–11 | Module Feedback

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Q1 | Faculty Support Services

Module 3 | Educational Technology Services

Q1 | Faculty Support Services

1. Which of the following support services for faculty use of IT in teaching and learning were available at your institution during the prior fiscal year, and which organizations provided the services?

NOTE: If you select "This service was not provided" for Line k, Question 2 will not be displayed.

<table>
<thead>
<tr>
<th>Support Service</th>
<th>Primarily provided by central IT</th>
<th>Shared between central IT and other admin or academic unit(s)</th>
<th>Primarily provided by other administrative office(s)</th>
<th>Primarily provided by school, college, or academic department(s)</th>
<th>Primarily provided by multicampus system or district office</th>
<th>This service was not provided</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. Designated instructional technology center available to all faculty</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>b. Faculty teaching/excellence center that provides expertise on IT</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>c. Instructional designers to help faculty develop courses and course materials</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>d. Instructional technologists to assist faculty and instructional designers with integration of IT into teaching and learning</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>e. Student technology assistants available to help faculty use technology</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>f. Intensive support for faculty</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
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</tr>
<tr>
<td>1. Intensive support for faculty who are heavy users of instructional technology</td>
<td></td>
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<td></td>
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<tr>
<td>g. Faculty group training in use of educational technology</td>
<td></td>
<td></td>
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<tr>
<td>h. Faculty individual training in use of educational technology upon request</td>
<td></td>
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<tr>
<td>i. Activities and opportunities for experience sharing (e.g., tech fairs, brown-bag lunches)</td>
<td></td>
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<tr>
<td>j. Special grants or awards for innovative use of instructional technology</td>
<td></td>
<td></td>
<td></td>
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<td></td>
</tr>
<tr>
<td>k. Learning (course) management system (LMS)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>l. LMS training and support for faculty</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>m. Special facilities for distance education</td>
<td></td>
<td></td>
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<tr>
<td>n. Special support services for distance education</td>
<td></td>
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<td></td>
</tr>
<tr>
<td>o. Other (select service providers here; describe other support service below)</td>
<td></td>
<td></td>
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<td></td>
<td></td>
</tr>
</tbody>
</table>

**Other support service**

Q2 | LMS Use and Satisfaction

Module 3 | Educational Technology Services
2. How would you characterize the use of and satisfaction with your institution's learning (course) management system (LMS)? (Check all that apply.)

NOTE: If you did not have a LMS, please return to Question 1 and select "This service was not provided" for Line k.

☐ All courses were preloaded into the LMS with basic content.
☐ We measured usage of the LMS.
☐ Faculty were generally satisfied with the functions and features of the LMS.
☐ Students were generally satisfied with the functions and features of the LMS.
☐ We measured satisfaction with the LMS.
☐ Other (please specify)
☐ None of these are true of our LMS.

Q3 | Learning Technologies

Module 3 | Educational Technology Services

3. Please indicate the status of the following learning technologies or practices during the prior fiscal year, whether at the institutional or sub-unit level.

NOTES:
- In the cases of general-purpose services, such as Facebook and Twitter, consider only their use by faculty and/or students in the context of coursework.
- "Deployed broadly" refers to services that were supported across most or all of the institution.
- "Deployed sparsely" refers to services that were supported in one or a few units.
- "Experimenting/considering" refers to pilot tests and other small-scale explorations.
<table>
<thead>
<tr>
<th></th>
<th>Deployed broadly</th>
<th>Deployed sparsely</th>
<th>In planning</th>
<th>Experimenting/considering</th>
<th>Considered, not pursued</th>
<th>No discussion to date</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. Blogs</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>b. Collaboration tools (e.g., Google Apps, SharePoint)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>c. Distance learning: Local instructor and remote students</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>d. Distance learning: Local students and remote instructor</td>
<td></td>
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</tr>
<tr>
<td>e. Document management tools (e.g., class shared space, Dropbox, embedded library materials)</td>
<td></td>
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<tr>
<td>f. E-learning (wholly online courses)</td>
<td></td>
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<tr>
<td>g. E-portfolios</td>
<td></td>
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<tr>
<td>h. E-books</td>
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<tr>
<td>i. E-textbooks</td>
<td></td>
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<tr>
<td>j. Early-alert systems that identify students who are at risk academically</td>
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<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>k. Facebook</td>
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<td></td>
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<tr>
<td>l. Gaming</td>
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<tr>
<td>m. Hybrid courses</td>
<td></td>
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<tr>
<td>n. Information literacy requirement</td>
<td></td>
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<tr>
<td>o. Interactive learning</td>
<td></td>
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<tr>
<td>p. Learning objects</td>
<td></td>
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</tr>
<tr>
<td>Other technology or practice</td>
<td>Deployed broadly</td>
<td>Deployed sparsely</td>
<td>In planning</td>
<td>Experimenting/considering</td>
<td>Considered, not pursued</td>
<td>No discussion to date</td>
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<tr>
<td>-----------------------------</td>
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</tr>
<tr>
<td>Q4–5 Classroom Scheduling Systems</td>
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</tbody>
</table>

Module 3 Educational Technology Services

Q4–5 Classroom Scheduling Systems

4. How many classrooms in your institution were centrally scheduled?

NOTES:
- For the purposes of this question, "centrally scheduled" refers to classrooms in a common pool
5. Did your central classroom scheduling system support the following faculty needs for educational technology?

<table>
<thead>
<tr>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enabled faculty to request specific educational technologies in classrooms for particular classes</td>
<td></td>
</tr>
<tr>
<td>Matched faculty requests for educational technologies with classrooms that best match the requests</td>
<td></td>
</tr>
<tr>
<td>Other (select response here; describe other faculty need below)</td>
<td></td>
</tr>
</tbody>
</table>

6. What percentage of classrooms that were centrally scheduled were permanently equipped with the capabilities listed below?

<table>
<thead>
<tr>
<th>Percentage of Classrooms</th>
<th>Unable to Estimate</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. Wired Internet connection to instructor station</td>
<td>0 %</td>
</tr>
</tbody>
</table>
b. Wired Internet connection to every student seat | 0 %
c. Wireless Internet connectivity | 0 %
d. Video projector(s) | 0 %
e. Computer(s) for instructor | 0 %
f. Instructor docking station/connectors for laptop computer | 0 %
g. Computer for every student | 0 %
h. Interactive whiteboards (e.g., SMART Boards) | 0 %
i. Document cameras/projectors | 0 %
j. Clickers (personal response systems) | 0 %
k. Video cameras | 0 %
l. Automatic lecture capture systems (audio only) | 0 %
m. Automatic lecture capture systems (audio and video) | 0 %
n. Two-way video conferencing | 0 %
o. Integrated control and switching system | 0 %
p. Lighting control from instructor station | 0 %
q. Acoustic control from instructor station | 0 %
r. Remote monitoring for technical support | 0 %
s. Seating that accommodates the formation of groups | 0 %
t. Technology that supports the functioning of groups | 0 %
u. Other (enter percentage here; describe other technology capability below) | 0 %

Other technology capability
### Q7 | Shared Computer Workstations

**Module 3 | Educational Technology Services**

#### Q7 | Shared Computer Workstations

7. Please answer the following about shared workstations provided for student use in the prior fiscal year.

<table>
<thead>
<tr>
<th></th>
<th>Change in Demand over Past Year</th>
<th>Number provided by central IT</th>
<th>Were workstations also provided by a unit other than central IT?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Increased</td>
<td>Stayed the same</td>
<td>Decreased</td>
</tr>
<tr>
<td>a. Lab/cluster workstations in academic buildings</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>b. Lab/cluster workstations in residence halls</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>c. Lab/cluster workstations in other buildings</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>d. Virtual lab/cluster workstations</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>e. Kiosk workstations</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>f. Laptops or tablets available for checkout or loan</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>g. Workstations in classrooms available for open use when classes were not scheduled</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

---

**Q8–9 | Supplemental Information**
8. Please provide, in a paragraph or two, any background information about faculty use of educational technology in your institution that could be useful to other CDS participants who may be using your data in their benchmarking. Examples: We are engaged in a yearlong assessment of learning outcomes related to IT investments. We have just received a grant to provide prizes for faculty innovation in instructional technology. (optional)

9. Please provide the name and e-mail address of the person to contact regarding your institution's responses to this module of the CDS survey. (optional)

10. EDUCAUSE welcomes your feedback on this survey module. Please let us know of any technologies,
innovations, or challenges important to your institution that are not addressed or are inadequately addressed in this year's survey. We'd also like to know if any questions in this module are not relevant to your institution. How else could this module of the CDS survey be improved? (optional)

11. How easy was it for you to complete this module? Please take into consideration the amount of time it took, the ease of gathering information needed to answer the questions, the ease of identifying people at your institution to supply the answers, the clarity of the questions, etc. (optional)

- [ ] Very difficult
- [ ] Difficult
- [ ] Somewhat difficult
- [ ] Somewhat easy
- [ ] Easy
- [ ] Very easy

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Module 4 | Research Computing Services

This module includes questions about consulting/support and operational IT services provided by central IT and other units for researchers, including access to remote resources. This optional module is appropriate for participants that support research computing.

In responding to the survey questions in this module, please enter data that describe your IT environment during the prior fiscal year (FY 2012-2013). Prior fiscal year is defined as the most recent fiscal year ending before July 1, 2013.

NOTES:

- Previous CDS surveys requested data from the current fiscal year for some questions. All questions in this survey request data for the prior fiscal year.
- Throughout the survey, "central IT" refers to the centralized information technology services and support organization reporting to the highest-ranking information technology administrator/officer in the institution.
- For CDS participants from central offices of multicampus systems and community college districts, "institution" refers to the central office only, not the entire multicampus entity. For all other participants, Institution refers to the individual college or university (typically referred to as a campus).
- Please refer to the CDS glossary for definitions of other terms in the survey.

Module 4 | Research Computing Services

Q1 | Support for Research
Q2 | Consulting and Support Services for Research
Q3 | Operational IT Services for Research
Q5 | Funding Model Status
Q6 | Grant Award Roles
Q7 | Services Available to External Researchers
Q8 | High-Performance Computing (HPC)
Q9 | HPC Benchmarking
Q10 | High-Performance Networking
Q11 | Research Computing Practices
Q12–13 | Supplemental Information
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Colleges and universities use the CDS benchmarking service to inform their IT strategic planning and management. Learn more on the Core Data Service website.
Q1 | Support for Research

Module 4 | Research Computing Services

1. In the prior fiscal year, how was your institution organized to support research that was dependent on information technology? (Check all that apply.)

NOTE: If none of these answers is appropriate, this module is probably not relevant to your institution. You can close your browser window and leave this module's status as "In Progress."

- Our institution provided an integrated set of IT services to support research computing.
- Our institution was planning an integrated set of IT services to support research computing.
- One or more departments, centers, or programs provided IT services to support research computing, but their activities were largely independent of one another.
- Our institution devoted minimal resources to provide IT services to support research computing.
- Other (please specify)

Q2 | Consulting and Support Services for Research

Module 4 | Research Computing Services

2. What IT-related consulting and support services were offered to researchers at your institution, and which organizational unit(s) provided the services?

NOTE: IT-related operational services are addressed in Question 3.

<table>
<thead>
<tr>
<th>Service Description</th>
<th>Primarily central IT</th>
<th>Shared between central IT and other admin or academic unit(s)</th>
<th>Primarily other admin or academic unit(s)</th>
<th>Primarily system or district office</th>
<th>Primarily outsourced to government agencies or other non-commercial</th>
<th>Primarily outsourced to commercial service providers</th>
<th>Service not provided</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. Assistance in preparing research grant applications</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>b. Review and/or approval of information security plans for research involving sensitive data</td>
<td></td>
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<tr>
<td>c. Review and/or approval of NSF-required data management plans as part of NSF proposals</td>
<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>d. Review and/or approval of other technical aspects of research projects, such as hardware and software acquisition, systems management, and networking</td>
<td></td>
<td></td>
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<td></td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>e. Statistical consulting</td>
<td></td>
<td></td>
<td></td>
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</tr>
<tr>
<td>f. Consulting/support for software development and software porting</td>
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<tr>
<td>g. Consulting/support for visualization</td>
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</tr>
<tr>
<td>h. Consulting/support for high-performance computing configuration and operation</td>
<td></td>
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</tr>
<tr>
<td>i. Consulting/support for storage solutions and data access, including those mandated by federal grants</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>j. Consulting/support for access to federally funded research resources, such as XSEDE, Open Science Grid, DataNet projects, iPlant, etc.</td>
<td></td>
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<tr>
<td>k. Consulting/support for access to commercial cloud computing resources</td>
<td></td>
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</tr>
<tr>
<td>l. Hosting or facilitating events to introduce new technologies to and share experiences among researchers</td>
<td></td>
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</tr>
<tr>
<td>m. Other (select organizational unit here; describe other consulting/support service below)</td>
<td></td>
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</tr>
</tbody>
</table>
Q3 | Operational IT Services for Research

Module 4 | Research Computing Services

3. What IT-related operational services were available to researchers in your institution, and which organizational unit(s) provided the services?

NOTES:
- IT-related consulting and support services are addressed in Question 2.
- If none of these services were provided by central IT in this question, Question 4 will not be displayed.

<table>
<thead>
<tr>
<th>Service Description</th>
<th>Primarily central IT</th>
<th>Shared between central IT and other admin or academic unit(s)</th>
<th>Primarily other admin or academic unit(s)</th>
<th>Primarily system or district office</th>
<th>Primarily outsourced to government agencies or other non-commercial</th>
<th>Primarily outsourced to commercial service providers</th>
<th>Not applicable - service not provided</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. Management of research servers owned by academic units</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>b. Provision of data center facilities for academic units to operate their servers</td>
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<td></td>
<td></td>
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<tr>
<td>c. High-performance computing services</td>
<td></td>
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<tr>
<td>d. High-throughput computing services</td>
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<tr>
<td>e. Institutional grid computing services</td>
<td></td>
<td></td>
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<td></td>
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<tr>
<td>f. Data management, storage and curation services</td>
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<tr>
<td>g. Videoconferencing services</td>
<td></td>
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<tr>
<td>h. High-performance network provisioning within the institution</td>
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<tr>
<td>i. High-performance external network provisioning</td>
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<tr>
<td>j. An integrated system of research-related services, sometimes known as cyberinfrastructure or support for e-science</td>
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<tr>
<td>k. Access to specialized scientific apparatus (e.g., telescope, sensor network, etc.)</td>
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<tr>
<td>l. Other (select organizational unit here; describe other operational service below)</td>
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</tbody>
</table>

Other operational service

Q4 | Funding for Research Services

Module 4 | Research Computing Services

4. In the prior fiscal year, which funding sources were primarily used to support each of the centrally provided IT services available to researchers in your institution?
NOTE: Only services that were reported as provided by central IT in Question 3 will be displayed.

<table>
<thead>
<tr>
<th>Service Description</th>
<th>Primarily operating budget appropriation</th>
<th>Primarily capital budget appropriation</th>
<th>Primarily student IT fee</th>
<th>Primarily cost recovery (chargeback)—paid with departmental budgets</th>
<th>Primarily cost recovery (chargeback)—paid with individual research grants</th>
<th>Primarily other sources (Please describe other sources below)</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. Management of research servers owned by academic units</td>
<td></td>
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<tr>
<td>b. Provision of data center facilities for academic units to operate their servers</td>
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<tr>
<td>c. High-performance computing services</td>
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<tr>
<td>d. High-throughput computing services</td>
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<tr>
<td>e. Institutional grid computing services</td>
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<tr>
<td>f. Data management, storage and curation services</td>
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<td>g. Videoconferencing services</td>
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<tr>
<td>h. High-performance network provisioning within the institution</td>
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<tr>
<td>i. High-performance external network provisioning</td>
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<tr>
<td>j. An integrated system of research-related services, sometimes known as cyberinfrastructure or support for e-science</td>
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<tr>
<td>k. Access to specialized scientific apparatus (e.g., telescope, sensor network, etc.)</td>
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<tr>
<td>l. Other (select organizational unit here; describe other operational service below)</td>
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</tr>
</tbody>
</table>

Other funding sources

Q5 | Funding Model Status

Module 4 | Research Computing Services

Q5 | Funding Model Status

5. Whether central IT receives money for services in Question 4 via quantitative formulas or more qualitative processes, which statement below best describes the status of the funding model used in the prior fiscal year?

- Served us well and is adaptable/scalable for the foreseeable future
- Served us well but needs revision or overhaul in the next 2–5 years
- Served us poorly and we are actively assessing a reformulation
- Served us poorly but we are not actively assessing a reformulation
- Other (please specify)

Q6 | Grant Award Roles

Module 4 | Research Computing Services

Q6 | Grant Award Roles

6. What role(s) did central IT play in your institution’s research grant awards? (Check all that apply.)

- Grants had a faculty member principal investigator (PI) and staff in the central IT organization as co-PIs.
Grants had a faculty member PI and staff in the central IT organization as secondary investigator (SI).
Grants had staff in the central IT organization as PI and a faculty member as co-PI.
Grants had staff in the central IT organization as PI and a faculty member as SI.
Grants to faculty members had explicit subcontracts or budgetary allocations for the central IT organization.
Other (please specify)
None of these statements were true of any research grants.

Q7 | Services Available to External Researchers

Module 4 | Research Computing Services

Q7 | Services Available to External Researchers

7. Which of the following services did your institution make available to researchers at other institutions? (Check all that apply.)

- High-performance computing
- Storage resources
- Visualization resources
- Server management
- Server hosting
- Access to specialized scientific apparatus (e.g., telescope, sensor network, etc.)
- Other (please specify)
- None of these services were made available to researchers at other institutions.

Q8 | High-Performance Computing (HPC)

Module 4 | Research Computing Services

Q8 | High-Performance Computing (HPC)

If you reported in Question 3 that HPC is not provided at your institution, this page will not contain any questions. Please click Next.

8. What were the technical characteristics for high-performance computing or supercomputing resources available in general purpose facilities?

NOTE: You indicated in Question 3 that HPC is provided at your institution. If that is not correct, return to Question 3 and choose "Not applicable" for Line c.
9. To which of the following lists/benchmarking organizations did your institution submit data about your high-performance computing or supercomputing resources? (Check all that apply.)

- Top500 list
- Green500 list
- Graph500 list
- HPC Challenge
- SPEC MPI
- SPEC OpenMP
- Other (please specify)

We did not submit data to any of these organizations.

10. Which high-performance or research and education networking services were available in your institution in the prior fiscal year?

- a. Access to campus backbone connection
- b. Access to metropolitan area network connection
- c. Access to statewide or regional network connection
- d. Access to U.S. Internet2 network
- e. Access to U.S. National LambdaRail network
- f. Access to U.S. ElNet
- g. Access to U.S. XSEDE
- h. Access to other national research and education network (NREN) (select networking technology here; specify other network below)
  - i. Other (select networking technology here; describe other service below)
- Other NREN

Other service
**Q11 | Research Computing Practices**

**Module 4 | Research Computing Services**

Q11 | Research Computing Practices

11. Please indicate the status of the following research computing strategies or practices, whether at the institutional or sub-unit level during the prior fiscal year.

<table>
<thead>
<tr>
<th></th>
<th>No strategy or practice; no plans for developing</th>
<th>No strategy or practice; plans for developing</th>
<th>Ineffective strategy or practice; no focus on improving</th>
<th>Ineffective strategy or practice; focus on improving</th>
<th>Some what effective strategy or practice; no focus on improving</th>
<th>Some what effective strategy or practice; focus on improving</th>
<th>Effective strategy or practice; works well for my institution but was not scalable/replicable</th>
<th>Effective strategy or practice; works well for my institution and was scalable/replicable</th>
<th>Not applicable — service not provided</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. Data management for research computing</td>
<td>❌</td>
<td>❌</td>
<td>❌</td>
<td>❌</td>
<td>❌</td>
<td>❌</td>
<td>❌</td>
<td>❌</td>
<td>❌</td>
</tr>
<tr>
<td>b. Central IT staffing for research computing</td>
<td>❌</td>
<td>❌</td>
<td>❌</td>
<td>❌</td>
<td>❌</td>
<td>❌</td>
<td>❌</td>
<td>❌</td>
<td>❌</td>
</tr>
<tr>
<td>c. Central IT support for research computing</td>
<td>❌</td>
<td>❌</td>
<td>❌</td>
<td>❌</td>
<td>❌</td>
<td>❌</td>
<td>❌</td>
<td>❌</td>
<td>❌</td>
</tr>
<tr>
<td>d. Funding model for research computing</td>
<td>❌</td>
<td>❌</td>
<td>❌</td>
<td>❌</td>
<td>❌</td>
<td>❌</td>
<td>❌</td>
<td>❌</td>
<td>❌</td>
</tr>
<tr>
<td>e. Planning for research computing</td>
<td>❌</td>
<td>❌</td>
<td>❌</td>
<td>❌</td>
<td>❌</td>
<td>❌</td>
<td>❌</td>
<td>❌</td>
<td>❌</td>
</tr>
<tr>
<td>f. Collaborative/team-based science approach</td>
<td>❌</td>
<td>❌</td>
<td>❌</td>
<td>❌</td>
<td>❌</td>
<td>❌</td>
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</tr>
</tbody>
</table>

**Q12–13 | Supplemental Information**

**Module 4 | Research Computing Services**

Q12–13 | Supplemental Information

12. Please provide, in a paragraph or two, any background information on your institution’s research profile and its strategy for IT in support of research that could be useful to other CDS participants who may be using your data in their benchmarking. Examples: 90% of our funded research is in the school of medicine; we are a Tier 2 for the Large Hadron Collider project. (optional)

13. Please provide the name and e-mail address of the person to contact regarding your institution’s responses to this module of the CDS survey. (optional)

**Q14–15 | Module Feedback**

**Module 4 | Research Computing Services**

Q14–15 | Module Feedback
14. EDUCAUSE welcomes your feedback on this survey module. Please let us know of any technologies, innovations, or challenges important to your institution that are not addressed or are inadequately addressed in this year's survey. We'd also like to know if any questions in this module are not relevant to your institution. How else could this module of the CDS survey be improved? (optional)

15. How easy was it for you to complete this module? Please take into consideration the amount of time it took, the ease of gathering information needed to answer the questions, the ease of identifying people at your institution to supply the answers, the clarity of the questions, etc. (optional)

- Very difficult
- Difficult
- Somewhat difficult
- Somewhat easy
- Easy
- Very easy

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Module 5 | Data Centers

This module includes questions about data center configuration and services provided by central IT. Data centers are defined as facilities housing one or more servers or mainframes, associated storage, peripherals, plus power and cooling systems designed specifically for computing environments, but not separate network operation center(s) or telephone switch facilities. This optional module is appropriate for participants that operate at least one data center.

In responding to the survey questions in this module, please enter data that describe your IT environment during the prior fiscal year (FY 2012-2013). Prior fiscal year is defined as the most recent fiscal year ending before July 1, 2013.

NOTES:
- Previous CDS surveys requested data from the current fiscal year for some questions. All questions in this survey request data for the prior fiscal year.
- Throughout the survey, "central IT" refers to the centralized information technology services and support organization reporting to the highest-ranking information technology administrator/officer in the institution.
- For CDS participants from central offices of multicampus systems and community college districts, "institution" refers to the central office only, not the entire multicampus entity. For all other participants, Institution refers to the individual college or university (typically referred to as a campus).
- Please refer to the CDS glossary for definitions of other terms in the survey.
- Questions 4 - 11 are only displayed based on your response to question 3.

Module 5 | Data Centers

Q1 | Data Center Management
Q2 | Data Center Disaster Recovery
Q3 | Number of Data Centers
Q4 | Physical Characteristics of Data Centers
Q5 | Data Center Security
Q6 | Other Characteristics of Data Centers
Q7 | Data Center Power Sources
Q8 | Technical Characteristics of Data Centers
Q9 | Data Center Hardware Systems
Q10 | Data Center Operating Systems
Q11 | Data Center Storage Systems
Q12–13 | Supplemental Information
Q14–15 | Module Feedback
Q1 | Data Center Management

Module 5 | Data Centers

Q1 | Data Center Management

1. Which statements apply to the management of data centers at your institution during the prior fiscal year? (Check all that apply.)

NOTE: If none of these answers is appropriate, this module is probably not relevant to your institution. You can close your browser window and leave this module's status as "In Progress."

☐ Data center hosting was located on our campus.

☐ We used hosting services within our multicampus system or district.

☐ We used hosting services at a shared or state/consortia facility (not within a multicampus system or district).

☐ We used commercial data center services.

☐ Our institution provided data center services for other institutions.

☐ Our institution provided data center services or managed data centers on behalf of a shared service or consortium.

☐ Other (please specify) [ ]

Q2 | Data Center Disaster Recovery

Module 5 | Data Centers

Q2 | Data Center Disaster Recovery

2. What provisions were in place for data center disaster recovery? (Check all that apply.)

☐ Multiple data centers on campus for redundancy

☐ Facility at central office of our multicampus system or district

☐ Contract or reciprocal arrangement with another educational institution

☐ Contract or reciprocal arrangement with government agency
Q3 | Number of Data Centers

Module 5 | Data Centers

Q3 | Number of Data Centers

3. How many data centers were managed by each of the following units during the prior fiscal year?

NOTES:
- If the unit did not manage any data centers please enter 0.
- Questions 4 - 11 refer to data centers managed by central IT only and will only be displayed if you identify the management of data centers by central IT below.

<table>
<thead>
<tr>
<th>Number of data centers</th>
<th>Unable to estimate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Central IT</td>
<td></td>
</tr>
<tr>
<td>Other administrative units</td>
<td></td>
</tr>
<tr>
<td>Academic units</td>
<td></td>
</tr>
<tr>
<td>Other units (Please describe below)</td>
<td></td>
</tr>
</tbody>
</table>

Other management

Q4 | Physical Characteristics of Data Centers
Module 5 | Data Centers

Q4 | Physical Characteristics of Data Centers

4. What were the physical characteristics of up to four of the largest data center(s) operated by central IT?

NOTE: If a data center has not undergone an expansion or an upgrade, please leave that field blank.

<table>
<thead>
<tr>
<th>Data center</th>
<th>Year data center installed</th>
<th>Year of most recent expansion or major upgrade (optional)</th>
<th>Approximate square footage</th>
<th>Percent occupied—square footage</th>
<th>Percent occupied—cooling capacity</th>
<th>Power usage effectiveness (PUE)</th>
<th>kW/rack</th>
</tr>
</thead>
<tbody>
<tr>
<td>Data center 1 (required)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Data center 2 (optional)</td>
<td></td>
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<tr>
<td>Data center 3 (optional)</td>
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<tr>
<td>Data center 4 (optional)</td>
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</tbody>
</table>

Q5 | Data Center Security

Module 5 | Data Centers

Q5 | Data Center Security

5. Which of the following physical security elements were in place for each data center operated by central IT? (Check all that apply.)

<table>
<thead>
<tr>
<th>Data center</th>
<th>Center located off-campus</th>
<th>Video surveillance</th>
<th>Badged entry with logging</th>
<th>Biometrics</th>
<th>Other (please describe below)</th>
<th>None of these</th>
</tr>
</thead>
<tbody>
<tr>
<td>Data center 1 (required)</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Data center 2 (optional)</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Data center 3 (optional)</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Data center 4 (optional)</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
</tbody>
</table>

Other physical security system
Q6 | Other Characteristics of Data Centers

Module 5 | Data Centers

Q6 | Other Characteristics of Data Centers

6. Which of the following applied for each data center operated by central IT? (Check all that apply.)

<table>
<thead>
<tr>
<th></th>
<th>Rack space or a separable area was provisioned for department-owned equipment</th>
<th>Rack space or a separable area was provisioned for systems owned by other institutions or consortia</th>
<th>Center contained high-performance computing (HPC)</th>
<th>Network operations center colocated with data center</th>
<th>Telephone switch center colocated with data center</th>
<th>None of these</th>
</tr>
</thead>
<tbody>
<tr>
<td>Data center 1 (required)</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Data center 2 (optional)</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Data center 3 (optional)</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Data center 4 (optional)</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
</tbody>
</table>

Q7 | Data Center Power Sources

Module 5 | Data Centers

Q7 | Data Center Power Sources

7. What were the primary, secondary, and tertiary power sources for each data center operated by central IT?

<table>
<thead>
<tr>
<th></th>
<th>Public grid</th>
<th>Alternate public grid</th>
<th>Campus-generated power</th>
<th>Dedicated on-site generator</th>
<th>UPS</th>
<th>Other (please describe below)</th>
<th>Not applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Data center 1—primary</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
</tbody>
</table>
### Q8 | Technical Characteristics of Data Centers

#### Module 5 | Data Centers

8. What were the technical characteristics of up to four of the largest data center(s) operated by central IT?

<table>
<thead>
<tr>
<th></th>
<th>Number of physical</th>
<th>Number of virtual</th>
<th>Percentage stand-</th>
<th>Percentage rack-</th>
<th>Percentage blade</th>
</tr>
</thead>
<tbody>
<tr>
<td>Data center 1—primary</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Data center 2—primary</td>
<td>7</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other power source</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
### Q9 | Data Center Hardware Systems

**Module 5 | Data Centers**

9. Which hardware systems were deployed in data center(s) operated by central IT? (Check all that apply.)

<table>
<thead>
<tr>
<th></th>
<th>Apple servers</th>
<th>Cisco servers</th>
<th>Dell servers</th>
<th>Fujitsu servers</th>
<th>Hitachi servers</th>
<th>HP servers</th>
<th>IBM servers</th>
<th>Sun/Oracle servers</th>
<th>Other (please describe below)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Data center 1 (required)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Data center 2 (optional)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Data center 3 (optional)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Data center 4 (optional)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Other hardware system**

---

**Q10 | Data Center Operating Systems**
### Q10 | Data Center Operating Systems

**10. Which operating systems were deployed in data center(s) operated by central IT? (Check all that apply.)**

<table>
<thead>
<tr>
<th>Data center 1 (required)</th>
<th>Mainframe(s)—any vendor</th>
<th>UNIX servers—any vendor</th>
<th>Linux servers—any vendor</th>
<th>Windows servers—any vendor</th>
<th>Other (please describe below)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Data center 2 (optional)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Data center 3 (optional)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Data center 4 (optional)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Other operating system**


### Q11 | Data Center Storage Systems

**11. Which storage systems were deployed in data center(s) operated by central IT? (Check all that apply.)**

<table>
<thead>
<tr>
<th>Data center 1 (required)</th>
<th>SCSI-attached storage—any vendor</th>
<th>Network-attached storage (NAS)—any vendor</th>
<th>Storage area network—any vendor</th>
<th>Other (please describe below)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Data center 2 (optional)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Data center 3 (optional)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Data center 4 (optional)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
12. Please provide, in a paragraph or two, any background information about your institution's data center(s) that could be useful to other CDS participants who may be using your data in their benchmarking. Examples: We have just opened a new data center with substantial excess capacity intended to centralize distributed research clusters. Our multicampus system office is outfitting a data center that can be used for our production and backup. (optional)

13. Please provide the name and e-mail address of the person to contact regarding your institution's responses to this module of the CDS survey. (optional)
Module 5 | Data Centers

Q14–15 | Module Feedback

14. EDUCAUSE welcomes your feedback on this survey module. Please let us know of any technologies, innovations, or challenges important to your institution that are not addressed or are inadequately addressed in this year's survey. We'd also like to know if any questions in this module are not relevant to your institution. How else could this module of the CDS survey be improved? (optional)

15. How easy was it for you to complete this module? Please take into consideration the amount of time it took, the ease of gathering information needed to answer the questions, the ease of identifying people at your institution to supply the answers, the clarity of the questions, etc. (optional)

- Very difficult
- Difficult
- Somewhat difficult
- Somewhat easy
- Easy
- Very easy
Module 6 | Communications Infrastructure Services

This module includes questions about the scope, characteristics, and role of central IT in providing data, voice, and video networks. This optional module is appropriate for participants that support communications infrastructure.

In responding to the survey questions in this module, please enter data that describe your IT environment during the prior fiscal year (FY 2012-2013). Prior fiscal year is defined as the most recent fiscal year ending before July 1, 2013.

NOTES:

- Previous CDS surveys requested data from the current fiscal year for some questions. All questions in this survey request data for the prior fiscal year.
- Throughout the survey, "central IT" refers to the centralized information technology services and support organization reporting to the highest-ranking information technology administrator/officer in the institution.
- For CDS participants from central offices of multicampus systems and community college districts, "institution" refers to the central office only, not the entire multicampus entity. For all other participants, "institution" refers to the individual college or university (typically referred to as a campus).
- Please refer to the CDS glossary for definitions of other terms in the survey.

Module 6 | Communications Infrastructure Services

Q1 | Available Bandwidth
Q2–4 | Network Management
Q5–6 | Data Network Size and Scope
Q7 | IPv6 Deployment Status
Q8 | Wireless Network Access
Q9–11 | Residence Hall Services
Q12–13 | Telephone Services
Q14–15 | Cell Phone Services
Q16 | Emergency Notification System
Q17 | Video Services
Q18 | Communications Vendor Products
Q19–20 | Supplemental Information
Q21–22 | Module Feedback
Q1 | Available Bandwidth

Module 6 | Communications Infrastructure Services

Q1 | Available Bandwidth

1. In the prior fiscal year, how much bandwidth was available from your institution to the following external data networks?

NOTES:
- If your service provider allowed bursting above your contracted bandwidth, please provide the contracted bandwidth.
- Enter bandwidth in Megabits per second (e.g., a T1 would be entered as 1.5).

<table>
<thead>
<tr>
<th>Available</th>
<th>Primary Bandwidth</th>
<th>Secondary Bandwidth</th>
<th>Unable to Estimate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>0 Mbps</td>
<td>0 Mbps</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Commodity Internet</td>
<td>0 Mbps</td>
<td>0 Mbps</td>
<td></td>
</tr>
<tr>
<td>High-performance research and education network</td>
<td>0 Mbps</td>
<td>0 Mbps</td>
<td></td>
</tr>
<tr>
<td>Commodity peering via research and education network</td>
<td>0 Mbps</td>
<td>0 Mbps</td>
<td></td>
</tr>
<tr>
<td>Other (enter bandwidth here; describe other external data network below)</td>
<td>0 Mbps</td>
<td>0 Mbps</td>
<td></td>
</tr>
</tbody>
</table>

Other external data network
Q2–4 | Network Management

Module 6 | Communications Infrastructure Services

Q2–4 | Network Management

2. In the prior fiscal year, did your institution track or shape bandwidth utilization on your external network connection(s)? (Check all that apply.)

☐ We tracked utilization.
☐ We shaped by time of day.
☐ We shaped by location (e.g., residence halls).
☐ We shaped by type of traffic (e.g., peer-to-peer file sharing).
☐ We shaped by direction (inbound versus outbound).
☐ Other (please specify)

☒ We did not track or shape bandwidth utilization.

3. Which best describes the responsibility of central IT in provision and operation of the institution's data network?

☐ End-to-end—from wall plates to the Internet gateway(s)
☐ Backbone—from building wiring closets to the Internet gateway(s)
☐ Hybrid—some units managed their own building or local area networks
4. How many hours per week was the network operations center (NOC) staffed with on-site personnel?

NOTE: If your NOC was outsourced, please provide the staffing hours for the provider.

☐ Hours per week
☐ Unable to estimate
☐ We did not have a NOC staffed with on-site personnel.

Q5–6 | Data Network Size and Scope

Module 6 | Communications Infrastructure Services

5. Please quantify the size and scope of your institution’s data network, using best estimates of the number of end-user network connection points.

NOTE: If not applicable, enter 0.

<table>
<thead>
<tr>
<th></th>
<th>10 Mbps Ethernet Ports</th>
<th>100 Mbps Ethernet Ports</th>
<th>1 Gbps Ethernet Ports</th>
<th>10 Gbps Ethernet Ports</th>
<th>802.11 a/b/g (Wi-Fi) Access Points</th>
<th>802.11 n (Wi-Fi) Access Points</th>
<th>PoE Ports</th>
</tr>
</thead>
<tbody>
<tr>
<td>Main campus (central office in the case of multicampus systems and districts)</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Satellite academic campuses</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Medical center</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Residential halls</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>
If you described ports in other locations above, please describe other location here.

6. As another measure of the size and scope of your data network, please provide host counts for the wired and wireless components.

**NOTES:**
- If not applicable, enter 0.
- Estimate the number of unique hosts in a typical month during the prior fiscal year.

<table>
<thead>
<tr>
<th></th>
<th>Wired network host count</th>
<th>Unable to Estimate</th>
<th>Wireless network host count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Residence halls</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>Research campus</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>Other (enter number of connection points here; describe other location below)</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
</tbody>
</table>

**Q7 | IPv6 Deployment Status**

**Module 6 | Communications Infrastructure Services**
7. At the end of the prior fiscal year, what was the status of IPv6 deployment at your institution?

- Deployed broadly
- Deployed sparsely
- In planning
- Experimenting/considering
- Considered, not pursued
- Not discussion to date
- Other (please specify)

8. Please indicate the percentage of the following areas that had 802.11 (Wi-Fi) wireless network access in your institution.

<table>
<thead>
<tr>
<th>Area</th>
<th>0%</th>
<th>1–25%</th>
<th>26–50%</th>
<th>51–75%</th>
<th>76–100%</th>
<th>Not applicable —did not have these spaces</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classrooms</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Student computer labs</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Libraries</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Residence halls</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Student union</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Research facilities</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
9. Which department was responsible for provisioning and operating data networks in residence halls and other student housing facilities?

**NOTE:** If you select "Data networks were not operated in residence halls" or "We did not have residence halls," Questions 10 and 11 will not be displayed.

- Central IT
- Another department (networks were connected to the campus network backbone)
- Third-party service provider on a separate Internet domain
- Hybrid of central IT and third-party service provider
- Hybrid of another department and third-party service provider
- Other arrangement (please specify)
10. What IT services were provided for students in residence halls or other student housing, regardless of whether the services were provided by central IT?

<table>
<thead>
<tr>
<th>Service</th>
<th>All Rooms</th>
<th>Some Rooms</th>
<th>No Rooms</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ethernet connectivity</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Wireless access</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cellular phone connectivity</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Landline phone</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cable television</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other (select distribution here; describe other service below)</td>
<td></td>
<td></td>
<td>☐</td>
</tr>
</tbody>
</table>

**Other service**

11. Did students pay a separate fee for residence hall network connections?

- Yes
- No
Module 6 | Communications Infrastructure Services

Q12–13 | Telephone Services

12. In the prior fiscal year, how was telephone service provisioned in your institution; approximately how many stations were served; and how many stations do you foresee provisioning over the next two and four years?

<table>
<thead>
<tr>
<th>Service Description</th>
<th>Current Number of Stations</th>
<th>Projected Number of Stations in Two Years</th>
<th>Projected Number of Stations in Four Years</th>
</tr>
</thead>
<tbody>
<tr>
<td>Telecom provider service direct to end stations (e.g., Centrex in U.S.)</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Institutionally provided TDM/circuit switched service to end stations</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Institutionally operated VoIP service to end stations</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Faculty and office staff with no &quot;desk&quot; phone; depend on cell service or pagers for university business</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Other staff with no landline phone; depend on cell service or pager</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Other (enter number of stations here; describe other service below)</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

Other service
13. If your institution provided VoIP service, please describe your power management strategy. (optional)

Q14–15 | Cell Phone Services

Module 6 | Communications Infrastructure Services

Q14–15 | Cell Phone Services

14. What was the status of cell phone signal strength in your institution? (Check all that apply.)

☐ Adequate signal strength outside most buildings was available from at least one cell carrier.

☐ Adequate signal strength inside most buildings was available from at least one cell carrier.

☐ One or more cell carriers provided service from off-premise antenna sites.

☐ One or more cell carriers had contracted with the institution to locate antennas on our buildings to improve service.

☐ We operated a distributed antenna system (DAS) connected to one or more cell carriers.

☐ We operated or contracted for in-building cell systems.

☐ We were in active discussion with one or more carriers to enhance cell coverage, capacity, or reliability on campus.
15. What was the status of cell phone services for students at your institution? (Check all that apply.)

☐ We negotiated special pricing for handsets or service fees with at least one cell provider.

☐ We encouraged students to register cell phone numbers.

☐ We offered students the option of receiving emergency communications via cell text message.

☐ We offered students the option of accessing institutional information services via cell text message.

☐ We offered one or more location-based information services that could be accessed by those with GPS-enabled phones or other devices.

☐ Other (please specify)

☐ None of these apply.

Q16 | Emergency Notification System

Module 6 | Communications Infrastructure Services

16. If your institution had an emergency notification system, which information and communication channels were utilized? (Check all that apply.)

☐ E-mail lists

☐ Voicemail

☐ Pop-up message on telephones

☐ Telephone calling trees

☐ Text messaging

☐ Video displays in public spaces

☐ Public address system

☐ Carillon

☐ Commercial service in support of any of the above

☐ Several of the above channels integrated into the response system
17. Which of the following video services and facilities were available in your institution? (Check all that apply.)

- Satellite downlink
- Satellite uplink
- Mobile satellite communications
- Dedicated videoconferencing facilities
- Dedicated television-quality video studio facilities
- Video networking control center
- Telepresence
- Video over IP
- Other (please specify)

Q18 | Communications Vendor Products

Module 6 | Communications Infrastructure Services
18. Which vendors' products were deployed in your communications infrastructure? (Check all that apply.)

☐ ADVA
☐ Aruba
☐ Avaya
☐ Ciena
☐ Cisco
☐ HP

☐ Infinera
☐ Juniper
☐ Nortel
☐ Other (please specify)
☐ None of these

Q19–20 | Supplemental Information

Module 6 | Communications Infrastructure Services

19. Please provide, in a paragraph or two, any background information about your networking infrastructure, challenges, and plans that could be useful to other CDS participants who may be using your data in their benchmarking. Examples: Major conversion to VoIP under way. New distance learning program presents new wide area networking requirements. (optional)

20. Please provide the name and e-mail address of the person to contact regarding your institution's
responses to this module of the CDS survey. (optional)

Q21–22 | Module Feedback

Module 6 | Communications Infrastructure Services

Q21–22 | Module Feedback

21. EDUCAUSE welcomes your feedback on this survey module. Please let us know of any technologies, innovations, or challenges important to your institution that are not addressed or are inadequately addressed in this year's survey. We'd also like to know if any questions in this module are not relevant to your institution. How else could this module of the CDS survey be improved? (optional)

22. How easy was it for you to complete this module? Please take into consideration the amount of time it took, the ease of gathering information needed to answer the questions, the ease of identifying people at your institution to supply the answers, the clarity of the questions, etc. (optional)

- Very difficult
- Difficult
- Somewhat difficult
- Somewhat easy
- Easy
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Module 7 | Information Security

This module includes questions about the IT security organization, staffing, policies, and practices related to information technology security. This optional module is appropriate for most participants.

In responding to the survey questions in this module, please enter data that describe your IT environment during the prior fiscal year (FY 2012-2013). Prior fiscal year is defined as the most recent fiscal year ending before July 1, 2013.

NOTES:

- Previous CDS surveys requested data from the current fiscal year for some questions. All questions in this survey request data for the prior fiscal year.
- Throughout the survey, "central IT" refers to the centralized information technology services and support organization reporting to the highest-ranking information technology administrator/officer in the institution.
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- Please refer to the CDS glossary for definitions of other terms in the survey.

Module 7 | Information Security

Q1–3 | Highest-Ranking Security Officer
Q4 | IT Security FTE
Q5 | IT Security Service Delivery
Q6 | Identity Management Technologies
Q7 | End-user Authentication
Q8 | Federations
Q9 | Protection Solutions
Q10 | IT Security Policies
Q11 | IT Security Risk Assessment
Q12 | Multi-institutional Collaborations
Q13 | Staff Certification
Q14–15 | Supplemental Information
Q16–17 | Module Feedback
Q1–3 | Highest-Ranking Security Officer

Module 7 | Information Security

Q1–3 | Highest-Ranking Security Officer

1. In the prior fiscal year, what was the title of the highest-ranking person with primary responsibility for IT security across your institution?

**NOTE:** This person may not have reported within the central IT organization.

- [ ] Chief information security officer
- [ ] Chief IT security officer
- [ ] Information security officer
- [ ] IT security officer
- [ ] Executive director, information security
- [ ] Executive director, IT security
- [ ] Director, information security
- [ ] Director, IT security
- [ ] Manager, information security
- [ ] Manager, IT security
- [ ] Network manager
- [ ] Network administrator
- [ ] CIO or equivalent also serves in this role
- [ ] Other (please specify)

2. What percentage of full time did this person devote to IT security?

- [ ] 100%
- [ ] 80–99%
- [ ] 60–79%
3. To whom did this person report? (Check all that apply.)

- Board of trustees/regents
- President/chancellor
- Provost/chief academic officer
- Chief administrative officer
- Chief financial officer
- Director of internal audit
- Highest-ranking IT administrator/officer (e.g., CIO) in central IT
- First-line director in central IT
- Second-line manager in central IT
- Other (please specify)

Q4 | IT Security FTE

Module 7 | Information Security

4. In the prior fiscal year, how many total full-time equivalent (FTE) IT security staff were employed by or contracted for in your institution?

NOTES:
- Include the time allocation of the person identified in Question 1.
- If there were no FTE in a category, enter 0.

<table>
<thead>
<tr>
<th></th>
<th>Staff</th>
<th>Student Employees</th>
</tr>
</thead>
<tbody>
<tr>
<td>FTE in central IT</td>
<td></td>
<td></td>
</tr>
<tr>
<td>FTE in other administrative</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
5. Which organizational units were responsible for the following IT security practices in your institution?

<table>
<thead>
<tr>
<th>Practice</th>
<th>Primarily central IT</th>
<th>Shared—central IT and other unit(s)</th>
<th>Primarily other unit(s)</th>
<th>Primarily system or district office</th>
<th>Primarily outsourced</th>
<th>No unit responsible</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. Acceptable use violation processing</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>b. Answering/processing your abuse e-mail address</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>c. Confidential data search and discovery</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>d. Data loss prevention</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>e. DMCA (U.S. Digital Millennium Copyright Act)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Service Area</td>
<td>Primarily Central IT</td>
<td>Shared—Central IT and Other Unit(s)</td>
<td>Primarily Other Unit(s)</td>
<td>Primarily System or District Office</td>
<td>Primarily Outsourced</td>
<td>No Unit Responsible</td>
</tr>
<tr>
<td>------------------------------------------------------------------------------</td>
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<td>-------------------------------------</td>
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<td>-------------------------------------</td>
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</tr>
<tr>
<td>f. Disaster recovery/business continuity</td>
<td></td>
<td></td>
<td></td>
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<td></td>
<td></td>
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<tr>
<td>g. Encryption of portable devices</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>h. Firewall operation and management</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>i. Forensic analysis</td>
<td></td>
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<td></td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>j. Identity management (policy and/or operation)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>k. Incident response, management and communication</td>
<td></td>
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<tr>
<td>l. Information privacy</td>
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<td></td>
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<tr>
<td>m. Information risk management</td>
<td></td>
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<tr>
<td>n. Information security and privacy regulatory compliance (e.g., HIPAA, FISMA, ITAR, PCI DSS)</td>
<td></td>
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<tr>
<td>o. Intrusion detection system operation</td>
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<tr>
<td>p. Liaison with law enforcement</td>
<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>q. Malware identification and cleanup</td>
<td></td>
<td></td>
<td></td>
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<td></td>
</tr>
<tr>
<td>r. Netflow data collection and analysis</td>
<td></td>
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<td></td>
<td></td>
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<tr>
<td>s. Network access control</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>t. Network segmentation</td>
<td></td>
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<td></td>
<td></td>
<td></td>
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<tr>
<td>u. PCI (payment card industry)</td>
<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>Other security practice</td>
<td>Primarily central IT</td>
<td>Shared—central IT and other unit(s)</td>
<td>Primarily other unit(s)</td>
<td>Primarily system or district office</td>
<td>Primarily outsourced</td>
<td>No unit responsible</td>
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<tr>
<td>Primarily central IT</td>
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<tr>
<td>Primarily other unit(s)</td>
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<td></td>
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<tr>
<td>Primarily system or district office</td>
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<tr>
<td>Primarily outsourced</td>
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<td></td>
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<tr>
<td>No unit responsible</td>
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</tr>
</tbody>
</table>

v. Penetration testing
w. Regulatory compliance for central IT in general
x. Review/signoff on IT procurements
y. Review/signoff on security protocols in research projects
z. Scanning of web applications for vulnerabilities
aa. Scanning the network for vulnerabilities
ab. Security awareness education and training
ac. Security Information and Event Management (SIEM)
ad. Selection of security software (AntiVirus etc.)
ae. Server and desktop configuration management
af. Other (select organizational unit here; describe other function below)
6. Please indicate the status of the following identity management technologies during the prior fiscal year.

<table>
<thead>
<tr>
<th>Technology</th>
<th>Deployed broadly</th>
<th>Deployed sparsely</th>
<th>In planning</th>
<th>Experimenting/considering</th>
<th>Considered, not pursued</th>
<th>No discussion to date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Biometrics</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
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<tr>
<td>Electronic signatures</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
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<tr>
<td>Enterprise directory</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
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<td>☐</td>
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<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
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<tr>
<td>Smart cards</td>
<td>☐</td>
<td>☐</td>
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<td>☐</td>
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<tr>
<td>Tokens</td>
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<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Two-factor authentication</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Other (select status here; describe other technology below)</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
</tbody>
</table>

**Other technology**
We required end-user authentication for all institutionally-provided wireless access.

We had a separate authentication process for guest access to wireless.

We required end-user authentication only for access to institutional services.

We provided open access to the public Internet.

We required end-user authentication for all wired access from public workstations.

We required end-user authentication for wired access from all workstations.

We were planning to require end-user authentication for all wireless access.

We were planning to require end-user authentication for all wired access.

We were considering an end-user authentication requirement for network access.

We had no plans for requiring end-user authentication for network access.

Other (please specify)

No authentication existed.
8. In which of the following federations was your institution a member, either as an identity provider, a service provider, or both?

<table>
<thead>
<tr>
<th></th>
<th>Identity Provider</th>
<th>Service Provider</th>
<th>Both Identity Provider and Service Provider</th>
<th>Neither</th>
</tr>
</thead>
<tbody>
<tr>
<td>InCommon</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>Liberty Alliance</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>OpenID</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>eduroam</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>Other (please specify)</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
</tbody>
</table>

Other federation

---

Q9 | Protection Solutions

Module 7 | Information Security

Q9 | Protection Solutions

9. Which of the following solutions were used to protect these areas on your campus? (Check all that apply.)

<table>
<thead>
<tr>
<th></th>
<th>Firewalls</th>
<th>Intrusion Prevention System (IPS)</th>
<th>Access Control Lists (ACLs)</th>
<th>Unified Threat Management (UTM)</th>
<th>Data Loss Prevention (DLP)</th>
<th>Network Access Control (NAC)</th>
<th>None of These</th>
</tr>
</thead>
</table>
We required all of our critical systems to be expeditiously patched or updated.

We required institutionally owned or leased computers to be expeditiously patched or updated.

We required all personally owned computers to be expeditiously patched or updated.

We conducted proactive scans to detect known security exposures in our critical systems.
We conducted proactive scans to detect known security exposures in all institutionally owned or leased computers connected to our network.

We conducted proactive scans to detect known security exposures in all personally owned computers connected to our network.

We conducted proactive scans to detect known security exposures in internet-facing web applications owned by the university.

Our IT security personnel had the authority and ability to disable a network port in the event that a device had been detected to be violating institutional policy or disrupting network services.

We required mobile device management for personally-owned devices such as laptops, smartphones, tablets, or portable storage devices.

We required all institutionally owned mobile devices to be encrypted.

We required all institutionally owned mobile devices containing confidential information to be encrypted.

Security assessments were required prior to licensing commercial software.

Security assessments were required prior to contracting for hosted services.

We had deployed DNSSEC (domain name system security extensions).

We required written agreements for faculty/staff use of personal cloud services to house student or institutional records.

Other (please specify)

No security-related practices or policies had been formalized.

Q11 | IT Security Risk Assessment

Module 7 | Information Security

Q11 | IT Security Risk Assessment

11. In which of these areas did your institution undertake an IT security risk assessment during the prior fiscal year? (Check all that apply.)

- Central IT systems and infrastructure
No risk assessments have been undertaken.

Q12 | Multi-institutional Collaborations

Module 7 | Information Security

Q12 | Multi-institutional Collaborations

12. In which of these multi-institutional collaborations related to IT security did your institution participate? (Check all that apply.)

- Higher Education Information Security Council (HEISC)
- EDUCAUSE Security Discussion List
- EDUCAUSE Policy Discussion List
- EDUCAUSE Identity Management Discussion List
- State or regional group
- REN-ISAC (Research and Education Network Information Sharing and Analysis Center)
- Public/private information sharing activities such as the U.S. FBI InfraGard program
- Other (please specify)

- Not applicable—no collaborative participation

Q13 | Staff Certification
Module 7 | Information Security

Q13 | Staff Certification

13. Did your institution provide financial support for certification for IT security personnel? (Check all that apply.)

☐ Required certification
☐ Provided full support (i.e., resources) for certification
☐ Provided partial support (i.e., resources) for certification
☐ Planned to require certification
☐ Planned to provide full support for certification
☐ Planned to provide partial support for certification
☐ We did not require or support certification and have no plans to do so.

Q14–15 | Supplemental Information

Module 7 | Information Security

Q14–15 | Supplemental Information

14. Please provide, in a paragraph or two, any background information about your institution and its IT security environment that could be useful to other CDS participants who may be using your data in their benchmarking. Example: Our affiliated hospital has its own information systems, network, and IT security staff with whom we collaborate frequently. (optional)
15. Please provide the name and e-mail address of the person to contact regarding your institution's responses to this module of the CDS survey. (optional)

16. EDUCAUSE welcomes your feedback on this survey module. Please let us know of any technologies, innovations, or challenges important to your institution that are not addressed or are inadequately addressed in this year's survey. We'd also like to know if any questions in this module are not relevant to your institution. How else could this module of the CDS survey be improved? (optional)

17. How easy was it for you to complete this module? Please take into consideration the amount of time it took, the ease of gathering information needed to answer the questions, the ease of identifying people at your institution to supply the answers, the clarity of the questions, etc. (optional)

- Very difficult
- Difficult
Somewhat difficult

- Somewhat easy
- Easy
- Very easy
Module 8 | Information Systems and Applications

This module includes questions about characteristics of the institution's information systems, regardless of whether they are operated or supported by central IT. This optional module is appropriate for most participants.

In responding to the survey questions in this module, please enter data that describe your IT environment during the prior fiscal year (FY 2012-2013). Prior fiscal year is defined as the most recent fiscal year ending before July 1, 2013.

NOTES:

- Previous CDS surveys requested data from the current fiscal year for some questions. All questions in this survey request data for the prior fiscal year.
- Throughout the survey, "central IT" refers to the centralized information technology services and support organization reporting to the highest-ranking information technology administrator/officer in the institution.
- For CDS participants from central offices of multicampus systems and community college districts, "institution" refers to the central office only, not the entire multicampus entity. For all other participants, Institution refers to the individual college or university (typically referred to as a campus).
- Please refer to the CDS glossary for definitions of other terms in the survey.

M8 | Information Systems and Applications

Q1 | Core Systems
Q2 | Core System Products
Q3 | Core System Details
Q4 | Core Systems Not Provided
Q5–6 | Adjunct Information Systems
Q7–8 | Supplemental Information
Q9–10 | Module Feedback
Q1 | Core Systems

Module 8 | Information Systems and Applications

Q1. Please complete the following grid regarding who was responsible for providing core information systems in your institution during the prior fiscal year. If your institution had more than one significant system in an area, please respond for the primary system. In subsequent questions, we will ask for more details about provided systems.

NOTES:
- Include systems that were fully operational in the prior fiscal year.
- For systems that were not fully operational, include any systems for which the majority of intended users were able to use all authorized functions of the system being delivered as part of an implementation project.
- Include any outsourced systems.
- System offices should include information systems that were operational at the system office as well as information systems that were provided by the system office to campuses within the system.

<table>
<thead>
<tr>
<th>System Type</th>
<th>Central IT has primary responsibility</th>
<th>Another unit on campus has primary responsibility</th>
<th>The system or district office has primary responsibility</th>
<th>This system is not provided at the institution</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. Admissions: undergraduate</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>b. Advancement/fundraising</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>c. Business intelligence reporting</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>d. Customer relationship management (CRM)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>e. Data warehouse</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>f. Facilities services work-order management</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>g. Financial aid</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>h. Financial management</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
i. Human resources information  
j. Procurement  
k. Space information management  
l. Student information  
m. IT help desk trouble ticketing  
n. Learning (course) management  
o. Grants management: post-award  
p. Grants management: pre-award  
q. E-mail: faculty/staff  
r. E-mail: student  
s. Web content management  
t. Library

Q2 | Core System Products

Module 8 | Information Systems and Applications

Q2 | Core Information System Products

Q2. For systems that you indicated as having been provided by central IT or another unit at your institution during the prior fiscal year, please provide information on the product that was in use.

NOTE: This page will display systems that you reported in Question 1 as being provided at your institution. Any changes to your answers in Question 1 will be reflected in this page.

If you indicated in Question 1 that none of the listed systems are provided at your institution, this page will be blank. Click Next to continue or return to Question 1 to change your answers.
For the primary **undergraduate admissions** system at your institution, what product was operational?

- Homegrown solution
- Other product (please specify)

For the primary **advancement/fundraising** system at your institution, what product was operational?

- Homegrown solution
- Ellucian (SunGard/SCT) PowerCampus
- Jenzabar CX (CARS)
- Jenzabar EX (CDMS Teams Elite)
- Jenzabar PX (Campus America Poise)
- Oracle PeopleSoft Campus Solutions—Contributor Relations
- Sage Millenium
- Other product (please specify)

For the primary **customer relationship management (CRM)** system at your institution, what product was operational?

- Homegrown solution
- Hobsons (Intelliworks) CRM
- Jenzabar Internet Campus Solution (JICS)
- Microsoft Dynamics CRM
- Oracle PeopleSoft Enterprise CRM
- Oracle RightNow
- Oracle Siebel CRM
- Salesforce
- Other product (please specify)
For the primary **data warehouse** system at your institution, what product was operational?

- [ ] Homegrown solution
- [ ] Other product (please specify)

For the primary **business intelligence reporting** system at your institution, what product was operational?

- [ ] Homegrown solution
- [ ] Other product (please specify)

For the primary **facilities services work-order management** system at your institution, what product was operational?

- [ ] Homegrown solution
- [ ] Other product (please specify)

For the primary **financial aid** system at your institution, what product was operational?

- [ ] Homegrown solution
- [ ] Other product (please specify)

For the primary **financial management** system at your institution, what product was operational?

- [ ] Homegrown solution
- [ ] Blackbaud Financial Edge
- [ ] Ellucian (Datatel) Colleague Finance
- [ ] Ellucian (SunGard/SCT) Banner Finance
- [ ] Jenzabar CX (CARS)
- [ ] Jenzabar EX (CDMS Teams Elite)
- [ ] Jenzabar PX (Campus America Poise)
- [ ] Kuali Financial System (KFS)
- [ ] Microsoft Dynamics
- [ ] Oracle E-Business Suite Financials
- [ ] Oracle PeopleSoft Financial Management
- [ ] SAP ERP Financials
- [ ] SunGard (BiTech) IFAS
- [ ] Other product (please specify)
For the primary **human resources information** system at your institution, what product was operational?
- [ ] Homegrown solution
- [ ] Other product (please specify)

For the primary **procurement** system at your institution, what product was operational?
- [ ] Homegrown solution
- [ ] Other product (please specify)

For the primary **space information management** system at your institution, what product was operational?
- [ ] Homegrown solution
- [ ] Other product (please specify)

For the primary **student information** system at your institution, what product was operational?
- [ ] Homegrown solution
- [ ] Ellucian (Datatel) Colleague Student
- [ ] Ellucian (Sungard/SCT) Banner Student
- [ ] Ellucian (Sungard/SCT) PowerCampus Student
- [ ] Jenzabar CX (CARS)
- [ ] Jenzabar EX (CDMS Teams Elite)
- [ ] Jenzabar PX (Campus America Poise)
- [ ] Oracle PeopleSoft Campus Solutions
- [ ] SAP Student Lifecycle Management (SLCM)
- [ ] Three Rivers Systems CAMS
- [ ] Other product (please specify)

For the primary **IT help desk trouble ticketing** system at your institution, what product was operational?
- [ ] Homegrown solution
- [ ] Atlassian Jira
- [ ] Best Practical Solutions Request Tracker (RT)
- [ ] BMC Software Footprints
- [ ] BMC Software Numara Footprints
- [ ] IssueTrak
- [ ] iSupport
- [ ] Kayako Infotech Fusion
- [ ] MacsDesign Studio Web Help Desk
- [ ] Microsoft System Center Service Manager
For the primary **learning (course) management system** at your institution, what product was operational?

- Homegrown solution
- Blackboard Learn
- Blackboard Learn—Angel Edition (Angel LMS)
- Blackboard Learn—CE (WebCT Campus Edition)
- Blackboard Learn—Vista (WebCT Vista)
- Desire2Learn
- Instructure Canvas
- Jenzabar e-Racer
- Moodle (Moodle Trust)
- Moodlerooms Joule
- Pearson eCollege
- Sakai CLE (rSmart)
- Sakai CLE (Sakai Foundation)
- Other product (please specify)

For the primary **grants management: post-award** system at your institution, what product was operational?

- Homegrown solution
- Blackbaud Raiser's Edge
- InfoEd Global Grants & Contracts
- Oracle E-Business Suite Financials
For the primary **grants management: pre-award** system at your institution, what product was operational?

- Homegrown solution
- Blackbaud Raiser's Edge
- Coeus (Coeus Consortium)
- Coeus (Kuali)
- Ellucian (Datatel) Colleague
- Ellucian (SunGard/SCT) Banner
- Evisions (Cayuse) Research Suite
- Huron Education Click Portal

- InfoEd Global Grants & Contracts
- Oracle E-Business Suite Financials
- Oracle PeopleSoft Enterprise Grants Management
- Oracle PeopleSoft Financial Management
- ResearchMaster Enterprise (RME)
- SAP Grants Management (GM)
- Other product (please specify)

For the primary **faculty/staff e-mail** system at your institution, what product was operational?

- Homegrown solution
- CP (Critical Path) Mirapoint Message Server
- Cyrus
- Google Apps, Gmail
- IBM (Lotus) Domino

- Novell GroupWise
- Oracle Communications Suite
- Oracle Java Enterprise System
- VMware Zimbra
- VMware Zimbra (MeritMail)
For the primary **student e-mail** system at your institution, what product was operational?

- Homegrown solution
- CP (Critical Path) Mirapoint Message Server
- Cyrus
- Google Apps, Gmail
- IBM (Lotus) Domino
- Microsoft Exchange
- Microsoft Office 365 (Live@edu; BPOS)

For the primary **web content management** system at your institution, what product was operational?

- Homegrown solution
- Adobe Contribute
- Adobe (Day) CQ
- dotCMS
- DotNetNuke
- Drupal
- Ellucian (Datatel) ActiveCampus
- Ellucian (Datatel) Ektron WCMS
- Hannon Hill Cascade Server
- Ingeniux CMS
- Microsoft Sharepoint
- OmniUpdate OU Campus
- OpenText OpenText Web Site Management
- PaperThin CommonSpot
- Percussion CMS
- Sitecore CMS
- Squiz MySource Matrix
- TerminalFour
- Wordpress
- VMware Zimbra
- VMware Zimbra (MeritMail)
- VMware Zimbra Open Source Edition
- Other product (please specify)
For the primary **library** system at your institution, what product was operational?

- Homegrown solution
- COMPanion Alexandria
- Ex Libris (Elsevier) Endeavor
- Ex Libris Aleph
- Ex Libris Voyager
- Innovative Interfaces Innopac
- Innovative Interfaces Millennium
- OCLC WorldCat
- OCLC WorldShare Management Services
- SirsiDynix Horizon
- SirsiDynix Symphony
- SirsiDynix Unicorn
- VTLS Virtua
- Other product (please specify)

**Q3 | Core System Details**

**Module 8 | Information Systems and Applications**

**Q3 | Core System Details**

If you indicated in Question 1 that none of the listed systems are provided at your institution, this page will be blank. Click Next to continue or return to Question 1 to change your answers.

3a. Please provide additional detail for each of the core information systems that were operational at your institution during the prior fiscal year.

**NOTES:**
- This table will display systems that you reported in Question 1 as being provided at your institution. Any changes to your answers in Question 1 will be reflected in this table.
- If your institution had more than one significant system in an area, please respond for the **primary system**.
- For campuses within multicampus systems or districts, if an information system was provided at the system or district
- Enter information for "Year Implemented," "Extent of customization," and "Plans to replace in next three years" as it related to your campus (for example, the year the system was implemented at your campus and whether your campus will choose to replace the system in the next three years).
- Enter information for "Management Strategy" about the management strategies used by the system office.

For system offices, primary information systems refer to information systems provided to system campuses. If no information system was provided to a system campus, system offices should respond for the primary information system used at the system office.

"Year Implemented" for systems that were not fully operational during the prior fiscal year is the year the majority of intended users were able to use all authorized functions of the system being delivered as part of the implementation project.

Depending on your screen resolution, you may need to scroll horizontally to complete this question.

<table>
<thead>
<tr>
<th>Year Implemented</th>
<th>Extent of customization</th>
<th>Management strategy (check all that apply)</th>
<th>Plan to replace in next three years</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>None Minimal Substantial</td>
<td>Cloud Vendor-hosted Vendor-managed In-house Other</td>
<td>Yes No Unknown</td>
</tr>
<tr>
<td>a. Admissions: undergraduate</td>
<td>☐ ☐ ☐</td>
<td>☐ ☐ ☐ ☐ ☐</td>
<td>☐ ☐ ☐</td>
</tr>
<tr>
<td>b. Advancement/fundraising</td>
<td>☐ ☐ ☐</td>
<td>☐ ☐ ☐ ☐ ☐</td>
<td>☐ ☐ ☐</td>
</tr>
<tr>
<td>c. Business intelligence reporting</td>
<td>☐ ☐ ☐</td>
<td>☐ ☐ ☐ ☐ ☐</td>
<td>☐ ☐ ☐</td>
</tr>
<tr>
<td>d. Customer relationship management (CRM)</td>
<td>☐ ☐ ☐</td>
<td>☐ ☐ ☐ ☐ ☐</td>
<td>☐ ☐ ☐</td>
</tr>
<tr>
<td>e. Data warehouse</td>
<td>☐ ☐ ☐</td>
<td>☐ ☐ ☐ ☐ ☐</td>
<td>☐ ☐ ☐</td>
</tr>
<tr>
<td>f. Facilities services work-order management</td>
<td>☐ ☐ ☐</td>
<td>☐ ☐ ☐ ☐ ☐</td>
<td>☐ ☐ ☐</td>
</tr>
<tr>
<td>g. Financial aid</td>
<td>☐ ☐ ☐</td>
<td>☐ ☐ ☐ ☐ ☐</td>
<td>☐ ☐ ☐</td>
</tr>
<tr>
<td>h. Financial management</td>
<td>☐ ☐ ☐</td>
<td>☐ ☐ ☐ ☐ ☐</td>
<td>☐ ☐ ☐</td>
</tr>
<tr>
<td>i. Human resources information</td>
<td>☐ ☐ ☐</td>
<td>☐ ☐ ☐ ☐ ☐</td>
<td>☐ ☐ ☐</td>
</tr>
<tr>
<td>j. Procurement</td>
<td>☐ ☐ ☐</td>
<td>☐ ☐ ☐ ☐ ☐</td>
<td>☐ ☐ ☐</td>
</tr>
<tr>
<td>k. Space information management</td>
<td>☐ ☐ ☐</td>
<td>☐ ☐ ☐ ☐ ☐</td>
<td>☐ ☐ ☐</td>
</tr>
<tr>
<td>l. Student information</td>
<td>☐ ☐ ☐</td>
<td>☐ ☐ ☐ ☐ ☐</td>
<td>☐ ☐ ☐</td>
</tr>
</tbody>
</table>
Module 8 | Information Systems and Applications

Q3 | Core System Details

3b. Please provide additional detail for each of the core information systems that were operational at your institution during the prior fiscal year and that you plan to replace in the next three years.

NOTE: This table will display systems that you reported in Question 1 as being provided at your institution and that you reported in Question 3a you were planning to replace in the next three years. Any changes to your answers in Question 1 or Question 3a will be reflected in this table. Use the Back button to return to Question 3a.

<table>
<thead>
<tr>
<th>System Description</th>
<th>Why is your institution planning to replace the primary system? (Check all that apply.)</th>
<th>What is the planned extent of customization for the primary system replacement?</th>
</tr>
</thead>
<tbody>
<tr>
<td>m. IT help desk trouble ticketing</td>
<td></td>
<td></td>
</tr>
<tr>
<td>n. Learning (course) management</td>
<td></td>
<td></td>
</tr>
<tr>
<td>o. Grants management: post-award</td>
<td></td>
<td></td>
</tr>
<tr>
<td>p. Grants management: pre-award</td>
<td></td>
<td></td>
</tr>
<tr>
<td>q. E-mail: faculty/staff</td>
<td></td>
<td></td>
</tr>
<tr>
<td>r. E-mail: student</td>
<td></td>
<td></td>
</tr>
<tr>
<td>s. Web content management</td>
<td></td>
<td></td>
</tr>
<tr>
<td>t. Library</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Reduce cost</td>
<td>Replace legacy system</td>
</tr>
<tr>
<td>----------------------</td>
<td>-------------</td>
<td>-----------------------</td>
</tr>
<tr>
<td>a. Admissions:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>undergraduate</td>
<td></td>
<td></td>
</tr>
<tr>
<td>b. Advancement/fundraising</td>
<td></td>
<td></td>
</tr>
<tr>
<td>c. Business</td>
<td></td>
<td></td>
</tr>
<tr>
<td>intelligence reporting</td>
<td></td>
<td></td>
</tr>
<tr>
<td>d. Customer</td>
<td></td>
<td></td>
</tr>
<tr>
<td>relationship management (CRM)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>e. Data warehouse</td>
<td></td>
<td></td>
</tr>
<tr>
<td>f. Facilities services</td>
<td></td>
<td></td>
</tr>
<tr>
<td>work-order management</td>
<td></td>
<td></td>
</tr>
<tr>
<td>g. Financial aid</td>
<td></td>
<td></td>
</tr>
<tr>
<td>h. Financial</td>
<td></td>
<td></td>
</tr>
<tr>
<td>management</td>
<td></td>
<td></td>
</tr>
<tr>
<td>i. Human resources</td>
<td></td>
<td></td>
</tr>
<tr>
<td>information</td>
<td></td>
<td></td>
</tr>
<tr>
<td>j. Procurement</td>
<td></td>
<td></td>
</tr>
<tr>
<td>k. Space information</td>
<td></td>
<td></td>
</tr>
<tr>
<td>management</td>
<td></td>
<td></td>
</tr>
<tr>
<td>l. Student information</td>
<td></td>
<td></td>
</tr>
<tr>
<td>m. IT help desk trouble ticketing</td>
<td></td>
<td></td>
</tr>
<tr>
<td>n. Learning (course)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>management</td>
<td></td>
<td></td>
</tr>
<tr>
<td>o. Grants management: post-award</td>
<td></td>
<td></td>
</tr>
<tr>
<td>p. Grants management: pre-award</td>
<td></td>
<td></td>
</tr>
<tr>
<td>q. E-mail: faculty/staff</td>
<td></td>
<td></td>
</tr>
<tr>
<td>r. E-mail: student</td>
<td></td>
<td></td>
</tr>
<tr>
<td>s. Web content</td>
<td></td>
<td></td>
</tr>
<tr>
<td>management</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Other reason for replacement (Please identify the system you are reporting on)

Q4 | Core Systems Not Provided

Module 8 | Information Systems and Applications

If your institution provides all the systems listed in Question 1, this page will be blank. Click Next to continue.

4. For the core information systems that were not operational at your institution during the prior fiscal year, which does your institution plan to implement in the next three years?

<table>
<thead>
<tr>
<th>Plan to complete an implementation</th>
<th>Plan to begin implementation</th>
<th>No implementation planned</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. Admissions: undergraduate</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>b. Advancement/fundraising</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>c. Business intelligence reporting</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>d. Customer relationship management (CRM)</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>e. Data warehouse</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>f. Facilities services work-order management</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>g. Financial aid</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>h. Financial management</td>
<td>○</td>
<td>○</td>
</tr>
</tbody>
</table>
Q5–6 | Adjunct Information Systems

Module 8 | Information Systems and Applications

Q5 | Adjunct Information Systems

5. Which of the following adjunct information systems were operational at your institution during the prior fiscal year? (Check all that apply.)

NOTES:
- Include systems that were part of a core system reported on in the first part of this module.
- Include systems that were fully operational in the prior fiscal year.
- For systems that were not fully operational, include any systems for which the majority of intended users were able to use all authorized functions of the system being delivered as part of an implementation project.
- Include outsourced systems.
- System offices should include information systems that were operational at the system office as well as information systems that were provided by the system office to campuses within the system.

- a. Accounts payable
- n. Project and portfolio management
- aa. Server and network monitoring
Module 8 | Information Systems and Applications

Q6 | Adjunct System Detail

If your institution does not provide any of the adjunct systems listed in Question 5, this page will be blank. Please click Next to continue or Back to change your responses to Question 5.

6. Please provide the product name or type of system for each of the adjunct information systems that were operational at your institution during the prior fiscal year.

NOTES:
- This page will display systems that you reported in Question 5 as being provided at your institution. Any changes to your answers in Question 5 will be reflected in this page.
- If your institution had more than one significant system in an area, please respond for the primary system.
- For campuses within multicampus systems or districts, if an information system was provided at the system or district
For campuses within multicampus systems or districts, if an information system was provided at the system or district level, enter the product used by the system office.

- For system offices, primary information systems refer to information systems provided to system campuses. If no information system was provided to a system campus, system offices should respond for the primary information system used at the system office.

<table>
<thead>
<tr>
<th>Product</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. Accounts payable</td>
</tr>
<tr>
<td>b. Admissions: graduate</td>
</tr>
<tr>
<td>c. Alumni information</td>
</tr>
<tr>
<td>d. Benefits management</td>
</tr>
<tr>
<td>e. Budgeting</td>
</tr>
<tr>
<td>f. Bursar's cashiering</td>
</tr>
<tr>
<td>g. Compliance tracking (GRC)</td>
</tr>
<tr>
<td>h. Data warehouse DBMS</td>
</tr>
<tr>
<td>i. Employee self-service</td>
</tr>
<tr>
<td>j. Job applications</td>
</tr>
<tr>
<td>k. Online alumni directory</td>
</tr>
<tr>
<td>l. Parking</td>
</tr>
<tr>
<td>m. Payroll</td>
</tr>
<tr>
<td>n. Project and portfolio</td>
</tr>
<tr>
<td>o. Management</td>
</tr>
<tr>
<td>p. Time and attendance</td>
</tr>
<tr>
<td>q. Travel management</td>
</tr>
<tr>
<td>r. Mobile device management</td>
</tr>
</tbody>
</table>
» r. User system asset management
» s. User system configuration management
» t. Academic advising
» u. Degree audit/academic progress tracking
» v. Early-alert systems
» w. Online learning platform
» x. Student housing
» y. IRB management and tracking
» z. Data center backup and recovery
» aa. Server and network monitoring
» ab. Collaboration platform
» ac. Document management
» ad. E-mail: alumni
» ae. Emergency notification
» af. Event calendar
» ag. Event management
» ah. Portal
» ai. Room/event scheduling
» aj. Account management and administration
» ak. Enterprise directory
» al. Federated access
7. Please provide, in a paragraph or two, any background information about information and ERP systems that could be useful to other CDS participants who may be using your data in their benchmarking. Examples: We are migrating from commercial to open source for our course management system. We recently issued an RFP for a new integrated library system. (optional)

8. Please provide the name and e-mail address of the person to contact regarding your institution's responses to this module of the CDS survey. (optional)

9. EDUCAUSE welcomes your feedback on this survey module. Please let us know of any technologies, innovations, or challenges important to your institution that are not addressed or are inadequately addressed in this year's survey. We'd also
challenges important to your institution that are not addressed or are inadequately addressed in this year’s survey. We’d also like to know if any questions in this module are not relevant to your institution. And how else could this module of the CDS survey be improved? (optional)

10. How easy was it for you to complete this module? Please take into consideration the amount of time it took, the ease of gathering information needed to answer the questions, the ease of identifying people at your institution to supply the answers, the clarity of the questions, etc. (optional)

- Very difficult
- Difficult
- Somewhat difficult
- Somewhat easy
- Easy
- Very easy