

OIT

by Katie Braithwaite
 designed by Team Member

1998

- Java Swing uploads financial line items for approval & upload to PeopleSoft goes live

1999

- Financial Computer Support (FCS), University Student Information (USI), & University Computing Services (UCS) form OIT
- Y2K COBOL Update
- Rolling 1/1/2000 does not cause Y2K crisis
- 1st standard TEC podium transforms

2000-2003

- Cat5E network cabling for IP phone roll-out. Power Over Ethernet (PoE) supports IP phones. UPS units support life safety aspect

2001

- Campus fiber rings, increases bandwidth & redundancy
- AIM development & rollout
- Student Life IT group joins OIT

2003

- AIM releases
- OIT installs 1st wireless access points

2005

- Data Center virtual servers go live

2006

- IP television introduced



2010 BOCCE BALL WINNERS

2009

- Campus active directory
- GRO replaces GetAccess Admin
- June 22—Employees occupy the ITB
- July—B-77 Demolished

2008

- Annual bocce ball tournament starts. Trophy has a ping pong ball on top & winners' names on back

- classroom teaching
- Database moves from Informix to Oracle
- C-Framework developed

2000

- OIT PeopleSoft Human Resources goes live
- Eric Denna 1st CIO

2001-2002

- Campus IP phones. Upgrades from 10mb-100mb network

2002

- August 20—Elder L. Tom Perry dedicates Data Center
- Data Center to new building from Talmage Building & Smith Family Living Center

2007

- ITB Groundbreaking
- OIT Student Financial Aid on Peoplesoft
- Provo SWAT training drills in B-77 basement



BOCCE BALL TROPHY, PHOTO BY EMPLOYEE

2010

- OIT Core/Edge/Infrastructure/Production Services
- LPR comes to campus
- December—Digital Measures Faculty Profile System goes live

YEARS AT OIT

Number of OIT Employees by the years they have worked at OIT



TIMELINE

In 2006, Student Employee 1 and Student Employee 2 were student engineers for OIT. OIT was preparing for the demolition of B-77. Student Employee 1 and Student Employee 2 were helping move equipment from the OIT storage cage when they noticed an old switchboard in the engineering storage cage. They managed to get the departmental PBX switchboard before it was thrown away. The switchboard is now a museum artifact on display in the east ITB doors. →



2011

- October 5—BYU mobile app is launched
- Switch from SD to HD
- August 12— President Henry B Eyring dedicates ITB & Broadcasting Building. Presidents Nelson, Oaks, & Ballard in attendance

2014

- Event Hub launched

2014-2017

- Pervasive wireless network installed in campus classrooms. Student interaction and teaching transformed

2016

- Gigabit becomes desktop standard on campus
- Federated social logins (Google, Facebook, Apple) introduced
- SOASoft API service migrates to WSO2 API Manager service
- May—Cougar

2018

- CES Admissions & CES Account services
- EDU API (IMS Global) follows BYU University API approach
- August—Security

2020

- Leverage Smarty Streets address validation service
- Integrate online photo submission for ID Cards
- Began researching CES Identity initiative

2012

- January—First online student endorsement system replaces 30,000 pieces of paper
- acs2.byu.edu retired
- Soda machine installed

2013

- OIT helped retro-fit Y-View and Raintree apartments with all the networking and other needs for the temporary expansion of the MTC with the change to missionary age

2015

- Core/Edge/Infrastructure/Production Services disbanded
- University API introduced
- Duo MFA introduced

Cash goes live in the mobile app for checking balance & depositing funds

2017

- Wireless network install for fans in Stadium
- BYU AV Raspberry Pi AV system controller replaces Crestron control systems
- Federated logins (Church Account, BYU-Idaho, BYU-Hawaii, Ensign College) introduced

Ops Center (SOC) organized

- Wireless network install for fans in MC
- Campus upgrade to Cat6A network cabling (8-10-year project) starts

2019

- Account Creation/Recovery site introduced
- April—CES Network Center (CNC) was organized

2022

- Workday implementation begins. OIT plays a big role in implementing it

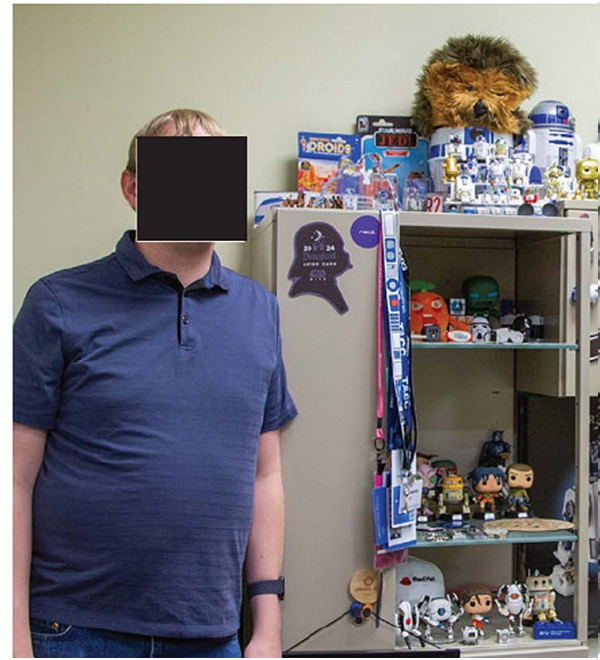
2023

- Third and final phase of multi-million-dollar project bringing Data Center up to current standard completed
- BYU Internal Email



FULL TIME EMPLOYEE'S office is full of sentimental pieces that have a deep meaning for her, including Native American horsehair pottery and a glass hummingbird that reminds her of her late sister. Her love for her 3 corgis is also reflected in her decor. She has a V necklace, a nod to “What We Do

in the Shadows,” and Bob Ross stuff from her friend Whitney Webb. Salvador Dali’s hanging clocks and various art prints also adorn her walls. She also hangs up notes from her time in the Navy and colleagues at OIT, where she has worked for 17 years.



FULL TIME EMPLOYEE prefers not to keep things in boxes and enjoys displaying his R2D2s. He’s been at OIT since 2013 as a student, and he has been collecting R2D2s since he was a kid. Some of the R2D2s are from people in the OIT community or from his



DESK ITEMS

BY KATIE BRAITHWAITE AND TEAM MEMBER



hometown. He enjoys comparing his original childhood toy and a brand new one side by side. People now bring him R2D2s, and his collection keeps growing. He even has one his wife crocheted.



FULL TIME EMPLOYEE'S

bonsai was a gift from someone in OIT. He thought the Mars rover was cool—the arm actually moves up and down, and it rolls around—similar to the real Mars rover. He also really likes the Jedi Fallen Order, so he got the BD-1 robot.

Check out Employee (Office), Employee (Office), and Employee's (Office) set ups next time you're in the office!



OIT AV TEAM

CLOSE YOUR EYES and imagine a lovely summer day that has just begun. You see excited first-year students shuffle into classrooms, brimming with anticipation. They don't know where to direct their anxiety as their eyes dart around, taking in everything new. They take their seats to start the first class of the semester.

An experienced professor then walks confidently to the front of the room. They've been here for over a decade, and they are ready to take on the next group of nervous freshmen.

Class begins with intriguing introductions. The professor goes to pull up their syllabus, the one they've been polishing over the past couple of weeks. They're excited and proud of the changes they've made, ready to highlight the simplified guide to the class.

Suddenly, the screen goes black. Silence ensues as the professor tries everything they can to fix the projection while awkwardly fumbling with the computer and cables. The professor has handled countless technical issues before, but this is new. Precious class time is slipping away, and you can feel the tension rising.

After a few long minutes of confusion, you see the professor has figured out a solution: they call the AV Services Support



The unmatched impact of the BYU Office of IT AV Team.

BY KATIE BRAITHWAITE

team. Three minutes later, a trained employee appears and has the computer up and running within a couple of minutes. The class erupts in applause! The professor, visibly relieved, expresses heartfelt gratitude to the AV student as they leave. Another job well done by the AV Services Support team heroes.

The OIT AV Services Team takes pride in its role in serving the BYU campus, with a primary focus on classroom technology. Over the years, they have responded to thousands of calls for assistance and have been critical in installing and maintaining around 1000 systems on campus. While their presence may be most noticeable during technical issues, they are constantly working behind the scenes, diligently and proactively ensuring that campus technology remains current and operates seamlessly.

IMPROVING THE AV USER EXPERIENCE

Over the years, the AV Services Team has played a pivotal role in transforming campus technology from confusing to user-friendly. AV Portfolio Director, who has been part of the team for the past six years and now serves as the Portfolio Director, shared her insights. She recalled how the older AV systems were designed with a 'one-size-fits-all' approach, and they could be intimidating to users. 'I'm not a tech-savvy person, and they were quite intimidating,' says the director, but the team has since modified the systems to be more user-friendly and adaptable.

If a college/department wants their classroom technology



EVERYDAY SUPERHEROES

systems to have “all the bells and whistles,” they get the system they need; otherwise, the professor college/department can opt for a simpler system with only the capabilities they need to access. “All of [the systems are] driven by a UI, a user interface, that looks similar from one space to another. So, when a professor comes into a space, they know how to use the system because it looks very similar to every system they’ve used in other classrooms; it just has different inputs. It was designed with a simple user interface, it was designed to be scalable, and it was designed to be affordable.”

You have likely seen the sleek, touch-screen control panels in nearly every room on the BYU campus, including ITB rooms. The AV Services and User Experience teams collaborated to create a simple design to make technology more accessible.

A RECENT AV UPDATE

If you have been in the JSB auditorium recently, you will have noticed a stage with a large projection screen for a projector and a couple of TVs. What you may not have seen is the small nook off to the side with computer monitors, a keyboard, a mouse, and a sleek control panel like the other classrooms on campus.

That system to control the technology in the largest classroom on campus was a challenging feat. Just a few years ago, the JSB auditorium required specifically trained AV Productions personnel to run its extensive, complex AV system. Sometimes, the AV employees would be sick or have other responsibilities that kept them from running the system. Rather than making professors continue to struggle and rely on someone else being present to run the complicated system, the AV Services engineers decided to update the system.

This update required the team to find a way to run either one center projector or two side-by-side projectors at a time, adapt to multiple styles of pedagogy, allow for productions, and prepare for high-profile speakers like Apostles and Supreme Court Justices, all from a simple user interface, or a simple, well-designed screen. the Portfolio Director said the process took several conversations and meetings to establish requirements and the tremendous effort by AV Services Engineering to design a flexible, unlimited system that instructors could run themselves.

The system is now “incredibly user-friendly” and multifaceted for anything, including student-run devotional showings on Tuesdays (Portfolio Director).

AV: AUDIO VISUAL OR ALWAYS VITAL? AV DURING THE COVID-19 PANDEMIC

You probably remember your life taking a turn when the world shut down for the COVID-19 pandemic. The immense changes that occurred within such a short amount of time likely greatly impacted you in many aspects. Amid all these changes, BYU decided to open for in-person classes in the fall, just five months after everything shut down.

Within a few weeks, hardware solutions were researched and decided upon, budgets were redistributed, staffing protocols were worked out for in-person installations and engineering personnel, and college representatives determined the most vital spaces. The AV Services Installation team then took charge of installing adaptable equipment for virtual instruction in over 100 spaces within six weeks. The AV Services team helped make the “campus-wide miracle” of in-person instruction for the fall of 2020 a reality for BYU (Portfolio Director).

Since their initial six-week COVID project, the AV Services team has worked tirelessly to ensure every classroom now has lecture capture capabilities. The Portfolio Director discussed how, prior to COVID, classrooms could not record lectures, and many professors did not see a need for it. With the challenges and requirements of an in-person institution during COVID, the AV Services team rose to the occasion and installed cameras and microphones in almost every classroom on campus. “It’s just expected now that there’ll be that functionality in the classroom for professors. While we are an in-person institution, and we’ll continue to be, it allows professors the opportunity to record classes for lecture capture purposes. This [capability] also allows students to attend class if maybe they’re sick, maybe they had a baby, maybe Grandma died, or any number of things when, previous to COVID, they would not have been able to do so” (Portfolio Director).

THE AV SERVICES TEAM IMPACT

The AV Services team has worked tirelessly for many years to maintain the hardware around the BYU campus. Their efforts have significantly impacted the lives of many professors, students, and others. Thanks to the AV Services team, significant technological advances have been made on campus. Thank you, OIT AV Services Team. We recognize you and are grateful for you every day.



CUSTOMER ADVOCACY TEAM

BY KATIE BRAITHWAITE

Thank you to the Customer Advocacy Team Student Employee and Manager!

THE CUSTOMER ADVOCACY Team at OIT is making significant strides in enhancing the customer experience! In just over 18 months, they have successfully reduced the number of incident tickets that remain open from hundreds to an average of 50. Their diligent follow up on all incident tickets open for 30 days or more has notably improved our incident response time. With the help of the Customer Advocacy Team, OIT can bring down the average time for incidents to stay open from 30 days to the industry standard of 5 days. The team showcases the unique qualities of OIT, such as our hardworking and intelligent student employees. It plays a crucial role in helping other

OIT teams meet customer needs. Run by student employees, the team advocates for customers, including students, faculty, and other OIT employees. They follow up with engineers to resolve incidents and their tickets, and they work on establishing more efficient procedures. Their contributions are evident in the support they provided to the Brightspot team in documenting a clear support path, which led to the resolution of many incidents. They also played a pivotal role in assisting the Technical Support Center (TSC) during the transition when the Church changed the ecclesiastical endorsement system. The Customer Advocacy Team is crucial to the OIT transition from a product-based to

a customer-focused approach. They are proactively implementing quality assurance metrics, developing a quality assurance system for each team, and leveraging data from various sources to enhance OIT. Their work centers around the customer, and they aspire to encourage all of OIT to consider the question,

“What are your customer’s needs?”

advocate

/ˈadv ,kāt/ verb

publicly recommend or support

(Oxford Languages)

from the Latin *advocare* meaning to ‘add’
a ‘voice’ (vocabulary.com)