STEVENS
INSTITUTE OF TECHNOLOGY
1870

Division of Information Technology

IT Strategic Annual Report

2026



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Dear Students, Faculty, and Staff,



I hope the new semester is off to a great start for you. As I reflect on my first full year serving as Vice President for Information Technology and Chief Information Officer, I am grateful for the opportunity to work alongside a talented team of professionals and dedicated campus partners who share a commitment to advancing Stevens' mission through technology. This past year has been one of meaningful progress, collaboration and innovation as we continued to strengthen the digital foundation that supports teaching, learning, research and university operations.

The Division of Information Technology achieved significant milestones during Fiscal Year 2026. From enhancing our cybersecurity posture and modernizing critical infrastructure to expanding digital services and improving the technology experience across campus, our efforts were focused on delivering secure, reliable and forward-thinking solutions that enable the success of all our ducks. These accomplishments are highlighted throughout this report and reflect the dedication of the OneIT team and the strong partnerships we have built across the university.

Among the many technology trends shaping higher education today, none has generated more interest and potential than artificial intelligence. Over the past year, Stevens has taken important steps to explore, evaluate and responsibly adopt AI technologies to support productivity, creativity, teaching, research and administrative excellence. As AI continues to transform how we learn, work and innovate, it will remain a strategic priority for our division aligned with the institution's vision for AI at Stevens, and we are committed to helping the university harness these emerging capabilities.

The successes outlined in this report would not have been possible without the trust and support of our campus community. I would like to thank our faculty, staff, students, university leadership and other partners across Stevens for their engagement and collaboration throughout the year. Together, we have made meaningful progress in advancing technology initiatives that benefit the entire university.

As we look ahead, we remain focused on building upon this momentum. We will continue investing in the technologies and services to help position Stevens for future success while ensuring our community has the tools and support needed to thrive in an increasingly digital world. The IT team stands ready to support you. Please do not hesitate to reach out to our team members for assistance, and as always, reach out to me directly if you have suggestions or feedback you would like to share.

Thank you for your continued partnership and for taking the time to explore this year's report. I am excited about the opportunities that lie ahead and look forward to continuing this journey together. I wish you a productive and successful academic year.

Best Regards,

Michael Parente
Vice President for Information Technology and Chief Information Officer

Information Technology FY26 Strategic Priorities

Information Technology Vision

Empower the Stevens' community by providing innovative technology solutions, exceptional digital customer experiences, reliable service and trusted partnership.

Summary of Goals and Priorities

The Division of Information Technology's goals support the university's strategic priorities and provide a secure and reliable technology foundation to enable the work of the Stevens community. Goals, priorities and progress toward achieving the goals are summarized below.

* Please note that the data in this report spans from July 1, 2025 through June 30, 2026.



Elevate Cybersecurity Posture

Continuously strengthen security and compliance mechanisms to safeguard institutional data and services and remediate identified vulnerabilities. Advance identity and access management and develop consumer identity services. Expand endpoint protection and strengthen physical access control systems. Launch new optimized security awareness initiatives.

Security

747,203 Log ins to myStevens (Okta)

2,630 Vulnerabilities remediated

1,781,364 Successful SSO log ins to apps

988,779 Successful MFA pushes

18,885 Participants in phishing simulation

172,629 Phishing emails blocks

282 Apps connected to SSO

918,036 Emails marked as Spam

Optimize the Workday Ecosystem

Enhance, expand and integrate Workday to streamline operations, improve user experience and support institutional effectiveness across all university functions. Collaborate with the Divisions of Finance and Human Resources to ensure successful post-implementation adoption and continuous improvement of Workday Learning and Workday Financials.

Workday

894,104 Business Process transactions

264 Business Processes

125 Workday delivered dashboards

53 Stevens specific dashboards

252 Integrations used

589,531 Integration events completed

3,181 Workday reports run

1,124 New Workday reports created

122,285 Monthly Workday logins

10,576 Monthly Workday users

37 items closed by **Workday Governance**

Workday Learning

10,928 Courses available

114 Stevens created courses

Workday Financials

22,595 Purchase Requisitions created

11,706 SIT Financial User Dashboard runs

5,342 Workday tickets resolved



Advance Research Computing

Expand high-performance computing capabilities, work with academic partners to develop governance frameworks and sharing policies and implement financial models to support research growth and collaboration.

JARVIS

242 Researchers utilizing RCS

400 TB of Research data

56 GPUs
69 HPC Compute Nodes
4,416 Cores
5.8 PB of Storage
17 TB of Memory
Up to **400 Gb/s** InfiniBand Networking

DuckUte

46 HPC Compute Nodes
1,204 Cores
100 TB of Storage
15 TB of Memory
Up to **10 Gb/s** Ethernet Networking

Mature Data and Analytics Services

Ensure availability of, improve access to and provide capabilities to derive actionable insights from institutional data to support transparency and outcomes. Improve reporting capabilities to admissions, human resources, research, development, financial and student success data. Drive data governance efforts through partnership with Institutional Research.

17 Systems with data available

Data in Snowflake
11,348,463,396 rows
25,744 tables
269,149 GB

18 Data domains represented

Data & Analytics

37 Data Governance team members

81 Dashboards & BI solutions developed

Upgrade and Fortify IT Infrastructure

Perform comprehensive upgrades of core switch, firewall and edge switch components to enhance performance, security and resilience, ensuring minimal disruption to campus services. Enhance infrastructure monitoring capabilities to increase reliability.

Infrastructure

2 Million sessions per hour
3.6 TB Network traffic per hour
2,200 Network Devices
43,000 Wireless devices across campus

100 Gbps Core and Backbone Bandwidth and Redundancy

99.3% Uptime and Overall Network Availability

912 Networking tickets resolved

150 VPN users per day



Enhance Core Enterprise Platforms

Build on core campus-wide systems to ensure optimal usage, such as supporting University Relations marketing efforts through technical optimization of stevens.edu website, CPE establishment through deployment of Canvas Catalog and Slate and other enterprise implementations and integrations.

50 Stevens.edu enhancements
26 New features on Stevens.edu

87 CPE Canvas Catalog Summer Courses

12 Enterprise implementations and integrations
8 Digital solutions created

59 Stevens Hub sites
313 SWeBB posts sent by Stevens community

Promote Strategic Use of AI

Collaborate across campus to develop governance, tools and equitable access supporting generative AI innovation and ethical integration. Deploy pilot AI initiatives and promote responsible use of AI in enterprise platforms, operations and analytics to enable smart, strategic decision-making and to achieve operational excellence and efficiency.

Artificial Intelligence

99 Microsoft 365 Copilot license users
3,655+ Microsoft 365 Copilot Chat users

627 Zoom Workspace AI users

147,545+ Copilot prompts submitted
1,154 Copilot Agents

8 AI tools supported by IT

Enable Teaching and Learning Innovation

Expand and optimize the deployment of Zoom Rooms and classroom support systems to enhance in-person and hybrid instruction. Support faculty development and curriculum delivery through strategic use of XR technology, Canvas and training programs.

Teaching & Learning

Spaces supported by IT
76 Classrooms
34 Collaboration
4 Event Spaces
29 Labs

290 Classroom QR codes scanned

20 Classrooms, Collaboration Spaces, Labs, Event spaces upgraded

70 Hybrid classrooms

142 Events supported

Tickets resolved:
987 Learning Technology
583 Classroom Technology

Canvas

2,611 Canvas course sites

8,613,833 Total log ins to Canvas

31,237 Assignments in Canvas

XR Lab

55 Classes supported

820 Students & **110** Pre-College Students supported, engaged and learned in the XR Lab



Improve Support Services

Increase effectiveness of endpoint device management and the CASPR program, streamline onboarding/offboarding and workflows for technology support and enhance automation and service delivery across support channels.

Client Support

28,195 Tickets resolved
997 Tickets resolved by automation

118+ IT services

96.3% of Users **Happy** with ticket response

76 Improvements made to the Stevens Support Portal

3,394 Attila chatbot conversations

1,967 Faculty & Staff devices managed by IT

5,829 Minutes of switchboard calls to Modsquad
9,825 Minutes saved from TRAC Front Desk

248 Laptops deployed under CASPR in FY25 & FY26

Strengthen IT Programs and Drive Operational Excellence in IT

Continue to mature project, change and service management practices and ensure consistent adoption of processes. Consolidate training initiatives into a unified program that enhances digital user experience and accessibility. Strengthen internal and external communication to boost transparency, collaboration and engagement across the institution. Maintain secure, reliable services while building a collaborative, customer-centered IT culture focused on continuous improvement and skill development.

Projects

22 Complete
23 Collaborative
25 In progress

Collaboration

507 TB data in OneDrive
58 TB data in SharePoint
102 TB data in Exchange

133,904 Zoom meetings
649,458 Zoom meeting participants

259 Zoom webinars
9,106 Zoom webinar participants

Communication

3,004,315 Teams messages
46,404 Teams meetings
37,383 1:1 Teams calls

1,798 Teams
473 Teams channels

100 Planned communications
21 Outage communications
12 OneIT newsletters

59 Stevens Hub sites
313 SWeBB posts sent by Stevens community

Training

52 Classroom Technology
13 Workday
3 General IT

Support Videos
9,654+ Minutes watched

1,478 Video views
612 Unique viewers

482+ Knowledge Base articles

Campus Community Stories

The Division of Information Technology has received a number of statements and stories from members of the Stevens Community.

Matthew Wade

Adjunct, Computer Science, School of Engineering and Science

"My experience with the Division of IT has consistently been very positive. The team has been an excellent partner in supporting my teaching, from creating Canvas blueprint courses and replicating content across multiple course shells for my instructor team to quickly resolving classroom technology issues whenever they've arisen. Their responsiveness, technical expertise, and willingness to collaborate have made it easier for me to focus on teaching and providing a consistent experience for our students."

Russ Rogers

Assistant VP and Director of Athletics and Recreation, Division of Student Affairs

"The Division of IT is a trusted partner to Athletics, providing reliable support across a wide range of needs and always coming through when it matters most. Their commitment to collaboration and service enables us to better support our students and student-athletes, and we greatly value the opportunity to work together. The experience we provide would not be possible without the expertise and guidance of the IT team."

Anurag Rimzhim

Teaching Assistant Professor, Quantitative Social Science Program, School of Humanities, Arts and Social Sciences

"My collaboration with the Stevens XR Lab was instrumental in developing and successfully implementing a VR-based pedagogical activity for my Cognitive Neuroscience course. The IT team supported the project at every stage—from instructional planning and identifying appropriate VR resources to arranging equipment, testing the software across individual headsets, rehearsing the activity, and providing hands-on support during the in-class session. Team members in the XR Lab were consistently generous with their time and expertise, and their technical and logistical support was truly indispensable to the success of the activity. My experience working with the XR Lab and the Division of IT has been outstanding and has made it possible for me, as a faculty member, to explore innovative and meaningful uses of immersive technology in teaching."

Kelsey Dennehy

Senior Assistant Registrar, Office of the Registrar

"The Office of the Registrar is immensely grateful for our continued partnership with the Division of IT on Workday initiatives. Over the past year, we have successfully implemented several exciting enhancements, including a new process for Workday cohort requests. These improvements would not have been possible without the collaboration, expertise, and support of our IT colleagues."

Michelle Nunez

Director of Development and Alumni Events, Division of University Advancement

"My experience with the IT team has always been extremely positive. The team consistently demonstrates professionalism, responsiveness, and a strong commitment to supporting University Advancement's events and programs. Whether assisting with high-profile donor events, leadership meetings, or virtual and hybrid engagements, they are reliable partners who help ensure every detail runs smoothly. Their expertise and dedication provide confidence that our events and presentations will be executed seamlessly, allowing our team to focus on delivering an exceptional experience for our constituents."

Campus Community Stories continued

Robert Gonzales, Jr.

Assistant Dean of Operations and Administration, School of Engineering and Science

"I greatly appreciate the outstanding working relationship with the IT Team, specifically with their support with the Workday platform. They consistently provide responsive and knowledgeable support, all while working collaboratively to reach the solution. Their commitment to helping the Schaefer School and me has made them an invaluable resource and trusted partner."

Frances Salvo

Director of Academic Events and Academic Projects, Office of the Provost

"The Division of IT has been an exceptional partner in supporting my work at Stevens, consistently providing the tools, systems, and hands-on assistance needed to carry out technical support effectively. IT has been an integral part of all the academic conferences I manage, as well as the Innovation Expo — a high-impact event for Stevens students. From AV setup and network support to troubleshooting on-site issues in real time, there have been numerous instances where IT's swift and knowledgeable response made all the difference between a disruption and a successful event. Their collaboration across projects and services has been invaluable, and their continued support is truly vital to the success of these events. My overall experience with the Division of IT has been overwhelmingly positive — they are responsive, professional, and genuinely invested in the success of the Stevens community."

Eric Rose

Assistant Vice President for Student Affairs, Division of Student Affairs

"IT has been a terrific partner to the areas that serve Student Wellness at Stevens, helping us maintain reliable access to our medical records system so we can provide uninterrupted care and support to students. They've also been incredibly helpful with our ADHD testing initiative, setting up iPads with unique networking requirements and quickly resolving issues when they come up. More recently, they've been a valuable resource as we explore AI features within our EMR, taking the time to review contract language and other details to help ensure patient privacy and data security remain front and center."

Jeffrey Hedrick

Assistant Dean and Senior Director of Strategic Initiatives, School of Business

"The IT team is an extremely responsive and reliable partner. Throughout the year, they supported numerous faculty and staff meetings, along with two major conferences hosted at Stevens—the European Corporate Governance Institute Conference and the Revenue Revolution Conference—and consistently deliver rapid response to classroom IT issues. The School of Business is very fortunate to have them as our partner."

Zheng Xing

Systems Administrator, Hanlon Financial Systems Lab, School of Business

"The Division of IT provided the secure and reliable technology infrastructure that supported the Hanlon Financial Systems Center and the 2026 Stevens High Frequency Trading Competition (HFTC). IT enabled 190 participants from around the world to connect to the campus-hosted SHIFT systems over five weeks of competition, helping ensure a seamless experience for all participants."

**Some statements above have been reworded to use generic language for the purposes of the Annual Report.*

OneIT Excellence Awards

The Division of Information Technology runs an annual awards program to recognize and reward our OneIT full-time team member's hard work and dedication to the Stevens community. Below are the recipients from the past award period.

Leadership Excellence Award— Frank Filogamo

“Frank has gone above and beyond in his role as associate director of Client Support. He has been a mentor and I have learned a lot from him. A person who constantly works the in and out of the IT team. He always seems to know the directions and way to guide users and clients. A great leader even when pressure is involved and doesn't shy away from anything.”

Employee Excellence Award—David Long

“David always strives to execute the duties of his role professionally and in a caring manner that builds positive relationships with other departments for IT. He is a forward thinker and continuously finds ways to improve tasks and operations. Most recently, outside of day to day technology support and maintenance, this includes his policy implementation to meet ADA guidelines for technology use in classrooms and his production of classroom technology tutorial videos to correspond with his team's knowledge base articles online.”

Rising Star Excellence Award—Jesse Mottola

“Although Jesse has been at Stevens for just over a year, he has already made a large positive impact on his team's operations and ability to succeed. He continuously looks for ways to improve technical support and equipment upgrades. Most recently, he has been leading the testing of AI software to see how it can be used for his team to virtually design classrooms and technology installations for future projects.”

Visionary Excellence Award— Dani Doman

“Dani has shown great creativity in working with the students of IT. Dani runs the employee mentorship program that helps connect students with mentors in IT to introduce them to people and potentially employment in the areas they want to grow in. This consistent effort also brings back students who have graduated and left Stevens so that they can meet with current students and help prepare them for life after Stevens. In addition, Dani has become a large part of the Zoom Telephony support system. Often having to learn how to assist and teach others how to use its features. I believe all these experiences and more that I couldn't include make her a good fit for this award.”

Project Team Excellence Award—Workday Finance Project

Steve Flanagan, Bryan Lugo, Chen Cheung, Megan Kelley, Morgan Kellogg Cua, Robert Silvis, Kaitlin Osborne, Rachel Herman

“This was a large and high visibility project that was vital for Stevens. Integrating a modern finance system has been an enormous undertaking and I feel that the project team delivered. They are also providing aftercare and dealing with a large number of tickets as questions from various faculty and staff come in.”



Overall Accomplishments

Advance Research Computing Services

FY26 marked the completion of all three phases of the JARVIS high-performance computing (HPC) cluster expansion. The cluster now provides 4,416 CPU cores, 56 GPUs, 69 HPC compute nodes, 5PB of dynamic storage and 17TB of memory, serving more than 300 users and sustaining utilization rates above 85% during the academic year. OneIT also advanced governance and sustainability efforts through implementation of a fair share policy, expanded self-service documentation, financial model planning and participation in a statewide NVIDIA supercomputing partnership that will provide an opportunity to offer additional computing resources for Stevens researchers.

Upgrade and Fortify IT Infrastructure

OneIT continued a major modernization of the university's network infrastructure, reaching approximately 70% completion of the core network lifecycle upgrade project while maintaining reliable campus operations. Core switch upgrades, physical link migrations and ongoing network enhancements are improving performance, resilience and security across the university. Expanded monitoring, alerting and on-call capabilities have also strengthened system reliability and enabled faster identification and resolution of technology issues.

Enhance Core Enterprise Platforms

Core enterprise platforms continued to evolve in support of teaching, learning, research and university operations. Stevens.edu received more than 50 enhancements, including migration to Google Vertex AI Search, improving reliability while eliminating more than 100 accessibility and security issues. Following the Workday Financials go-live, planned work on the InfoEd-Workday integration was completed, streamlining and automating research administration operations. Additional accomplishments included the launch of Canvas Catalog, migration of the CPE website to a modern web platform, expansion of low-code automation solutions, creation of dashboards for student services and enrollment management to enable data-informed decision-making and enhancements to systems supporting continuing education, advancement and campus communications.

OneIT Values



Overall Accomplishments continued

Promote Strategic Use of AI

Artificial intelligence became increasingly integrated into university technology services and operations during FY26. AI-powered tools were deployed to support automation, accessibility, analytics, security operations, web search and administrative efficiency, while Zoom AI Companion 2.0 was rolled out campus-wide for faculty, staff and students. The Guide to Data Security and Protection in AI Tools was published to promote appropriate usage of AI and safeguard institutional and personal data. These efforts helped position Stevens to further expand the responsible and strategic use of AI in teaching, learning, research and university operations.

Enable Teaching and Learning Innovation

OneIT continued to enhance classroom and instructional technologies that support in-person, hybrid and online learning. Upgrades to 20 classrooms, collaboration spaces, labs and event spaces with the adoption of the Xyte management platform, implementation of new teaching and learning tools and expanded faculty development resources helped improve both the teaching and student experience. The XR Lab also experienced a record year, supporting more than 900 Stevens and pre-college students, collaborating with 15 faculty members and delivering 55 immersive learning sessions that advanced the university's leadership in extended reality education.



Looking Ahead

Secure and Strengthen the Digital Foundation

The Division of Information Technology will continue to invest in the secure, resilient and high-performing technology foundation that supports teaching, learning, research and university operations. Key initiatives include strengthening cybersecurity through enhanced threat detection, incident response, endpoint and cloud security, vulnerability management and modernized identity and access management services. We will further advance governance, risk and compliance capabilities by improving risk visibility, supporting regulatory readiness and integrating security and data governance practices into institutional decision-making. In parallel, we will modernize infrastructure and data foundations through upgrades to core network equipment, continued investment in enterprise platforms and research computing services and expansion of university-wide data and analytics capabilities that support artificial intelligence, research and strategic decision-making.

Advance Innovation and Institutional Capability

The OneIT team will help enable the next generation of innovation at Stevens by advancing artificial intelligence, teaching and learning technologies and enterprise systems. We will continue to expand the responsible use of AI across academic, research, administrative and operational functions through the deployment of campus AI platforms, automation solutions, analytics capabilities, governance frameworks and training opportunities. We will further enhance technology that supports in-person, hybrid and online learning by improving classroom environments, advancing extended reality initiatives and investing in modern instructional technologies that contribute to student success. In partnership with stakeholders across the university, IT will continue optimizing Workday and other enterprise platforms to improve business processes, strengthen integrations and maximize the value of institutional technology investments.

Improve the Stevens Technology Experience

The OneIT team remains committed to delivering a technology experience that is responsive, accessible, transparent and centered on the needs of the Stevens community. We will modernize technology support services through enhancements to device lifecycle management, service delivery, self-service resources, knowledge management and customer engagement practices. Through continued collaboration with academic and administrative partners, we will align technology investments with institutional priorities, improve integration across systems, streamline business processes and promote greater transparency and accountability in project delivery. These efforts will help ensure that students, faculty, staff and researchers have access to reliable, intuitive and effective technology services that support their success.

Learn more about OneIT's strategic priorities in the FY27 Priorities Document.



