STEVENS
INSTITUTE OF TECHNOLOGY
1870

Division of Information Technology

IT Strategic Annual Report
2025

Message from the Interim Vice President for IT & CIO

What's Inside

Dear Students, Faculty, and Staff,

Welcome back to campus and to the start of the new academic year. I hope the Fall 2025 semester is off to a great start for you!

As we embark on this semester, I invite you to explore new technologies, collaborate with peers, and pursue your goals with confidence. The Division of Information Technology is committed to supporting your success by ensuring our technology resources are user-friendly, secure, reliable, and innovative.

Over the summer, the Division of Information Technology worked diligently to prepare for the semester ahead. We made significant strides in enhancing our security and infrastructure, expanding classroom technologies, and improving hybrid and in-person learning environments.

Our team is here to support you. Whether you are teaching, learning, researching, supporting our community, or managing campus operations, we are committed to providing the tools and services you need to succeed. Please do not hesitate to reach out to our team, stop by TRAC for in-person help, request service via email to open a support ticket, visit our knowledge base, or browse our training offerings. And, as always, please reach out to me at mparente@stevens.edu if you have suggestions for how we can serve you better. We value your feedback and want to make sure every member of our community feels empowered to make the most of the technology available.

Once again, welcome back, and best wishes for a productive and inspiring Fall semester.

Best,

Michael Parente
Interim Vice President for Information Technology and Chief Information Officer

STEVENS
INSTITUTE OF TECHNOLOGY
1870
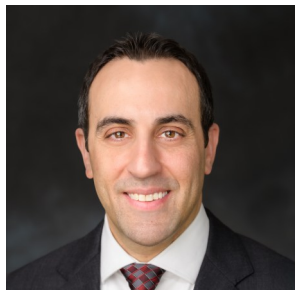
Division of Information Technology

Information Technology FY25 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 Plan's Goals & Priorities

The Information Technology Strategic Plan supports the university's strategic priorities and provides a secure and reliable technology foundation to enable the work of the Stevens community. Plan goals, priorities and progress toward achieving the goals are summarized below.

* Please note that the data in this report spans from July 1, 2024 through June 30, 2025.

Priority 1: Ongoing IT Service Enhancements

Goal 1: Advance the maturity of IT Project, Change, and Service Management practices to enhance efficiency and effectiveness across the organization.

- Enhance IT efficiency, compliance, and scalability through process improvements, self-service capabilities, and Cloud services.

Client Support

45,508 Tickets resolved

3,062 Minutes of switchboard calls to Modsquad

4,848 Attila chatbot conversations   **75+** IT services

90% of Users **Happy** with ticket response

2,300 Laptops deployed under CASPR

Projects

15 Open
38 Complete
39 In progress
21 Collaborative

397 TB data in OneDrive
47 TB data in SharePoint
90 TB data in Exchange

45,494 Teams meetings
18,442 Teams channels
41,668 1:1 Teams calls

Communication

124 Planned communications
37 Outage communications
11 OneIT newsletters

Infrastructure

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

Collaboration

165,077 Zoom meetings
705,019 Zoom meeting participants
32,436,229 Zoom meeting minutes

21 New Zoom **features & third-party apps** implemented

253 Zoom webinars
9,702 Zoom webinar participants

60 New features on Stevens.edu
58 Stevens Hub sites
698 SWeBB posts sent by Stevens community

2

Goal 2: Develop a comprehensive program for user training (both remote and in-person) to increase adoption of crucial services.

- Raise awareness of key applications/platforms to ensure proficiency and effective utilization.

Training

Support Videos
1,150 Video views
605 Unique viewers
7,302+ Minutes watched

461+ Knowledge Base articles

77 Training Sessions

38 Classroom Technology
18 Learning Technology
13 Workday
8 General IT

Goal 3: Enhance Research Computing Services to support advanced computational needs.

- Improve upon the High-Performance Computing (HPC) infrastructure to foster impactful scholarly collaborations.

JARVIS

2 PB of Storage
17 TB of Memory
Up to **400 Gb/s** InfiniBand Networking

32 GPUs
55 Nodes
3,300 Cores

228 Researchers utilizing RCS   **500 TB** of Research data

Goal 4: Evolve OneIT Culture, Talent Resources, and Collaborative Communication

- Create a culture of inclusion and belonging that fosters open and honest communication. Celebrate diversity of thought to unify and motivate employees. Encourage team members to continuously learn and invest in developing their skills and talents to enhance our value to the university.

- Continue to foster internal team collaboration and focus on reskilling initiatives to adapt to future business challenges.

OneIT Excellence Award nominations

25 Team members
5 Project teams

41 IT Teams channels
16 Division Standup Meetings

4 Internal IT Newsletters
1 IT Townhall

3

Goal 5: Improve the Workday ecosystem by enhancing services provided through the platform.

- Enhance IT efficiency, compliance, and scalability through process improvements, self-service capabilities, and Cloud services.

- Successfully implement Workday Financials to streamline financial operations and enhance fiscal management.

- In collaboration with HR, Compliance and IT successfully implement Workday Learning to enhance compliance requirements.

- Improve the integration, processes, and support of Workday Student, HCM, and Campus CRM platforms to optimize system functionality and user experience.

Workday

1,663,931 Business Process transactions
205 Business Processes

178 Workday dashboards
50 Stevens specific dashboards

190 Integrations used
49,232 Integration events completed

1,465 Workday reports run
539 New Workday reports created

Workday Financials
6 Workday Wednesday sessions
13 Training sessions
17 Implementation workstreams
47 Change Champions
101 Data conversion files for Production build

32 items closed by
Workday Governance

Workday Learning
10,673 Courses available
67 Stevens created courses

4,096 Workday tickets resolved

261,095 Monthly Workday logins
10,514 Monthly Workday users

Goal 6: Enhance teaching and learning outcomes by improving support and integration of classroom technology, academic platforms, and support platforms. And increase partnerships and collaboration with academic, enrollment, and student affairs enterprises to support students' educational journeys.

Teaching & Learning

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

893 Classroom QR codes scanned

260 Events supported

27 Classrooms & Collaboration spaces upgraded

18 Webinars & Workshops held for faculty & teaching support

60 Hybrid classrooms

Canvas

3,197 Canvas course sites

11,642,894 Total log ins to Canvas

25 New Canvas **features & enhancements** implemented
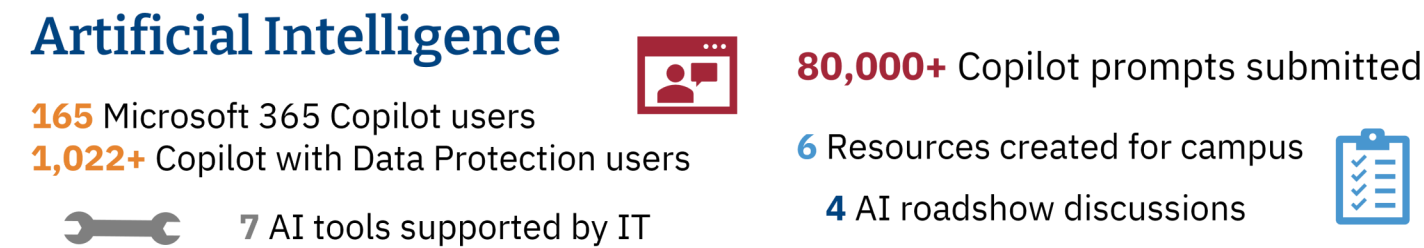
44,916 Assignments in Canvas

Tickets resolved:
1,100 Learning Technology
777 Classroom Technology

XR Lab

20 Faculty collaborations

286 Students & **36** Pre-College Students participated in the XR Lab

Goal 7: Mature data and analytics services, including digital tools, through robust Data Governance to enhance data driven decision-making capabilities.
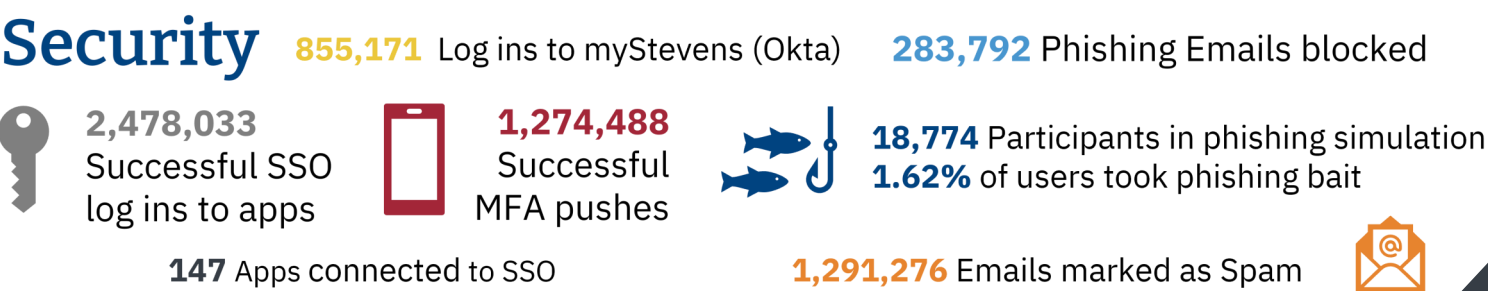
- Expand the usage of innovative tools (e.g., Extend) to support the digital transformation journey, impacting everything from operations to employee and student experiences.

Data & Analytics

17 Systems with data available

Data in Snowflake
8,548,147,940 rows
16,734 tables
262,276 GB

15 Data domains represented

32 Data Governance team members

43 Dashboards & BI solutions developed

11 Digital solutions created

60 Stevens.edu enhancements
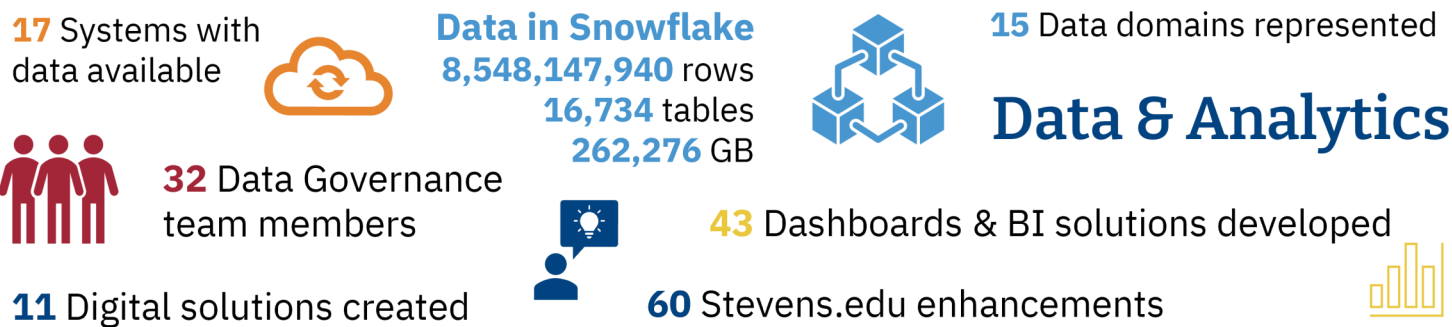
Goal 8: Accelerate efforts to establish the necessary foundations for AI and utilize AI/ML to achieve operational excellence and efficiency.

Artificial Intelligence

165 Microsoft 365 Copilot users
1,022+ Copilot with Data Protection users

80,000+ Copilot prompts submitted

7 AI tools supported by IT

6 Resources created for campus

4 AI roadshow discussions

Goal 9: Mature Digital Trust, Privacy Compliance, Cybersecurity Program and Policies, and Identity and Access Management to ensure secure and reliable digital environments.

Security

855,171 Log ins to myStevens (Okta)

283,792 Phishing Emails blocked

2,478,033 Successful SSO log ins to apps

1,274,488 Successful MFA pushes

18,774 Participants in phishing simulation
1.62% of users took phishing bait

147 Apps connected to SSO

1,291,276 Emails marked as Spam

Campus Community Stories

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

Stephanie Barber
Chief Compliance Officer, Division of Finance

"I routinely partner with IT, and their support is consistently exceptional. We collaborate on a wide range of initiatives and activities, including regulatory monitoring, data protection, guidance and policy updates, and compliance automation. Together, we've developed best practice tools like the compliance calendar and advanced key processes such as conflict of interest management. Their expertise was also critical in implementing the new Workday Learning portal and developing guidance on AI. IT continues to be an innovative and critical partner in our compliance efforts."

Yasser Morgan
Teaching Professor, Systems & Software, School of Engineering and Science

"As a new member of Stevens, my experience with the Division of IT has been nothing short of exceptional. Despite having no prior training on Canvas, the IT staff consistently provided timely, patient, and reliable support, never hesitating to assist—even attending my evening class to resolve AV issues firsthand. During my early days, I had numerous questions and requests, yet the team worked tirelessly and efficiently to ensure I could teach effectively and create a positive classroom environment. Their dedication and professionalism have made them indispensable partners in my role, and I look forward to future collaborations, especially in areas like virtual reality (VR). The Division of IT truly embodies the supportive spirit and operational excellence that every organization should strive for."

Sebastian Sztolberg
Computer Science, Undergraduate Student, School of Engineering and Science

"The Division of IT has provided me with multiple invaluable opportunities to not only grow as a student leader but also experience firsthand the efficiency and eagerness its members bring when engaging with the student body. Through attending quarterly student-feedback meetings with IT leadership and working with their team to plan the IT Quackathon, I was able to observe the collaborative spirit they brought to table, which made each experience not only efficient, but also enjoyable."

Vanessa Blau
Director of Electronic Research Administration, Research and Innovation

"It's said that people only complain and no one says thank you for good service; to combat this, I feel like I am constantly writing to leaders in Stevens' IT department thanking them for the phenomenal work of their team members going above and beyond to help our group ensure that our systems and services are working well. From the reporting and integration work in InfoEd and Workday Financials for Grants to the maintenance of our sunsetting systems, I love working with Stevens IT."

Marcin Ceglinski
Director of Financial Systems, Division of Finance

"My experience with the IT team has been outstanding. Their proactive support, technical expertise, and collaborative approach made them invaluable partners—especially during the Workday Finance implementation. From selecting the implementation partner to go-live and ongoing support, the coordination between Finance and IT was seamless. This project's success is a direct result of that strong partnership."

Jason Rabinovitch
Assistant Professor, Mechanical Engineering, School of Engineering and Science

"As co-chair of the Research Computing Services Committee, I've worked extensively with the Division of IT's lean but highly skilled team supporting the growth of High-Performance Computing at Stevens. It has been extremely rewarding to see the successful implementation of the new JARVIS cluster, and to see so many students and faculty utilize this new resource for research and teaching. IT's desire to work with and support faculty and students within the realm of HPC has modernized Stevens' capability to support the next generation of computational researchers, and I sincerely hope that we can continue to grow these resources in the future!"

Bin Xiao, Ru Jia, Saud Millwala, YiAn Chen
Student IT Quackathon Team, The Debugging Ducks

"The IT Quackathon was not only a competition but also a meaningful learning experience, made successful by the Division of IT's strong support and organization. Their clear communication and access to resources allowed us to focus on innovation, explore new technologies, and collaborate across disciplines. The IT team was consistently responsive and demonstrated a genuine commitment to student ideas, making the experience both empowering and impactful."

Sesha Sridevi Alluri
Senior Lecturer, Chemistry and Chemical Biology, School of Engineering and Science

"I had the opportunity to collaborate with the XR Lab to develop a Virtual Reality activity titled "Getting Up Close and Personal with Molecules Using Nanome" for the 2025 Medicinal Chemistry Pre-College Summer Program. The IT team was exceptional in their contributions, from developing the script for the Nanome activity to supporting its execution on the day of the activity. Based on student feedback, Pre-College students found the activity easy to navigate and thoroughly enjoyable. The team's thoughtful planning and seamless execution made the experience engaging and impactful for the students."

Ashley Chillar
Associate Director for Student Affairs Operations, Division of Student Affairs

"I sincerely appreciate the Division of IT for their steadfast support of Student Affairs through seamless software integrations and consistent platform assistance. Your collaboration has strengthened our operations in Workday reporting, DuckLink and Advocate management, and student data support—especially in enhancing the new student and Commencement experiences. Thank you for being an essential partner in our mission to serve students with excellence."

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

The Division of Information Technology created an awards program to recognize and reward our OneIT full-time team member's hard work and dedication to the Stevens community.

Leadership Excellence Award— Bryan Lugo

"Bryan has shown exemplary leadership skills on a daily basis through his interactions within his own team, with teammates across OneIT, as well as with campus colleagues. He has a reputation as a trusted partner who takes ownership of situations and sees them to completion. He typically leads working groups comprised of campus partners in other functional areas to solve Workday issues or to plan and roll out enhancements. No matter how difficult the situation, Bryan doesn't shy away from the challenge, but rather takes charge to bring the appropriate parties together in order to achieve success. He has also stepped up to lead the Workday team when called upon several times."

Employee Excellence Award—Mahnoor Nizam

"Mahnoor has played an instrumental role in the successful management of several high-level projects, including the design and implementation of advanced solutions for classrooms, conference rooms, and event spaces. Her attention to detail and commitment to excellence have been evident in every project she has undertaken. In addition to her technical expertise, Mahnoor's leadership skills have been exemplary."

Rising Star Excellence Award—Rachel Herman

"Rachel's passion for making systems better shines through her work including recent efforts to use Student Engagements in Workday to assist the Registrar and Student Accounts offices, as well as a University-wide project of adding Dashboards within Workday for everyday users. Additionally, she's single-handedly led the First Year Experience inclusion within Workday and assisted the Registrar's Office with the SOAR program which started in the Summer of 2023. Stevens and OneIT are fortunate to have Rachel as a Rising Star within our organization."

Visionary Excellence Award— Joshua Poinsett

"Josh's visionary approach is characterized by his ability to conceive and implement novel practices that significantly enhance productivity and efficiency. He not only identifies novel solutions to complex problems but also demonstrates a relentless commitment to learning and mastering new skills. His proactive pursuit of cutting-edge technologies has positioned OneIT at the forefront of technological advancement in our industry."

Project Team Excellence Award—Zoom Telephony Project

Hammad Ali, Luis Quispe, Jayson Viray, Mauricio Castano, Ted Vallejos, Valerie Dumova, Maryam Mirza, Frank Filogamo, Danielle Doman, Harry Ortiz, Morgan Kellogg Cua

"The Zoom Phone project, which impacted the entire campus, required seamless coordination and innovative problem-solving. The team's dedication and clear communication with stakeholders ensured a smooth transition, delivering a campus-wide cloud-based phone system on time and under budget."

Workday @ Stevens

The OneIT team and the Workday @ Stevens Governance groups continued efforts to support and increase functionality of the Workday HCM, Payroll, and Student modules. The Workday Operations Committee, including members of various offices and divisions across campus, contributed tremendously to this growth in partnership with the Workday Solutions team through frequent open dialogue and collaboration.

The Division of IT and Division of Finance completed the Workday Financials implementation, delivering a seamless ERP platform with integrated data for HR, Payroll, Student and Finance to the Stevens community. Workday's integrated data model empowers users to complete financial tasks more efficiently, streamlining everything from requisition creation and budget tracking to grants financial management.

The OneIT team in partnership with the Division of Human Resources and the Office of Compliance launched Workday Learning, an all-in-one platform designed to make learning easter, faster, and more engaging. Workday Learning enhances the employee training experience, making it easier to access and complete both voluntary and required HR and Compliance training modules.

Artificial Intelligence

The Division of IT continues to work towards establishing the necessary foundations for Artificial Intelligence (AI) to achieve operational excellence and efficiency. We are focused on three pillars of AI – Research, Teaching & Learning, and Administrative Operations – with Governance & Literacy overarching them all. In partnership with the Office of Compliance we have built a Guide to Data Security and Protection in AI Tools for the Stevens community.

Classroom & Collaboration Space Upgrades

During FY25, the Division of IT upgraded 27 classrooms and collaboration spaces across campus, including the installation of a 219" video wall in the UCC Tech Flex and a 130" video wall in the Taylor Board Room. These enhancements reflect our commitment to providing modern, flexible environments for teaching and collaboration. The OneIT team supports 76 classrooms (58 hybrid capable), 34 collaboration spaces, 4 event spaces and 29 labs across campus. Our team is committed to ensuring that students, faculty and staff can work together effectively by providing access to modern technology.

OneIT Values

MISSION FOCUSED	INTEGRITY	EXCELLENCE	VERSATILITY	TRANSPARENCY
We are student and faculty focused and invested in furthering the University's mission.	We build trust by maintaining a high standard of ethics, honesty and respect for others.	We proactively and collaboratively deliver high quality work to ensure that we succeed as a team and meet the needs of our campus community.	We continually seek to evolve to meet the current and future needs of the campus community.	We strive for full, open, and honest communication with the Stevens community and each other.

Research Computing Services

The Division of IT in partnership with the Research Computing Services Committee has continued to build upon the offerings of the centralized Research Computing Services (RCS). RCS provides the Stevens Research community with a comprehensive suite of resources including the JARVIS high performance computing (HPC) cluster, storage, networking, cloud computing, training and support. JARVIS has 32 GPUs, 55 nodes, 3,300 cores, 2PB of storage, 17 TB of memory, and up to 400 Gb/s of InfiniBand networking. Currently there are over 228 researchers utilizing JARVIS with 500 TB of research data.

Extended Reality (XR) Lab

In FY25, the Stevens XR Lab advanced immersive learning, student engagement, and innovative teaching practices through XR technologies. Supported by the OneIT team, the lab engaged 286 students and 36 pre-college learners, while supporting 20 faculty collaborations across diverse disciplines. The XR Lab Faculty Open House showcased cutting-edge teaching tools and sparked new partnerships. By expanding access to immersive experiences and fostering interdisciplinary exploration, the XR Lab continues to enhance learning experiences and drive innovation at Stevens.

Student Collaboration—IT Quackathon

In April 2025, the Division of IT, in collaboration with the CIO Student Advisory Committee, hosted the first IT Quackathon. This event combined elements of a traditional hackathon with the innovative spirit of an expo, providing a platform for student engagement and creative problem-solving. It was a valuable opportunity to collaborate with students as they formed teams to address Stevens-specific challenges using Microsoft AI technologies.

Advance Research Computing Services

The Division of IT, in partnership with the Research Computing Services Committee, is developing governance frameworks, sharing policies, and financial models to support research growth and collaboration. The JARVIS HPC cluster will be upgraded to include 12 NVIDIA H200 GPUs, 12 additional L40S GPUs, 6 new compute nodes, and a second login node for improved redundancy and operational efficiency. With the new additions, the cluster will grow to 67 nodes and 56 GPUs. To support larger datasets and more complex workloads, storage capacity is increasing from 2PB to 5PB. The upgraded GPU performance will deliver approximately 1.22 PFLOPS (FP64) for scientific computing and 1.81 PFLOPS (FP32) for general AI applications—providing researchers with faster, more versatile computing resources.

Upgrade and Fortify IT Infrastructure

The OneIT team is launching a multiyear upgrade of the university's core network infrastructure, including core switches, firewalls, and edge switching, to improve performance, security, and resilience. This initiative will also enhance infrastructure monitoring to ensure greater reliability and minimize service disruptions across campus.

Enhance Core Enterprise Platforms

We will continue to 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 enterprise implementations and integrations with other campus partners. Additional examples are continuous improvement of the Workday HCM, Financials, and Student modules and increased training opportunities in Workday Learning for employees, as well as work on expanding available data and analytics solutions around student experience, research reporting, and course insights.

Promote Strategic Use of AI

The Division of IT is in the process of promoting the use of AI on our current platforms and working with students, faculty, and staff to explore new AI solutions. We are collaborating across campus to establish governance, develop tools, and ensure equitable access that supports generative AI innovation and ethical integration. Our goal is to deploy 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.

Enable Teaching and Learning Innovation

The OneIT team is expanding the deployment of Zoom Rooms and optimizing classroom support systems to enhance in-person and hybrid instruction. We will continue to advance the scalable and strategic use of XR technology to enhance learning and the student experience across the Stevens community and beyond.

Learn more about OneIT's strategic priorities in the FY26 Priorities Document.