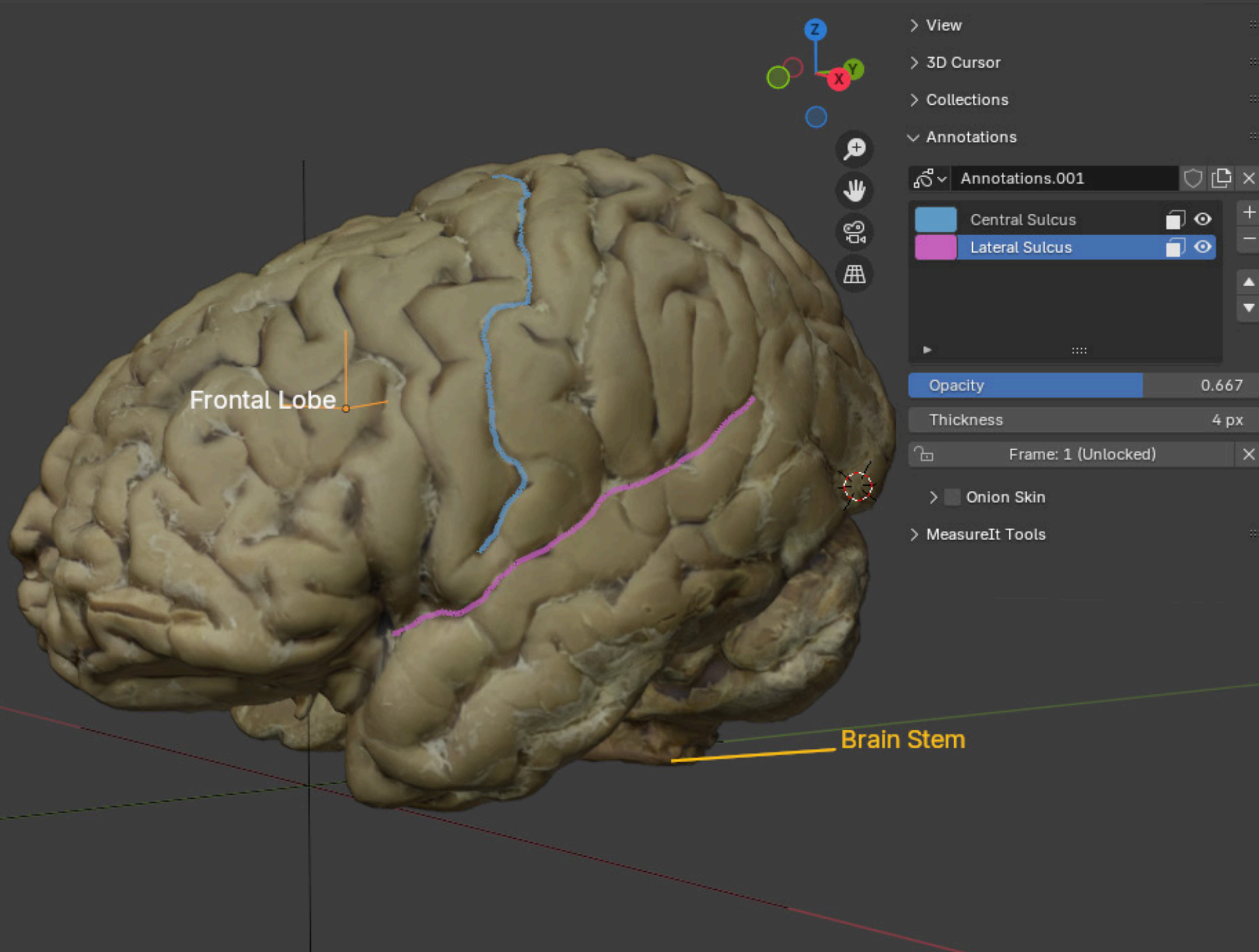


# 2024 Annual Report





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### Front Cover

Rob Dietz from our Instructional Technologies team partnered with the Gross Anatomy Lab to capture brain cross sections using 3D photography. These images were stitched together to create the program pictured at left, allowing students to explore the human brain from the ease of their devices.

*(Photo credit: Dr. Ritwik Baidya, Radiology)*

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## SENIOR LEADERSHIP

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**CURTIS L. COLE, MD**  
VP & Global Chief Information Officer



**VIPIN KAMATH**  
Chief Information Officer



**DANIEL SPLITGERBER**  
Department Administrator



**THOMAS T. HORTON**  
Chief Information Security Officer



**ALEX IZAGUIRRE**  
Chief Data Officer



**BADAR KHAN**  
CIO, Qatar



**THOMAS CAMPION, PHD**  
Chief Research Information Officer



**HARISH BABU CHAVA**  
Director, Administrative Computing



**SARAH CHRISTEN**  
Deputy CIO, Infrastructure



**JOHN RUFFING**  
Director, Intercampus IT Integration



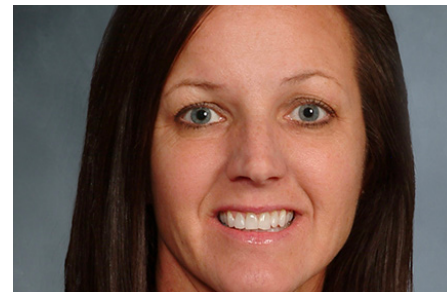
**TRU TRAN**  
Director, RI Knowledge Engineering



**VINAY VARUGHEESE**  
Senior Technology Officer



**DOUGLAS COHEN**  
Director, Education Computing



**PAULA HERBER**  
Director, Service Operations



**MARK G. WEINER**  
Deputy CIO, Health System & Research



**TERRIE WHEELER**  
Director, Library

## FY25 GOALS

### Planning the future of IT at WCM

#### CLINICAL

- Improve patient access and experience with a revamped digital experience enhanced with AI.
- Support clinical expansion of shared IT initiatives and 575 Lex build-out.
- Build enhanced data and analytics capabilities (Data Shared Services).
- Implement new tripartite clinical provider onboarding, credentialing, and payor enrollment.

#### RESEARCH

- Improve compliance with evolving regulations, extend secure environments for research.
- Optimize the cloud to drive costs down.
- Consolidate Research Administrative systems.
- Continue consolidation of biobanks.
- Scale research IT services through consolidation.
- Enable AI research services (Empire AI).

#### EDUCATION

- Support the LCME accreditation.
- Support the PA program accreditation.
- Integrate graduate admissions onto the certified platform.
- Enforce academic milestone tracking for the graduate programs.
- Improve tracking and reporting of postdocs.
- Create a central course catalog.
- Support build-out of student residence.
- Upgrade Clinical Skills Center.
- Implement Student Health Services immunization tracking.

#### ADMINISTRATIVE

- CEMI Modernization (cemi.cornell.edu).
- Support hybrid and remote workforce.
- Centralize appointment and promotion letters for faculty.
- Expand the faculty management system for OneCornell.

#### SECURITY & IDENTITY

- Implement identity management architecture with NYP and OneCornell.
- Accelerate enforcement rules with Network Access Control (NAC).
- Increase security awareness.
- Expand vulnerability management.
- Mature endpoint hardening.
- Improve discovery and compliance of devices on the network.
- Improve the variance process.
- Consolidate core security tools, like Office 365.

#### CORE IT

- Build out central AI services.
- Modernize unified communication services.
- Optimize cloud architecture and cost.
- Implement IT contract life cycle management service.
- Automate IT operations management services.
- Build and manage IT spend review processes.
- Improve collaboration services for OneCornell and the Tripartite missions.
- Continued refresh of data center, network, and firewalls.

#### INSTITUTIONAL

- Protect the institution from cyberthreats.
- Improve access to curated data, reports, and dashboards.
- Optimize IT investment, improve user experience, and implement data quality standards.
- Implement new OneCornell and Tripartite identity management services.
- Modernize WCM's website.
- Consolidate departmental IT services..

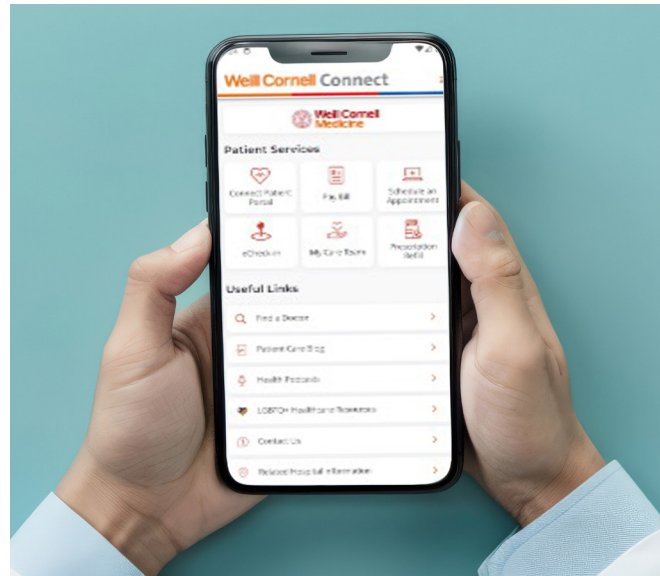
#### Class of 2027 (right)

Celeste Bergman of ITS provides a new student with an iPad and keyboard during Student Orientation Week.



## CLINICAL ENHANCEMENTS

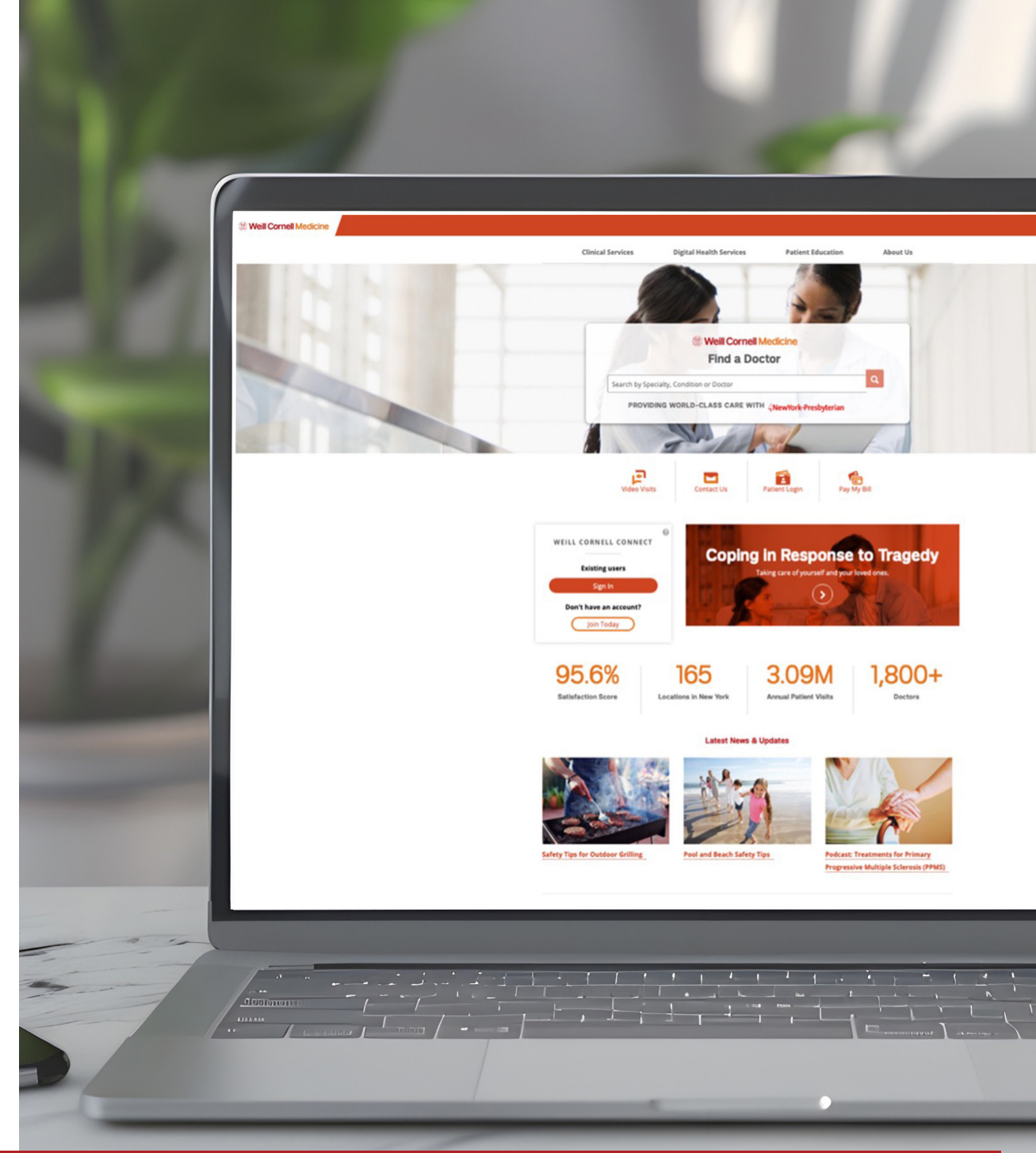
Helping to improve patient care



ITS collaborated with the NYP mobile development team to launch a major revision of WCM Connect, WCM's patient care mobile app. The new version aligns WCM and NYP mobile app technology and user experience. It also adds new ways for users to explore information about our clinical services, locations, and providers.

### Improving the patient experience

We revamped our weillcornell.org patient care site this year to improve the patient experience and streamline digital interaction with our clinical services.



## PATIENT RESOURCE CENTER COMMUNITY OUTREACH

Members of the Myra Mahon Patient Resource Center greeted hundreds of community members at a booth at the Third Avenue Street Fair, a yearly event sponsored by the Manhattan Chamber of Commerce.



## PATIENT CARE SITE ENHANCEMENTS

To envision the digital experience of new patients, we developed patient personas and three patient care journey maps for new patients, existing patients, and referring physicians.

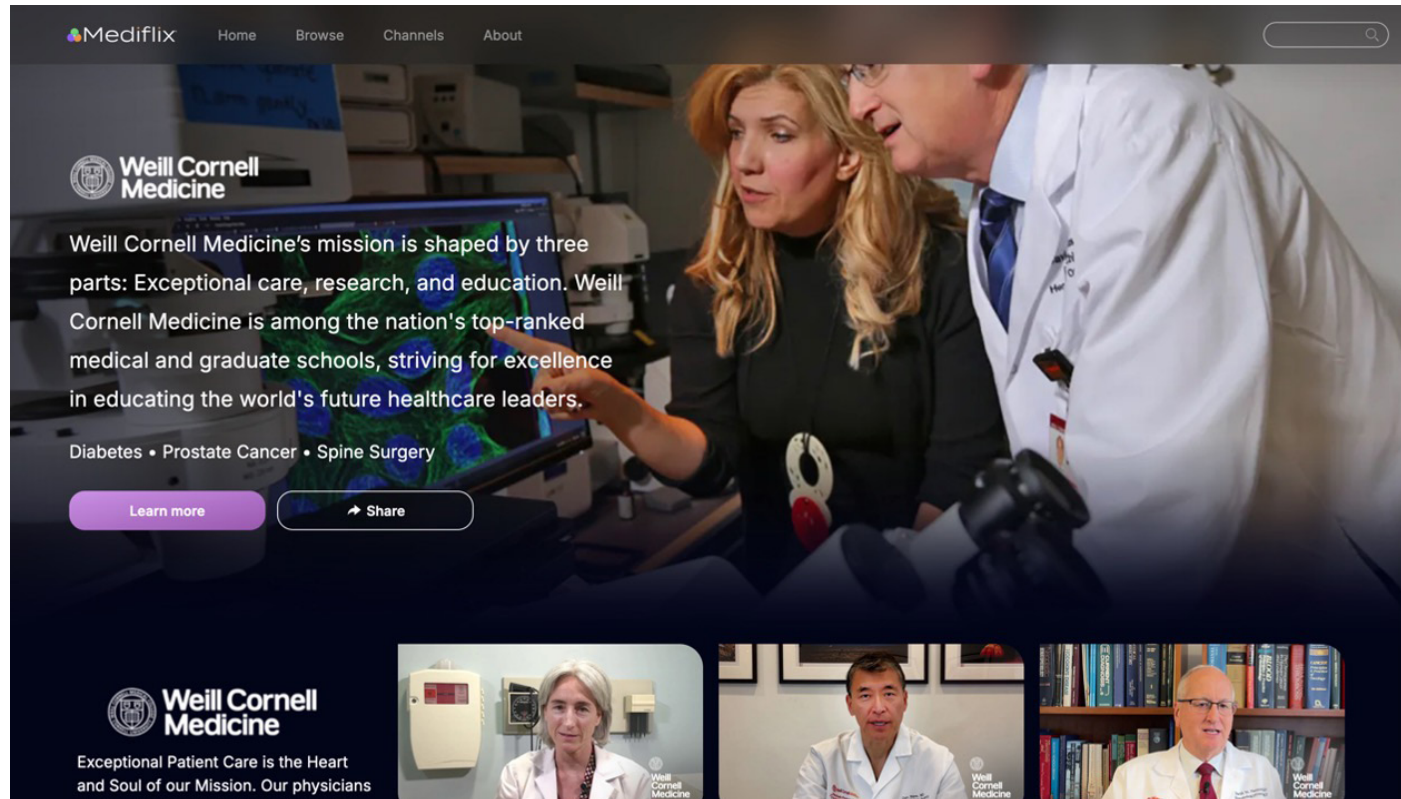
New site features include:

- Redesigned home page with a better layout, call to action placements, and a modern look and feel.

- Rebuild of Clinical Services page that presents categories of services in the way that patients and referring physicians would find them, rather than based on departmental organizational architecture.

- A Featured Stories carousel on the home page showcases physicians, patient stories, locations, practices, and health topics.

- Improvements to Search and AI agent functionality.
- Web and product analytics vendors to monitor overall website performance.



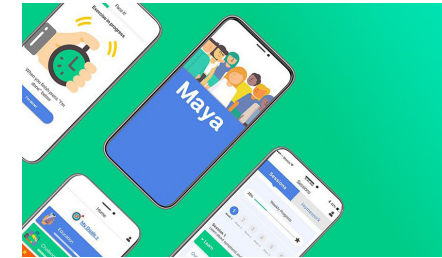
## EXPANDING VIDEO EDUCATION TO PATIENT CARE



We partnered with Obstetrics and Gynecology to develop a video for patients eligible to participate in a transformative study of mother-infant dyads. The video explains what specimens are collected from mothers and their babies, and how these contributions help scientists discover treatments for pregnancy-related diseases. At the end of the video, patients can opt to consent to the study, creating a more direct conduit between scientists and parents of the over 7,600 infants born at NYP every year.

We helped develop three videos for Mediflix.com, a site dedicated to helping patients manage their health. The videos feature taped interviews with WCM's leading physicians as well as instructional animations. They cover the topics of diabetes, cervical spine abnormalities, and healthy diets for prostate cancer patients.

## MAYA APP SHOWCASED IN JAMA



Maya, a self-guided cognitive behavioral therapy (CBT) app, was found to improve anxiety in young adults in a study published this year in JAMA Network Open. ITS began collaborating on the app with the WCM Department of Psychiatry in 2019.

## CLINICAL GENOMICS

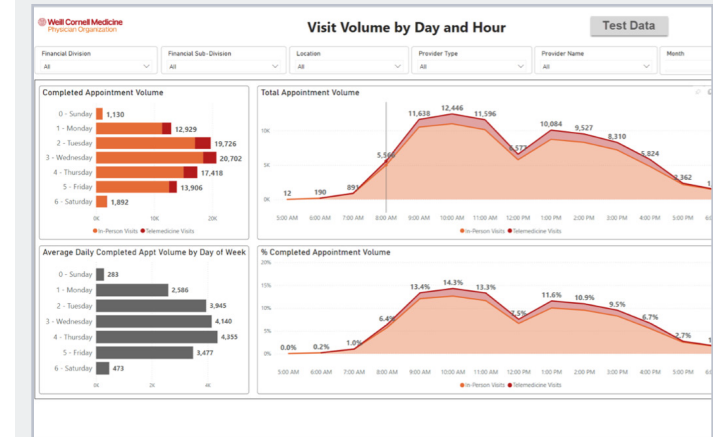
From FY22 through FY24, we increased clinical assay volume by 40% by reducing assay turnaround time. We also reduced the budget for Clinical Genomics by decommissioning 20+ traditional servers by migrating to AWS, and moving clinical data from Isilon to AWS Glacier.

## OTHER ACCOMPLISHMENTS

- ◆ Upgraded MyChart App and facilitated migration of Online Scheduling to Epic Decision Trees.
- ◆ Migrated seven sites to Drupal 10, including the Center for Virtual Care, Department of Genetic Medicine, and Urology.
- ◆ Launched two new student clinic sites: WISH Clinic and Camp Phoenix.

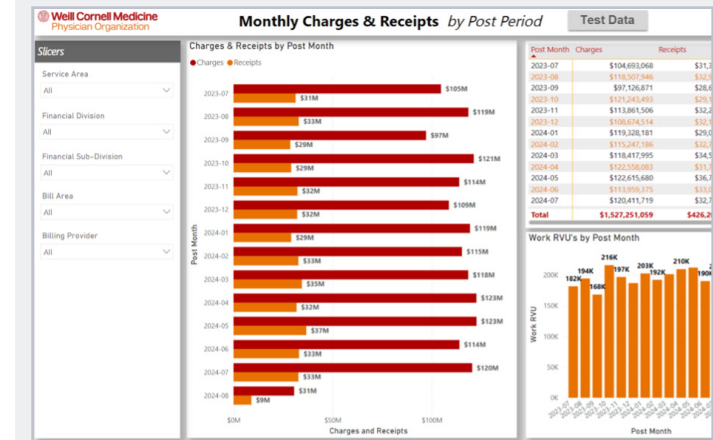
## NEW DATA VISUALIZATION DASHBOARDS

The ITS Data and Analytics team published multiple Power BI Dashboards for the Physician Organization (PO) Financial Services team.



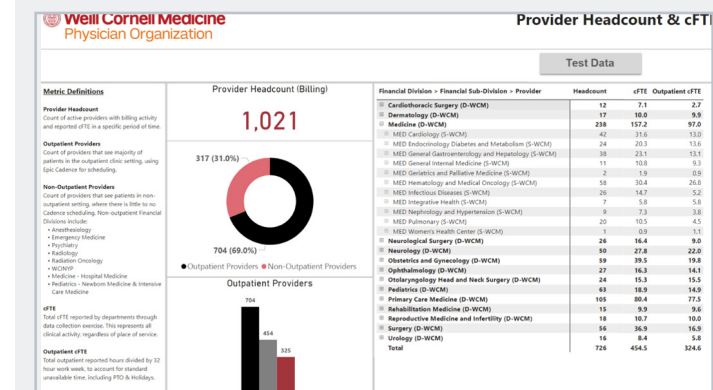
WCM Visit Volume

Shows average daily appointment volumes, including in-person versus telemedicine appointments. PO Leadership can drill down by financial divisions and locations, and analyze trends over five fiscal years.



Daily Revenue Cycle Overview

Displays trends in the revenue cycle. PO and Revenue Cycle Managers can drill down to the transaction records and pinpoint specific issues to work with in Epic.



Data Driven Growth Planning

Shows provider access and capacity gaps to optimize schedules, recruit physicians, and assess growth.

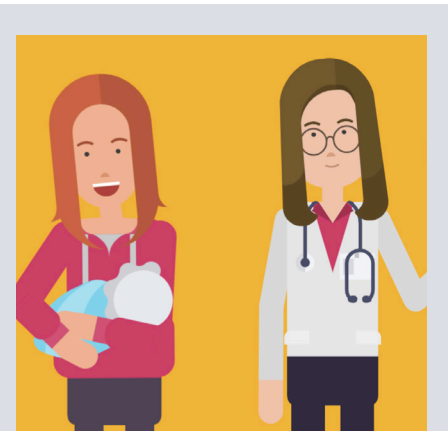
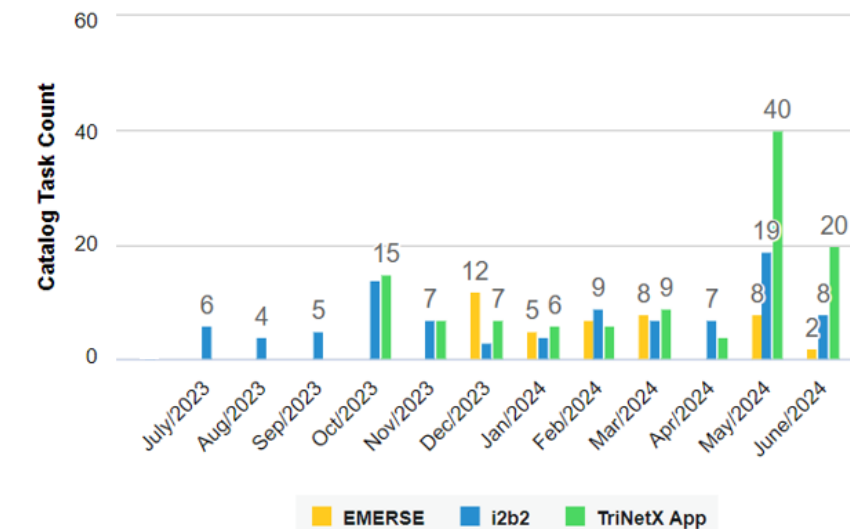
## RESEARCH INITIATIVES

### Supporting data collection and storage

This year, ITS made major updates to REDCap, which researchers use for data collection. We migrated the service to Amazon Web Services (AWS) to harden and modernize the infrastructure so our research community can utilize the app's enhanced features. ITS also supported 760 new research studies and facilitated 70+ personalized consultations.

To strengthen connections with our research community, ITS established a collaborative process with the Quality Improvement Academy (QIA) by supporting projects with patient data and addressing key areas of patient safety and service quality, resulting in improvements across various healthcare delivery points in hospital and ambulatory settings. Through our streamlined collaboration with QIA, we supported a number of projects which led to the seamless integration of QIA projects into standard clinical care practices.

Additionally, we continued to support EHR data deliveries to multi-institutional data sharing networks, like INSIGHT, RECOVER, N3C, TriNetX, All of Us, and others, for our WCM researchers to access.



### SUPPORTING STUDIES

ITS supported research studies like the Perinatal Intergenerational Research Institute (PIRI) Sample Biorepository (see Clinical section), by creating an eConsent form in REDCap and an accompanying video (pictured above) asking parents to join the study.

We also helped migrate over 20,000 Thoracic Biobank specimens from multiple spreadsheets into the WCM biobank information management system (BIMS), and upgraded the OpenSpecimen infrastructure to a new operating system.

### Cohort Discovery Account Requests (left)

Demand for Cohort Discovery tools has increased, especially as we introduce new services and features. TriNetX now includes networks that can identify cohorts for patients across the nation, and EMERSE queries free text data from progress notes in Epic.



### DIGITAL HEALTH TECHNOLOGIES (DHT)

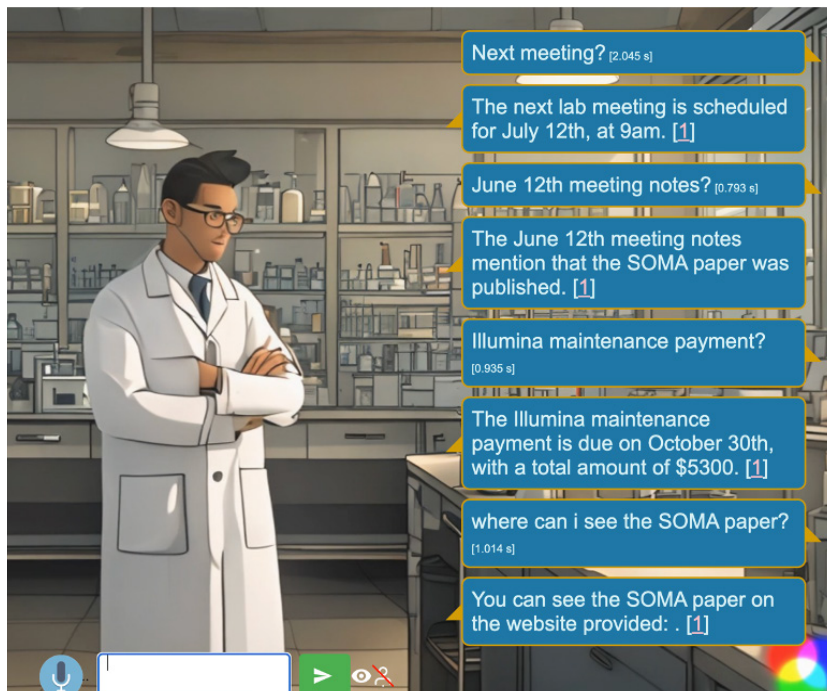
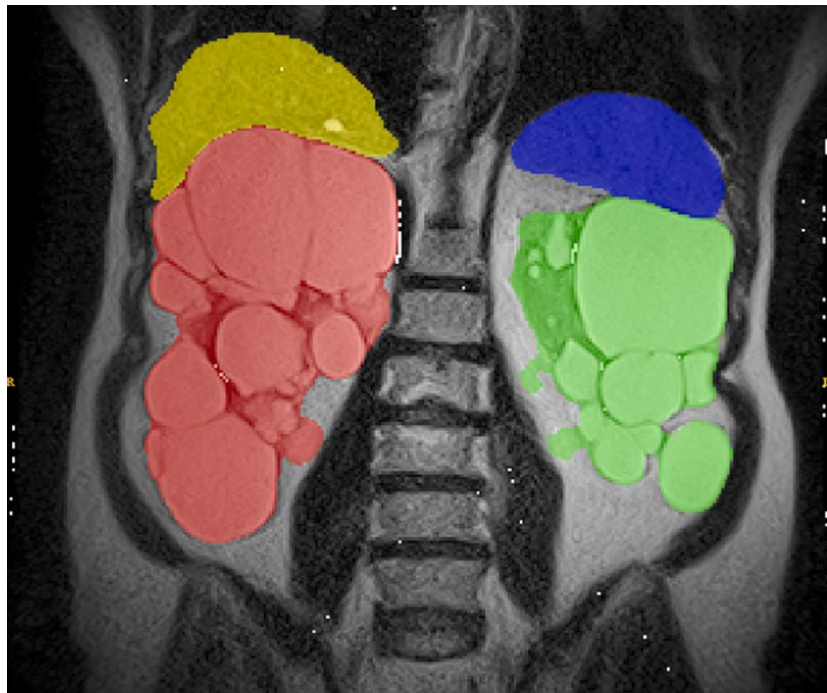
Demand in DHT for research led ITS to begin reviewing submissions in conjunction with the IRB and the Office of General Counsel in 2023. We completed 50 reviews by 2024, and helped develop several WCM apps:

- **Nerve Compression Headache Screening** (pictured): Patients draw where they are experiencing pain on a 3D model to help doctors determine whether they have nerve pain.
- **WCM RISE**: A handy tracker for patients to record anxiety symptoms.
- **Attuned**: Helps transgender, non-binary, and gender non-confirming people find their true voice through vocal exercises.
- **TREE-CONNECT**: Part of a hybrid intervention combining psychotherapy with the app to improve depression and social connectedness.

### SCIENTIFIC COMPUTING

ITS established a partnership among all Cornell campuses to share resources and address issues related to facilitating sessions for researchers to learn various apps, developing AI services (e.g., AlphaFold) to predict protein structures, and expanding cloud services.

For storage and computation, we built out several clusters for researchers to conduct lab analyses and store sensitive data sets. Our Caguya cluster in Ithaca added 6PB of high-performance computing (HPC) storage and moved HPC compute nodes to our Ithaca campus for further collaboration. We also developed an AWS cluster as a clinical environment for high-risk data, and partnered with Radiology to build an AI cluster for multi-mode large language models. Although still in development, the AI cluster aims to translate research pipelines into clinical use.



#### AI imaging (top)

An example output of kidney segmentation of a coronal T2 image modeled by deep learning tool nnU-Net trained on MRI and CT scans.

#### Lab assistance (bottom)

The Rhodes Hall cluster installation, created in collaboration with the Ithaca campus, uses AI to assist researchers with lab-related queries.



### FUNDING SUPPORT

ITS worked with Dr. Nili Solomonov in Psychiatry to help develop the Social Task Assessment of Reward (STAR) app, which **received \$3.5 million in funding support.**

The app tests social feedback in adults with depression, and aims to study the association between activity levels, mood, and social aspects of life over the course time.

### GRANT EDITING SUPPORT

Since 2017, our Grant Editing program has **helped researchers net approximately \$130 million in funding.**

PUBLICATIONS **250** SAVINGS **\$360K**

Scientific computing resources supported hundreds of publications, and over \$12 million NIH grants in 2024 alone.

The RECOVER program was enhanced with AI and machine learning tools to study the long-term effects of COVID. This reduced the program's operating costs by more than 50%.

DATA **15PB** LAB WEBSITES **11**

The amount of data we oversee, in addition to 500+ servers and 2,000+ SC packages.

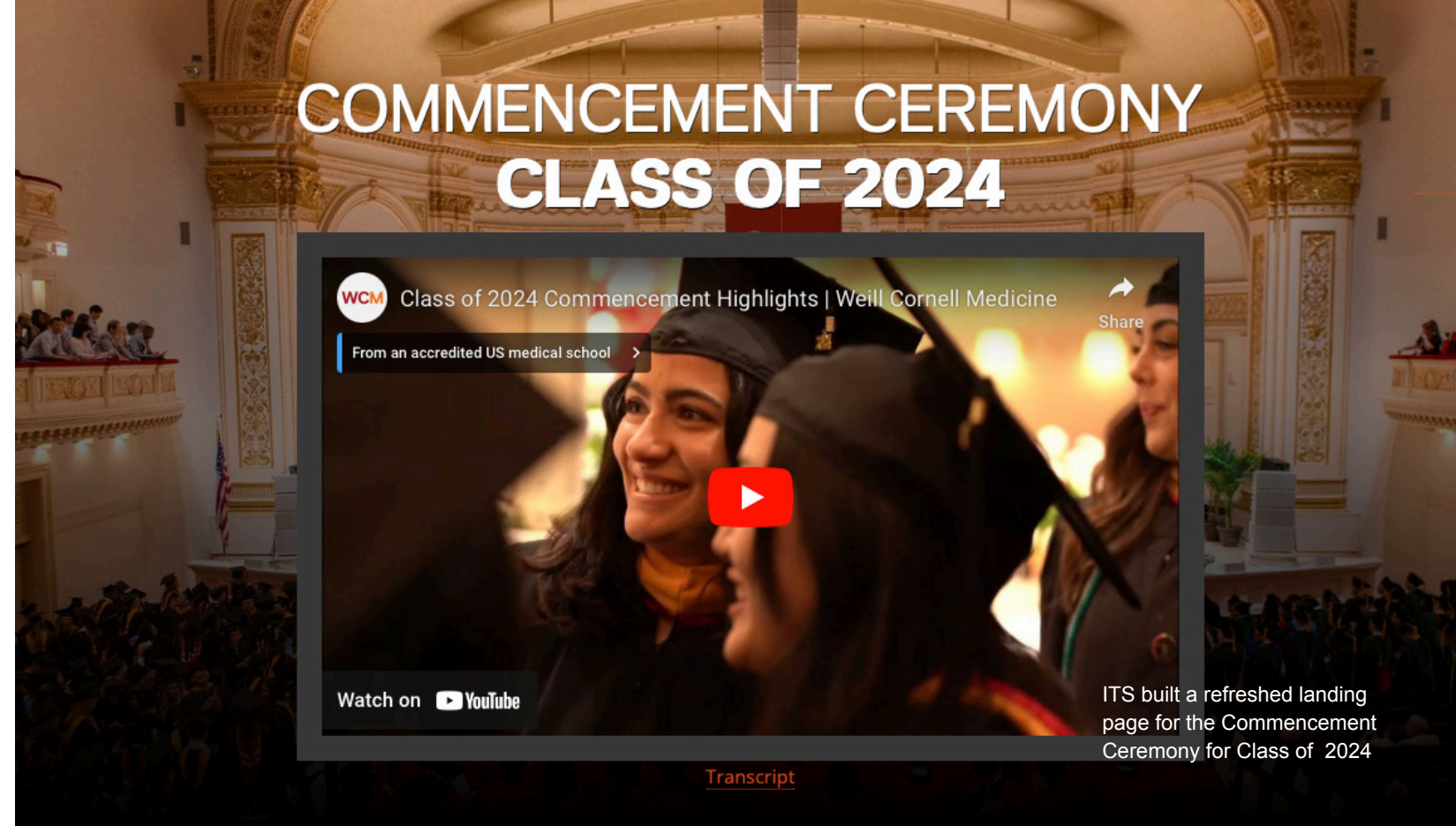
The number of lab websites launched in FY24, including the Shah, Bradbury, and PIRI Labs.



## EDUCATION INITIATIVES

Supporting the success of students, faculty, and administration

ITS implemented several new solutions this year to improve processes for Student Financial Services, the Graduate School, and to support the clinical curriculum.

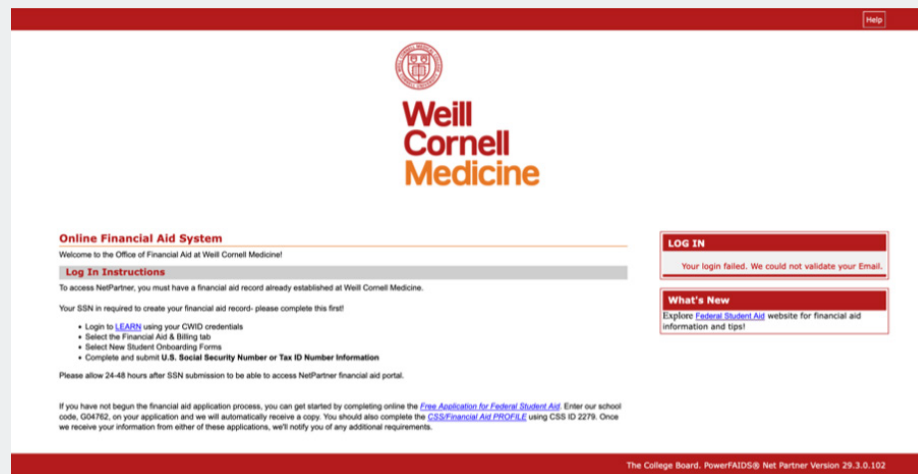


ITS built a refreshed landing page for the Commencement Ceremony for Class of 2024

## ETG SUPPORTS STUDENT FINANCIAL SERVICES

### New financial aid portal launches for Office of Financial Aid

NetPartner integrates with our current PowerFAIDs financial aid system. Staff no longer need to manually enter student's financial aid info, making it more accurate and less time consuming. The portal streamlines operations, improves services, and helps ensure compliance with federal regulations.



### Office of Student Accounting processes 1098Ts with ITS assist

The Office of Student Accounting was in a pinch this year when turnover and unforeseen software issues challenged their ability to issue 1098-T tax documents that provide the total dollar amount paid by the student for tuition. ITS stepped in to support leadership, and students received their documents without issue.



### SCIENTIFIC COMPUTING TRAINING

hosts 15 new sessions

- ◆ 1,155 total attendees
- ◆ 77 average attendees per session

We hosted a third iteration of the popular Scientific Computing Training series, a cross-campus collaboration between Cornell University's Center for Advanced Computing, and WCM's Scientific Computing, ITS, and Clinical and Translational Science Center's departments. This year's sessions covered topics like Python, R, Machine Learning, and Generative AI.

### ANNUAL FACULTY REVIEW

achieves 100% compliance

ITS improved the Annual Faculty Review to automate processes and send reminders about completion. As a result, the Office of Faculty Development achieved 100% compliance for the 2022-2023 Annual Faculty Review, a key requirement for maintaining LCME accreditation of the medical college.



### Library hosts Treasure Hunt for first-year med students

The Library held its annual Treasure Hunt for 106 first-year medical students. In this long-running tradition, students explore library spaces, services, and resources through a team competition that speeds them through the Samuel J Wood Library. This year's winners posted with Library Director Terrie Wheeler (far left).

### SLATE ACADEMIC PROGRESSION PORTFOLIO LAUNCHES FOR THE GRADUATE SCHOOL

The Graduate School struggled for years with the lack of a centralized system to track student’s academic progress, from admission to graduation. The many forms required during a student’s tenure had to be submitted manually, which often led to missing data and confusion.

We partnered with Graduate School staff to launch the Academic Progression Portfolio in Slate for the 2024-2025 academic year.

With this new solution in place, students and staff can follow workflows that are easily accessible online. Robust reporting shows what students have and have not completed to graduate, and forms are online in a single location and integrated into the workflow.



### POWERBI DASHBOARDS LEAD TO FURTHER COLLABORATION

Publications Power BI Dashboard Visualizes publications data for the Department of Emergency Medicine



Aparna Junuthula and Nichita Jamwale present their work on the benefits of data visualization in academic publishing at the Emergency Medicine Research Symposium.



ITS collaborated with Emergency Medicine to build a Publications Power BI dashboard that visualizes publications data, such as number of publications, first author, last author, and Journal Impact Score against criteria like academic year and faculty name. The dashboard helps the department make informed decisions about research investments and personal productivity.

Dr. Tony Rosen, Associate Professor of Emergency Medicine, was so impressed with the dashboard that he invited Data and Analytics staff Aparna Junuthula and Nichita Jamwale to attend the Emergency Medicine Research Symposium, and to collaborate on an academic paper he published arguing that metrics and visualization improves the assessment of academic productivity through publications.

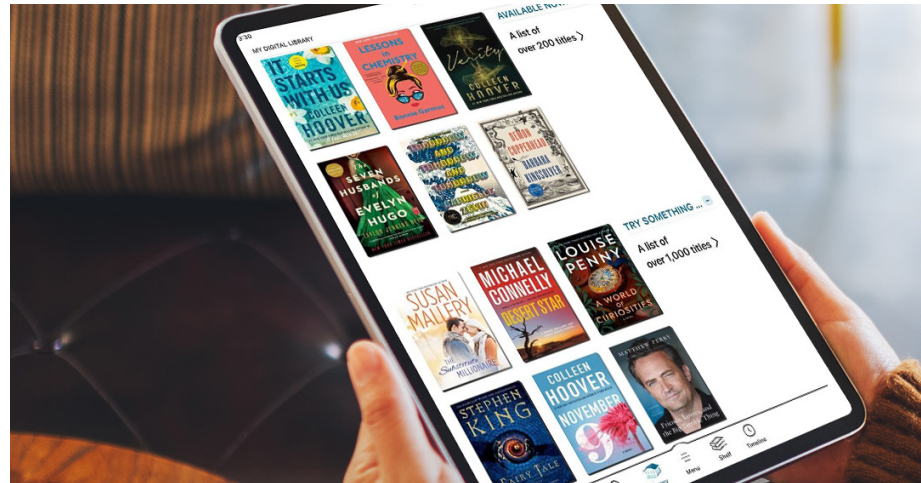
Training metrics	FY24	FY23	% Change
Knowledge Base article views	83,347	102,121	-18.4
Poll Everywhere polls to date	13,401	12,119	+10.5
Total WBG/WRG attendees	2,978	5,375	-44.6
Tech Tuesday attendees	2,154	2,282	-5.6
YouTube total views	157,173	107,952	+45.6



TipUp We added 8 new videos to our TipUp self-paced learning series. TipUp videos received 58,757 total views. [its.weill.cornell.edu/tipup](https://its.weill.cornell.edu/tipup)



ITS worked with Dr. June Chan, Assistant Dean of Clinical Curriculum, to build a new dashboard that displays performance by WCM vs. the National Mean Difference on topics covered in NBME Subject Examinations. This dashboard helps to identify gaps in knowledge for students, and targets areas for improvement in the clinical curriculum.



**Nurses' Week (far right)**  
Clinical Medical Librarian Sarah Jewell (far left) partnered with Nursing Leadership & Patient Safety during Nurses' Week at the Patient Resource Center. She regularly works with WCM nurses in evidence-based practice.



**Virtual Library (top left)**  
OverDrive offers Kindle, EPUB, and MP3 files for digital checkout on your own device.

**Archives team (bottom left)**  
Amanda Garfunkel and Chiyong (Tali) Han from the Medical Center Archives educate attendees of the Inclusion & Belonging Fair about the history of hospital.



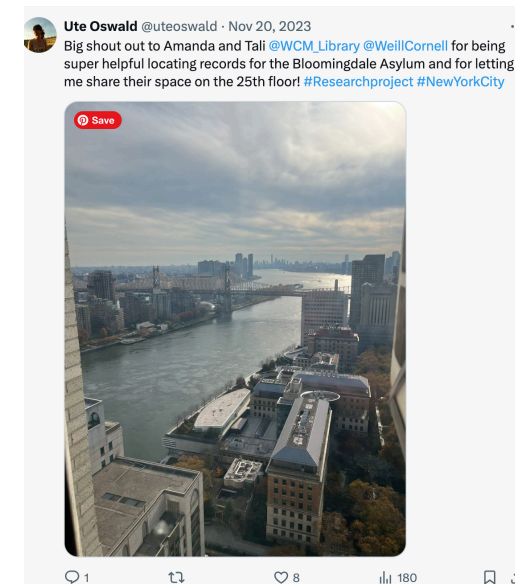
## LIBRARY & SCHOLARSHIP

Pioneering knowledge center supporting science, care, and education

The Samuel J. Wood Library continued to expand its services for faculty, staff, and students in FY25. OverDrive ([cornell.overdrive.com](http://cornell.overdrive.com)) was introduced as a new way to access over 1,600 eBooks and audiobooks of popular fiction and non-fiction titles from the Cornell University Library. The OverDrive app also connects to other participating libraries, including the New York, Queens, and Brooklyn public libraries.

Additionally, Library staff established a new Health & Medical Book Club in 2023, in partnership with the New York Public Library's 67th Street branch. The club is open to the public, and five sessions have occurred on topics like Henrietta Lacks, mental health, sleep and dreams, racial health disparities in the US, and our country's first paramedics.

The Wood Library's impact will continue to be felt locally in the years to come, thanks to a prestigious grant from the Institute of Museum and Library Services (IMLS). IMLS awarded the library \$122,416 for a pilot program to create a medical library career pathway in two NYC high schools. Library staff have tapped 48 students from underrepresented populations to complete team projects that expose them to health literacy.



**Supporting research abroad**  
Ute Oswald, PhD, Postdoctoral Research Fellow from the University of Huddersfield in England, visited the Medical Center Archives in November 2023 to conduct research for her project "Asylum: Refugees and Mental Health."

### MEDICAL CENTER ARCHIVES

The Medical Center Archives acquired the personal papers of Dr. Roscoe Conkling Giles (pictured at left), the first Black graduate of Cornell University Medical College in 1915. These papers will be available for research in FY25 as part of an initiative to diversify WCM's historical narrative and representation in the Archives' collections.

The Archives is also on its way to increasing visibility of its collections with the launch of the David J. Wolf, MD Visiting Research Scholar Program. The impact of this program will be realized next fiscal year as we continue to facilitate reference interactions with the Archives.



#### SMARTFest 2024

ITS' Catherine Ng welcomes attendees to SMARTFest in the Library Commons.



### BY THE NUMBERS

**73**  
Systematic Review Requests

Demand for this service remains high, with 33 publications, including from our affiliates in NYP and Qatar. Our Systematic Review LibGuide has been viewed a record number of 18,172 times.

**1,269**  
Class Attendees

Library staff teach a number of classes on using various apps and services. We facilitated a total of 52 classes this year. Contact [infodesk@med.cornell.edu](mailto:infodesk@med.cornell.edu) for information on available courses.

**26,645**  
Guide Pageviews

Online help, known as LibGuides, are available on topics like grant writing, health literacy, finding the best evidence, and more. You can locate all of our LibGuides at [med.cornell.libguides.com](http://med.cornell.libguides.com).

#### Notary Services

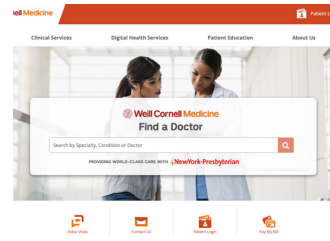
The library has notarized hundreds of documents this year with its free notary service. Call 646-962-2570 on the day of your desired service to confirm our notary will be available.



## ENABLING TECHNOLOGIES

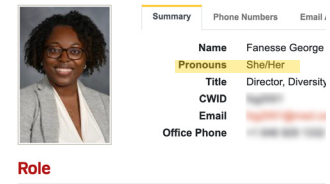
Expanding your access to helpful tools

### NEW SERVICES



ITS launched the **next version of Drupal** to manage WCM websites. This will allow web managers to build compelling web experiences while enforcing compliance to access and design standards.

#### Contact Information



The **Pronoun Tool** allows users to authentically express themselves in the employee directory. To date, 630 people have updated their pronouns at [directory.weill.cornell.edu](http://directory.weill.cornell.edu).



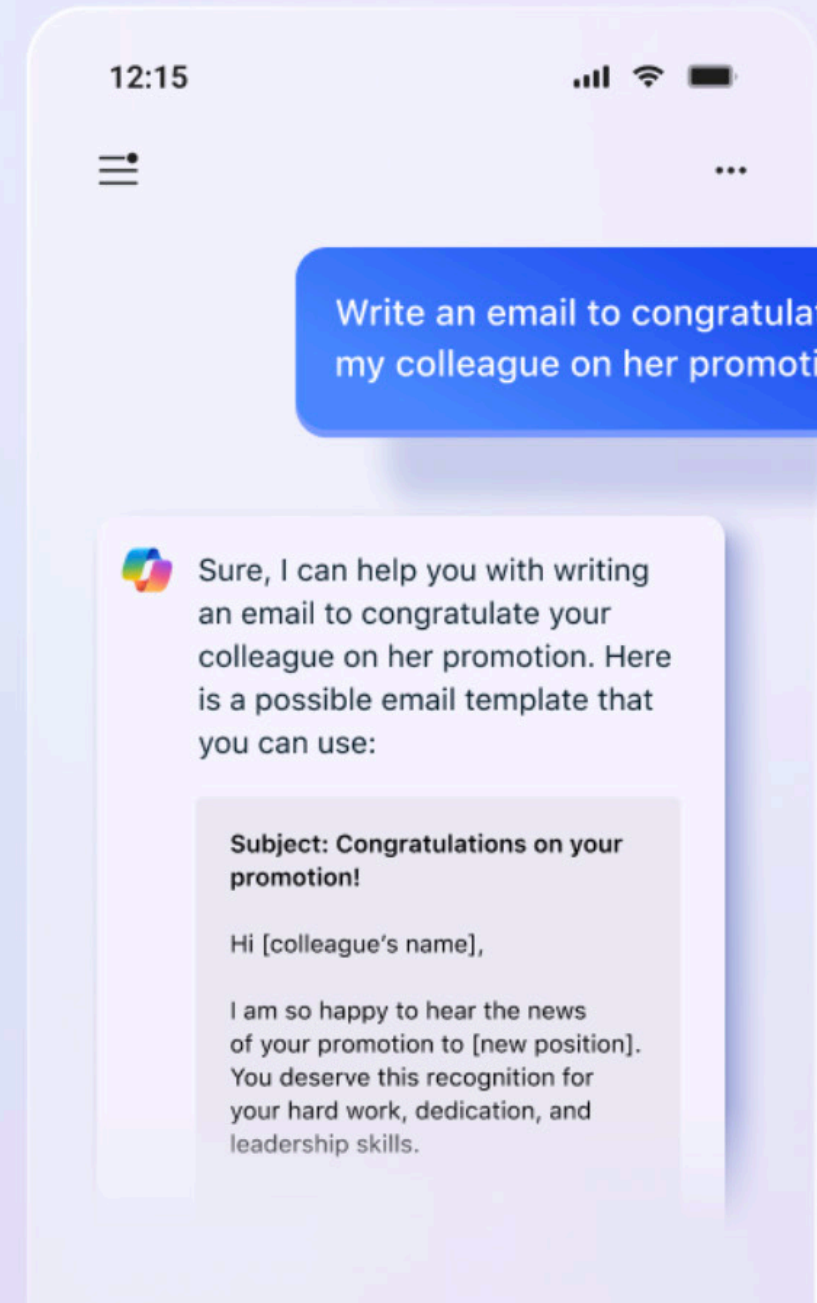
The new **Digital Signage** service available for WCM departments to communicate with patients and other visitors to their space.



We converted all 575 Lexington conference rooms to **Zoom Room**, providing a consistent and user-friendly conference room experience throughout the building.

#### New Copilot AI Companion

ITS released Copilot Enterprise in FY24 ([copilot.microsoft.com](http://copilot.microsoft.com)). This ChatGPT-style tool was our entry point into making AI tools available broadly to the community for productivity and learning. The interest in Copilot also made it the highest attended Tech Tuesday (203 attendees) in its nine-year history.



### SWITCH TO VIRTUAL PHONES

Since COVID, most users have very different telephony needs, with more Zooms, fewer desktop calls, and a bigger need for mobile tools. Supporting all of the above is expensive and unnecessary. In 2023, ITS began migrating departments over to **Microsoft Teams Voice**, a virtual phone service integrated with the Teams app on your desktop and mobile devices. The service retains all the features of current Avaya handsets. Departments can opt to go handset-free, saving over \$80 per month per line. Over 1,500 users made the switch in FY24, saving departments thousands per year.

## MICROSOFT APPS

**LOOP** ([loop.microsoft.com](http://loop.microsoft.com))  
This app helps teams work together seamlessly by bringing content, tasks, and ideas into one cohesive workspace. It combines a flexible canvas with portable components that can be used across Microsoft 365 apps, such as Teams, Outlook, and Word.

**VISIO** ([visio.microsoft.com](http://visio.microsoft.com))  
Visio's diagramming and vector graphics are widely used to help people create professional flowcharts, organizational charts, and more. Historically, obtaining a Visio license was an additional cost to the user, but we were able to include a web version at no additional cost to users.

**PLANNER** ([planner.microsoft.com](http://planner.microsoft.com))  
Planner's project management features allow teams to create, organize, and assign tasks within shared plans, providing visual progress tracking through boards and charts. Compared to Microsoft Project, Planner is more user-friendly and suitable for smaller, less complex projects.

NEW TECH



CUSTOMER SATISFACTION

98%

Improved from 92% in FY20 (industry standard is 90% satisfaction rate).



RESOLUTION TIME

9.5 min.

Technicians resolve your tickets faster, improved from 2.5 hours in FY20.



MEDIAN TIME TO ANSWER

16 sec.

Technicians answer your calls quickly, improved from 5 minutes in FY20.



FACULTY MEETINGS

977

Liaisons met with faculty to educate them about helpful IT services.

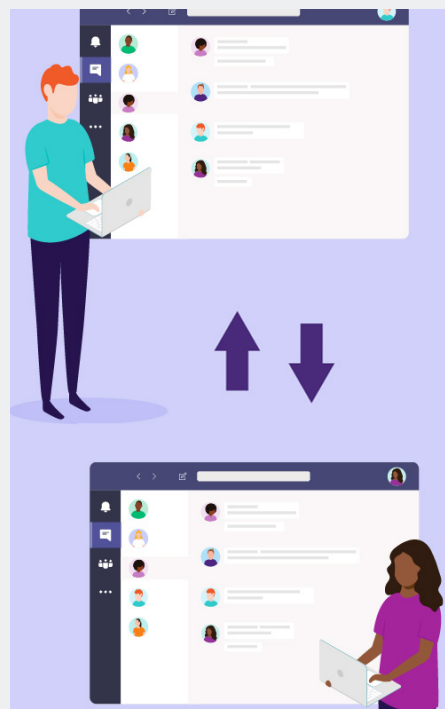
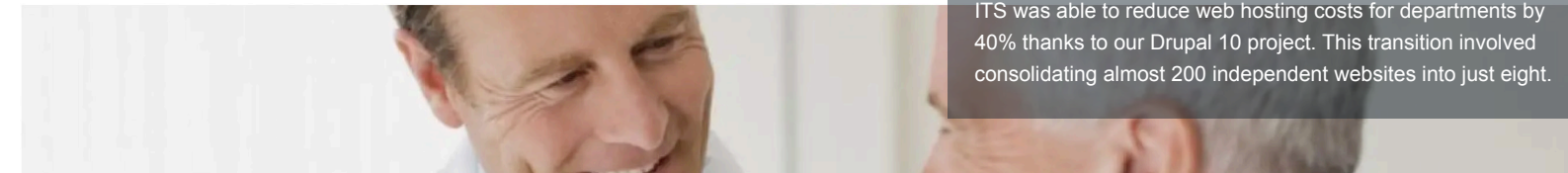


Research

The Department of Pathology and Laboratory Medicine at Weill Cornell Medicine is both a clinical and basic science department, providing an optimal perspective for true translational research that bridges patient care with biomedical research. Our department engages in cutting-edge research with the goal of improving patient care.

New web platform saves costs

ITS was able to reduce web hosting costs for departments by 40% thanks to our Drupal 10 project. This transition involved consolidating almost 200 independent websites into just eight.



ENHANCEMENTS

ITS enhanced the following services in FY24:

- Began replacing legacy copper phone lines for traditional faxing, which are no longer supported by carriers.
- Enhanced core networking capabilities to support 100Gbps throughput.
- Improved wireless services capable of supporting Wi-Fi 6 technologies.
- Automated pay-as-you-go billing for ITS File Sharing, which lowered monthly costs for file share owners.
- Provided managed hosting users with upgraded on-premises Backup services.
- Optimized vendor application in our cloud instance, leading to \$500K in annual savings.
- Successfully transitioned 75% of the identified cloud tasks to Operations in under a year.
- Improved wait time for iOS users to connect to the WCMC network, from several hours/overnight to 10-15 minutes.
- Improved Windows App Store application download speeds by 70%.
- Deployed Nudge, used to inform users which OS version they are on and what version ITS requires, including clear instructions for upgrades.

Better cross-campus communication

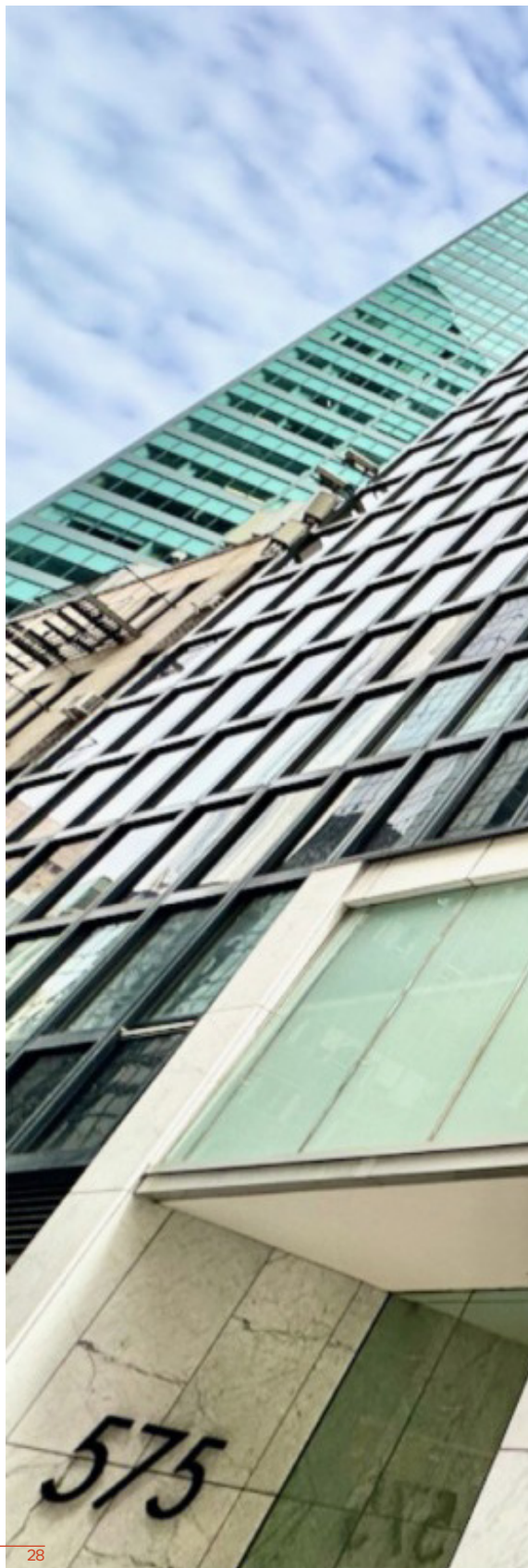
We introduced Shared Channels in Microsoft Teams to seamlessly add external colleagues from NYP, Ithaca, and other institutions.

SECURING YOUR DATA

Before you even turn on your computer, ITS is has already addressed thousands of potential cyberthreats that can put your data at risk. Here's what we manage in a year:

- **175 Zero-Day vulnerabilities** analyzed and addressed.
- **Approximately 94,000 emails per day blocked**, with 39% of those identified as phishing and 35% identified as malware.
- **18 suspicious or malicious events** blocked every day.
- **27,000 Duo authentications** processed per day.
- **314,361 suspicious or malicious network connections** blocked every day.





## ADMINISTRATION SUPPORT

Helping WCM operations

ITS supports a wide range of administrative systems and solutions that keep WCM's operations running smoothly.

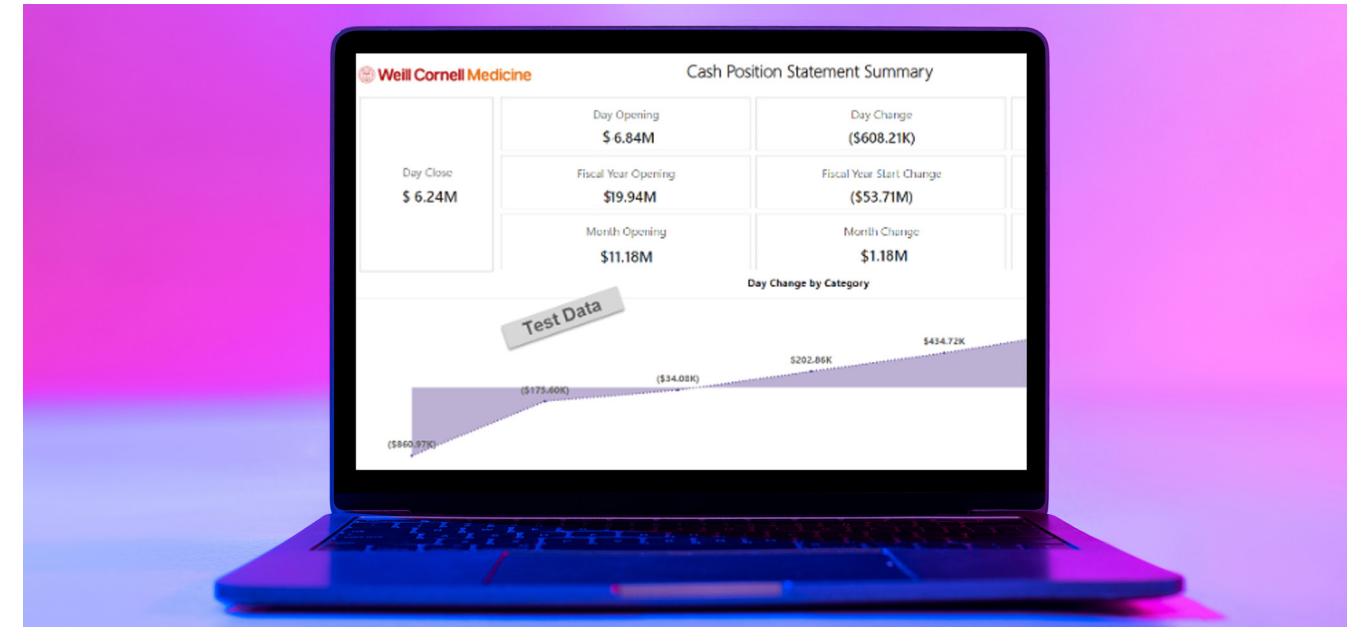
### KEEPING WCM CONNECTED

We made data networking enhancements to midtown offices, including improvements to wired and wireless connectivity. These enhancements pave the way for five additional floors of WCM presence.

Additionally, this year we brought multiple new locations online, including Tri-TDI and Ophthalmology, who moved to new office space. We enabled high-speed data transfers now capable of a 10Gb per second throughput rate for the Burke Neurological Institute. We also refreshed the wired and wireless infrastructure for WCM Imaging to improve their operational workflow.

#### Bigger footprint at 575 Lex

WCM will expand into a new ambulatory center at 575 Lexington. ITS is laying the groundwork for top-notch wireless connectivity throughout the 216,000 square foot space.



Cash Position Statement

The Cash Position Statement, developed as part of the Financial Action Taskforce, is a crucial financial management tool that monitors cash positions and transaction patterns, and aids in optimizing cash flow and financial stability. It provides detailed information on cash positions, including daily starting and ending balances for all bank accounts.

## FINANCE AND PURCHASING IMPROVEMENTS

### FINANCIAL INSIGHTS TASKFORCE FORMS

Leaders across WCM formed the Financial Insights Taskforce (FIT) to develop financial data solutions. The group collaborates to ensure communication, transparency, and strategic problem solving around finance and budget issues.

### ENHANCEMENTS FOR QATAR FINANCE

We redesigned the Qatar Financial Summary to better integrate personnel details, budget logic, and fringe benefits for a comprehensive financial overview. We added aging information to the Purchase Requisition Details story to improve management for Procurement.

### BETTER TECH FOR BETTER FINANCIAL AWARENESS

- ◆ Launched new functionalities for Central Purchasing to manage earmarked funds and liquidations so departments can address budget control issues.
- ◆ Automated electronic bank statements across WCM to eliminate forms and improve cash flow reporting, providing leadership with better financial insights.

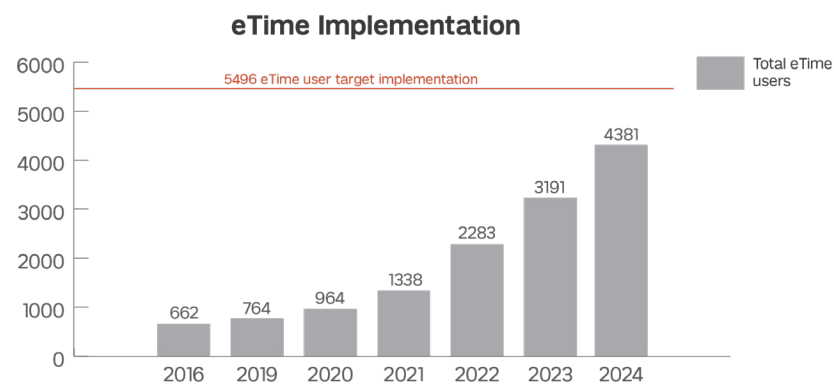
#### Enhancements to Breakdown tab on Research Visibility Finance Dashboard

This dashboard lets users view spending activity on research grant accounts. With the new Breakdown tab, users can view open purchase orders from the Ariba purchasing platform for comprehensive reporting and analysis.





## TECH FOR PEOPLE MANAGEMENT



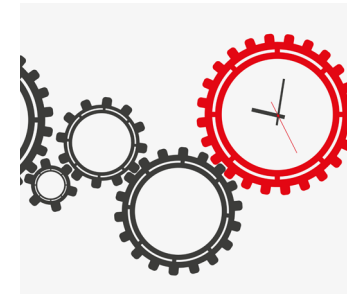
Our digital time management system, eTime, was rolled out to 28 new departments this year, for a total of 1,200 new users. As of June 2024, 4,381 people are now using eTime. This system allows users to track timesheet submissions and leave requests in one centralized location.

## SUPPORTING LEARNING GOALS

Many departments at WCM develop courses to ensure staff are educated, engaged, and compliant with national and federal regulations. ITS helps support the technical and administrative elements of this process.

This year, we created a new reporting solution for departments to display Learning Management data such as course completion and enrollments.

We also helped HR launch five key training courses including: Annual Hospital Training, Maintenance of Harassment Free Workplace, Workplace Essentials: Diversity, Equity, Inclusion & Belonging, Protecting Children: Identifying and Reporting Sexual Misconduct 2024, and Escalation of an Allegation of Sexual Misconduct Involving a Patient.

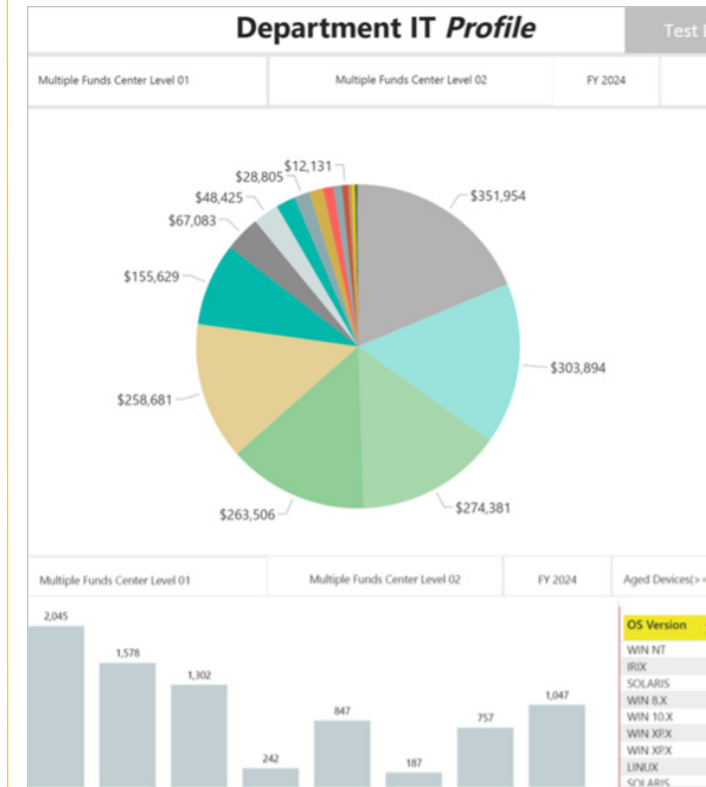


### Automation saves major time in WBG Upgrade

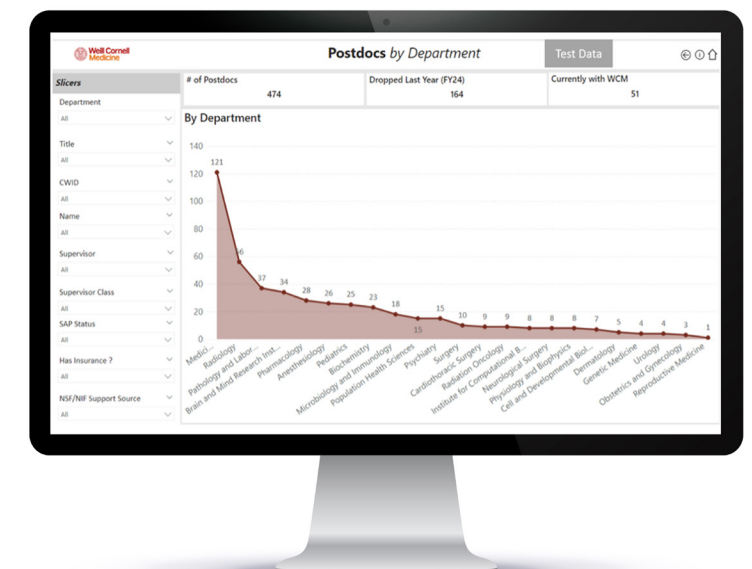
We automated the process of taking pre and post snapshots of WBG during upgrades, reducing the time spent from over ten hours of work by multiple people, to less than one hour of work by one person.

## OTHER ACCOMPLISHMENTS

- Created a dashboard with the Privacy & Compliance Office for insight into PHI inventory.
- Built HR Executive Dashboard that shows employee headcount, new hires, and terminations.
- Migrated historical data from Google Analytics to a data warehouse while we transition to a new web analytics platform.
- Added procurement data to BI Gateway stories for a better view of purchasing activity.
- Enhanced Sponsored Programs Stories to give better view of grant activity.
- Completed budget rollovers for NYC and Qatar.



Department IT Profile gets 1,750 views in 7 months. Within months of launching, this tool became the second most frequently used BI Dashboard. It lets a department view all of its ITS-related data, such as hardware and software used by staff, age of devices, and more.



### Consolidation of post-doctoral data

ITS collaborated with the Associate Dean of the Graduate School, HR, and Faculty Affairs to consolidate post-doctoral data into a single dashboard. This data was previously compiled manually from multiple staff management systems and appointment letters. The new solution is refreshed daily and generates reports with accurate, up-to-date information.





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