

# FY22 Score Card

EACH YEAR, ITS EVALUATES ITS GOALS FROM THE PREVIOUS YEAR TO DETERMINE IF THEY WERE MET. FOR THIS SCORE CARD, WE NOTE GOALS THAT WERE FULLY MET (+), PARTIALLY MET (+/-), OR NOT MET AT ALL (-).

## Enhance services for clinical staff and patients

**Improve patient experience and access with website redesign, new mobile services and digital communication tools.**

+ We made progress on our redesign project for weillcornell.org focusing on standardizing practice locations, services, and treatments.

**Expand online scheduling for all physicians with open scheduling.**

- Specialty level online scheduling that matches Epic's scheduling decision trees was deferred to FY23.

+ PO provider data (POPS) is now synchronized with NYP's provider data management system (Symplr).

**Improve physician experience with simplified login to Epic and other applications.**

+ We purchased Imprivata for Tap and Go login. The project started late, but the pilot was well received, and rollout began in the fall.

**Transition the Physician Organization to centralized unified reporting to improve practice efficiencies and optimize digital health.**

+ ITS and PO Finance collaborated to build a unified dashboard covering nine major dimensions of PO activity.

## Enrich student learning and support teaching

**Expand use of medical education data warehouse for management decisions.**

+ Implemented major process improvements, such as the Medical Student Performance Evaluation (MSPE) letters.

**Improve academic progress tracking for Graduate School students.**

+/- Implementation of Slate was kicked off this summer; full implementation targeted for this year.

**Streamline administrative operations for remote interviews and application review for MD-PhD program.**

+ Completed all requested improvements in-house and it was used successfully in the MD-PhD admissions cycle.

**Support and enhance online, hybrid or in-person learning to adapt to changing needs.**

+ Upgraded classroom tools, course delivery, admissions, graduation, and multiple other tools as pandemic needs evolve.

**Upgrade Jenzabar to a cloud-based student information system.**

+/- Preliminary testing is underway to access the J1 Web platform with implementation targeted for FY23.

**Create unified alumni database across WCM programs.**

+/- The unified alumni database is available with data from External Affairs and the academic programs. Additional data inputs and reporting capabilities are targeted for FY23.

**Enhance technology solutions and services**

**Expand 24/7 user support services.**

+ ITS support has been extended to 24/7 through our Gemini partner in India. This includes infrastructure monitoring.

**Expand digital workflows for managing academic staff.**

+ Developed new publication management function for faculty profiles; enhancements to faculty evaluation system, including new mentoring tracking tools.

**Enhance website search functionality to provide more intuitive and accurate search results.**

- We missed this one again. This should be easier after the planned upgrade to Drupal 9.

**Simplify website administration with modern content management tools.**

- This required the Drupal 9 upgrade which made progress but was not completed.

**Enhance user experience and security with improved software upgrade processes.**

+ We made major progress, simplifying our upgrade processes for PCs and Macs. We have our highest ever level of compliance with current releases.

**Develop curriculum to support hybrid and remote workforce.**

+ The Tips for Hybrid Meetings and one-page handout were released to ITS.

**Help departments keep hardware current with centrally leased computers.**

+ The Evergreen program has been a success with expansion to Macs this year. Other formats are under exploration for FY23.

**Streamline the administration of research**

**Improve workflows within IRB, conflicts, and grants applications to support regulatory changes.**

+ We updated both WRG interfaces for users with major improvements to the human subjects and conflicts modules.

**Help communicate metrics and trends with new report visualizations for funding, protocols, and space.**

+/- New proposal and awards dashboard are almost complete.

**Expand visibility into the status of grant and protocol submissions**

+ New grant, contract, and IRB widgets were delivered to central offices. End users' views are planned for the coming year.

**Protect institutional data and people**

**Implement network access control to prevent insecure devices from accessing WCM resources and enable self-service registration to expedite connections.**

+/- This project was deferred until FY23 but a vendor selection was completed with an in depth testing that should speed implementation.

**Enable easier access to shared applications by allowing our partners to login with their own credentials.**

+ Federation with Houston Methodist has been added to the LEARN (Jenzabar) web portal with The Rockefeller University and Cornell University to follow.

+ Weill Business Gateway now supports log in with WCM-Q credentials.

### **Extend security tools to the cloud to expand research compute options.**

+ We have setup secure computing environments in AWS and GCP that meet industry standard frameworks and best practices

+ We strengthened our variance process for AWS/GCP to better manage security risk and vulnerabilities.

+ We've improved our incident response process to react faster to alerts in our cloud computing environments.

### **Reduce our response time to security incidents by introducing automation and workflows.**

+ We purchased Phantom to automate our response to security incidents. Implementation is underway starting with a more seamless password reset process for compromised accounts.

### **Support scientific innovation and research**

#### **Provide new affordable research storage services.**

+ A new mid-tier storage option was deployed with outstanding user uptake. Cloud storage offerings have also been expanded with new services on the way next year.

#### **Expand cloud support (Amazon & Google) for faster and deeper support of WCM researchers and collaborators.**

+ Our partnership with AWS significantly deepened this year as the vendor sought to better understand our implementation as a model for other customers. We also launched a new GCP service with Pathology as a key partner.

#### **Support the Meyer Cancer Center and other strategic grants (e.g., long COVID) with custom research data repositories and dashboard visualizations.**

+ These projects have been exceptionally productive and have become models for our other collaborations with researchers.

+ A dashboard visualizing WCM tumor registry data now supports MCC activities.

#### **Support NYP/Brooklyn Methodist with new Epic and legacy clinical data for research.**

+ Methodist data is now being incorporated in ARCH. We are also supporting significant new academic staff management tools to support the NYP merger of BMH.

#### **Develop comprehensive consent process to support future studies using biospecimens, genomics, clinical data, and external sharing.**

+/- A first complete draft of the proposed comprehensive consent was written and sent for approval.

#### **Deliver clinical data support to new investigator groups by establishing research repositories.**

+ We launched a new tri-institutional data request form and built new analytics support for chronic kidney disease, obstetrics and gynecology, and medicine quality improvement.

#### **Modernize and consolidate scientific computing infrastructure to provide a sustainable ecological environment.**

+ Hundreds of aging CPUs were upgraded with a contemporary, energy efficient cluster. Hundreds of new CPUs and new GPUs have been added as part of the most expansive scientific computing modernization effort in a decade.

#### **Utilize scientific computing and storage resources across the NYC, Qatar, Ithaca and Tech campuses.**

+ Collaboration across the three campuses has become a cornerstone of the success of our modernization and expanded service offerings.

#### **Create more affordable and sustainable financial model for scientific computing.**

+ In close collaboration with our faculty advisory committee a new charge-back and subsidy model was rolled out this year.

### **Advance the experience of IT services**

#### **Provide new self-service IT capabilities, such as website content management.**

+ Our Knowledge Base has over 5,000 articles and Helpfiles is used more than 10,000 times per month.

+/- We made some progress on bringing more self-service functionality to our website managers but most of the new features will come next year.

#### **Improve ITS efficiency with new asset tracking.**

+/- This project is behind schedule while the underlying strategy was rethought this year. The new core system strategy is going well. We expect to support managing IT assets, including automation with suppliers, device management systems, and inventory management by end of FY23.

#### **Expand use of next generation telephony systems (e.g., softphones, Teams).**

- Teams Voice deployment was delayed due to e911 vendor issues, which were resolved this summer.

#### **Explore unified communications strategy with NYP, Columbia, Ithaca, and Qatar.**

+ We've explored several options and all parties understand clearer parameters about what will not work. Discussions will continue next year, focused on user onboarding simplification.

#### **Optimize, secure, and stabilize remote access to support the remote workforce.**

+ Several optimizations were made, especially relating to email security. We will implement Aruba as our Network Access Control vendor this fall.

### **Enable efficient and effective administrative operations**

#### **Transition human resources and payroll systems to a new cloud-based application.**

+/- Enormous progress made but Employee Central deployment was delayed largely due to vendor issues.

### **Support HR expansion of out-of-state workforce services.**

- Significant program made but held up by Employee Central delays. Out-of-state employees are now supported, but the process remains more manual than desired.

### **Launch cloud-based travel and expense system on the Qatar campus.**

+ The Concur T&E system went live and is running well. We are evaluating bringing the system to NY.

### **Streamline procurement by transitioning to a new cloud-based purchasing system.**

+ The Ariba procurement system went live. The next phases will focus on optimization and spend analytics.

### **Participate in pilot for innovative physician credentialing data exchange.**

+ ITS and the Registrar are working with ProCredEx to post WCM degrees on the exchange this summer.

### **Enhance self-service data analysis and visualization tools and services.**

+ This has been an outstanding success with major new tools and visualizations for research administration, the physician organization, the Diversity Office, and many more.

### **Expand cloud-based portal for administrative reporting.**

+ A major new version of the SAP cloud portal is on track for delivery this summer.

### **Optimize the standard conference room for hybrid remote/local meetings.**

+ New configurations have been designed and tested. Deployment for funded rooms will begin this summer.