# Friction Free

## The NSHE SCS 2023-2025 Biennial Plan
### SCS connects NSHE and Nevada through highly valued shared digital services

**NSHE»SCS**

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## Operations

| Category | Description |
|---|---|
| **Administrative Information** | Workday platform for finance, human resources, payroll, grants administration |
| **Information Security** | Threat detection, identity and privacy protection, legal compliance, platform management, cybersecurity training |
| **Infrastructure Services** | Network design, internet connectivity, managed hosting, identity management, data center co-location |
| **Research Engineering** | Field science networks support, research and education DMZ services, grants writing, project leadership |
| **Student Information** | PeopleSoft platform for recruiting, admissions, financial aid, student records, academic advisement |
| **User Services** | Interactive video service, event production, endpoint management, applications, websites, service desk |
| **Support Operations** | Project management, governance support, NSHE-wide contracts, licensing, business management |

## Innovations

### Student Success
- PeopleSoft summit — Q3 2024
- Mobile-friendly experience — Q1 2025
- Multi-factor Authentication — Q3 2025

### Access
- eduroam buildout — Q2 2025
- Rural broadband expansion — Q4 2025

### Decision Support
- Exploring Workday platform modules — Q4 2025
  - Extend
  - Prism
  - Learn
- Portfolio management — Q2 2024

### Research
- Scalable research and teaching environment — Q1 2025
- Private cellular field network — Q4 2025
- InCommon federation — Q1 2024

### Customer Satisfaction
- Service management initiative — Q4 2024
- Expanding privacy protection — Q4 2024

### Asset Protection
- NSHE-wide incident response plan — Q4 2025
- Security simulation series — Q4 2025
- Disaster recovery planning — Q2 2024
- Building security enhancements — Q3 2024
- Water conservation Initiatives — Q1 2025

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**Collaboration**    **Commitment**    **Excellence**    **Integrity**    **Respect**    **Stewardship**