



### CASE STUDY

UNIVERSITY OF SAN FRANCISCO

The University of San Francisco (USF) is one of the country's most diverse universities. USF is committed to becoming internationally recognized as a premier Jesuit Catholic, urban university with a global perspective that educates leaders who will fashion a more humane and just world.

#### Challenge: Desktop File-Sharing Creates Security Concern Within University

Desktop file-sharing was common among students and faculty at the University of San Francisco. The IT team identified major security concerns with desktop file-sharing because it created numerous vulnerabilities on the USF network. In addition, while both desktop and LAN-based file shares were popular, they weren't easy to access off campus, requiring users to dial into the network using low-bandwidth connections. In order to address these challenges, the IT team looked for a viable web-based file-sharing alternative. Led by Tracy Schroeder, Vice President for Information Technology, the IT team searched for a solution that would allow faculty and students to securely access and share their files from home, from Smart Classrooms (classrooms with computers), coffee shops, or anywhere with an Internet connection.

The search for a web-based file sharing solution began in 2003. The IT team looked at Microsoft SharePoint, but 40% of its faculty and staff are Mac users. The team also considered building their own solution, but soon realized that it required more time and resources than was feasible. In the end, the team selected the Xythos Digital Locker because it was a cross-platform solution that fit with the University's existing infrastructure, which included LDAP portal authentication. The Digital Locker was a comprehensive file-sharing and document management application which could help improve enterprise content security without significant development or deployment requirements.



#### Key Facts

**Industry:** Higher Education

**Product:** Xythos Digital Locker

**Audience:** Students and Faculty

#### Benefits

- Improves file-sharing security
- Provides students and faculty to access their work from any place
- Enables faculty to back-up valuable work

#### Why Xythos?

- Open standards-based
- Single sign-on with USF's portal
- Complete, web-based content management solution



*“USFiles is becoming the common place where students, faculty and staff can safely access and store files both on and off campus, alleviating our main security concerns. The more our campus relies on USFiles, the easier it will be for our IT team to ensure that valuable data is backed up and protected.”*

**Tracy Schroeder**  
Vice President of Information Technology  
University of San Francisco

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## **Xythos Digital Locker Becomes the Killer Application for USF Portal**

In the fall of 2004 the university introduced USFiles, its own branded version of the Xythos Digital Locker to an initial test group of faculty and students. Based on positive response from these early adopters, USFiles was integrated with the University's enterprise portal, SunGard SCT Lumnis, and released to the University's 10,000 portal users. This provided the benefit of single sign-on authentication which allowed users to access published and work-in-progress content within a common role-based environment. USFiles is becoming a killer application within the USF Portal, making it the place where content is not just consumed, but also created and shared—fulfilling the promise of the collaborative learning process at USF.

Faculty are now able to overcome email file size restrictions and security issues by using USFiles to exchange links to content stored in the system, instead of trying to send file attachments. This helps reduce burden on the university's mail servers and provides a more efficient, secure method to access content from off-campus. Faculty are also using USFiles to share research materials and collaborate with faculty and researchers at other institutions.

USF faculty have also discovered that USFiles is well suited to protecting their research and teaching materials. They now use it to back up their files, instead of writing them to CDs or storing them on local file server. Students consider USFiles to be a collaborative tool as well, using it to organize and share content for group projects and taking advantage of features like document version control, file logging and change status notification (subscriptions). Once users understand what USFiles can do, they can manage and share their content on their own, ultimately reducing the burden on USF's IT team.

## **Training and Education Lead to Successful Adoption of USFiles**

John Bansavich, Director of the Center Instruction and Technology, was closely involved in the roll-out and introductory training for USFiles, helping to support its widespread adoption. Bansavich created a team, including a Help Desk manager and a web designer, to conduct web-based trainings with faculty and staff. As users learned about Digital Locker's functionality, they became even more excited about using it. As a result, faculty and staff have already developed a variety of innovative ways to use USF Files for teaching, learning, research and administration.

“Feedback from users across the campus has been very positive,” said Tracy Schroeder, vice president of Information Technology at USF.

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