Office of Information Technologies

Annual Achievement Report

2010
# Table of Contents

*Message from the Chief Information Officer*: 1

*About OIT*: 2

*Achievement Matrix*: 6

## OIT Areas of Focus

- *Project Portfolio Management*: 7
- *Customer Communication*: 8
- *Business Process Improvement*: 11
- *Integration*: 14
- *Systematic Planned Abandonment*: 16

## University Initiatives

- *Civic Leadership*: 17
- *Student Success*: 18
- *Global Excellence*: 19
- *Educational Opportunity*: 20
- *Resources & Effectiveness*: 21

## Student Technology Resource Fee

- *On the Horizon*: 24
Welcome!

The Office of Information Technologies (OIT) provides technology services, support, and guidance to the growing community of faculty, students, and staff at Portland State University.

Despite the challenges of increasingly constrained resources, the OIT team has succeeded in providing new services and completing a broad range of projects. This year brought particular emphasis on security, integration, risk mitigation, and consolidation of enterprise-wide systems.

This report provides highlights of the many recent accomplishments. Strong university-wide collaborations have made much possible. I invite you to explore these materials and give us feedback about projects and services that we can provide to enhance your experience with PSU. We look forward to growing with the university and continuing to deliver our community the best technologies possible in support of PSU’s excellence in instruction, research, and public service.

Thank you,

Sharon E. Blanton, Ph.D.
Chief Information Officer
Portland State University
503.725.9144
sblanton@pdx.edu
OIT serves campus customers by:

- Providing leadership and direction for the optimal integration of information technology in all University endeavors
- Designing and deploying an efficient and effective campus technology infrastructure including networks, telecommunications, servers and data storage, e-mail and web services, and lab and classroom technologies
- Leading the campus in the development and use of enabling information technologies that support instruction, research, and public service
- Developing, implementing, and supporting quality enterprise information systems for administrative and academic uses
- Supporting the campus community of technology users through assistance, software training, and troubleshooting

For more information, visit [www.oit.pdx.edu](http://www.oit.pdx.edu) or call our Help Desk at 503-725-HELP.
**Academic & Research Computing (ARC)** provides custom analysis, design, programming, and web development services for funded research and academic projects, application and system support for related system level applications for high performance computing (HPC), online GIS, and statistical computing.

The **CIO Administrative Office** deals with over-arching communication, project management, administration, and fiscal resource planning. It is comprised of the Chief Information Officer, Project Management, Information Security, Fiscal Services, and Purchasing.

**Computing Infrastructure Services (CIS)** is responsible for the computing infrastructure used by faculty, staff, and students campus-wide. CIS teams architect, build, and maintain Portland State University’s enterprise-level server hardware, operating systems, and applications. CIS also manages PSU’s central data center, which houses over 500 servers, and a storage area network hosting over 90 terabytes of data.

**Enterprise Information Technology Systems (EITS)** provides analysis, design, and programming services that create and/or enhance enterprise applications including myPSU; Banner Student, Human Resource, and Finance Information Systems; business intelligence; document imaging; centralized space scheduling software; administration for enterprise Oracle databases; and integration solutions between enterprise applications and department systems.

**Instructional Technology Services (ITS)** provides educational and communications technology and services that support teaching, learning, and communicating at PSU. ITS is comprised of units that focus on supporting faculty in the classroom, supporting technology users for special events and meetings, creating
small and large-scale video productions, video lecture capture, and campus-wide computer classroom and computer lab facilities. Units include the Academic Computing Labs, Classroom Audio Visual Services, the CAVS Event Team, the Distance Learning Center, Video Production Services, and Instructional Computing Classrooms.

**Networking & Telecommunications Services (NTS)** is a cost recovery Service Center program responsible for designing, implementing, operating, managing, and maintaining the infrastructure, systems, and services required to meet the University’s voice and data communications needs. NTS provides all campus telecommunications services; wired and wireless data network services; internet access; telecom applications; consulting and analysis; project management and coordination for all inter and intra-building cabling/wiring infrastructure; and IT procurement and contracts officer services.

**User Support Services (USS)** consists of a 24-hour Help Desk, Client Systems Administration, and the Instructional Development Support Center (IDSC). USS helps with network, hardware, and software troubleshooting for labs and offices; computer accounts; wireless networking; information security; and training workshops for faculty, staff, and students. The IDSC lab is a fully equipped multimedia computing lab and media production facility, available to all faculty, staff, and graduate students at PSU, and specializes in providing guidance and resources to users developing instructional media and research-based materials.
In support of the Portland State University Strategic Plan, OIT has created projects and goals as a measure of internal accountability to improve the success of the department and of the university as a whole. Below are five main themes that OIT embraced to enhance not only accomplishments for the past year, but to lay a firm foundation for future success.

**Project Portfolio Management**

The project management process is being designed to help acquire and view project information, then prioritize each project according to criteria such as strategic value, impact on resources, risk aversion, executive endorsement, and cost - all the while supporting institutional initiatives. The goals of the project management process include:

- Successful achievement of strategic business objectives by selecting the right projects at the right time
- Better information transmission across all projects due to established priorities, a clear understanding of resource capacity, and the appropriate project staging within the program and/or portfolio
- Improved decision-making for individual projects by utilizing a project portfolio context
- Linking projects to various financial facets and increasing focus on accountability

**OIT Areas of Focus**

Assisted Library with ongoing photo archives digitization, with a current total of 25,000 images for the new repository.
Customer Communication

In order to enhance the customer experience, practices and business methods must be transparent. This theme not only involves OIT's communication to customers, but also supports the exchange of information between customers to facilitate the university’s mission.

Expanded wireless services

- Implemented a robust, streamlined solution for creating, administering, and managing wireless guest accounts.

- Lead an effort with University of Oregon and Oregon State University network teams to implement a shared OUS (Oregon University Systems) wireless authentication solution that enables users from all three campuses to authenticate on each others’ wireless networks.

- Expanded wireless coverage (over 130 new access points) and implemented a distributed network design to enhance network performance, provide more access to the network, and increase network up time.

New Learning Management System

Campus-wide demos were provided for students and faculty to test and assess the best LMS solution for learning needs, and using comprehensive feedback and technical analysis, a decision was made to replace the aged Blackboard system with Desire2Learn.

Implemented MyPSU (portal) & Course Studio

Continuing the collaboration between University Communications and OIT, the myPSU portal was successfully implemented, serving as a centralized site for targeted communication and information integration.
for students, faculty, and staff. A component of this effort included the implementation of Course Studio, a lightweight online learning management tool.

**Implemented Elluminate Live! Software**

By providing the option for courses and meetings to be taught and attended virtually, Elluminate has been a great asset in bringing students, staff, and faculty together regardless of physical location. This web conferencing tool has proven very popular for instructional and administrative meetings.

**Expanded customer service accessibility**

OIT has worked with an external partner to provide after-hours help desk support, giving faculty and students 24-hour technology support, while many of our internal departments have extended their customer service hours for similar support options. Additional employees have been hired and cross-trained to provide enhanced services and expanded hours for direct customer support.

**Improved website design & content**

Following university identity standards, OIT executed a complete front and back-end redesign of oit.pdx.edu, creating a more pleasant and intuitive customer interface, enhanced options for services, and a consolidated site for all OIT departments; part of this reconstruction involved adding web forms and customer self-service options.

**Introduced Data MASTER**

The Data MASTER (Management & Analytics for Strategic, Timely, Education Reporting) solution was launched to create a single source of business intelligence focused on “take-action analytics,” providing PSU with a user-friendly interface to historical, benchmark, and forecast information.

Over 48,000 myPSU accounts were created this year
Upgraded distance learning support systems
Echo360 was installed as a new method of recording and streaming lectures, and existing audio and video equipment in distance learning classrooms was enhanced for higher quality lecture experiences for remote students.

Instructional technology enhanced in classrooms
In an effort to improve the communication between professors and students and to improve the learning experience, high technology equipment (data projectors, sound systems, media players, computers) was installed in 15 classrooms that were previously void of any technology. Likewise, over 40 classrooms were given major technological enhancements, replacing older instructional equipment with brand new equipment.

Increased security awareness
For the fourth year running, OIT has produced and distributed a security CD for faculty, staff, and students free of charge. This resource provides customers with security documentation, anti-virus software, and maintenance tools. Communication campaigns have also been increased, with a focus on information security topics such as personal information security and guidance about OIT security policies and procedures.
Business Process Improvement

In order to improve the services that OIT offers, current processes have been examined and newly implemented efficiencies have been created that will save resources, as well as develop sustainable systems and improved workflow for future success.

Improved network functionality
Several improvements were made to the campus network this year to accommodate the ever-growing need for wireless communications and the higher demand for more robust wired capabilities. Along with increasing the overall network bandwidth for a larger, higher speed “pipe” to the Internet, OIT increased the number of Internet service providers to allow for virtually uninterrupted Internet access for campus network users. OIT also redesigned the network into small subnets, providing increased security and performance improvement. A “jail” server for malicious activity was also configured for quarantine purposes, enhancing the ability to respond to infected hosts.

Print service migration in OIT labs
Moving all OIT-supported computer labs (along with some departmental labs) to Windows server based print queues in conjunction with PaperCut print accounting software has created more efficient queue management; this software also added the ability for students to print wirelessly in the labs using their own laptops.

Finalized PSU Information Security Policy
With a standardized process in place, an organized means of enforcing the information security policy now exists, allowing for greatly enhanced security campus-wide. Improved security awareness has led to enhanced efficiency in the recovery of stolen machines and greater cognizance of security overall, while further improvements have been added by the use of Google automated alerts. Automated e-mail account spam detection was integrated to lessen the workload caused by this ever-growing nuisance.

Implemented remote assistance tools
System Center Configuration Manager (SCCM) was rolled out to all OIT-supported computer labs and staff machines, creating a more efficient, remote method of managing, updating, and reimaging computers. On the front end, the Bomgar remote assistance application is now available for OIT staff to utilize when diagnosing and assisting with computer problems remotely from the Help Desk, creating less of a demand on OIT staff and the PSU community for in-person troubleshooting.

Networking & Telecom Services answered over 165,000 central campus switchboard calls
Enhanced campus telecom systems

- Campus-wide voice system upgrades involved expanding and reconfiguring current departmental call centers on campus as well as designing and installing new call centers.

- The RightFax system was installed to replace traditional fax machines in many areas where needed.

- PSU’s old voicemail system was replaced with a unified communications solution that allows end users to treat and access messages in a similar manner to e-mail, adds speech recognition for main campus directory assistance, and includes after-hours assistance, thereby reducing staffing needed for core operator services.

New Advanced Tuition Deposit online solution

A solution to collect advanced tuition deposits was designed and installed, which not only establishes eligibility for new student orientation, but also aids in the process of class registration for incoming PSU students.

Improved payment methods

The implementation of CashNet has given students the ability to pay tuition online, and PayPal’s PayFlow Link software was deployed for collecting non-tuition credit card payments. In response to customer request, OIT’s Instructional Development Support Center upgraded its payment methods to accept credit cards for services in addition to cash and departmental index code payments.

EITS’s implementation of Electronic Billing will save an estimated 160,000 pieces of paper, 320,000 envelopes, and $120,000 annually.
Established document imaging solution

In collaboration with Registration & Records, Business Affairs, and Financial Aid, an enterprise-wide solution was initiated to allow the ability to create and store digital images, online forms, and business process workflows for users. This solution provides a means to store documents electronically on a secure server, saving the space and resources spent on paper storage.

Implemented server upgrades & migrations

Several key systems were migrated to a new server environment for greater efficiency and stability, including the Lenel card access, Windows print and LDAP services, departmental and personal websites, and others. The data center also went through major storage area network and power upgrades, adding significant storage capacity and increasing reliability.

Banner Application Upgrades

In order to improve business processes, Banner modules and capabilities are constantly updated and new modules added, providing more efficient ways to use this integral software. A few resource-saving additions include:

- Upgraded data integration of the StarRez Housing Application
- Activation of the Research Accounting Grants Billing module of Banner
- Implementation of the Banner Common Matching Function, significantly reducing the incidence of duplicate person records (which previously required significant human resources across the university to resolve)
- Implementation of SungardHE Workflow product for automation and notification of repeating tasks; the first example of this new tool is the workflow titled eBAR (Electronic Banner Access Request)

Over 120 general access classrooms are supported by Instructional Technology

Computing Infrastructure Services maintains and supports nearly 500 servers
Lenel system support for campus-wide security

Working with Campus Public Safety and Auxiliary Services, OIT has re-engineered and rolled out the new campus-wide security systems management and support. This involved an abundance of teamwork and collaboration across departments, including analysis of architecture and workflow, development and expansion of policy, process documentation, security, added staffing, and complete replacement of desktop and server infrastructure supported by OIT.

Deployment of Extron Global Viewer Enterprise

The installation and deployment of GVE, a server-based Audio Visual resource management program, has created a single system for remote monitoring and maintenance of instructional technology in classrooms. GVE allows remote troubleshooting, faster support for faculty, asset management, and metadata logging from Extron switchers, data projectors, and other classroom AV equipment.

Integration

Almost every new project requires integration into the enterprise systems, and every product must undergo thorough evaluation to determine technical and business fit. This process also involves building better workflow through systems integration in order to decrease replication of work and increase efficiency of resources spent.

Inter-departmental project collaboration

OIT has had many opportunities to not only extend its knowledge to other departments, but to integrate its knowledge within synergistic projects benefitting the entire campus. A few of these include:

- Working with the Library Administration to design a Sandbox which benefits students by offering them a place to learn and create in a non-traditional, more relaxed setting conducive to group work.
- Deploying Ad Astra scheduling software in collaboration with Auxiliary Services and the Office of Admissions, Registration, & Records to integrate campus-wide scheduling needs and to manage constrained classroom space.
- Consolidating all audio visual operations and special event support of SMSU and increasing collaboration of OIT and Auxiliary Services.
- Providing targeted consultation to other departments such as Business Affairs, Human Resources, and Admissions, Registration, & Records to enhance business process, increase efficiencies and deliver new functionality.

Desire2Learn deployment for online course needs

OIT is in the final stages of developing the integration of Desire2Learn with Elluminate, myPSU, Banner, and Echo 360. When complete, a central location for faculty to easily manage all online course needs will have been created.
Data integration

This year, significant effort has been made to integrate disparate sets of data for ease and efficiency of data accessibility. A few of these accomplishments include:

- Developed a method of exporting student data to Judicial Affairs Management System
- Cleaned up existing data and implemented a self-service way for students to declare pre-professional majors in partnership with other institutions
- Integrated the Student Recreation Center’s VSI software application with Banner to support student and employee membership, payroll deductions, and reconciling financial transactions
- Designed and implemented a method of data sharing for student housing, reservations, meal plans, and communication

Account identity management solution: Odin Account Manager (OAM)

OAM was developed and deployed for creating and managing user computer accounts; this integrates multiple accounts into one centrally-managed login and password, as well as centralizing management of current accounts for much greater efficiency. New students are now able to activate their OAM account immediately on their own, saving a trip to the Help Desk.
Systematic Planned Abandonment

This year, OIT focused on identifying processes that do not directly contribute to the goals and mission of the institution, and evaluating those processes to determine their importance and relevance. All areas have been assessed on the basis of what can be beneficial to terminate with regards to time, staffing, and monetary resources.

Oregon Capital Center Vacated

After years of classroom support in the Oregon Capital Center, a building over ten miles away, PSU has finally terminated its presence at this satellite location, freeing up OIT staffing and resources to be utilized more effectively on campus.

OAM-initiated account & password expiry

Unused or old computer user accounts are now being automatically removed by the new Odin Account Manager when a user is separated from the institution, and OAM has also put into place an automated means to force periodic, cyclical password expiry to improve security.

Tool and Server Consolidation

The merger of two OIT departments not only allowed for a reduction in staffing costs, but also the removal of redundant systems used to manage two separate server environments.

Over 40,000 people were OAMed this year, bringing the total to nearly 48,000
Provide Civic Leadership through Partnerships

“Lead as a civic partner, deepen our engagement as a critical community asset, demonstrate leadership in regional innovation, and serve as an anchor institution in the Metro area.”

OIT has not only worked to strengthen existing partnerships over the past year, has also reached out to new outside entities as a means to further collaboration and to increase the positive impact of the university.

Hosted Best of the West Event
In partnership with Educause, OIT designed and delivered the first “Best of the West” event, attended by participants from fourteen colleges and universities through the Northwestern United States.

Shared additional telecom support & costs
In collaboration with OHSU and other OUS institutions, OIT has combined its collective purchasing power to establish a maintenance system contract with Avaya, shared telecom engineering resources and billing systems, and worked with OHSU to provide a backup phone system for their emergency medical services.

Assisted with new mapping & sustainability tools
Working with PSU’s Geology department and the United States Geological Survey (USGS), OIT has been integral in developing a state map portal and a national paleolithic map interface; collaborative work has also been done with PSU’s Office of Sustainability, the Portland Sustainability Institute, and CUPA to create an Ecodistrict Query tool and mapping interface, which will later likely involve the City of Portland Mayor’s office and Portland Development council.

Involved in several other outside projects
Collaboration has occurred with many other outside partners, including the State of Oregon Training and Education Database (working with career development and child care providers), the open source GIS community (open-source mapping interface), OTREC (grants management and technology transfer), and others around the country.

Continued computer donation partnerships
OIT continued with its history of donating cycled-out lab machines to those in need, providing over 30 computers to schools and non-profits, including Aloha High School and Medical Teams International.

ARC supports over 500 user home directories, 100 directory shares, 80 websites, and 2 high performance computing clusters
**Improve Student Success**

“Ensure a student experience that results in higher satisfaction, retention, and graduation rates”

Though it could be easy to get too focused on the business aspect of efficiently running a department, student success is kept in scope at all times. OIT understands the inherent purpose of the university and continues to use technology to assist the learning process to its fullest extent.

**Enhanced security & theft prevention**

OAM-enacted automatic password expiry has increased account security; presentations have increased security awareness and good computing habits among students and faculty; the yearly security CD has provided tools to prevent malicious computer attacks; and Front Door software was implemented as a means of retrieving stolen laptops.

**Expanded Remote Access to campus network**

Implemented a new, increased-capacity CiscoVPN solution for secure remote access into the campus network. This new solution offers remote access to students as well as faculty and staff.

**Online payment options**

Implemented multiple online and credit card payment options, which will continue to save the university and its students significant time, effort, and resources.

**Increase in staffing & support**

By reorganizing and expanding staff, increasing training, and extending support hours to 24/7, OIT is now able to offer more overall support to students, faculty, and staff at a higher efficiency.
Overall campus technology improvement

OIT had a major role in overall physical campus improvement and expansion, such as providing extensive telecom and instructional technology equipment in newly-erected buildings and recently-renovated rooms. By establishing an expanded, technology-rich campus, OIT can provide a more positive learning and teaching environment for its students and faculty.

Publications and presentations

OIT has increased its position as a global leader through national and international publications, along with strategic participation in national and regional conferences, including:

- "Preparing for and responding to Data Breaches," Sharon Blanton, NWACC CIO Summit, 2009
- "Transitioning to a Shared Services Environment," S. Blanton et al., Campus Technology Summit, 2010
- "How PSU Implemented Extron Global Viewer," Monica Morillas & Brian Myers, NWMet Conference, 2010
- "Journey to Echo 360," Doug McCartney, NWMet Annual Conference, 2010
- "Campus Wide Event Support At PSU," Doug McCartney, NWMet Annual Conference, 2010
- "Botnets and the Army of Darkness," Craig Schiller, national & international presentations, 2009 & 2010
- "Defense Against the Dark Bots," Craig Schiller, multiple presentations, 2009
- "Banner Self-Service Enhancements at PSU," Naing Zaw-Tun, SETA, 2009
- "Batch Audit Processing at PSU," Naing Zaw-Tun, redLantern User Conference, 2010
Enhance Educational Opportunity

“Ease the transition and create more effective pathways for students to move from K-12 to higher education”

OIT is committed to providing tools in support of the university’s access mission. This year brought a special emphasis on bringing service to the web.

**Expanded distance learning capabilities**

By keeping up to date on new distance learning processes and technologies, and by expanding technical equipment and capabilities, OIT can offer streaming or recorded distance learning classes to a larger audience that may not have the opportunity to attend class in-person.

**High School ID solution**

In conjunction with OUS, and in partnership with the PSU Office of Admission, Registration, & Records, OIT developed a solution to support the recording of an Oregon student’s high school ID for matching with PSU student records and state reporting, thereby creating more congruence for incoming students and enabling better analysis of student success in higher education.

**Improvement of online services**

With the continual increase of PSU’s community and the technology that supports it, more university services require an online presence. From expanded payment options to online learning supplementation to fully online courses, OIT is the center of extending online services to all students, staff, and faculty.
“Expand resources in each of the funding streams (state, private, business partnerships, research, and tuition), manage resources effectively, and match investments to strategic priorities”

One of the constant challenges facing the higher education sector is identifying new ways to effectively utilize resources. This is necessary for maintaining current support as well as expanding that support to coincide with the projected university population increase and its dependence on technology.

**Automated account & service request systems**

As part of the new Odin Account Manager, old and inactive accounts are now automatically discontinued, saving personnel hours in OIT and across other departments. Other automated systems and web forms were implemented for service and troubleshooting requests, thereby saving time and resources for both OIT and its customers.

**Departmental Reorganizations**

With limited resources, OIT has had to think creatively about how to utilize staff, which has led to improved, more efficient structural changes to sub-departments. There has also been an increase in cross-training and sharing of workloads, as well as a generally improved use of resources.

**Software & Hardware Upgrades**

By upgrading an abundance of hardware and software in labs, classrooms, departmental offices, and other locations across campus, OIT has established a more efficient use of staff hours and resources, along with significantly increasing security, performance, and energy savings for the entire university.
Established new procedures & documentation

A large focus of this past year has been not only on establishing new, standardized procedures (internally and externally), but also documenting those procedures for both current and future use as reference tools, including the new OIT website and internal wiki. This has saved many staff hours and energy previously spent on duplicate work and has given all sub-departments a more coordinated atmosphere.

Increasing sustainability

With sustainability in mind, OIT evaluated current sustainability practices and modified actions. This has included campus-wide upgrades to power-saving hardware and software, a reduction in shipping materials, a greater movement towards “green” purchases, wake-on-LAN in computer labs, automatic video projector in classrooms via GVE, the use of washable cleaning cloths in computer labs, and a plethora of other small actions that, when combined, have had a large impact on our overall sustainability practices. Additionally, the OIT Climate Action Plan was produced as an assessment of current practices and a roadmap for advances in sustainability; the CAP can be found at www.oit.pdx.edu/about/sustainability

User Support Services recycled over 600 CRT monitors and replaced them with LCD technology, saving around $15,000 in electricity annually
• Provided $656K to schools/colleges directly for their computer labs and other necessary technology supplies.

• Provided over $800K to schools/colleges and departments at PSU via technology fee requests, including the new Academic Student Recreation Center and classrooms within the building, all new classrooms and labs in the School of Social Work, and lab upgrades to the College of Liberal Arts and Sciences.

• In partnership with the university library, OIT invested $30K to help create a scholarly digital repository. PSU’s Digital Repository is a system that brings together and preserves the University’s research, unique resources, and other scholarly output with the goal to provide persistent, open access to that work.

• Refreshed nearly 200 computers in the OIT computer labs on campus, and spent approximately $200K total on overall technology upgrades to these labs.

• Invested $13K to expand the campus VPN solution to students as well as faculty and staff.

• Provided $143K to increase the number of wireless access points around campus for quicker, more reliable network access for students.

• Nearly $100K was spent keeping OIT’s computer labs maintained for optimal student use, including paper, toner, and general upkeep.

• Invested $25K in PaperCut software and hardware for improved print accounting and wireless printing.
As the leader of technology for PSU, the Office of Information Technologies is constantly challenged to keep services current for an optimal learning and teaching environment. As the university (and the world) grows more dependent on technology, OIT is met with obstacles when balancing the fine line between the support offered and the resources available.

Future goals include not only supporting the current technology, but implementing new and improved technologies. In order to enhance the student experience, plans are in place to upgrade even more classrooms to include instructional equipment; expand our voice and data services and coverage; install and support more enterprise-wide applications and software that integrate with Banner; enhance security practices and knowledge; replace outdated faculty and staff machines with newer, more robust equipment; upgrade and add to PSU server storage to support more departmental data with a higher efficiency; and to continue providing excellent technical support and assistance to the PSU community.

As any state institution knows, facilitating this sort of development can be a challenge. With recent budget cuts and questions regarding the future of funding and staffing, it can be difficult to plan how to keep up support for such a large university. However, with creative ideas, qualified employees, and effective utilization of all resources (including funds, people, and time), OIT has overcome these hurdles in the past and will continue to do so in the future; it may be challenging at times, but ultimately, providing such extensive support to a large university is not only a necessary undertaking, but a very rewarding achievement.
Goals for Fiscal Years 2011 & 2012

Project Portfolio Management
- Utilize Decision Director as entry point for all OIT projects
- Enforce requirements gathering and executive approval for all projects brought to OIT
- Build in costs for ongoing support of proposed enterprise services

Customer Communication
- Provide access to DD PPM for all customers
- Expand communication beyond TAGs
- Publish annual report
- Publish all Service Level Agreements
- Expand information security training and awareness

Business Process Improvement
- Deploy Data MASTER
- Evaluate current level 2 support tasks for possible migration to Level 1
- Implement active monitoring of infrastructure
- Automate workflow for new and exiting employees
- Enhance use of PeopleAdmin
- Assist HR with deployment of EPAF

Integration
- Extend wireless to student housing
- Build out integration and web development teams
- Deploy virtual computer lab, VOIP, GoogleApps, FlexReg, Desire2Learn, and Talisma
- Evaluate migration to BEIS
- Integrate and provide workflow for Access Control

Systematic Planned Abandonment
(candidates for removal or realignment)

- Academic Research Computing
- Projects not related to Academic or Research computing
- CIO Administration
- Shadow budget systems
- Paper timesheets and leave reports
- Minor inventory
- Computing Infrastructure Services
- Alumni email forwarding
- Old WebCT and Sakai
- ColdFusion webserver
- AACS
- NAGLFAR – transfer data from security network to banner network
- Enterprise Information Technology Services
- Move Banner hotline to Help Desk
- Move Truename to BEIS
- Ability to choose ODIN name
- Move extracts from Banner to ODS/EDW
- OUS Banner modifications
- Accounts not originated in Banner
- Instructional Technology Services
- Storage of surplus gear
- Windows Media server
- Closed circuit TV
- Off air recording
- Networking and Telecom Services
- Loaner cell phones
- Management of conference calling
- Online phone bill access approval process
- Modem pool
- Calling cards
- Student long distance
- User Support Services
- Axis TV (move to UComm or portal)
- Switch from Meeting Maker to Google Calendar