



**INDIANA UNIVERSITY
KOKOMO**

OFFICE OF INFORMATION TECHNOLOGY

Accomplishments Report

2006-2007



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A Message from the Director of Computing and Technology Services

This campus is fortunate to have a highly-skilled, strongly-motivated, customer-focused IT staff. My job, in fact, is really quite easy – just stay out of their way and let them do their job! This report documents some of their accomplishments during the past year. I say some because there are many routine things that the IT staff does with no fanfare. So many, in fact, that this report would become too long to produce and too unwieldy if we were to try to document all of them. So, we have chosen to highlight just a few of the accomplishments that we think are most noteworthy and, hopefully, of the most interest to the campus community.

Some of our projects have moved along quickly and/or have been quite successful. For those projects the IT staff and you, our campus partners, get all the credit. When a project has not moved as quickly and/or has not been as successful as we had planned, it is likely due to something outside the IT staff's control – me! Finding resources, setting priorities and determining when the timing is right for projects is the role that I play. When a project moves more slowly or accomplishes less than was desired, it is typically due to one of those factors.

As you read through this report, I hope you will conclude, as I did, that a number of significant things were accomplished in this past year. To be sure, there is much more to be done, but I believe that we are on the right track, headed in the right direction and gathering momentum. I am excited about the months and years ahead and I am confident that the IT staff working in partnership with you, the campus community, can and will continue to achieve great things.

The first section of this report is an executive summary with bullet points under each strategic goal. This serves as a quick overview of the accomplishments for those that are not interested in the detail. For those that chose to dive into the detail, it will serve as a convenient way to recall that detail at a later time.

The second section contains our Mission, Vision and Values statements – our core commitments to our customers. It is important to include our core commitments in an accomplishments report as each accomplishment should be critically examined to determine if it is consistent with these core commitments.



The final section of this report is divided into seven sub-sections, one for each of the goals in the IT Strategic Plan. In each sub-section, the goal from the IT Strategic Plan is stated and detailed information is provided for each of the bulleted items listed above.

Although compiling this report does give the IT staff an opportunity to reflect upon and celebrate what we have been able to accomplish, that is not why we write it and disseminate it. It is our hope that you will find this information valuable. If you have any suggestions how this report can be made more valuable to you, please let me know.

A handwritten signature in black ink that reads "Carl B. Pennington". The signature is fluid and cursive, with the first letters of each word being capitalized and prominent.

Carl B. Pennington
Director of Computing and Technology Services



Executive Summary

Goal 1

- Implemented VMware Virtual Infrastructure
- Built and deployed a storage area network (SAN)
- Installed new wireless access points in high-demand areas
- Did a radio frequency (RF) analysis of campus buildings and outdoor areas

Goal 2

- Deployed an intrusion detection system (IDS)
- Installed new versions of patch and antivirus management systems

Goal 3

- Developed a Windows Vista and Office 2007 deployment plan
- Initiated a Vista Early Adopters program
- Added or updated Audio/Visual equipment in classrooms
- Deployed new instructor workstations in all the classrooms
- Installed audio/visual equipment in KC-130
- Extended and improved student technology
- Took initial steps for a website rebuild

Goal 4

- Reorganized for greater efficiency and improved support
- Deployed Office 2007

Goal 5

- Designed a binder with IT information as a giveaway to new students
- Developed a Technology Manual for Student Technology Centers
- Involved more campus departments in the MITH event
- Assisted in the development of new group management
- Provided an initial analysis of a mobile computing initiative

Goal 6

- Developed an Assessment Plan
- Conducted an IT Survey
- Staff attended conferences and seminars
- Staff attending training and achieved certifications

Goal 7

- Established a classroom technology lifecycle program



Core Commitments

Mission

To provide excellent, highly-valued services and support as well as leadership in emerging technologies that enable the campus to fulfill its commitments to teaching and learning, research, student life, and community engagement.

Vision

To be a technology-rich campus bolstered by responsive support from a knowledgeable Information Technology staff.

Values

Our core value is that of professional integrity with the ultimate goal of complete customer satisfaction. The Information Technology Department staff is committed to continual self-improvement and to providing service that exceeds the customer's expectations. These commitments require that the Information Technology Department staff be results-oriented, respectful, persistent, diligent and proactive in the provision of services.



Accomplishments Related to Goal 1

Provide a solid foundation of IT infrastructure that supports and adapts to the needs of the campus and is continuously improved.

Implemented VMware Virtual Infrastructure

VMware Virtual Infrastructure will help us implement system virtualization and improve our stewardship of server-class systems we run on campus. In basic terms, we will use two large physical servers with plenty of processing power, storage, and network bandwidth to run dozens of virtualized servers.

Built and deployed storage area network (SAN)

Storage area networks take advantage of new technology that essentially replaces the old IDE and SCSI interfaces commonly used to deliver storage to systems with optical fiber (called fibre channel in storage terms). The benefit of doing this is increased accessibility and connectivity to data storage. The SAN built for our campus is a key component in the VMware Virtual Infrastructure system. We will be able to expand and use the SAN in additional ways in the future.

Installed new wireless access points in high-demand areas

We receive many comments throughout the year about the coverage of wireless networking on campus. Where we have heard about needs for new or improved coverage, we have tried hard to reconfigure existing or deploy new access points – as in the case of the School of Education Curriculum Lab, the Purdue School of Technology wing of the Kelley Student Center, and surrounding areas.

Did a radio frequency (RF) analysis of campus buildings and outdoor areas

As we prepare to implement a campus-wide wireless data network, an RF analysis was performed to maximize future hardware investments. Using this analysis, we are able to identify exact placement for new access points instead of “guesstimating” where new access points should go. In addition, the analysis helped us identify potential trouble spots and provided estimated cable run lengths for providing network and power connectivity for future access points.



Accomplishments Related to Goal 2

Provide security and continuity of the IT environment, ensuring the integrity, privacy and availability of information.

Deployed an intrusion detection system (IDS)

An IDS was setup in partnership with the University IT Security Office (ITSO). The IDS monitors the IU Kokomo network for incidents involving malicious activity or violations of security and privacy policies. Local IT security staff and staff in the IU IT Security and IT Policy Offices are notified of events such as malware observed running on the network, hacking attempts, and policy violations.

Installed new versions of patch and antivirus management systems

In order to help reduce the vulnerability of campus desktops and servers IT employs patch management and antivirus management systems that need to be periodically updated.

Microsoft regularly releases new updates, patches, and security fixes for its applications and operating systems. Patch management systems help IT to audit and ensure the latest updates, patches, and security fixes are applied to campus desktops and servers in a timely manner.

Symantec Antivirus has been upgraded to the latest version allowing remote management and reporting of malware related incidents on campus desktops and servers. In the Fall 2007 semester alone, nearly 8,000 copies of various malware were caught and prevented from infecting desktop computers across campus.



Accomplishments Related to Goal 3

Proactively develop robust and pervasive IT resources and services that enhance the academic, administrative and co-curricular functions of the campus.

Developed a Windows Vista/Office 2007 deployment plan

Developed a Microsoft Office 2007 deployment plan to aid and ensure a smooth transition to these new system and application software packages. IT worked with campus community to develop timelines for these plans that would ensure a successful migration while offering the flexibility required by our varying constituency groups. Training, Deployment, and interoperability with external entities were taken into consideration this plan was developed and put into action.

IT Initiated a Windows Vista deployment plan and early adopters program to provide a clear migration path for the campus community. The deployment plan details how Student Technology Centers as well as academic and administrative units will be migrated. The Vista early adopters group has been valuable in helping to find issues relating to deployment, application compatibility, and general user support.

Added or updated Audio/Visual equipment in classrooms

Our project to put technology in the classrooms continued with four classrooms in the main building (KO-101, KO-104, KO-106 and KO-114) and the two Information Literacy classrooms in the library (KA-144 and KA-148). In addition, the equipment in KO-111 was upgraded and equipment was added in KE-103.

Audio/visual equipment and a network connection were installed in Havens Auditorium in order to meet the need for space to hold large classes.

Deployed new instructor workstations in all the classrooms

Many of the instructor workstations in the classrooms were out-of-date and performed poorly. This situation occurred because these computers were not part of the lifecycle program. All instructor workstations were replaced with the newest model desktop computer and they were added to the lifecycle program. For ease of use, all instructor workstations will be on the same lifecycle insuring that they will always be identical.



Installed audio/visual Equipment in conference rooms

We realize that people who make presentations in our conference rooms expect that high-quality A/V equipment be readily available. To meet this expectation, a program to install permanent A/V equipment in conference rooms was initiated. This program will achieve efficiencies by eliminating the need for the scheduling, delivery and setup of portable equipment. KO-130 was the first conference room to have permanent AV equipment installed.

Expanded and improved student technology

IT formed a task force to evaluate and select a replacement for VendPrint, with careful attention to our business rules governing student printing, our current IT environment, and implementation of future systems. At the conclusion of this review it was decided that a complete solution was too costly to implement. We are looking for other ways to make this acquisition.

We upgraded the Public Email Stations in response to your suggestions. Where necessary, we've replaced entire systems. In other areas, we have made hardware upgrades to the existing systems.

The Student Technology Group supported a 20% growth in technology on campus. This growth was the result of adding:

- 35 computers in the Math Lab
- 15 computers in Information Literacy Classroom 1
- 3 computers in the CuLab added to lifecycle
- 10 computers in the Registration Lab added to lifecycle

Took the initial steps for a website rebuild

It is generally recognized that our current website fails to meet the expectation of those that visit the website. In order to better serve the needs of current and future students, faculty, and staff, a comprehensive site architecture rebuild and determination of purpose for www.iuk.edu was deemed necessary. To begin the process of a complete website rebuild, we contracted with a consultant to help us develop an RFP. After conducting campus focus groups, prospective student interviews, and faculty-staff open sessions, a report and draft RFP were prepared.



Accomplishments Related to Goal 4

Develop a multi-tiered support system that addresses the varying levels of expertise and the specific needs of the campus community.

Reorganized for greater efficiency and improved support

In 2007, we completed a re-organization to provide for more efficient support operations and greater degree of cross-training. Creation of a support center model has allowed us to reduce bottlenecks caused by having phone, email and walkup support available from one desk. In addition, we began to incorporate remote support technologies to reduce the number of contacts that are escalated to incidents. An administrative unit was established to manage the large amounts of data that we collect and use in providing services to you.

Deployed Office 2007

To provide flexibility in the deployment timeline for Microsoft Office 2007, we developed Self-Service and Assisted Microsoft Office 2007 deployment methods. For the first time ever, we were able to deploy the newest office suite without setting up appointments for manual installs. This also means that you were able to choose when you wanted to upgrade, making it the most user friendly migration yet.



Accomplishments Related to Goal 5

Develop and maintain communication channels that ensure ongoing and meaningful dialogue between the campus community and the IT staff.

Designed a binder with IT information as a giveaway to new students

For distribution at IU Kokomo's first New Student Convocation we developed a binder with IT information as a giveaway to attending students. Information about UITS and IU Kokomo services, support information, negotiated vendor deals were included to make this binder useful for students trying to familiarize themselves with the IU Kokomo IT environment.

Developed a technology manual for Student Technology Centers

We developed a Technology Manual for Student Technology Centers to provide documentation of the STC environments and to clarify the support structure for those environments. Complete with resource maps, we intend for these manuals to be a complete and comprehensive reference guide to the Student Technology Centers.

Involved more campus departments in the MITH event

In 2007, we were pleased to have involved more campus departments in the MITH event. In addition to the academic departments, Career Services joined to offer information about jobs in the technology field. Arts and Sciences invited prospective students on campus for a look at the technology environment.

Assisted in the development of new group management services

We assisted UITS Identity Management in testing of new group management services that has resulted in university-wide rollout and a reduction in Helpdesk support requests for our campus.

Provided an initial analysis of a Mobile Computing Initiative

At the request of the Vice Chancellor for Academic affairs, IT provided an initial analysis of a mobile computing initiative that looked at the potential goals, stakeholders, and challenges IU Kokomo might face in undertaking a mobile computing initiative.



Accomplishments Related to Goal 6

Continuously assess and improve the efficiency, effectiveness and capabilities of the Information Technology Department staff and processes.

Developed an Assessment Plan

As a participant in the campus-wide assessment activities, the IT staff developed an Assessment Plan with three goals, desired outcomes for each of those goals and measurement methodologies.

Conducted an IT Survey

With the assistance of the university research technologists, the IT staff held a series of meeting to develop a survey instrument. The survey was distributed to all faculty and staff, and to a random, stratified sample of students. The IT staff then held two half-day retreats to analyze the results of the survey and develop some tactics to address problems that were identified.

Staff attended conferences and seminars

The entire IT staff attended the annual Statewide IT Conference at IUPUI. In addition, one or more staff members attended:

- The EduWeb Conference in Baltimore
- An Emergency Response Planning Seminar in Fort Wayne
- The annual CyberSecurity Summit at IUPUI
- The IHETS Tech Summit at IUPUI
- The Teaching and Learning with Technology Conference at Purdue

Staff attended training and achieved certifications

- Two staff members completed the VMware Virtual Infrastructure 3 (VI3) training
- Five staff members received training on the Pinnacle system.
- One staff member completed the GCWN certificate – Certified Windows Security Administrator
- One staff member received three FEMA certifications



Accomplishments Related to Goal 7

Ensure sound fiscal planning for IT that leverages existing university and campus investments and expends funding resources in the most responsible and efficient manner.

Established a classroom technology lifecycle program

The campus has made a substantial investment in technology for the classrooms. This equipment has a finite lifetime whether because equipment failure becomes more likely as it ages or because technology advances make the equipment obsolete. The instructor workstations were all replaced and added to the three-year lifecycle program. In addition, all AV equipment has been assigned a reasonable lifetime with the intent that, pending funding, it will be replaced on a regular basis.