DELTA STATE UNIVERSITY: NON-ACADEMIC ANNUAL REPORT
Academic Year 2005-06

I. Unit Title: Office of Information Technology Services

Division or School/College: Delta State University

Unit Administrator: Glenn Trammel, Chief Information Officer

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The Office of Information Technology
Service and Support for the Delta State Faculty, Staff, and Students

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Delta State University
SUNGARD HIGHER EDUCATION

II. Educational Program Learning Outcome Assessment Plan

These are Learner Outcomes identified for the **current** year. Contents of the table should be very brief. Footnotes may be included for items needing explanation or documentation. Not all units have direct student impact. Those that do should have clear learner outcomes developed. Those with no student contact may indicate that this section is not applicable.

Learning Outcome *What should a graduate in this major know, value, or be able to do at graduation and beyond?*	Data Collection and Analysis *What assessment tools and/or methods will you use to determine achievement of the learning outcome? Describe how the data from these tools and/or methods will be collected. Explain the procedure to analyze the data.*	Results of Evaluation *What were the findings of the analysis? List any specific recommendations.*	Use of Evaluation Results *What changes in curriculum, courses, or procedures were made as a result of the program learning outcome assessment process?*
Students will effectively utilize technology in their academic endeavors which will provide a valuable and marketable tool for career choices after graduation	Development of faculty training in instructional technologies which will promote the use of technology in the course delivery	➢ Faculty Technology Institute was awarded the Mississippi Best Practice Award for 2006 ➢ Student WebCT training program received excellent reviews ➢ Advancements in WebCT allowing faculty to utilize advanced technology features such as video and audio.	Survey information from faculty and students is fed into a continuous improvement process that leads to advancements of faculty and student training programs, technology deployments, and strategic planning for future directions.

Students will have the ability to participate in online, distance learning programs thus allowing students to continue their educations	Advancement of on line programs such as Commercial Aviation, Nursing, Continuing education, and other educational programs	➢ Certificate of Appreciation awarded to DSU for the development of online courses in the Sloan program in response to Hurricane Katrina ➢ Partnership developed with University of Central Arkansas to provide online, Web casting course delivery	Online course development and hybrid course (part online/ part in class) development continues to advance
"Smart Classroom" and laboratory developments continue to provide more opportunities for students to utilize technology in the learning process	The number of classrooms utilizing technology will increase, specialized labs will develop, and general purpose computing facilities will expand	➢ Journalism student newspaper computer lab developed. ➢ 10 study rooms developed in residential halls ➢ 2 high end graphic arts labs developed ➢ 5 smart classrooms developed ➢ School of Nursing computing replacement cycle implemented	More training classes developed to help instructors utilize technology in the classroom. IT Governance Committee providing key leadership in direction of future technology utilizations in learning.

III. Division/Department Goals for the Current Year

This is a report on progress towards goals for the **current year**. These are operational goals for the unit that are NOT tied directly to student learning outcomes which are reported in the table above. An example might be the implementation of a personnel development plan to enhance the skills of the staff in a unit.

A. Goal # 1 Advance Staffing expertise to advance the IT support for DSU

1. Institutional Goal which was supported by this goal:

Support of Institutional Strategic Goals 1, 2, 3
Goal1:

Enhanced academic programs will ensure that graduates are well prepared for successful careers and ready to contribute to the civic life of their communities.

Goal 2:

Students will enroll in greater numbers and a larger percentage will persist to graduation.

Goal 3:

The university community will benefit from better communication, effective operational and administrative systems, an optimal work environment, and a performance-responsive reward structure.

2. Evaluation Procedure(s):

This goal encompasses not only on site staff and their development, but the addition of Sungard corporate resources to help in the development and support of IT deployments on campus. This year, OIT was very successful in accomplishing both of these tasks. In doing so, the level of IT support and advancement has elevated the technology processes and systems to levels not seen before. Thus allowing the university to become far more efficient expands course curriculum and programs, and deliver services to the campus community in efficient, effective and secure manners. The following list highlights many activities over the past year to support these goals.

Staff Development:

- "Teaching/ Learning Community Model for Faculty Technology Institutes" presentation at 2006 Creating Futures Through Technology Conference
- "Beyond the Basics: A Model for Optimizing Technology Assets" presentation at 2006 Creating Futures Through Technology Conference.
- "Building Campus-wide Community for WebCT based Teaching/ Learning MARCS3 Faculty Institute Model" presented at 8th Annual WebCT Users Conference.
- Telecom Fiber Certification training for entire staff
- Microsoft Certified Systems Engineer training for network staff
- PI/SQL programming training for Oracle and Banner administrators
- Corporate addition of Oracle data base management personnel
- Corporate development of ERIS Banner reporting tool
- Corporate Web services development to support CCHEC, NCATE Web Site, and Policy Website
- 24x7 WebCT helpdesk support provided by Corporate helpdesk
- Network 24x7 support, development, and monitoring from Corporate network administrators
- IT strategic planning facilitation from corporate facilitator
- Title 3 grant writing facilitation from corporate facilitator
- Alumni/ Foundation Banner training advancement consulting from corporate Banner support team

Banner advancements:

- Banner Extender's Solution deployed to allow for document imaging for record management
- Form Fusion deployment to allow for electronic forms
- Banner Online Purchase Order deployment to allow for electronic approval of purchase orders
- Remote, secure access to Banner implemented
- Banner Recruiter's Summation report automated
- Banner Housing Summation report automated
- Summer payroll tax calculations automated to eliminate manual calculations
- Banner self service implemented allowing for online registration by students
- Banner internet native client deployed eliminating the need to manage a client product
- Banner random ID generation implemented to come into compliance with SOX and GLBA
- Proposals made for Banner assessment and training plan
- Proposal made for WebCT upgrade and integration with Banner
- Alumni implementation of electronic check writing
- Alumni implementation of electronic, automated gift acknowledgement process
- Alumni implementation of electronic, automated dues acknowledgement process

Other advancements:

- Information Technology Governance Committee developed

- Information Technology Strategic Plan developed to support institutional strategic plan
- Proposal made for work order management system for facilities
- Proposal made for campus management efficiency improvement
- Proposal made for Alumni infrastructure improvement and phone-a-thon development
- Proposal made for storage area network and update back up strategy for disaster recovery methodologies
- Proposal made for Banner assessment and training plan development

3. Actual Results of Evaluation:

The efforts listed above provided the foundation in which OIT was able to elevate the enterprise wide support of the academic and administrative technology systems at DSU. The past year saw the major departments and buildings all attached to the network fiber backbone. Thus, extensive training of the staff occurred to ensure the fiber plant could be properly maintained and monitored locally. This allowed for the entire campus to begin to utilize one centralize directory structure and thus was able to quickly advance to using advanced features in both the Banner ERP and WebCT academic systems. OIT has worked to move from managing a chaotic list of projects to a strategic planning effort with the evolution of the IT Governance Committee and the IT Strategic Plan development. These two efforts will provide future direction and guidance to the entire campus ensuring that the vision of the university is kept in focus when infrastructure advancements are being considered. Automation and integration of systems continued to be a primary focus in 2006. Banner underwent several initiatives to give campus users more access to the system in a secure manner. The result is that students now can register, enroll, and pay tuition without ever having to be on campus. Recruiters can access the Banner system from remote locations thus improving the efficiency of data entry and expansion of the recruiting base. The student record keeping system is now in compliance with state and federal regulations such as GLBA, SOX, FERPA, and HIPPA by implementing the randomly generate student ID number instead of using Social Security numbers as the primary identification. Departments such as the Alumni Foundation have experienced tremendous improvements in their operational processes with the implementation and integration of Banner into their operation. The Director of Alumni Foundation has been quoted as saying some of the personnel are now handling new and different responsibilities that they never could have performed without these implementations. In brief, the technology deployment and process improvements implemented in 2006 have generated tremendous improvements in both administrative and academic effectiveness for DSU.

4. Use of Evaluation Results:

Paragraph 3 above summaries many of the technology improvement efforts of 2006. The philosophy of the Office of Information Technology is one of continuous improvement. As such, the job is never done but constantly looking strategically to help the university improve its administrative and academic processes. Several efforts are underway to improve the processes in 2007.

B. Goal # 2 Initiate IT Strategic Planning

1. Institutional Goal which was supported by this goal:

The IT Strategic Plan is intended to support the Institutional Strategic Plan; in fact, the IT Strategic Plan was delayed such that the university could finalize the institutional strategic plan. In addition to the IT Strategic Planning committee and development, the IT Governance Committee was formulated and began to develop its role in the overall policy and decision making process.

2. Evaluation Procedure(s):

The primary evaluation procedure for determining if this goal is successfully completed is the actual development of the IT Strategic Plan, the formation of the planning committee, and the adoption of the plan by the university. Additionally, the IT Governance Committee was formed and has begun to help review and evaluate the IT policies on campus?

3. Actual Results of Evaluation:

The 2006 year was very productive as it relates to the development of the IT Strategic Plan. The process was delayed due to a number of factors including major project work, the development and adoption of the institutional strategic plan, and scheduling facilitation for the plan has pushed the adoption of the plan into 2007. That being said, the committee was formed and worked diligently to produce an IT plan that when implemented will provide the necessary direction to help the university achieve its overall goals. A Sungard facilitator was instrumental in helping the committee formulate the plan and develop all the piece parts. Additionally, Sungard issued a Teaching Technology Needs Assessment to gain the view of technology from the faculty's perspective. This information has been incorporated into the development of the IT Strategic Plan. The committee has approved the DSU IT Strategic Plan and sent it to the cabinet for approval. The plan is with the President's office currently and will soon be on the cabinet table for review.

The IT Governance Committee has been formulated, a vision and mission developed, and the process is moving forward. To date, two policies have been formulated, committee approved, and forwarded to the cabinet for consideration. The policies are currently in the President's office awaiting cabinet review.

4. Use of Evaluation Results:

The IT Strategic Plan has been drafted and approved by the IT Strategic Planning Committee. The committee will meet annually to review the plan. Additionally, the IT Governance Committee is meeting regularly and considering many IT policy topics. To date, two policies have been developed and are awaiting approval.

C. Goal # 3 Network Fiber expansion, security deployment, bandwidth management, and access methodologies to be implemented allowing university patrons secure, reliable, access to university production systems such as Banner, Email, and WebCT.

1. Institutional Goal which was supported by this goal:

Goal three is essentially supporting the entire university strategic plan. As the university becomes more reliant upon the network for delivery of information, it becomes more critical for the network to be secure, reliable, and accessible.

2. Evaluation Procedure(s):

A plethora of efforts have been implemented in an effort to bring the DSU network from an ATM, unsecured, and frankly unreliable network to a Gig E, secure, and reliable network. That effort has produced tremendous improvements in the quality of service experienced by the university patrons. The directory systems have been centralized which allows for a variety of implementations ranging from on campus network access to off campus access. The end result today is that DSU has one directory system, a remote access strategy, a secure and reliable network, fiber deployed to all major facilities, and a network uptime of more than 99%.

3. Actual Results of Evaluation:

A mountain of work has transpired over the past year as OIT has advanced the IT infrastructure forward in response to the university demand. A few of the efforts are listed here to demonstrate the efforts that have taken place:

- Novell eliminated thus producing a $70k savings to DSU
- Network Fiber connectivity has been delivered to all facilities on campus
- Remote, secure access to Banner implemented
- Banner self service implemented allowing for online registration by students
- Kethley renovation and relocation of staff to Ward, Bailey, Whitfield, and Library
- Remote Desktop Assistance automated desktop support tool deployed via Active Directory
- Campus Network Alert System, CANS, written and deployed to allow for emergency notification to all faculty and staff computers
- Wired Court of Governors renovation project
- Student WebCT training seminar development
- Microsoft Software Update Server deployed for automated updates of desktops
- Microsoft Windows Server Update Services deployed for screening and testing of service patches and updates prior to deployment
- GIS department relocated to Whitfield Hall
- Digital Music Institute developed in Whitfield Hall
- Partnership with University of Central Arkansas to provide a distance learning sign language course to DSU and UCA simultaneously
- On campus IP broadcasting capability deployed

Administrative Computing Metrics

Description		Availability	
Component	**Definition**	**Metric**	**Definition**
Banner Systems	Banner Server & Databases & Self-Services	99%	Green = OK (>99% Availability) Yellow = Caution (98–99% Availability) Red = Warning (<98% Availability)
Unix Mail System	Unix Send Mail System	99%	
Okramail	Student email system	99%	
One Card Services	One Card ID, Banking, and Meal Plan Card & Servers	99%	

Web Applications Metrics

Description		Availability	
Component	**Definition**	**Metric**	**Definition**
www.deltastate.edu (Beta)	Main Web Server	99	Green = OK (>99% Availability) Yellow = Caution (98–99% Availability) Red = Warning (<98% Availability)
ntweb.deltastate.edu (Alpha)	Secondary Web Server	99	
? (Gamma)	CCHEC Web Server	99	
okra.deltastate.edu	Student Web Server	99	
State Backbone Connectivity	Connection to state internet backbone	99	

Technical Services Metrics

		Availability	
Component	**Definition**	**Metric**	**Status**
Sun Servers – Rapids, Staples, Gautier, and Beauvoir	New servers for the Administrative software Banner.	**99%**	Green = OK (>99% Availability) Yellow = Caution (98–99% Availability) Red = Warning (<98% Availability)
AD Servers - Earth, Venus, Mars, Saturn, and Winupdates	File and Print, Domain Controllers, DNS/ DHCP servers for campus.	**99%**	
Exchange Servers – Mercury & Jupiter	Exchange servers for Faculty/Staff email.	**99%**	
OKRAmail	Student Email Server	**99%**	
Cisco Switch Connectivity	Network and internet access for campus	**99%**	

Telecommunications Metrics

Description		**Availability**	
Component	**Definition**	**Metric**	**Definition**
Phone Switch Availability	Availability of the Telephone System	100%	Green = OK (>99% Availability) Yellow = Caution (98–99% Availability) Red = Warning (<98% Availability)
Fiber Remote Availability	Availability of the Fiber-Optic Remote Shelf	100%	
Mini-Carrier Remote Availability	Availability of the T1 Remote Shelf	100%	
Trunking Availability	Availability of long distance and local service trunks	100%	

4. Use of Evaluation Results:

There is tremendous focus placed on the technology infrastructure at DSU. The network is the heart and sole of the university's operation. Without the network operating in a secure, reliable fashion, Banner, WebCT, Email, and many other operational features do not operate. By maintaining and advancing the network into a secure, reliable, accessible enterprise, the university is able to

advance its efficiencies and effectiveness. Today, the DSU network is reliable, fully operational over 99% of the time, secure, and yet accessible to the university patrons.

D. Goal # 4 Customer service front line support development expanded to better support the immediate need of the campus

1. Institutional Goal which was supported by this goal:

This goal is intended to support the all five institutional strategic goals. The effort here is to establish a technology, front line, one stop shop to support the university patrons and users of the university's systems in an efficient and effective manner.

2. Evaluation Procedure(s):

All phone calls and end user interactions that are handled at the help desk are entered into the Help Desk Online system. This system allows for tracking of the number of support calls, the subject matter of the respective call, and the resolution of the call. Additionally, communication efforts are in place to keep the end user informed on the status of their support call. Training efforts and staff development have been implemented to help the staff become more customer service oriented as well as knowledgeable with the IT systems in operation.

3. Actual Results of Evaluation:

The help desk has made huge strides in 2006. The hiring of two full time employees in conjunction with the student employee pool has really solidified the help desk. Training programs are in place for both the full time employees as well as the student employees. The training focuses upon both technology knowledge and customer service skills. Additionally, a knowledgebase, standard operating procedures, and frequently asked questions data bases have been created in an effort to place more information at the hands of the first tier support personnel. The objective is to strive for first call resolution, that is; solve the issue while on the phone. When this can't be accomplished, an escalation process has been implemented to hand the trouble call off to the 2nd tier expert. From here, the 2nd tier person takes the ticket and begins to work with the client towards resolution. Once the issue is resolved, the ticket is completed, the communication loop is closed, and the resolution is entered into the system. Feedback received from patrons indicates a tremendous increase in satisfaction with the service delivered from the help desk. The 2nd tier technicians are no longer receiving direct phone calls as everyone is using the helpdesk. Additionally, WebCT has the 24x7 hour support from the corporate helpdesk which has proven to be a tremendous value to the university. The helpdesk is always striving to improve. It can be very difficult to work on the helpdesk as typically the client is upset because something is not working. Additionally, the helpdesk technician is expected, unfairly, to know everything about everything. This is unrealistic of course, but the efforts that have been put in place during the 2006 have helped the help desk and frankly the entire User Services group advance its overall support for the campus.

Help Desk Metrics

From 7/1/2005 - 6/11/2006 **Case Summary Report**

	BEGIN	NEW	TRANSFERS	CLOSED	END	NET CHANGE
Administrative Computing	8	840	17	856	9	1
Audio Visual Services	24	259	-15	253	15	-9
COE	2	6	7	12	3	1
Classroom Technology	0	32	15	47	0	0
Desktop Services	12	2009	-102	1912	7	-5
Help Desk	21	1644	-20	1642	3	-18
Management	8	313	43	352	12	4
Network Services	6	775	-53	722	6	0
Student Technology Consultants	0	307	88	391	4	4
TLC	4	118	21	142	1	-3
Telecommunications	7	685	0	684	8	1
Web Services	10	296	-1	299	6	-4
Totals:	**102**	**7284**	**0**	**7312**	**74**	**-28**
Average:	**8**	**607**	**0**	**609**	**6**	**-2**

4. Use of Evaluation Results:

The Help Desk Metrics are constantly being used to monitor the types of support calls that are being received at the help desk. Feed back from the end users is also used to help improve. The 2nd tier support team works to communicate improvements to the operational systems with the help desk. Corporate support systems are in place to measure the effectiveness of the support system. The User Services team is focused upon continuous improvement in both technology skill sets and customer service skills. As a result the entire department continues to improve and provide valuable support to the campus.

IV. Data and information for department:

The Office of Information Technology's (OIT) mission is to provide the Delta State community with the information technology leadership, services and support needed to achieve the University's goals. OIT's vision is that of an IT environment which empowers faculty, students and staff to use technology creatively and effectively to achieve their goals. This environment will have a standards-based architecture with secure, reliable infrastructure and services, and easy access to information. OIT will be focused on anticipating and meeting the needs of the community in an efficient and effective manner, and will have the resources appropriate to its mission. The values of OIT staff include: customer focus and service, empowerment, open communication, and a commitment to quality in all that it does.

The Office of Information Technology (OIT) is composed of SunGard Higher Education staff providing IT Management, User Services, Network and Telecommunications services, Administrative services, Media and Event Planning services, Web Support services, and Technology Learning services. To contact any of the members of OIT, please contact the OIT Central Help Desk @4444 on campus or 662-846-4444 off campus.

V. Personnel:

Professional/Community Activities

Beverly Fratesi

- Nominated and selected to participate in the Sungard Management Advancement Program
- Elected to the Board of Directors of the Mississippi Delta Technology Council (MDTC)
- Appointed to the Higher Education Advisory Council for GovConnection
- Appointed board member for the Delta Business Women's Council
- Named one of five individuals chosen from across the state to serve as "Leadership Mississippi Advisor" for the 2005 Class of Leadership Mississippi
- Named President of the Board of Directors of the Hodding Carter Memorial YMCA in Greenville, Mississippi
- SACS Implementation Team, Quality Enhancement Team, DSU
- Creating Futures through Technology conference

Chris Giger

- Chris Giger was promoted to Lieutenant on the Cleveland Volunteer Fire Department
- Chris Giger received Oracle 8.i DBA Certification Status
- Sun Solaris certification and training
- Administrative Staff Council, DSU
- Campus One Card Implementation Team, DSU
- Staff Technology Committee member, DSU
- Mississippi Banner Users Group conference attendee

Larkin Simpson

- Nominated for Sungard Management Advancement Program
- Adjunct Art Professor, DSU, Spring semester
- Member of the Cleveland Volunteer Fire Department
- Recipient, Golden Addy Award for Website Design
- Marketing and Media Relations Committee, DSU
- National Registry First Responder

- Web Oversight Committee team member, DSU
- Member of Delta Technology Council

Marshall Cole

- Fiber certification
- Nortel Communication Server Technologies certification
- Nortel Call Pilot certification
- Building and renovation committee member, DSU
- No Dig coordinator, DSU

Kent White

- Fiber certification
- Nortel Call Pilot training
- Mississippi cabling training

Oliver Neilson

- Mississippi Banner Users Group conference attendee
- My/Sql training
- SCT Banner report writing training
- Staff Technology Committee member, DSU

Matt Logan

- Received Certified Fiber and Certified Advanced Fiber Certifications

Shane Floyd

- Received A+ Certification

Jonathan Moulder

- A+ Certification
- OIT/ Sungard desktop support training
- Mac training

Kelly Kirkland

- OIT/ Sungard desktop support training
- WebCT training

Felix Rizvanov

- Member, Academic Council, DSU
- Member, Distance Learning Committee, DSU

- Presented at Creating Futures Through Technology Conference
- Presented at the national WebCT Annual conference

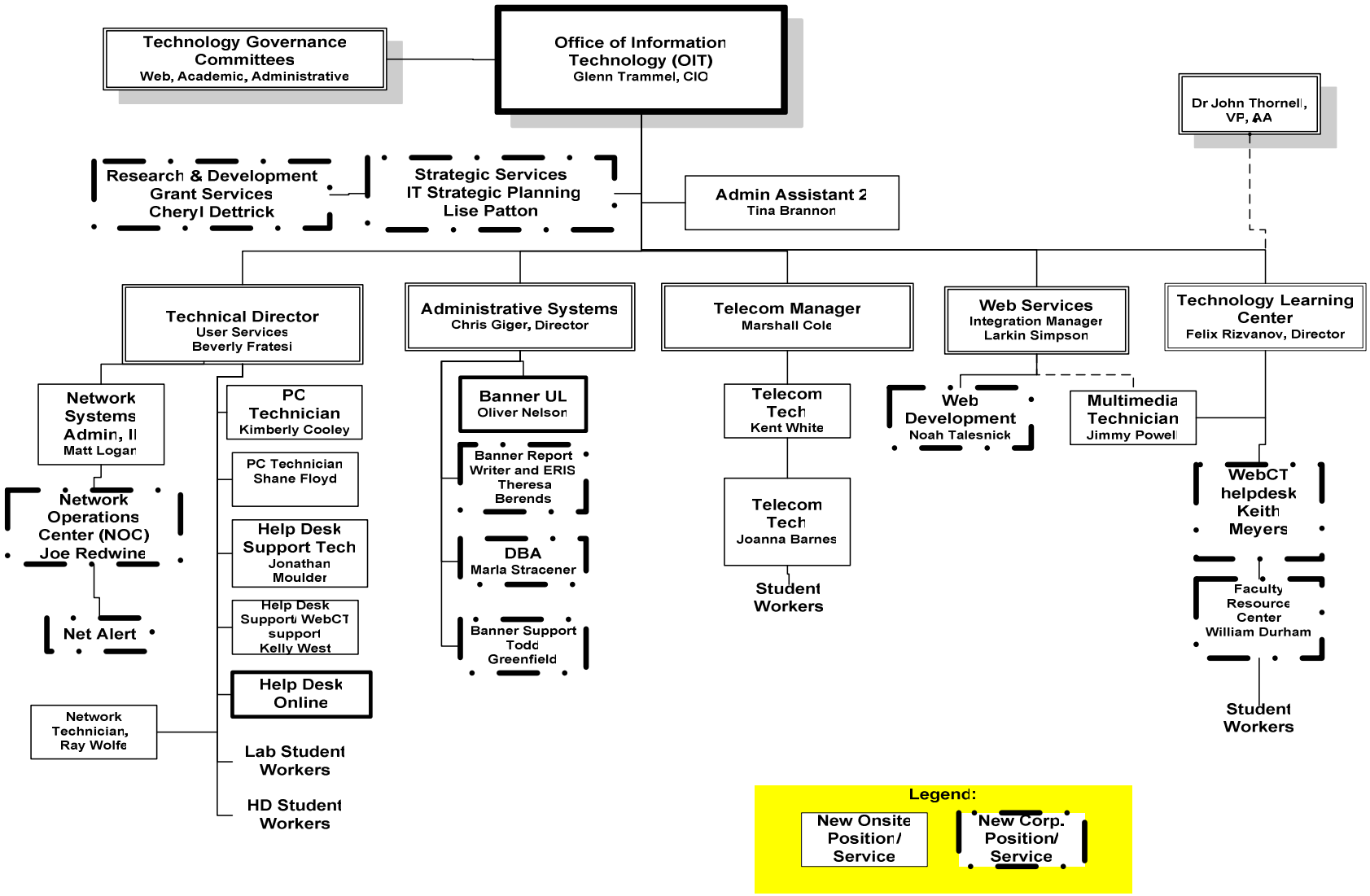
Glenn Trammel

- Member, IT Governance Committee
- Member, IT Strategic Planning Committee
- Member, Administrative Staff Council, DSU
- Member, Strategic Planning Committee, DSU
- Member, Technology across the curriculum committee, DSU
- Presented at the Creating Futures in Technology conference
- Educause conference
- Collegis CIO training
- Web oversight committee advisor
- State technology council member
- Delta Council
- New Student Orientation
- The Key to Competitiveness conference

All staff members attended the following on-campus training events

- Sexual harassment training
- Customer Service training
- Team building fundamentals
-

OIT continues to work closely with Sungard corporate support in order to advance the level of operational support and advanced programming development at DSU. Oracle data base administration is conducted 100% from the corporate offices. DSU currently has 4 Oracle instances in place and will be adding a 5th instance in 2007. Web development services from corporate are allowing for the development of the CCHEC website, the NCATE website, and the University Policy website. These developments are complex data base web services that could happen without dedicated web developers from the corporate offices. IT strategic planning, title 3 grant preparations, Alumni Banner consulting were all facilitated by corporate strategic services. The corporate network support services continue to help monitor all production systems and the WebCT helpdesk is open 24x7x365. Below is the organizational chart indicating the onsite and off site support entities:


Technology Governance Committees
Web, Academic, Administrative
Office of Information Technology (OIT)
Glenn Trammel, CIO
Dr John Thornell, VP, AA
Research & Development Grant Services
Cheryl Dettrick
Strategic Services IT Strategic Planning
Lise Patton
Admin Assistant 2
Tina Brannon
Technical Director
User Services
Beverly Fratesi
Administrative Systems
Chris Giger, Director
Telecom Manager
Marshall Cole
Web Services
Integration Manager
Larkin Simpson
Technology Learning Center
Felix Rizvanov, Director
Network Systems Admin, II
Matt Logan
PC Technician
Kimberly Cooley
PC Technician
Shane Floyd
Help Desk Support Tech
Jonathan Moulder
Help Desk Support WebCT support
Kelly West
Help Desk Online
Network Technician,
Ray Wolfe
Lab Student Workers
HD Student Workers
Network Operations Center (NOC)
Joe Redwine
Net Alert
Banner UL
Oliver Nelson
Banner Report Writer and ERIS
Theresa Berends
DBA
Marla Stracener
Banner Support
Todd Greenfield
Telecom Tech
Kent White
Telecom Tech
Joanna Barnes
Student Workers
Web Development
Noah Talesnick
Multimedia Technician
Jimmy Powell
WebCT helpdesk
Keith Meyers
Faculty Resource Center
William Durham
Student Workers
Legend:
New Onsite Position/ Service
New Corp. Position/ Service

VI. Division/Department Goals for Coming Year

The following outlines some of the goals and objectives defined for the year 2007. Please keep in mind that with the continuing integration of systems across administrative and academic systems, the defining of goals directly related to learning outcomes versus administrative outcomes becomes more difficult to truly define. Additionally, OIT is an agile team in that the team adapts to the direction of the university. For example, if the university decides that Single Sign On Authentication is not a priority, then OIT will move a different direction with advanced security features. The following list is designed to highlight the objective, describe briefly the desired outcomes, and attempt to identify how it will be measured for the 2007 fiscal year.

- Advance the IT Governance Committee into an authoritative committee directly linked to the Cabinet: This effort entails guiding, mentoring, and advising the IT Governance Committee on the advancing technologies and increasing demand for services across the campus. From here, OIT will help prepare the plan but will guide the committee to develop the appropriate policy or priority level for the respective project. The committee is in its infancy stage and thus will need time to develop and advance to have a voice at the cabinet. This year is an important year for this committee and the role it needs to play for the success of the university.

- Adherence to the IT Strategic Plan: Tremendous work went into the development of the IT Strategic Plan. With its approval pending cabinet review, it will be critical to utilize the plan as the corner stone from planning IT advancements. This plan is comprehensive in that it covers all technology (both administrative and academic processes). Additionally, it has accountabilities and measurements built into the plan that will allow the IT Strategic Planning Committee and the IT Governance Committee a tool to measure progress.

- Implementation of Title 3 plan and subsequent management of proposal should it be funded: Sungard has been instrumental in helping DSU develop its Title 3 proposal focused upon technologies in the sciences. Should the proposal be funded, tremendous work and focus will be placed on implementing the plan outlined in the proposal. This funding will cover several years with major efforts being implemented each year. Therefore, it will be critical to ensure the necessary steps are taken to implement the proposal as it was presented.

- Staff development and advancement: Efforts must continue to advance the skill set of the existing staff. As this skill level increases, so does the level of support the team is able to provide to the campus. The skill set must advance beyond strictly technical skills. Many of the team has leadership traits that must be developed such that the team can become multi-faceted. It is also important to continue to look for avenues to leverage the corporate support structure. These efforts will continue to improve the entire operation and support for DSU.

- Implementation of a Storage Area Network: This effort will provide central data storage space for university patrons to store data files in a secure, redundant, and accessible environment. This effort will also eliminate server sprawl across the campus by leveraging a central storage array thus allowing future processes to implement in a much more cost effective and efficient manner. The result will be a system that students, faculty, and staff will be able to store class work, curriculum material, and process information in a system that adheres to a disaster recovery plan. The system will allow for the use of "blade" servers to be implemented when adding new processes. The cost savings will be tremendous and the ability for students and faculty to advance their use of technology in learning will be "priceless".

- WebCT upgrade and integration with Banner: This is a project that had begun the planning the phases in 2006 but will push into fiscal year 2007 due to funding constraints. When implemented, this project will allow for the automation of course shell creations and course roster populations. It will also allow for increased course storage materials including advanced features such as audio and video files.

- Automation of the Telecom billing process: This effort will automate and integrate the nearly 15 year old existing telecom billing process with the Banner ERP system. This effort will allow OIT to better track and implement phone services as well as generate more accurate and reliable billing systems. Work is still ongoing to generate an accurate return on this investment but initial calculations demonstrate nearly $60k a year in savings. This process will also be instrumental in supporting the new cell phone billing program that the legislature is mandating state agencies implement.

- Security Monitoring System: Efforts are currently underway for 2007 to implement an enterprise wide security monitoring system to help with Homeland Security efforts across the campus. This project will look to implement a security monitoring network that is centrally monitored and events recorded to a server based system across the entire campus.

- Wireless deployments: This effort will bring wireless to the campus for use by university patrons. The project will be implemented in phases with the first phase simply allowing for wireless access in the Union. Subsequent phases will include security measures with the implementation of Cisco's Clean Access. Additional developments will include a visitor's network and a university patron's network. The IT Governance Committee is developing an implementation plan and funding sources are being identified.

- Single Sign On authentication: This effort will utilize the existing Active Directory structure to allow faculty, staff, and students to log into university systems using one user name and password. The challenge here is to populate the directory structure with the student population. This is a tremendous undertaking, one that will require both hardware and programming time. The end result will be an enterprise system that is secure and yet accessible to all university patrons.

- Smart classroom expansion: This effort will continue to build upon the momentum experienced in 2006 with many more classroom deployments. Jobe Hall will be the first major undertaking as work is already under way to implement instructional technologies into the three new lecture halls. Other deployments will include the Broom auditorium,

Coliseum, State Room, and the Jacobs Hall. Wireless carts are in the planning phase for Caylor Walters and Ewing Hall. Title 3 funding will also provide for 18 smart classroom deployments in Caylor Walters.

- Replacement cycle re implementation
- Banner Assessment and Training plan development
- DMI computing lab and Jobe Hall smart classroom deployments
- Identification of funding and revenue streams to support IT infrastructure expansion