DELTA STATE UNIVERSITY: ANNUAL REPORT
Information & Technology Services
Annual Report of 2004-2005 Fiscal Year

I. Unit Title: Office of Information Technology Services
Unit Administrator: Glenn Trammel, CIO

II. Data and information for the department.
The outsourcing and consolidation of the three Delta State University technology departments to Sungard Collegis, Inc. was finalized July 2004. The labor transferred from DSU to Sungard Collegis in January 2005. Since that time, the telecommunications, technology learning center, and information technology services have been combined to form one Office of Information Technology (OIT). The summary is broken down into four categories: academic, administrative, user services, and networking/telecommunication technologies. This should reiterate the change from three separate technology departments to one primary unit. There has been a plethora of work that has transpired in the 2004-2005 fiscal year. The following surmises the activities of the OIT for the 2004-2005 fiscal year.
## Academic Technologies

<table>
<thead>
<tr>
<th>Implementation/Development</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Faculty Technology Institute</td>
<td>Provided faculty training in online course development and advancement. Also provided an environment for peer to peer sharing and instruction.</td>
</tr>
<tr>
<td>TLC Training Courses</td>
<td>Provided a series of courses to train faculty on the operation and incorporation of technology in the classroom.</td>
</tr>
<tr>
<td>28 Smart Classrooms/Conference Rooms 17 Technology Carts</td>
<td>Provides computing technology presentation capabilities for instruction and presentation. Provide mobile computing technology presentation capabilities for classrooms and meeting rooms without permanent installations.</td>
</tr>
<tr>
<td>Southern Region Electronic Campus</td>
<td>Participating on the certification of DSU courses and programs.</td>
</tr>
<tr>
<td>e-Learning Committee</td>
<td>Participating on the DSU committee evaluating and determining direction related to e-Learning initiatives.</td>
</tr>
<tr>
<td>Faculty Resource Center</td>
<td>Web based faculty training tool to help with online course development and advancement. <a href="http://www.tn.regentsdegrees.org/faculty/pedagogy.htm">Tennessee Board of Regents citing our work</a></td>
</tr>
<tr>
<td>WebCT Helpdesk</td>
<td>Available 24 hrs, 7 days a week for faculty and student WebCT support.</td>
</tr>
</tbody>
</table>
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- **Administrative Technologies**

<table>
<thead>
<tr>
<th>Implementation/Development</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Upgraded Banner ERP to 6.0</td>
<td>Provides the latest upgrades and services to the campus</td>
</tr>
<tr>
<td>Internet Native Banner</td>
<td>Provides remote access to Banner via the internet</td>
</tr>
<tr>
<td>VPN concentrator</td>
<td>Provides for secure access to campus resources from off campus</td>
</tr>
<tr>
<td>Banner Xtender Solutions</td>
<td>Scheduling with SCT currently, will provide a method to digitize registration documents</td>
</tr>
<tr>
<td>Fiber implementation to Physical Plant</td>
<td>Places Physical plant on the network backbone and will allow for automated controlling of mechanical systems across the campus</td>
</tr>
<tr>
<td>Barracuda SPAM blocker</td>
<td>Provides protection from most known SPAM and virus attacks by blocking them at the enterprise level</td>
</tr>
<tr>
<td>Banner Generated ID</td>
<td>Provides a randomly generated number as the identification number for faculty, staff, and students</td>
</tr>
<tr>
<td>WebCT integration with Banner</td>
<td>Scheduling final conversion with SCT to allow for automated class roster builds and student webct account creations</td>
</tr>
<tr>
<td>New Student email system</td>
<td>Allows for easy communication with the entire student body via reliable email</td>
</tr>
</tbody>
</table>
### User Services Technologies

<table>
<thead>
<tr>
<th>Implementation/ Development</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Transitioned College of Education into Desktop Computer Replacement Cycle</td>
<td>Provides for 70 CoE faculty and staff machines to be managed by OIT</td>
</tr>
<tr>
<td>Exchange Email and Active Directory Migration</td>
<td>Provides for more secure computing infrastructure while increasing the flexibility of utilization—such as Outlook Web Access</td>
</tr>
<tr>
<td>Web Over-Sight Committee</td>
<td>Provided the Site Builder Tool Kit and actively participated on the campus web leadership committee</td>
</tr>
<tr>
<td>Upgraded 4 Computing Labs</td>
<td>Provides for the latest technologies to be available in the teaching and time shared computing environments</td>
</tr>
<tr>
<td>Expanded 10 computing Sites in the Residential Hall Environment</td>
<td>Provides 10 new study rooms located in each residential hall complex</td>
</tr>
<tr>
<td>Audio Visual Loan Moved to User Services</td>
<td>Provides a single location to receive computing help and to check out AV loan equipment.</td>
</tr>
<tr>
<td>Computer Replacement Cycle</td>
<td>Cycle 1 calls for replacing nearly 220 individual faculty and staff desktop computers</td>
</tr>
</tbody>
</table>
Networking and Telecommunication Technologies

<table>
<thead>
<tr>
<th>Implementation/ Development</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Network Upgrade to GigE</td>
<td>Provides complete elimination of the ATM network allowing for increased efficiency and security of network infrastructure</td>
</tr>
<tr>
<td>Fiber Implementation to Physical Plant</td>
<td>Places Physical plant on the network backbone and will allow for automated controlling of mechanical systems across the campus</td>
</tr>
<tr>
<td>Fiber Implementation to Whitfield Gym, Cassity, and Campus Residence</td>
<td>Eliminates the lanextender modems and provides direct access to the campus network backbone</td>
</tr>
<tr>
<td>Jobe Hall</td>
<td>Provides for nearly 450 data ports in the building</td>
</tr>
<tr>
<td>Completed Upgrade to Nortel Meridian PBX Switch</td>
<td>Allows for shut down of old antiquated PBX</td>
</tr>
<tr>
<td>Expansion of PBX Card Shelves</td>
<td>Allows for expansion of phone network for net new phone lines</td>
</tr>
<tr>
<td>Voice Mail</td>
<td>Call pilot is installed and in the process of being deployed to campus. Scheduling this with Bell South</td>
</tr>
</tbody>
</table>
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III. Personnel/ Staffing

- Transition from stove-piped to integrated organization, TLC, Telecommunications, ITS and Collegis Corporate services
  Forming “Office of Information Technology, OIT”

- Onsite OIT Organization Comprised of 17 FTE

- NEW hires to-date: 7
  • Open positions: 1 Helpdesk/ WebCT support

- Value-add opportunity: Migrating position to Corporate support to provide additional Banner Report writing capability

- Supplemented with Corporate Support
  • WebCT Help Desk (24X7X365 Student and Faculty Support)
  • Banner Report Writer/ERIS
  • Database Administration (DBA)
  • Strategic Services (IT Strategic Plan Development and Maintenance)
  • Web Development (includes Site Builder Toolkit)
  • Administrative Systems Consultants
  • Academic Services (Faculty Resource Center)
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Organization Chart
Professional/Community Activities

Fratesi, Beverly
- 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

Giger, Chris
- 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

Simpson, Larkin
- 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

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

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

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

Glenn Trammel
- Member, Administrative Staff Council, DSU
- Member, Strategic Planning Committee, DSU
- Member, Technology across the curriculum committee, DSU
- 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
IV. Department Goals for 2004 or 2004-05

It should be noted that 2004-2005 brought tremendous organizational change to the three DSU technology departments. Organizational change and departures of two directors have created a void in the declared goals for 2004-2005. Therefore, the goals of the former ITS department are listed here. Section V will then show the progress that has been made on the contracted statement of work project outline found in schedule C of the contract between DSU and Sungard Collegis.

A. Goal # 1 Adequate Staffing

The primary goal of ITS is to implement a staffing plan that will support the information and technology needs of Delta State University. This plan will include additional personnel to directly support the different functional units of the campus. Appropriate salaries would be a major component which would allow us to not only attract but also maintain qualified personnel. Training and on-going development is also an essential part of preparing ITS staff to be able to support and stay current with ever changing technology.

B. Institutional Goal which was supported by this goal:
(listed on pages 14-15 in the 2004-06 DSU Bulletin)

Provide administrative services and auxiliary enterprises (student housing, bookstore, food services, etc.) which are effective and efficient in the support of the institutional mission.

C. Expected Results:
(What happens if the goal is met?)

Adequate staffing will allow ITS (now OIT – Office of Information Technology) to provide improved service to faculty, staff and students. This improved service will include meeting information needs in a timely manner, providing more timely desktop and instructional support, providing more and better access to systems and services, and providing increased instruction and training to the campus community.
D. Evaluation Procedure(s):

(How will you determine if this goal is met?)

Reaching this objective will be evidenced by increased staffing which will result in a reduction in turnaround time of service requests, increase in technology resources and opportunities on campus and off, meeting deadlines for completion of services and project implementation, more training offerings, etc. Most importantly, this will allow ITS (OIT) personnel to respond to day to day activities as well as enabling enough development time to be allocated to long range projects and implementation of various technology projects.

E. Actual Results of Evaluation:

(Explain if the evaluation is not complete)

The decision was made to outsource all technology departments and resources to Sungard Collegis for a five-year management contract to perform management of personnel and technology resources at DSU. Sungard Collegis manages technology resources and personnel at over 80 institutions of higher education and has additional corporate resources that can assist the campus on an as-needed basis. In January 2005, significant staffing and organizational changes were made to improve technology services as a whole at the institution. New staff has been recruited with two positions currently unfilled. Realignment of duties for all staff continues. To address the staffing shortage that has plagued the technology groups at DSU due to location and lack of an abundant trained, local workforce from which to obtain applicants, Sungard corporate offices are currently recruiting from a national pool of applicants for most positions. Evaluation is not yet complete.

F. Use of Evaluation Results:

(How were the results used to improve programs, operation, or services? Indicate if this led to a new goal for the next year.)

OIT has identified ways in which to consolidate operations in order to provide better, more consistent technology services for the campus community. These services include, but are not limited to, one-stop shop for technology needs, new website including content...
management that allows for university involvement at every level, 24/7 support desk for WebCT support issues, improved planning and change management processes, to name a few. This has led to a new goal for next year to have most technology support services available online for greater customer services and satisfaction.

G. Learning Outcome Assessment Plan

a. Learning Outcome #: What should a learner know, value, or be able to do as a result of this outcome? Learner should have increased access to new and more secure computing technologies on campus. Additionally, the learner will have more access to knowledgeable technicians who will help the learner expand their technology knowledge and use of IT resources.

b. Assessment Tools and Methods: What assessment tools and/or methods will you use to determine achievement of the learning outcome? Limit measures to three.

Measure One: certification levels of technicians

Measure Two: number of help desk tickets created and resolved

Measure Three: attendance of training seminars

c. Data Collection and Analysis: Describe how the data from the assessment tools and methods will be collected. Explain the procedure to analyze the data.

Data Collection Procedure: Data collection will occur via the use of the help desk trouble call tracking tool known as HDO or HelpDesk Online. Technicians’ certification levels and training plans will also be closely monitored.
d. Analysis Procedure: It can be determined that full time employees answer more of the IT trouble calls than do student employees. Additionally, as IT systems become more complicated and new systems are rolled out, more calls for help come for the user base.

f. Results of Evaluation
What were the findings of the Analysis Team? List any specific recommendations.

Findings: The balance between staffing, corporate resource utilization, and trouble calls is a difficult balancing act. It requires balancing need with funding. It also requires understanding the end user community. Faculty will hesitate to call a help desk staffed with students. Thus, the number of faculty calls may be low as a result of deployment of a student help desk

Recommendation 1: hire a full time desktop technician to support the help desk and coordinate the student activities

Recommendation 2: hire an additional full time technician to support the help desk in the mornings and the technology learning center in the afternoon.

Recommendation 3: Increase the training seminars for faculty, staff, and students.

H. Use of Evaluation Results
What changes in curriculum, courses, or procedures were made as a result of the program learning outcome assessment process?

I. Response: The staffing plan is in place and moving forward with hiring the required full time personnel. A tremendous training effort is moving forward for the student employees.
J. Assessment Team Members: Glenn Trammel, Beverly Fratesi, Kimberly Cooley.

A. **Goal #2 Upgrade Campus Computing Facilities**
   OIT will upgrade many of the campus computing facilities and create new facilities in those areas where the need for new labs have been identified. These upgrades should provide for substantial increase in computing access and performance for students and faculty, and provide long-term capacity for growth.

B. **Institutional Goal which was supported by this goal:**
   *(listed on pages 14-15 in the 2004-06 DSU Bulletin)*
   
   Optimize the effective use of technology in support of the education process.

C. **Expected Results:**
   *(What happens if the goal is met?)*
   
   These enhancements will improve resources and access for students to updated technology facilities which would replace either non-existent or currently outdated and congested facilities. Faculty will have improved access to technology resources for instructional purposes and training purposes, as well as improved teacher stations from which to instruct.
D. Evaluation Procedure(s):
(How will you determine if this goal is met?)

Reaching this objective will be evidenced by the successful implementation of the new labs and installation of new equipment in selected existing labs. Statistics will be gathered in real time and compared to current statistics to monitor use of these labs by both students and faculty/staff.

E. Actual Results of Evaluation:
(Explain if the evaluation is not complete)

ITS installed a new equipment in the Library Public Computing Lab, updated the School of Business instructional facility in Broom 202-03 with new equipment. Additional replacements are on schedule for Music Lab, new Art Macintosh Lab, Broom 173, Academic Support Lab, and School of Nursing lab. Students, faculty and staff now have additional and upgraded technology resources available.

F. Use of Evaluation Results:
(How were the results used to improve programs, operation, or services? Indicate if this led to a new goal for the next year.)

OIT will continue to evaluate performance of the campus computing facilities through monitoring as well as feedback from students, faculty and staff. OIT will use the information to enhance and improve technology access on the campus. Goals for 2005-06 year include additional replacements and new labs on schedule for Music Lab, new Art Macintosh Lab, Broom 173, Academic Support Lab, and School of Nursing lab.
G. Learning Outcome Assessment Plan

h. Learning Outcome #:  
What should a learner know, value, or be able to do as a result of this outcome?  
Learner should have increased access to current computing technologies on campus and thus be more inclined to expand their knowledge of IT resources and utilizations.

i. Assessment Tools and Methods  
What assessment tools and/or methods will you use to determine achievement of the learning outcome?  
Limit measures to three.

Measure One: Number of time shared machines on campus

Measure Two: Utilization numbers of these machines

Measure Three: Requests from faculty to reserve computing labs for teaching

j. Data Collection and Analysis  
Describe how the data from the assessment tools and methods will be collected. Explain the procedure to analyze the data.

Data Collection Procedure: Ultimately data will be collected via automated tracking of “log ins” to time shared machines. This will be implemented at a latter date thus for now a manual method of tracking student and faculty utilization will be incorporated.

Analysis Procedure: Analyze the data to determine how often the machines are in use.
k. Results of Evaluation

Findings: The computing labs are being utilized. Students need access to software and peripherals. Not all students own a computer. More faculty are wanting to teach in computing labs or at a minimum “smart classrooms”.

Recommendation 1: Expand labs in Art, Music, Business,

Recommendation 2: Recommend a lab scheduling policy

Recommendation 3: Continue to analyze utilization

l. Use of Evaluation Results

What changes in curriculum, courses, or procedures were made as a result of the program learning outcome assessment process?

Response: The notion that the need for time shared computers is not justified at this time. This student body needs more access to IT resources. Additionally, more faculty are looking to incorporate the utilization of technology in their teaching. Plans should be forthcoming to continue the expansion of “smart classrooms” and the access to IT resources.

m. Assessment Team Members

List members of the Assessment Team.

Members: OIT team.

Note: All sections must be addressed
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<thead>
<tr>
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<th>Status</th>
<th>Description and Documentation of Compliant or Non-Compliant</th>
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<tr>
<td><strong>ACTIVE CLIENT PROJECTS</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Web based checkout, including an on-line list of equipment available for use.</td>
<td>TBD</td>
<td>OIT</td>
<td>In Progress</td>
<td>looking at possible &quot;canned&quot; apps now also exploring what other client campuses have deployed</td>
</tr>
<tr>
<td>Bar code scanning of loan inventory.</td>
<td>TBD</td>
<td>OIT</td>
<td>In Progress</td>
<td>investigating consolidating the different inventory systems in place on campus</td>
</tr>
<tr>
<td>Upgrade WebCT license to 4.1 campus edition with full integration with SCT Banner.</td>
<td>Fall 2005</td>
<td>OIT</td>
<td>50% complete</td>
<td>plans are being developed to integrate SCT Banner with our WebCT deployment; purchase order has been placed and scheduling of implementation is being coordinated</td>
</tr>
<tr>
<td>Provide single mode fiber for distribution of down-linked video (access point, fibers to major presentation facilities, etc.).</td>
<td>Fall 2005</td>
<td>OIT</td>
<td>In Progress</td>
<td>Cisco Catalyst 6509 core Ethernet switch is on site and &quot;burning in&quot;. This is the primary switch for the network upgrade</td>
</tr>
<tr>
<td>Evaluate providing wireless phone services to the campus community.</td>
<td>TBD</td>
<td>OIT</td>
<td>In Progress</td>
<td>Deployed test units currently</td>
</tr>
<tr>
<td>Upgrade the cabling plants in buildings needing CAT5 cabling.</td>
<td>Spring 2006</td>
<td>OIT</td>
<td>In Progress</td>
<td>Hubs are currently being replaced and work on cabling has begun</td>
</tr>
<tr>
<td>Provide centralized patch management and system updates.</td>
<td>Fall 2005</td>
<td>OIT</td>
<td>70% complete</td>
<td>Active Directory upgrade allows us to set these policies</td>
</tr>
<tr>
<td>Implement DHTML protocol for user interfaces to database.</td>
<td>TBD</td>
<td>OIT</td>
<td>On Hold</td>
<td>database management being performed remotely via Collegis corporate DB mgmt</td>
</tr>
<tr>
<td>Implement a method to transfer information from online applications to Banner automatically.</td>
<td>Summer 2005</td>
<td>OIT</td>
<td>Complete</td>
<td>Online applications are running and feeding Banner</td>
</tr>
<tr>
<td>Banner upgrade: 6.x.</td>
<td>Fall 2004</td>
<td>OIT</td>
<td>Complete</td>
<td>WebCT integration and Xtender solution is being scheduled with SCT. Touchnet online payment complete. MyDSU and DSU Online Services up and running</td>
</tr>
<tr>
<td>Fully implement the Banner software system and other integrated systems, such as Campus Pipeline, WebCT, document imaging, on-line payments, etc. at all campus locations.</td>
<td>Fall 2005</td>
<td>OIT</td>
<td>75% complete</td>
<td>WebCT remains</td>
</tr>
<tr>
<td>Plan, project manage and implement a university-supplied and funded universal student e-mail system.</td>
<td>Summer 2005</td>
<td>OIT</td>
<td>complete</td>
<td>IMAIL went live July 5th, students email will be @okramail.deltastate.edu</td>
</tr>
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<td><strong>ACTIVE CLIENT PROJECTS</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Coordinate with SCT and the campus Banner User’s Group to perform post implementation audit of current usage.</td>
<td>TBD</td>
<td>OIT</td>
<td>In Progress</td>
<td>Generated IDs to replace SS# complete and thus planning will commence to audit overall progress of Banner implementation</td>
</tr>
<tr>
<td>Assist with current implementation of technology projects including: Touchnet Payment Gateway, All Campus Card “One Card” System.</td>
<td>Fall 2004</td>
<td>OIT</td>
<td>complete</td>
<td>Support models need dramatic improvement thus work will begin with the campus administration to address these concerns. The infrastructure is in place and running well.</td>
</tr>
<tr>
<td>Plan and project manage the full implementation of the self-service Banner modules (Web for Employees, Web for Finance, Web for Executives), as well as additional Banner modules (Extender Solutions) on a project by project basis.</td>
<td>Fall 2005</td>
<td>OIT</td>
<td>95% complete</td>
<td>New hardware has been installed, burned in, and testing has begun. Will look to go live before the middle of September 05</td>
</tr>
<tr>
<td>Update the virtual tour/campus video on the Client website.</td>
<td>TBD</td>
<td>OIT</td>
<td>On Hold</td>
<td>GIS indicated a desire to have students develop as a part of their program.</td>
</tr>
<tr>
<td>Administer the University’s GIS lab.</td>
<td>TBD</td>
<td>OIT</td>
<td>On Hold</td>
<td>Per the request of the GIS director, the lab was transferred to the College of A&amp;S control in January 05</td>
</tr>
<tr>
<td>Implement a Service Level Agreement with customer user areas to begin establishing a formal accountability process.</td>
<td>Spring 2006</td>
<td>OIT</td>
<td>In Progress</td>
<td>Responsibilities tracking systems to help manage projects and support for departments</td>
</tr>
<tr>
<td>Coordinate and secure various vendor meetings and demonstrations on campus regarding new technology and services available.</td>
<td>Spring 2006</td>
<td>OIT</td>
<td>In Progress</td>
<td>quarterly open forums will be coordinated</td>
</tr>
<tr>
<td>Host annual Technology Fair.</td>
<td>Spring 2006</td>
<td>OIT</td>
<td>In Progress</td>
<td>Technology Fair listed here is for faculty, staff, and students…not the community.</td>
</tr>
<tr>
<td>Form a formal quality assurance/data integrity team.</td>
<td>TBD</td>
<td>OIT</td>
<td>In Progress</td>
<td>Look to implement after the IT Governance Committee is formulated</td>
</tr>
<tr>
<td>Coordinate with Mississippi’s Institutions of Higher Learning on the system-wide consolidation of computing services project.</td>
<td>TBD</td>
<td>OIT</td>
<td>In Progress</td>
<td>working with Al Lind and becoming involved with the IHL’s planning for leveraging economies of scale across the state.</td>
</tr>
</tbody>
</table>
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Next Steps and direction for 2006

◆ Staffing
  ▪ Invoke corporate resources for Banner Report Writing
    • Implement ERIS
◆ Initiate IT Strategic Planning Services
  ▪ DSU Strategic Planning moving toward completion
  ▪ Invoke IT Governance committee to begin IT Strat Plan
◆ Projects/ Implementations
  ▪ Wireless network to complement Wired network
  ▪ Storage Area Network– provide file storage space for faculty and students
  ▪ Key server technology for reduction in software licensing and increased location utilization of said software
  ▪ Complete Disaster Recovery Plan with redundant backup processes
  ▪ Fiber deployment to Chadwick-Dickson
  ▪ Replacement Cycle 2 -
◆ Prioritize and Implement Projects
  ▪ Technology Learning Center
    • Increase faculty training
    • Develop student training courses
  ▪ Telecom
    • Implement accounting/billing software
    • Expand voice mail service
    • Plan for Voice over IP—VoIP
  ▪ Help Desk
    • Train FTE staff and student workers to enhance customer service skills
  ▪ Network Management
    • Implement network tools to better allocate bandwidth and manage/curb usage, Packeteer.
    • Implement security measures such as VPN (Virtual Private Network)