ict

INFORMATION + COMPUTING TECHNOLOGY

2008-2009 ANNUAL REPORT

Summary of the Year

It was a busy and productive year for ICT. Our top priority and most important accomplishment is the continued success in providing high quality, reliable service and support to our community. Major work for this year included the introduction of green computing sustainability initiatives, new web and media services, 64 bit desktop computing, and the launch of the Technical Advisor Project (TAP) program. These accomplishments are detailed in subsequent sections.

ICT's technology initiatives this year include completing the migration of the legacy domain services to the new university-wide SUAD domain, consolidation of hardware through virtualization and centralization, implementing a Flash server, the launch of the new content management system, classroom and network closet upgrades, and the implementation of a disaster recover system.

Strengths and Accomplishments

Maxwell continues to maintain an up-to-date infrastructure. Firmware upgrades were performed on approximately 80 network closet switches this year. Maxwell's servers and other core infrastructure are robust and at current standards. ICT staff completed implementation of core Hyper-V server hosts which reduced the number of physical production servers from over thirty down to two. Hyper-V is a hypervisor based virtualization system for x64 systems which will allow multiple virtual machines to share hardware resources without interfering with each other so that you can safely run several operating systems and applications at the same time on a single computer. The production servers are also protected by a disk-to-disk-to-tape backup system, as well the SteelEye DataKeeper system. DataKeeper synchronizes the production servers to a secondary storage system and virtual host which will soon be located in the new green data center on campus.

This year's effort to focus on sustainability was a complete success. By keeping up to date with current technology, we were able to use the new hybrid sleep mode in Windows Vista to reduce the cost of electrical power for a desktop and monitor from an annual cost of $47.00 per year down to an annual cost of $20.00 per year. Additionally, duplex printing was set as the default for all capable printers and copiers in Maxwell, saving energy and paper. Desktop computers continue to be replaced on a four year cycle. ICT staff replaced 155 desktop computers or approximately 25% of our total inventory. All new desktops (both Mac and Windows) are Energy Star compliant and have earned the highest rating of EPEAT Gold.

The status of the staff in ICT is extremely stable. By promoting teamwork, professional development and cross-training, ICT staff is able to provide both cutting edge technology and top-notch service to the Maxwell community.

There were no significant security incidents on our network this year. While ICT continues to be vigilant, there are no technological or other means to guarantee the security of our systems.

For a year where no new versions of Windows or Office were deployed, ICT staff enjoyed a record year for training attendees. There were over 180 attendees between all sessions this year of which 51% were unique faculty, staff and students. In addition to Office and Vista training, Adobe Premier, Adobe Connect and Adobe InDesign classes were added. Additionally, ICT continues to provide student support through general and department-based orientations, and during normal and extended help desk hours throughout the year.

ICT continues to provide a wide variety of event production services including live webcasting, video archiving, podcasting, video streaming, audio and video conferencing, video production and editing, and DVD authoring, each tailored to the specific needs of our units/departments. ICT supported over 170 multimedia events this year including the Congressional debate live on WTVH from the Maxwell Auditorium

ICT staff has completed the migration and upgrades of core services such as DHCP, DNS, WSUS, firewall, and web services from the old Maxwell domain to the new environment. These services will remain in Maxwell and be supported by ICT staff.

ICT continues to support the Communications office in the school's migration of our primary web site (www.maxwell.syr.edu) into the Ektron Content Management System (CMS). ICT's role in this collaboration has been the integration the Communication Department's web page designs and feature requests into the Ektron framework.

In the past year ICT has supported a web survey application that has been used to create and publish over 100 online surveys. Use of this survey application has been widely adopted by Maxwell departments as a tool to gain valuable information to enhance the quality of its programs.

Challenges

Computing Centralization.   ICT will continue to seek opportunities to save money and promote sustainability through resource centralization while maintaining the quality and integrity of the Maxwell computing environment.

Goals for 2009-2010

- *Systems Assurance/Resilience.* ICT will continue to bolster protections from viruses and worms, to educate our community on threats and how to protect themselves, and will strive to maintain our reliability of 99.99% uptime for our network and all production systems.

- *Web and Media Services.* Expand the infrastructure to accommodate media services such as high definition recording and audio and video editing and distribution.

- *Windows 7 and Office 2010.* ICT has already started preparing for the release of Windows 7 in October and Office 2010 early next year. ICT staff will begin marketing, training and user testing of Windows 7 and Office 2010 in January and begin deployment next spring.

- *Student Focus Group.* ICT held its first focus group this semester to explore how we can use technology to better serve the Maxwell student community. As a result of this meeting, ICT will develop a series of workshops for the Maxwell students that will feature such topics as distance collaborative research, remote interviews, video and audio podcasting, photography, ArcGIS, Microsoft Office and much more.

- *High quality of service.* Maxwell faculty, staff, and graduate students expect, as well they should, high levels of service from ICT

- *Communications Activities with the Maxwell Community.* We will work to enhance our existing communication channels, including the website, biennial survey and through the advisory committee and student focus group.

- *Faculty, Staff and Student Training and Orientation.* Training opportunities will continue to increase over the next academic year. In addition to Vista, Office and Adobe products, ICT plans to expand its training sessions to include SharePoint, Windows 7 and Office 2010.

- *OnBase.* OnBase is a software application that electronically captures stores and manages literally every document generated or received – including paper, reports, application files, e-mails, and web content. ICT will develop a project framework for the Maxwell departments to implement OnBase to save paper and increase workflow.

- *Sustainability.* ICT will develop a tool that will allow remote desktop users to put their computer in sleep mode and remotely wake up the computer when remote desktop is needed. This will allow every computer in Maxwell to take advantage of energy savings. ICT is also implementing

a system that will automatically turn off the expensive multimedia projects in the electronic classrooms each night thereby saving energy and sustaining the life of the bulb and projector.

- *Campus Technology Collaboration*. ICT continues to work collaboratively with Information Technology and Services, as well as other distributed IT support units on campus. This collaboration is intended to result in a better IT environment across the campus. ICT Staff members participate in several projects and committees on campus including security, identity management, OnBase, software packaging, Technical Leadership Committee, DSP committee, sustainability, hardware and software purchasing, and the active directory technical team to name a few.

- *Classroom and Conference Room upgrades*. ICT will continue to upgrade the technology in the classrooms and conference rooms with a major upgrade being performed on the Maxwell Auditorium during the Christmas break.

2008-2009 STATISTICS AND OPERATIONAL NOTES

Service

ICT support staff processed more than 12,500 electronic mail messages, telephone calls, and voice mail messages in addition to almost 1800 service related appointments with faculty staff and students in 2008-2009.

Help Desk

The ICT Help Desk is the primary avenue for in-person assistance for Maxwell graduate students. A significant percentage of students coming to the Help Desk are seeking assistance with questions related to their laptop, these requests are consistently focused on wireless connectivity, data access and printing. ICT staff handled approximately 550 visits to the help desk, including over 275 students with laptop related issues. ICT continues to support the Macintosh community by providing tutorials and utilities that help automate the process of connecting Macintosh laptops to the resources at Maxwell.

Advisory Committee

The role of the committee is to provide advice on a variety of issues. Among these are helping ICT to think about trade-offs between requests for new services and the support of existing ones; the development of policies, procedures, and standards; user interface and support issues; the planning and implementation

process of migration to new systems; and the development of programs which contribute to the School's leadership in research and teaching. The committee also assists ICT by helping to keep the community informed about IT issues and initiatives; by facilitating relevant communication between ICT and those who use our computing system; and by providing ICT with information about faculty, staff, and student concerns and ideas.

Survey

In order to assess the level of satisfaction of the Maxwell community with the technology infrastructure, facilities, services and support provided by ICT, a biennial survey is distributed to the entire population of current Maxwell faculty, staff and graduate students.

Student Focus Groups

ICT will meet with the Maxwell student groups during the semster to demonstrate and promote the use of technology at Maxwell. This meeting will also provide an opporunty to learn how ICT can best serve the students.

TAP Program

The Technical Advisor Project program assigns one of the ICT staff members to serve as a single point of contact for a defined faculty project. Such project tasks include assistance with grant writing, hardware and software specification and purchasing, project planning, application support and multimedia support to name a few.

Mobile Teaching Carts

This is the second consecutive fiscal year of decline observed. We can now map an

MTC 2008-2009 Deploys
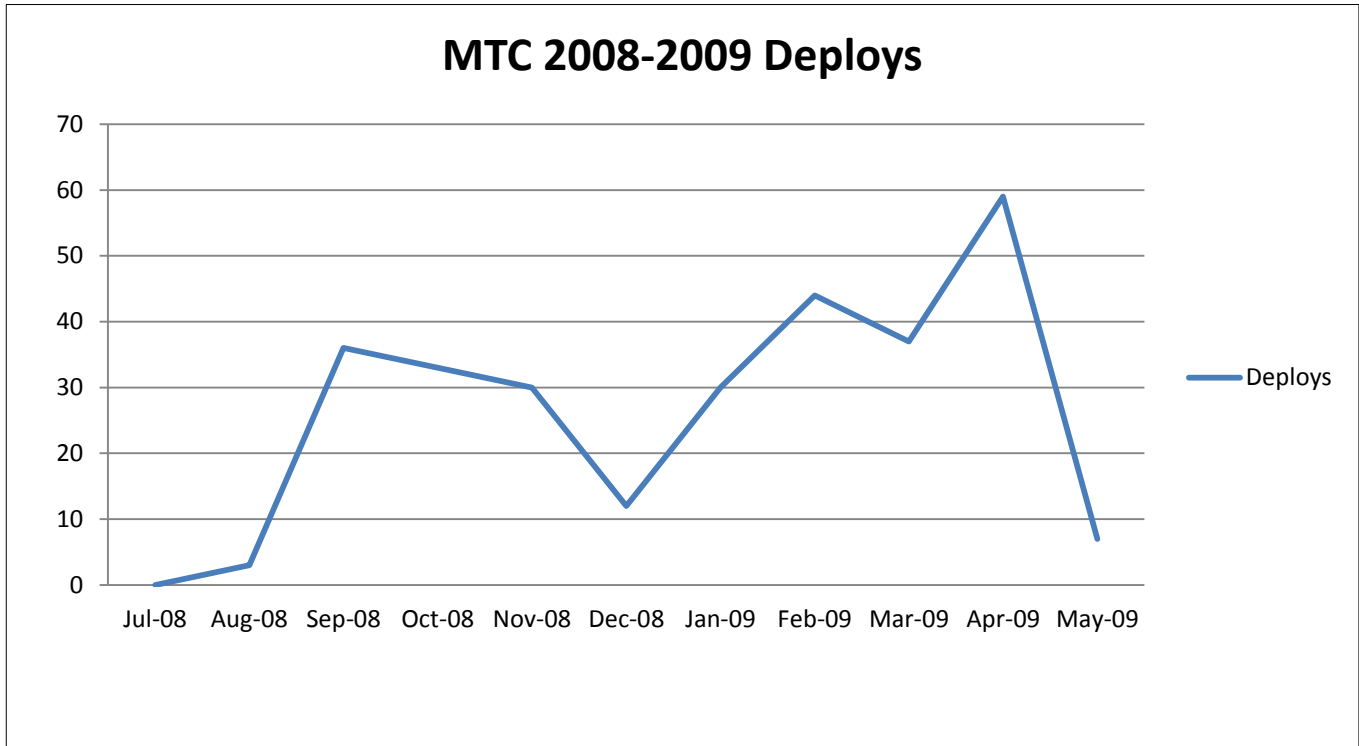
Average decline of 34.77% in the number of MTC deployments over the past two (2) years. This can be attributed to the additional classrooms upgraded with technology in recent years.

Percent of Year-to-Year Change	% (+/-)
From 2008 to 2009	-32.01%
From 2007 to 2008	-37.52%
From 2006 to 2007	+122.54%
From 2005 to 2006	+111.68%
From 2004 to 2005	+109.40%
From 2003 to 2004	+145.75%
From 2002 to 2003	+138.26%
From 2001 to 2002	N/A

*N/A = Insufficient Data