



Information Technologies
Annual Report | 7.1.05 – 6.30.06

INDIANA UNIVERSITY SOUTH BEND

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INDIANA UNIVERSITY SOUTH BEND

As years go, this past one was relatively calm. I've settled in, no more reorganization, only a couple of vacant positions needed to be filled and no major disasters.

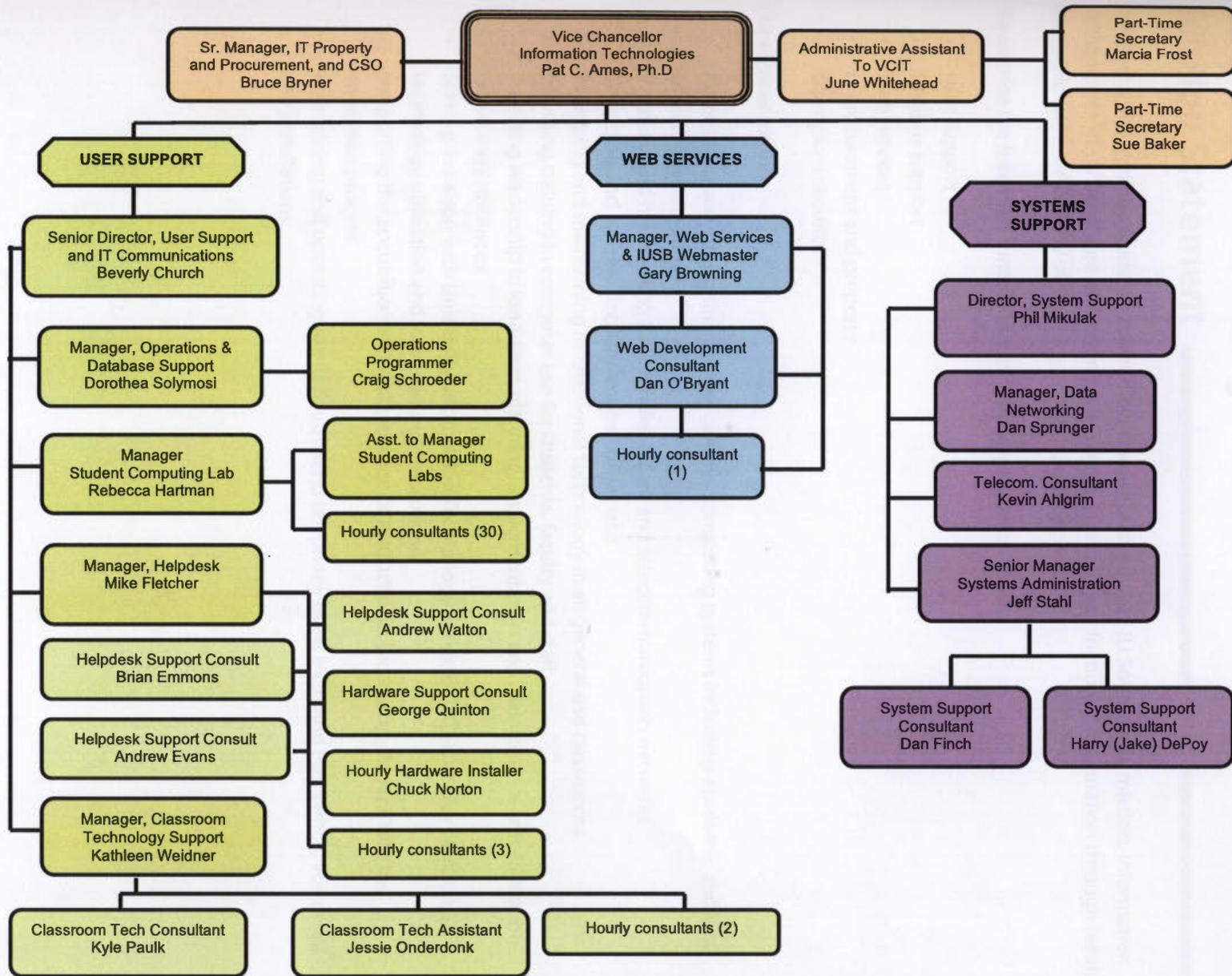
Calm, however, doesn't mean nothing to do! As you'll see in the following pages, we accomplished a great deal during the 2005-06 academic year. We had a few things to wrap up from 2004-05 and a whole host of new projects, many of which came about in response to user comments from our last satisfaction survey.

As always, we welcome not only your comments regarding our report but also your suggestions as to how IT may better serve you, our users.

Pat C. Ames

Pat C. Ames, PhD

Vice Chancellor for Information Technologies



INFORMATION TECHNOLOGIES ORGANIZATIONAL CHART

Information Technologies

Mission Statement

In full recognition of the student-centered orientation of the overall IU South Bend mission, Information Technologies (IT) is dedicated to facilitating the creation and dissemination of information through reliable, accessible and user-friendly technology, training and support.

We oversee the following functional areas (see organization chart):

- User support
- Systems support
- Web services
- IT procurement and property
- Operations security

Our services include:

- Maintaining and supporting general campus computing systems including academic and local administrative systems
- Installing and maintaining IU South Bend data and telecommunication networks
- Equipping and maintaining student computer labs
- Equipping and maintaining instructional technology in all general-use classrooms
- Providing training in computer use for students, faculty and staff
- Providing leadership in long-term planning, implementation and maintenance of information technology resources
- Serving as liaison with University Information Technology Services (UITS) for coordination of technology utilization and inter-campus networking
- Supporting the acquisition and maintenance of instructional technology to facilitate the education process
- Maintaining and operating the IU South Bend telephony plant including PBX switch, voicemail and installations

Parameters of Engagement

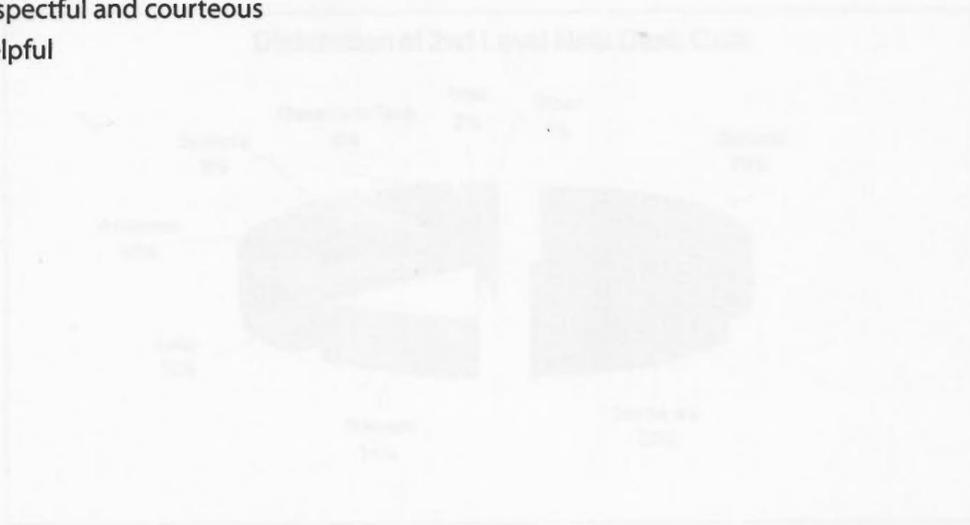
User Support

In our dealings with all our users, IT will employ the following guiding principles:

- Communicate effectively
- Work as a team
- Perform ethically
- Interact with civility and respect
- Follow through with commitments

We will conduct ourselves in the following manner:

- Do not publicly embarrass others
- Critique items or conditions, not people
- Work for the benefit of the IU South Bend community
- Communicate horizontally and vertically
- Avoid territorialism – look at the big picture
- Seek and share important information freely
- Be honest
- Be respectful and courteous
- Be helpful



This past year we joined Dell's "Let it support" initiative, we are glad to report work done by our help desk consultants who meet quality as Certified Dell Warranty Requirement. This agreement provides specialized access to Dell parts and support and was instrumental in allowing us to meet with users when their Dell products needed to be replaced. To date, we have been able to let Dell support us in...

Accomplishments

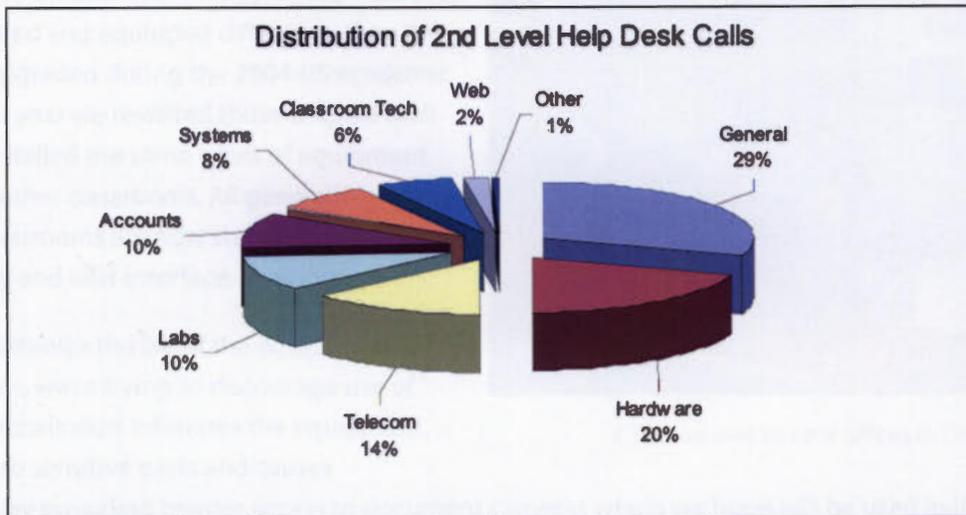
User Support

User support is responsible for the following functional areas:

- Help desk – provides first line technical support to campus computer users
- Classroom technology – provides instructional technology and related support to the faculty and students in the general-use classrooms
- Operations and database computing – houses/maintains most of the IU South Bend-specific databases and coordinates other centralized services
- Student computing – equips, maintains and monitors instructional computing labs, open labs and express workstations
- Communications – coordinates communications within IT and between IT and the other campus divisions

Help Desk

During the 2005-06 academic year, the help desk received 10,786 calls. Of those, 6,570 were resolved immediately and 4,216 were referred to 2nd level support. The pie chart below shows the distribution of the 2nd level calls by service area.



This past year we joined Dell's "Tier II" support whereby we are paid for repair work done by our help desk consultants who have qualified as Certified Dell Warranty Replacement Technicians. This agreement provides streamlined access to Dell parts and support and was instrumental in allowing us to meet user needs when over 100 power supplies failed during the spring semester. To date, we have been able to bill Dell \$6,950 in repair costs.



Upgraded instructional technology in DW 1001

Through a cooperative effort between IT and Student Services, IU South Bend students now receive assistance in account creation and password resets from both the help desk in Wiekamp Hall and from the One-Stop Center in the Administration Building. In addition, with increased support from IT during student orientations, account issues are being dealt with proactively before the semester begins so fewer students need to seek help individually during the first week of classes.

During this past year, the help desk installed 110 new computers in faculty or staff offices and reconfigured/redeployed an additional 90 machines for use in other areas on campus. Nine new Net Express workstations were installed in the Student Services One-Stop Center in the Administration Building.

Classroom Technology Support

Prior to 2004, there were 14 classrooms with varying degrees of instructional technology. These 14 rooms were configured and equipped differently than the classrooms upgraded during the 2004-05 academic year. This past year we revisited those original tech rooms and installed the same types of equipment found in the other classrooms. All generally-scheduled classrooms are now standardized in terms of technology and user interface.

In order to maximize the life of the equipment in the classrooms, we're trying to discourage use of chalkboards (chalk dust infiltrates the equipment, finds its way to sensitive parts and causes overheating) by providing greater access to document cameras which we hope will be used in lieu of boards whenever possible.



CTS relocates to new offices in DW 1145

Operations and Database Computing

Continuing progress was made on a campus-wide project to remove social security numbers (SSNs) from local databases in an effort to comply with new legislation that went into effect on July 1, 2006. The new statutes

specify increased penalties for failure to appropriately safeguard certain types of information including SSNs, credit card numbers, etc. In some instances, new databases had to be created because the old ones could not be modified.

Additional note-worthy accomplishments included the development of new processes for distributing phone billing detail to departmental account managers, the implementation of new inventory processes making use of barcode scanners and the modification of our main equipment database to include maintenance and repair information.

Student Computing

In order to contain costs and save a few trees, new printers with duplexing capabilities were installed in all of our main labs. Students are now being encouraged to do two-sided printing. We're also working with faculty to standardize PowerPoint presentations with respect to the printing configuration setup (three slides-per-page instead of one slide-per-page) to further reduce printing costs. Other cost-containment measures included a change in the scheduling of start-up classes (to be provided on an as-needed basis rather than as a regularly scheduled offering) and the reselling of out-of-lifecycle computers through the bookstore.

During the year, 59 new computers were installed in instructional labs, open labs and student assistance centers including the Tutoring Center, the Writing Center and the Foreign Language Lab.

IT Communications

INDIANA UNIVERSITY
SOUTH BEND

Bulletin Board

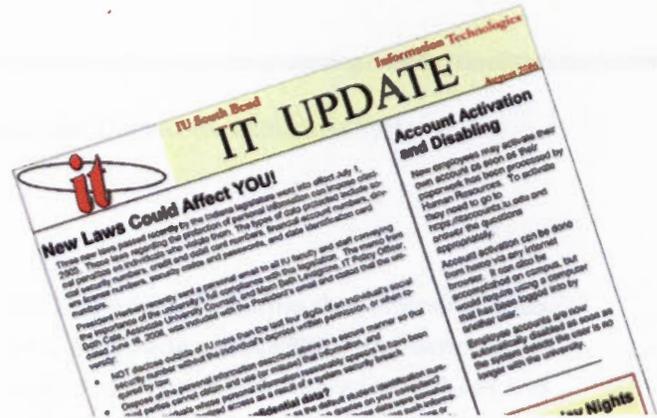
Log in | Search | E-mail notifications | Profile | FAQ



The time now is Thu Aug 23, 2006 10:20 am
Indiana University South Bend Bulletin Board Forum Index

Forum	Topics	Posts	Last Post
00 About Us			
Lobby General All-Campus Announcements	10	10	Wed Aug 23, 2006 11:30 am [unreadable]
Auditorium Public Performances, Open Lectures	11	10	Tue Aug 22, 2006 9:08 am [unreadable]
Back Office Employee Specific Postings, Human Resource Announcements	17	17	Thu Aug 17, 2006 3:46 pm [unreadable]
Business Class Faculty Specific Postings	8	8	Tue Aug 22, 2006 11:23 am [unreadable]
Campus Food Service Announcements	6	6	Wed Aug 23, 2006 7:39 am [unreadable]
Faculty Workforce Academic and Faculty Specific Postings	10	10	Tue Aug 22, 2006 9:04 pm [unreadable]
Main Office Student Services, Registration Info, Bureau Announcements, Financial Aid	13	13	Wed Aug 23, 2006 10:13 am [unreadable]
Human Resources Health and Wellness Center Announcements	6	6	Fri Jun 16, 2006 09:39 am [unreadable]
Playground Sports, Athletics	13	13	Wed Aug 23, 2006 11:41 am [unreadable]
Rec Hours Student Clubs, Student Life, Student Activities	16	16	Wed Aug 23, 2006 10:42 am [unreadable]
Student Career Center Job and Internship Postings	12	12	Wed Aug 23, 2006 10:10 am [unreadable]
Training Room Training Posts	26	26	Tue Jul 25, 2006 7:05 pm [unreadable]

New Bulletin Board replaced the antiquated Digests



Users were advised of new legislation via the IT Update

IT Communications, Systems Support, Extended Learning Services and the Office of Communications and Marketing collaborated to develop and deploy a new electronic Bulletin Board that will replace the antiquated Digests as our campus's primary form of communication.

IT also increased the frequency of the printed IT Newsletter from two issues per year to three. The newsletter, with a focus on communication both within IT and to the campus community at large, continues to inform users of changes and events related to information technology.

Systems Support

Systems Support is comprised of three units: Telecommunications, Data Networking and Systems Administration. It was a busy year for all of them.

Telecommunications



New CMDU units installed

Work commenced during the summer of 2005 on the upgrade of our PBX phone switch. After several out-of-the-box equipment failures and with SBC/AT&T on site, we successfully replaced the CMDU units, removed an old PBX cabinet and upgraded the battery backups. Telecom also upgraded hardware in the NuPoint voicemail system, disconnected unneeded analog trunk lines from the campus phone system (resulting in a savings of \$15,000 annually), prepared our campus for connection to the St. Joseph Valley Metronet (a system of fiber-optic cable), reprogrammed the phone system to route "574" long distance calls properly and assisted Student Services with an ambitious renovation and relocation project.

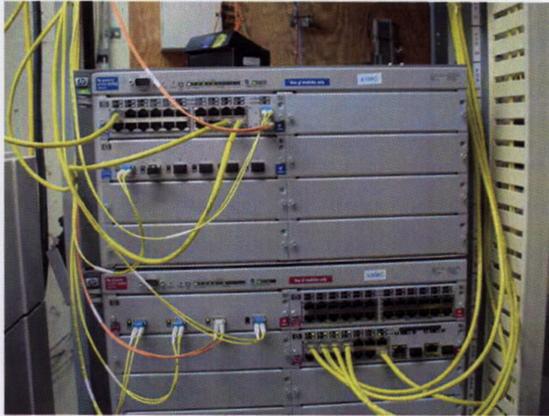
Data Networking

Because of our in-house ability to handle most of our networking needs, we're often able to realize significant cost-savings. For example, in order to set up a disaster recovery area in the Associates Building, we needed to run fiber-optic cable from the Administration Building over to Associates. Had that job been contracted, the cost would have been as high as \$40,000. We were able to complete it ourselves for less than \$4,000.

Another significant accomplishment for Data Networking was the completion of the core switch upgrade and the redesign of our network architecture to increase reliability and redundancy. Additional projects included infrastructure upgrade for two Arts labs (NS06 and NS031) and the rewiring of the entire Schurz Library (at significant savings compared to contractor cost estimates).

Systems Administration

In late 2005, a change management system was implemented to plan and track modifications that had the potential to impact a significant portion of users. As of June 2006, 110 changes that improved IT services were tracked and managed at minimal disruption to the campus community.



Core upgrade increases network reliability

To further improve service to our users and increase the security of our campus network, the Systems group completed the following projects:

- Migrated servers to private IP addresses
- Implemented SSL authentication of web pages via Kerberos
- Upgraded end-of-life servers
- Increased redundancy by creating a second machine room in the Associates Building (in cooperation with our Chief Security Officer and Facilities Management)
- Converted all IT-related systems to daylight savings time
- Increased student data storage by separating and moving the "my page" storage to a different server, and
- Assisted a number of non-IT units with installation and setup of departmental-specific technology including servers, digital camera and computer labs

Web Services

The big project for Web Services this past year was the reacquisition of hosting responsibility for the IU South Bend web site. For the past several years, our site resided on Veritas, a downstate server that also hosted the sites for IUB, IUK and IUN. Because administration of the server was the responsibility of Bloomington, there were a number of features and services we weren't allowed to provide our users. Bringing our site back home changed that. Now that we host our site on our own campus, on our own servers, we expect to be able to offer blogs, wikis, pod-casting, streaming media and better data-base/web site integration.



IUSB site hosting comes back home

In addition to being the "overseers" of the IU South Bend web site, our web staff assisted the campus community with a variety of web-related projects. Included among them this year was the development or creation of the following:

- A voting application to allow "One Campus, One Book" participants to vote for their favorite book
- An on-line election program for the Professional Staff Council
- A reservation application that allows individuals to reserve seats for placement tests
- Enhancements to the SGA voting application
- A customized program that serves as a web-based time clock for student lab consultants
- Customized web forms for student orientation, application monitoring, symposium/conference registration, graduation application, general studies admission and student judicial affairs, and
- New web pages for the School of Business and Economics utilizing the IU South Bend template

Operations Security/ IT Property and Procurement

One of the highest priorities for most IT support organizations is network security. IU South Bend is no exception. To that end, Operations Security undertook and/or completed the following:

- Audited our tape backup procedures and discovered weaknesses that were addressed
- Completed the compilation of the IT Disaster Recovery Plan
- Performed a data, network, workstation and server audit which resulted in recommendations for security enhancements
- Developed a security standard for instructional technology in the general-use classrooms
- Conducted a server console audit that resulted in improved password protection
- Performed regularly scheduled vulnerability scans of campus servers
- Designed a digital evidence preservation room and developed guidelines for its use
- Conducted an educational campaign to inform users about computer security, and
- Assisted in the setup of the Associates Building backup (disaster recovery) server room



Two new mobile labs available

In the property and procurement area, assistance was provided to Classroom Technology Support in the setup and deployment of the two mobile labs (one available in Northside, the other in Wiekamp Hall). We were also able to recover nearly \$32,000 via the sale of used computers through the bookstore and another \$4,000 in equipment trade-in on new purchases

Miscellaneous

While all of the accomplishments noted in the previous pages are attributed primarily to one group or another, it must be said that we work together as a team in meeting not only all of the challenges we face but also in the accomplishment of our goals. I believe this emphasis on teamwork and our customer-service orientation contributes greatly to the perception of improved effectiveness of IT services.

As detailed the chart below (courtesy of Dr. Rebecca Torstrick) and based on responses to the semi-annual IT satisfaction survey, our users report increasing satisfaction with the technological environment and services we provide to faculty, staff and students.

Survey question	<u>2001</u>	<u>2002</u>	<u>2003</u>	<u>2005</u>
How helpful has the information technology environment been in your teaching activities?	3.72 ±.19	3.90 ±.17	3.92 ±.18	3.97 ±.17
How helpful has the information technology environment been in your learning experience?	3.79 ±.11	3.82 ±.11	3.98 ±.12	4.05 ±.12
How helpful has the information technology environment been in your research activities?	3.81 ±.10	3.91 ±.09	3.92 ±.09	3.96 ±.10
Overall, how satisfied are you with the information technology services offered during the past year?	3.73 ±.07	3.81 ±.07	3.84 ±.07	3.93 ±.07

To the entire IT team, I wish to extend a huge THANK YOU for contributing to our success this year. May our upcoming year be as productive!

Credits

Writing

- Bev Church
- Phil Mikulak
- Gary Browning
- Bruce Bryner
- Pat Ames

Photography

- Jessie Onderdonk
- Jim Yocom
- Joe Haase