

University of Maryland Baltimore

Campus Information Technology

Strategic and Tactical Plan

Related to Academic Activities

Academic Offices Strategic Tasks

Color Key: **Completed** **To Be Completed By CITS** **Not Yet Complete**

- In January 2008, introduce the Accellion product, which is a means of transferring very large files across the campus or world without affecting e-mail quotas.
- Pursue the development of a common facility that would offer computational resources, back-up systems, storage resources, statistical software, research and educational applications that is connected to the high-speed campus network and Internet.
- An immediate goal will be to allow students to use a single ID for access to SURFS, Blackboard, and student e-mail.
- As part of the needs analysis, determine initial interest and demand for using a common high-performance computing center and systems for supporting UMB research and education projects. (2008)
- Based on need and demand, construct a common campus-wide computing facility for use by faculty for research and education projects which offers computational resources, back-up systems, storage resources, software, support personnel, and which is connected to the high-speed campus network and Internet. (2009)
- Retire the existing Continuing Education Server and integrate into the Enterprise Blackboard server. (Fall 2008)
- Investigate a campus feed for Plasma/LCD TV's on campus (fosters campus unity, helps in emergency/disaster management). (2008-2009)
- Investigate a remote TV studio for campus (similar to http://ucsdnews.ucsd.edu/thisweek/2004/oct/10_18_experts.asp). (2008-2009)
- Provide storage and associated technical support for a campus document imaging/management system. (TBD)
- Continue to explore the current and future needs for network infrastructure to support the use of the new technologies utilized by the schools. (Ongoing)
- Install and configure Oracle Data Guard for stand-by environments. The applications targeted for stand-by environments are Blackboard, SIMS and CMS (Site Executive). This will first be tested in a development environment and later moved to production. (Jan-June 2008)
- Install and configure Oracle for the new Blackboard development and production database servers. (Jan-June, 2008)
- Create new faculty training and support opportunities for Blackboard and QuestionMark. (Spring 2008)
- Support Blackboard hardware upgrades and stabilization. (July 2008)
- Support Campus implementation of Document Imaging/Management Solutions. (TBD)
 - To enhance a common ID, single sign-on infrastructure and authentication solution that meets enterprise-wide needs.
 - To grow the use of the common ID by linking additional applications to the enterprise directory.
 - To build a campus-wide identity management, account provisioning and de-provisioning solution that uses the common enterprise directory and allows the use of a common ID (Alias) for authenticating to the UMB network and campus applications.

- Work with the SIMS/Banner team to configure Banner & SURFS to authenticate using the myUMBid and password
 - Perform analysis (Winter 2007-2008)
 - Configure Banner and SURFS (Spring 2008)
 - Implement (Summer/Fall 2008)
- Work with the Blackboard team to configure Blackboard to authenticate using the myUMBid and password
 - Perform analysis (Winter 2007-2008)
 - Bring up Shibboleth services (Winter/Spring 2008)
 - Configure Blackboard (Summer 2008)
 - Implement (Summer/Fall 2008)
- Work with the Student Email team to analyze & configure student email system to authenticate using the myUMBid and password
- “Day Zero” account creation & access to UMB systems
- Implement a campus web-based VPN server (Spring/Summer 2008)
- Streamline the process for providing email and Blackboard IDs for new students (August, 2008)
- Further structure/develop the software licensing office to provide greater volume purchasing power for the campus commonly used software products. (Ongoing)
- To facilitate the delivery of education to students anytime and anywhere by providing web systems that are available 24 hours a day, 7 days a week.
- To ensure that the technologies available to faculty (the Internet, campus network, enterprise software, etc.) work reliably.
- To support faculty instructional and research initiatives that send and receive voice, video, and data across the campus network and the Internet.
- To create an enterprise support structure for faculty such that teaching with technology is an exciting, easy transition and not a burden fraught with difficulties.
- Develop a structured online faculty development environment that would include available resources and services for faculty.
 - Consult with colleagues at other institutions that have created online faculty development environments.
 - Identify a list of relevant UMB and school specific resources and services.
 - Design a template for this environment.
 - Complete and distribute this online faculty development environment to faculty.
- Develop a standard training program that could be used by either the enterprise training group or individual schools. Regardless of the platform, it would allow the schools to share both training content and user data. The program would do the following:
 - Deliver text, image, Flash, etc. training.
 - Develop campus-wide multimedia training, including the use of audio/video technologies.
 - Create training and support program for faculty in using Blackboard, QuestionMark, and other eLearning software. (Spring 2008)
- Installation and configuration of new Blackboard architecture (Summer 2008)
- Install and configure Oracle for the new Blackboard development and production database servers. (Summer 2008)

- Create an AV support team, that would include support for Mediasite, Crestron, and other products used in classrooms.
 - Leverage school and department Audio Visual needs and create a campus-wide AV team. The AV team would discuss needs, acquire and share knowledge, and coordinate the purchase, implementation and support of AV technologies across the schools.
 - Creation of a support structure for basic or common end-user issues while using Mediasite for lecture viewing.
 - Creation of a group devoted to the continued support of the campus enterprise Mediasite installation directing use, advising on maintenance/support, sharing best practices, and providing advisement for other MediaSite related administrative issues.
- Reduce the number of Blackboard accounts to one per person.
- Continue efforts to introduce iTunes U in the schools, HS/HSL and departments.
- Coordinate and facilitate the development of a “program guide” for initiating distance learning programs.
- Develop an understanding of the “Domain Security” model provided as a part of the Blackboard Community System. Articulate guidelines for the use of this functionality by schools and departments on campus.
- Develop the Blackboard Branding model to allow each school the ability to tailor it to their student body.
- Implement Guest Access in Blackboard to allow enrollment of faculty in order to facilitate curriculum development and review.
- Continue planning of Symposium with continued support and representation from the Education Technology Committee (ETC).
- Continue to use contemporary technologies to support the delivery of content to remote locations.
- Continue to introduce and coordinate technological innovations that may have application across all schools.
 - Implement a wireless environment such that a user will be able to authenticate to the wireless network as faculty/staff, student, or guest. Once that authentication is complete, users will be able to move to other areas of the campus and use a common ID for authenticating and using a wireless network.

The campus wireless will be activated in the Schools of Social Work, Law, Pharmacy, Dental. Authentication will be in conjunction with the campus enterprise directory. , there will be consolidation to one wireless VLAN.

- Complete Comprehensive Campus Calendar (January 2008)
- Train school/department representatives in the use of this master calendar. (Winter 2007)
- Complete Nursing Global Health Website. (Winter 2007)
- Continue to work with schools/units in redesigning websites and designing and building web applications. (Ongoing)
-