

Summary of Progress on IT Plan Initiatives

Goal: Build and maintain a contemporary Cyber Infrastructure, including server, database, storage, network, voice, video, and data infrastructure, which effectively supports the research, education, and administration of UMB.

- A second core network switch was installed in Howard Hall for redundancy
- Accellion Secure File Transfer Appliance has been rolled out for all faculty and staff to use (see CITS Bits article)
- IronPort (new spam filter) installed and being configured (see CITS Bits article)
- Planning for the migration to the new Exchange 2007 e-mail system is underway
- VoIP phone system implementation underway and going well (125 VoIP phones currently in use on campus: Homeland Security, SSW, Dental, Public Safety, BioPark, CITS). Training materials have been created and tested
- New Blackboard development environment has been installed and configured
- Stand-by database instances for critical systems are being installed for redundancy
- Load testing tool for improving performance of systems has been installed: creating preliminary benchmarks
- New DNS services have been implemented
- ImageNow document imaging system contract signed; CITS providing core infrastructure for multiple campus projects

Goal: Implement and provide support for systems which provide members of the UMB community with convenient, intuitive and authorized access to data that promotes the efficient administration of the University.

- Web Admissions Credit Card service rolled out for all schools to use
- Enterprise systems made available 3 more hours per day: HRMS & Financials: 6 a.m. to 8 p.m. 7 days/week; RAVEN: 6 a.m. 11 p.m. seven days/week
- Final enhancements to EHS training system completed
- Substantial progress has been made with Non-Resident Alien solution; Go-Live is targeted for summer 2008
- Check Tracking System to be outsourced – RFP in final stages
- CAPP (Student Advising Module of SIMS) – substantial progress being made, e.g., Law School
- Substantial progress on COEUS implementation; data conversion complete, new RAVEN reporting screens being designed
- Completed Asset Management Module implementation

Goal: Continue to use and build upon the directory services, identity management architecture that facilitates the use of a common ID and single sign-on, as well as the provisioning and de-provisioning of computer accounts.

- Campus-wide group formed to discuss directory services, identity management, and related technologies
- ID management web site completed: http://www.umaryland.edu/cits/services/ds_idmgmt.html

Goal: Ensure that the campus is able to continue critical operations during a crisis which affects the equipment normally used to support those operations.

- Iron Mountain contract signed and implemented: provides twice weekly data tape back-ups to be stored off campus
- UMB emergency text messaging solution in place and regular testing scheduled
- Regular reviews/updates of Disaster Recovery Plan (DRP) completed (every six months)
- Relocated some development servers to Howard Hall, providing stronger backup/failover capabilities
- Loss of phone service to HS/HSL tested at the end of March. Desktop testing plans of entire DRP initiated

Goal: Address requirements and vulnerabilities with appropriate technologies and create greater awareness of the impact and importance of IT security.

- Upgrading and implementing a campus-wide WebVPN solution for easy, secure, remote access to files on office computers

Goal: Provide a highly effective delivery of service and support system which focuses on the needs and requests of students, faculty, staff, and administrators; apply and adapt technology to improve the quality of this delivery.

- Help Desk service expanded to 24/7 via contract with Presidium
- **CITSBits** published 1/24/2008 and 5/6/08. At least a dozen IT Alerts published in this quarter
- Upgraded T-Metrics Help Desk call management hardware; tested new capabilities
- Symantec Corp. demonstrated the new suite of software products: End Point Protection: free upgrade w/current licenses
- Software Licensing Office now offering Macintosh Office 2008 at HS/HSL Circulation Desk

Goal: Support faculty in their use of on-line and classroom technologies and their initiatives to enhance instruction and learning with technology.

- In process of configuring and testing the use of the UMB ID for accessing SURFS
- Subcommittee formed to address online faculty development environment; CITS lending resources
- Subcommittee formed to address AV technologies and support on campus
- Completed in-house training/consulting for Blackboard Domain Security/Branding. Implementation plan being developed.

Goal: Enhance the web presence for the schools and the University as a whole by building dynamic and interactive environments for sharing and collecting information.

- Completed development of Diet/Nutrition Study; user to test
- Installed an additional server to separate authoring and rendering processes to enhance system performance
- Completed comprehensive campus calendar
- Training for school/dept reps in use of master calendar – on-going
- Completed Phase II of ORD Technology Application; Phase III being scoped
- Completed “Careers in Baltimore Healthcare” website; HR to determine go-live date