

## Summary of Progress on Campus 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
- IronPort (new spam filter) installed and configured, implementations are beginning
- Planning for the migration to the new Exchange 2007 e-mail system is underway
- VoIP phone system implementation proceeding (130+ 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 installed for redundancy and testing
- Load testing tool for improving performance of systems has been installed: creating preliminary benchmarks
- New DNS services have been implemented; decommissioning of old servers has been scheduled
- ImageNow document imaging system contract signed; CITS providing core infrastructure for multiple campus projects
- Application/tools upgrades for PeopleSoft, RAVEN, SIMS, CMS, Blackboard, COEUS, and Archibus space inventory system
- Long-term storage capacity planning being developed with Sun Microsystems

**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 avail. 3 more hours per day: HRMS & Financials: 6 a.m. to 8 p.m.; RAVEN: 6 a.m. 11 p.m. 7 days/week
- Final enhancements to EHS training system completed
- Substantial progress with Non-Resident Alien solution; Go-Live is targeted for Fall 2008, currently in testing
- Check Tracking System to be outsourced – RFP in final stages
- CAPP (Student Advising Module) –progress made w/Law School; Recruitment Module queued with upgrade to SIMS
- Substantial progress on COEUS implementation; data conversion completed, new RAVEN reporting screens designed, interface to Financials beginning, design work underway
- 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, substantial progress being made on Common ID project
- ID management web site completed: [http://www.umaryland.edu/cits/services/ds\\_idmgmt.html](http://www.umaryland.edu/cits/services/ds_idmgmt.html)
- Finalizing LDAP implementation for campus Wireless rollout

**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 provides twice weekly data tape back-ups stored off campus
- UMB emergency text messaging solution in place and regular testing initiated
- Reviews/updates of Disaster Recovery Plan (DRP) completed (every 6 months)
- Relocated development servers to Howard Hall, stronger backup/failover capabilities; testing of failover actions is planned
- DR test of loss of phone service to HS/HSL completed 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/implementing campus-wide WebVPN for easy, secure, remote access to files on office computers; equip. ordered

**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, Blackboard, SIMS
- 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; users to test
- Installed server to separate authoring/rendering: enhanced system performance & stability; Upgrading Cold Fusion, SE, Oracle
- Completed implementation of comprehensive campus calendar
- Training for school/dept reps in use of master calendar – on-going
- Completed Phase II of ORD Technology Innovation Application; Phase III being scoped
- Completed “Careers in Baltimore Healthcare” website; HR to determine go-live date