

SUMMARY OF PROGRESS ON 1ST QUARTER 2008 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.

- Redundant core switch scheduled for installation at end of March
- Accellion installed and being tested in pilot; Campus roll out in near future
- Ironport (new spam filter) installed and being configured
- Planning Microsoft Exchange 2007 migration
- Pilot test of 125 VoIP phones going well (CITS, Homeland Security, SSW, Dental, Pub. Safety, BioPark), training materials created and tested
- New Bb development environment is configured
- Installing stand-by database instances for critical systems
- Load testing tool for improving performance of systems installed: creating preliminary benchmarks
- New DNS services implemented
- Document imaging/mgt system: contract by 3/31; CITS will provide 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 wishing to use it
- 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 to be completed this month
- Substantial progress on 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 w/ Law School
- Substantial progress on COEUS implementation; data conversion complete, new RAVEN screens being designed
- Completed Asset Management Module

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 to discuss directory services, identity management, and related technologies convened
- 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 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
- Test loss of phone service to HS/HSL by 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.

- Implemented campus web-based VPN server for SON – looking to upgrade and integrate with campus VPN

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.

- Expanded Help Desk service to 24/7 – go live this month
- **CITSBits** published 1/24/2008, At least a dozen IT Alerts published in this quarter
- Upgraded T-Metrics Help Desk call management hardware; tested new capabilities
- SYMANTEC demonstrated the new suite of software products: End Point Protection: free upgrade for those w/current licenses
- Now Offering Macintosh Office 2008 at 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 SURFS for UMB e-directory usage
- Formed subcommittee to address online faculty development environment; CITS lending resources
- Formed subcommittee of ETC to address support of AV support team
- In-house training/consulting completed for Bb Domain Security/Branding. Will develop plan as part of ETC support group

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
- Implemented additional server to separate authoring and rendering processes to address past performance issues
- 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