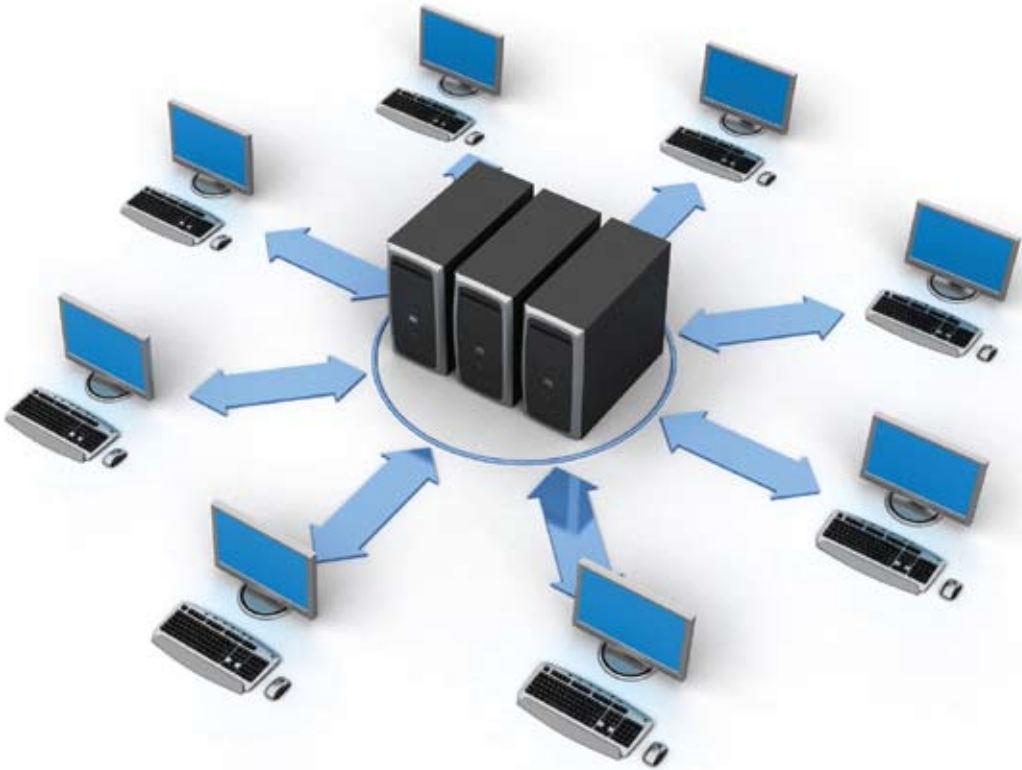




# CITS

UNIVERSITY OF MARYLAND, BALTIMORE  
CAMPUS IT STRATEGIC  
AND TACTICAL PLAN



For more detailed information,  
visit [www.umaryland.edu/cits/](http://www.umaryland.edu/cits/)



The **Center for Information Technology Services (CITS)** is the department that develops and maintains critical information systems and technologies for human resources, payroll, finance, student records, e-mail, research, teaching and learning, network infrastructure, Web, and communications at the University of Maryland, Baltimore (UMB).

On the pages that follow, it is our aim to explain the functions and prioritized goals and action plans of CITS. Excellence in service to the UMB community is our challenge and responsibility. Toward that end, CITS has developed a two-year strategic and tactical plan based on input from many campus groups and individuals, including representatives on the UMB IT Steering Committee. If you have remaining questions after reading this publication, please contact the CITS help desk at 6-HELP or online at [www.umaryland.edu/cits/](http://www.umaryland.edu/cits/).

**Goal One**

Build and maintain a contemporary, cyber infrastructure—including server, database, storage, network, voice, video, and data infrastructure—that effectively supports the research, education, and administration of UMB.

**High Availability/High Reliability of Campus Infrastructure and Systems**

A computer system is only effective if it is reliable: if e-mail isn't slowed down by excessive spam; if the Blackboard course management system delivers instruction 24 hours per day and never goes down when a student is taking an exam; if the campus home page is always available to report emergency conditions; if students can register for classes in the middle of the night; if researchers can always access their grant proposals.

CITS vows to undertake the necessary software and infrastructure upgrades to create reliable services, including:

- Re-architecting the entire infrastructure for anti-spam, anti-virus, and e-mail delivery to the campus to provide faster mail processing and greater redundancy.
- Placing another network switch at the gateway between the Internet and the campus network as a backup in case the first one is disabled.
- Duplicating network services to ensure reliability.
- Duplicating databases for critical systems so they will be available even if a major hardware or software problem occurs.
- Working with e-mail managers across campus to replace the current faculty, staff, and student e-mail systems with ones that provide faster processing, better management and security functions, and greatly enhanced features.
- Implementing an electronic file transfer solution that allows large files to be sent and received via e-mail messages without affecting e-mail quotas.
- Pursuing the development of a common facility that would offer computational resources, backup systems, storage resources, statistical software, research and educational applications. The facility would be connected to the high-speed campus network and the Internet.

## Goal Two

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

## Enterprise Systems

Enterprise systems support nearly all of the administrative functions of the campus. Each year CITS tries to add new features, new availability, and greater integration among these systems. CITS will continue to build on these positive outcomes with the following enhancements:

- Enhancing the financial system to provide more access, better reporting, and faster processing.
- Implementing a state-of-the-art system for handling and reporting non-resident alien payroll and tax processing that will be developed with administration and finance.
- Incorporating central billing and working fund systems into eUMB Financials to take advantage of its built-in security, work flow, standardized data, centralized support, and accessibility.
- Fully implementing the COEUS system, which provides the ability to generate grant proposals, circulate them online for campus approvals and certifications, and ultimately submit the proposals electronically to sponsoring agencies, and integrating the system with eUMB Financials.
- Upgrading the Student Information Management System (SIMS) to comply with the campus' new Family Educational Rights and Privacy Act policy, completing pilots for degree audit and prospect/recruitment modules, and providing the ability for students to pay admissions application fees online.
- Developing a comprehensive reporting plan, including strategies and tools, for retrieving information from enterprise systems.
- Begin planning and implementing the upgrade in the eUMB Human Resources Management System (HRMS), including payroll.
- Working with schools and departments to assist with the implementation and use of a document imaging and management system.

### Goal Three

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

### Goal Four

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

## Identity Management/Campus Directory Services

Faculty, staff, and students have found that they need too many IDs and passwords to use campus e-mail and computer systems. CITS has proposed a plan to reduce the number of IDs and passwords by:

- Allowing students to use the same ID and password for student e-mail, Blackboard courses, the UMB One Card, and the Student UseR Friendly System (SURFS).
- Working to do the same with faculty/staff e-mail and administrative systems.
- Providing a road map for schools and departments to incorporate this common ID and password capability into local systems.
- Eventually, providing a common way of logging onto any campus system or e-mail account with an ID chosen by each individual user.
- Using a technology called Shibboleth to further enhance the common ID experience by providing single sign-on capabilities and “translate” identities from systems that cannot use the Enterprise Directory directly.

## Disaster Recovery

A comprehensive disaster recovery plan has been created. Safeguards include:

- Duplicating applications and data at off-campus sites.
- Backing up systems and data storage to locations outside of the computer room in the Health Sciences and Human Services Library.
- Testing technology and procedures in the IT disaster recovery plan.



### **Goal Five**

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

### **Goal Six**

Provide a highly effective delivery of services and support systems that focus on the needs and requests of students, faculty, staff, and administrators; apply and adapt technology to improve the quality of this delivery.

## **Security**

Protecting systems from hacking, viruses, and spam attacks requires constant vigilance. These are some of the steps being taken:

- Regularly improving the tools used to protect the campus and maintain a state-of-the-art security environment.
- Working with schools and department IT personnel to expand wireless capabilities and access, as well as using the Enterprise Directory as the source for authenticating users to ensure that the campus' wireless environment is secure.

## **Customer Service**

Serving the campus is CITS' top priority. Among the many initiatives launched to better serve customers are two major action items:

- Expand the hours of the campus Assistance and Service Center Help Desk from nine hours on weekdays to 24 hours a day, seven days a week.
- Increase the means and the volume of communications through CITS BITS, e-mail distribution lists, Portal Alerts, and the recently implemented text alert system.



### **Goal Seven**

Support faculty in their use of online and classroom technologies and their initiatives to enhance instruction and learning with technology.

## **Faculty Development and Support**

Supporting faculty in training tomorrow's professionals is a key goal of CITS. Its staff will help faculty members educate students through the use of information technology by:

- Leveraging the Enterprise Directory so that students and faculty have a single login to multiple applications.
- Developing a structured online faculty development environment that includes available resources and services for faculty.
- Developing a training program.
- Installing and configuring new Blackboard architecture.
- Creating an AV support team that includes support for Mediasite and other products used in classrooms.
- Developing the Blackboard Branding model to allow each school to tailor the presentation to its student body.
- Implementing guest access in Blackboard to allow participation of other faculty to allow interdisciplinary development and review.

### **Goal Eight**

Build a wireless environment that provides Internet access as well as a secure, universal authentication solution for gaining access to school and department subnetworks.

## **Standardized Wireless Services**

The University is open for business 24 hours a day. In support of the goal of making research, teaching, learning, and collaboration a fully portable, mobile pursuit, CITS is working toward:

- Enhancing wireless security while expanding the campus wireless infrastructure.
- Implementing an environment where a user will be able to authenticate to the wireless network as faculty/staff, student or guest.
- Using a common ID for accessing the wireless network.

**Goal Nine**

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

**Campus Web Sites**

CITS will continue to work with schools and departments to redesign Web sites and to design and build Web applications.

# Our Mission

**Mission Statement**

UMB is proceeding very rapidly to advance all aspects of technology. It is important that technologies are widely available, contemporary, and integrated into virtually all aspects of University life. Technology should be an available tool that enhances access to learning, inspires collaborative projects, ignites discovery of new knowledge, and provides new competitive advantages. The creation of a state-of-the-art technology structure is a prerequisite in the pursuit of educational technology advances at UMB and opens exciting possibilities for research, teaching, learning, and optimizing University services.



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*Advancing Health, Justice,  
and Social Change*

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