

Information Technology Services Annual Report

The 2007-2008 academic year was a productive and exciting year for Information Technology Services at Doane College. From our initial achievements focused on stabilizing and improving the core infrastructure and services, to the classroom improvements and kick off of the Benefactor to Colleague Advancement conversion, this will be a year to remember.

Momentum continued to build throughout the year as we completed numerous projects, including successfully reengineering Doane's technology infrastructure, several major hardware and service replacements and upgrades, and the relocating the data center.

Other foundational projects included:

1. Installation of a centrally managed wireless solution in the residence halls and major public areas, including the Perkins Library, Perry Campus Center and several academic buildings.
2. Installation of new classroom technology in 29 of the 62 classrooms for the Crete Campus, 10 new smart carts for the Lincoln Campus, upgraded equipment in the Library, 6 academic lab upgrades and the installation of 5 smart boards.
3. Development of a technology refresh plan for all classroom and faculty/staff computing equipment.
4. Installation of an Emergency Notification System
5. Reporting System Improvements
6. Help desk relocation and implementation of an incident management process.

Our success in supporting the major initiatives of the College and meeting the overall technology objectives in the year ahead will depend upon strong resource and team management skills coupled with improved administrative processes and important changes in the way Doane educators and staff do their work.

As part of the effort to meet these challenges, ITS will publish a Technology Strategic Plan next spring. The Technology Liaison Committee comprised of students, faculty and staff will provide input and guide our direction. In the coming months, challenges will surface internally as we begin to redesign and implement changes in Datatel, our enterprise resource planning (ERP) system. We will continue the implementation of the classroom and faculty/staff refresh plans along with a focused effort to understand and improve the usability of our systems and the technology skills of our students, faculty and staff.

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Network and telecommunications infrastructure

The Network Services team focused key resources on the stabilization of core technology services, and completed a number of foundational projects. This provided a strong base to build on with the flexibility to support the increased demand and evolving technologies positioned to improve teaching and learning activities as well as support the needs of student life.

Our top priority continues to be the support of the academic mission and major initiatives of the college by providing; abundant, yet affordable just-in-time capacity; access to individual resources anywhere, anytime across the College and; appropriate security that appears seamless to the end user.

During Academic Year 2007-2008 the following improvements in these services occurred:

- a.) New Core Switch Installation
- b.) Wireless LAN Installation and Expansion in all residence halls, Chab Weyers Education and Hixson Lied Art Building, Perry Campus Center, Library, Gaylord Hall and Lied Sciences (11 of 30 access points required)
- c.) Data Center Relocation
- d.) New Firewall Installation and Network Segmentation
- e.) Migration of mission critical servers to high availability infrastructure
- f.) Data Communications Improvements in Crete (33% increase in bandwidth) and Lincoln (3 times increase in bandwidth)
- g.) Voice Service Improvements: Caller ID
- h.) Renegotiated several data and communication contracts to realize an annual savings of \$7k. Bandwidth can be expanded with a phone call to the carrier and a lead time of 2 business hours.
- i.) Increase in the number of software agreements while lowering total expenditures for software contracts by \$20k through negotiation and vendor selection
- j.) Improved back-up and data recovery System
- k.) Remote Network Access Improved

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User Services and Support (Helpdesk)

User Services and Support directed resources on providing users with the right tools and providing professional and responsive service. Several foundational projects were completed including; implementing an incident and problem management process to eliminate high frequency and high impact problems and improve overall responsiveness to end-users; development of a technology refresh plan; and installation of new multi-media equipment in the classrooms and labs.

During Academic Year 2007-2008, the following improvements were realized:

- a.) Established an incident management and change management processes
- b.) Established and completed first-year requirements for a Technology Refresh Plan.
- c. Classroom and Library Technology improvements
 - 1. Classroom Multi-media equipment – Upgraded 29 Classrooms and Education, Chemistry, and IST Labs
 - 3. Installation of 5 Smartboards on Campus
 - 4. 12 new iMacs in Perkins Library
 - 5. Establishment of 24/7 Computing Lab
 - 6. New classroom (6) and lab equipment (2 of 4 labs) for the Lincoln campus
- d.) Relocated Helpdesk to Communications 32
- e.) Cabling for Data Center relocation
- f.) Cabling for Wireless LAN Expansion
- g.) Cabling for Card Access and Camera Installation
- h.) Rewiring classroom and library for improvement projects

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Administrative Computing Services

Administrative Computing Services focused resources on providing real time information for decision-making and the Datatel conversion. The foundational project in the group is the conversion. This process will take two years while requiring the majority of the internal resources in the department. As a result, it will be critical for us to identify and prioritize the major projects requiring ITS support as early as possible. As always, we will look for affordable opportunities outside the College to support our requirements.

During Academic Year 2007-2008, the following improvements occurred:

- a.) Data Conveyor for Advancement reporting.
- b.) Emergency Notification System
- c.) Intelliworks Customer Relationship Management (CRM) system for Athletic Recruitment (Women's soccer and Baseball pilot)
- d.) Automation of RSVP process for Graduation
- e.) Benefactor to Colleague Advancement Conversion
 1. First stages of system and data preparation underway.
 2. Benefactor De-duplication in progress. The first iteration for our individual records has been completed and we are now working on corporate records.
 3. Colleague De-duplication underway. We are in the process of completing the individual records and are in the process of starting to work on corporate records.

The 2008/2009 Academic Year will build on the success of last year. Now that our core technology services are stabilized, we can shift our focus on the continued improvement of our learning spaces and providing current technology to our faculty and staff. In the initial process of planning for the future, we have identified 4 key areas on which we will focus our efforts. These four areas are:

1. **Students and the Learning Environment**
2. **Faculty and the Environment for Creative Work**
3. **Staff and the Environment for Effective Administration**
4. **The Technology Enabling Infrastructure**

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The programmed initiatives for the 2008-2009 academic year are as follows:

Students and the Learning Environment

1. Partner with the Library to renew the Legacy PC's

* Replace the 12 existing legacy PCs in Library with new iMac computers. This will broaden the range of applications (Mac and Windows) available to students as well as increase the speed and reliability of the system.

2. Update Student Orientation and Support Information

* We will provide new and returning students with up-to-date information on use of technology at Doane. Additionally we will provide a specific guide for the registration process with step-by-step instructions.

4. Improve IP Access to Entertainment Services available on Campus

* Make available additional bandwidth for gaming, music, and video services (iTunes, Xbox Live, etc.).

5. Select and Install Card Access and Camera System.

* We have completed the installation of a card access and camera system for residence halls, public buildings and key parking areas to facilitate improved access and security to public and private spaces. During this initial installation we have installed 1 electronic access point on each building that students require access to. Additionally, the Butler Fitness Center and Fuhrer Field house weight room interior doors were completed. Single cameras were installed to provide general coverage for nine of the parking areas, predominately used by students.

Faculty and the Environment for Creative Work

1. Implement Faculty PC Refresh Program

* Implement a refresh program to provide continuity of desktop services for faculty.

2. Partner with Faculty and OCM to Implement iTunes University

* Implement iTunes University site to provide a public and private content repository of college events and learning activities.

* Provide necessary tools and training to create and author content.

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3. Provide Technology Training Opportunities for Faculty and Students

* Coordinate and schedule quarterly lunch-and-learn opportunities for students, faculty and staff to broaden their level of experience with current and future technology.

4. Upgrade and Standardize Classroom Multi-media Environment

* Continue the second year deployment of a standardized multi-media equipment bundle for all classrooms.

5. Continue expansion of our centralized wireless system in the classroom environment.

* We have completed the wireless deployment in the Residence Halls, Chab Weyers Education and Hixson Lied Art building, Perkins Library, Perry Campus Center and Gaylord.

* We will now continue phase 2 of our deployment in the buildings and classrooms of Lied Science building (11 of 30 deployed), Fuhrer Field House, and the Communications building.

6. Support the Exploration of Online Learning in the Teacher Education Area

Staff and the Environment for Effective Administration

1. Improve Performance of the Student Information System

* We will analyze and identify opportunities to optimize the performance of Datatel. We will accomplish this through the use of advanced monitoring tools and techniques.

2. Upgrade the Advancement System from Benefactor to Colleague Advancement

* This upgrade will improve the integration of our student, business, alumni, and advancement information into a single data store. As a result, we can expect improved business intelligence and reporting to support our advancement efforts.

* This effort will occur in three distinct phases broken out over a period of 24 months. The three phases are performance tuning, data preparation, and implementation. The scheduled end date for implementation is March 2010.

3. Support Improvements of Web Applications and Services

* Support the implementation of OCM's web improvement initiatives.

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* Replace the existing event calendar with an intuitive, and easy to use calendaring system that promotes communication between key stakeholders.

4. Expand Reporting Capabilities to Improve Access to Information

* Continue to develop web reports for research and business use.

* Complete first phase of Dashboard/Score card Reporting System

* Provide future self-service reporting capability for improved access to institutional information.

5. Implement Staff PC Refresh Program

· Implement a PC refresh program to provide continuity of services for staff.

The Technology Enabling Infrastructure

1. Provide role based access to user network services from every port on campus

* Upgrade existing firewall and further segment the network to allow users full access to their services from anywhere on or off campus.

* Create a simplified process for guests to gain easy access to appropriate network services.

2. Improve Back-up, Recovery, and Archival process to facilitate business continuity

* Implement a new back up system that, through the use of compression and de-duplication of data, significantly reduces the back-up window and increase continuity.

3. Update Aging Network infrastructure in Residence Halls and Public Buildings

* Begin the first phase of a multi-year replacement program to update switching infrastructure in Residence Halls and public buildings. This will ensure reliability for users, improve performance, and allow for future services.

4. Evaluate an Outsourced Email and Calendaring System to Replace Internal Infrastructure.

5. Create multi-year budget to support initiatives

* Develop and implement a multi-year budget to support planned technology initiatives and maximize the opportunity for best and special pricing.