

Annual Report 2006 - 2007

Part 1

Section A

Unit Information

Unit:

Computing Services

Mission Statement:

Computing Services provides leadership and instills confidence through exceptional technology and assistance to our customers. We strive to implement and upgrade technologies in order to maintain a state-of-the-art infrastructure; ensuring the university community's pursuit of academic excellence.

Section B

Unit Goals within Last Year's (2005-2006) Report

Strategic Plan Goal

With which 1 or 2 goals from the 8 current strategic plan goals does your 2006-2007 goal best align?

STATE OF THE ART
INFRASTRUCTURE (5)
ONGOING QUALITY
IMPROVEMENT (8)

Unit Goal

Goal for 2006-2007

Goal - Quality HelpDesk Service (1)
Computing Services will provide quality help desk and desktop support to faculty, staff, and students.

What actions have you taken to achieve this goal?

To better serve the University's students, faculty and staff, the help desk completed the following projects:

- Set up an automated call distribution system that allows for call queuing and additional incoming calls management
- Became front line for support for voice over IP calls
- Supported 2,110 more work orders that 05-06 fiscal year
- Implemented a secured PC program
- Provided Microsoft Office Excel and Word 2003 training for over 135 staff and faculty
- Provided mailbox management class that trained 90 users and reduced the inbox sizes by 3.26 gigabits
- Upgraded 1,200 desktop PC's to Microsoft Office 2007 and provided instructor led training for 300 office users
- Implemented customer Satisfaction surveys. Out of 402 responses over 90% of users rated Computer Services Excellent in the of professionalism, knowledge, response time, and courtesy.
- Created a PC disposal process that ensures that all data is cleaned from desktop PC's before they are disposed of.
- Continued the with creation of a documentation library.

What measures have you taken towards assessment of this goal?

The Computer Services management staff, and department staff, have met with the Associate VP of Administrative Services on a regular basis to identify, prioritize, and propose projects that aid the university in accomplishing its mission and goals. We conducted weekly meetings within the department to ensure follow through of those proposed goals, which created a more effective way of communication.

Describe the progress you have made toward attaining this goal including the anticipated completion date.

New projects were identified and their priority was determined by a standard methodology. Projects with high value to the university were proposed first. Funded projects were planned, scheduled, budgeted and managed until completion.

Describe how the results of assessments have been used to improve student learning or your department's activities.

The assessments were used to adjust services, projects, and initiatives that had indirect impacts on student learning.

Strategic Plan Goal

With which 1 or 2 goals from the 8 current strategic plan goals does your 2006-2007 goal best align?

Unit Goal

Goal for 2006-2007

STATE OF THE ART
INFRASTRUCTURE (5)
ONGOING QUALITY
IMPROVEMENT (8)

Computing Services will provide quality Network support and backbone services to students, faculty, and staff.

What actions have you taken to achieve this goal?

To better serve the University's students, faculty and staff the network group built resiliency in campus wide network. This was done in 4 areas.

- Completed phases one through four of the campus wireless plan. These phases allow for wireless coverage for almost all buildings on campus and common outside areas. The wireless coverage includes open wireless access to all users and secured wireless for domain users. This project included the configuration and installation of 90 wireless access points throughout campus.
- Created a campus security plan and security awareness campaign called Get Secure. Phase one of Get Secure was complete in February when we enforced a network password change with password complexity requirements.
- Computer Services assisted with the implementation and support of voice over IP. This project included installation of over 60 new network switches, creation of separate VLANs for building's phone system, installation of redundant DHCP servers, installation FTP and TFTP servers and installation of 60 replacement UPS's.
- The network group provided the necessary services and support to make sure other technology departments met their goals including the blackboard implementation, Angel upgrade, and Housing RMS system.
- Computer Services tested and implemented the use of virtual servers. This allows for many virtual servers to run on one hardware device server. This project improved efficiency by optimizing hardware resources, reduces NOC space needs, increases resiliency, decreased power consumption and enhanced total cost of ownership.
- Computer Services replaced the storage area network (SAN) with and high speed nine terabyte SAN used for SQL Server and Oracle databases and student e-mail and file shares as well as other University applications.
- Computer Services moved our SQL Server database to a high availability cluster ensuring data integrity and speed for Angel users.
- Computer Services started implementation changes to ensure that the University meets PCI compliance requirements. This included conducting and mitigating external vulnerability scans, cleaning up the DMZ, upgrading router and firewall software.

What measures have you taken towards assessment of this goal?

Status of projects listed were monitored on an ongoing basis to ensure that appropriate progress was being made.

Describe the progress you have made toward attaining this goal including the anticipated completion date.

New projects were identified and their priority was determined by a standard methodology. Projects with high value to the university were proposed first. Funded projects were planned, scheduled, budgeted and managed until completion.

Describe how the results of assessments have been used to improve student learning or your department's activities.

The assessments were used to adjust services, projects, and initiatives that had indirect impacts on student learning.

Strategic Plan Goal

Unit Goal

With which 1 or 2 goals from the 8 current strategic plan goals does your 2006-2007 goal best align?

Goal for 2006-2007

ONGOING QUALITY
IMPROVEMENT (8)

Continually enhance services to support university business processes.

What actions have you taken to achieve this goal?

Computing Services has enhanced services by the following actions:

- Updated and implemented the technology replacement plan.
- Worked with housing staff to make sure all students in housing could connect to university resources in a safe effective timely manner.
- Researched new technologies and implemented them as appropriated.
- Participated in transfer and freshman orientation to make sure new students can get technology resources.
- Increase then number of certified employees. Certificates added this year are one Microsoft Certified Desktop Technician, One SANS Security Leadership Certification, one SANS Certified UNIX Security Administrator, two Extreme Network Administrators, One Juniper Firewall Administrator.

What measures have you taken towards assessment of this goal?

Status of projects listed were monitored on an ongoing basis to ensure that appropriate progress was being made.

Describe the progress you have made toward attaining this goal including the anticipated completion date.

New projects were identified and their priority was determined by a standard methodology. Projects with high value to the university were proposed first. Funded projects were planned, scheduled, budgeted and managed until completion.

Describe how the results of assessments have been used to improve student learning or your department's activities.

The assessments were used to adjust services, projects, and initiatives that had indirect impacts on student learning.

What program or service specific assessment occurred in the current academic year?

A Customer Satisfaction survey is conducted weekly to assess the needs of faculty, staff and students who call for Computer assistance the previous week.

How were the results of the assessment used to improve programs or services?

The survey is used to improve customer service, develop goals for improved services and develop training and marketing programs.

Section D

Unit Contribution or President's Performance Measures

Please review the [President's Performance Measures for 2006-2007](#). Did your unit contribute to any specific performance goals for the President? (If so, please indicate whether the measure set was attained and to what degree.)

Part 2

Section A

Unit Goals for Coming Year (2007-2008)

Strategic Plan Goal

With which 1 or 2 goals from the 8 current strategic plan goals does your 2007-2008 goal best align?

STATE OF THE ART INFRASTRUCTURE (5)
ONGOING QUALITY IMPROVEMENT (8)

Unit Goal

Goal for 2007-2008

Goal - Quality Help Desk Service (1)
Computing Services will provide quality help desk and desktop support to faculty, staff, and students.

What action(s) will you undertake to achieve the goal?

To better serve the University's students, faculty and staff, the help desk will complete the following projects:

- Plan for Vista implementation
- Provide Office 2007 classes
- Create Student Orientation video
- Increase the number of secured PC's
- Create laptop check out procedure

By what means will you assess goal achievement?

The Computer Services management staff, and department staff, will meet with the Associate VP of Administrative Services on a regular basis to identify, prioritize, and propose projects that aid the university in accomplishing its mission and goals. We will conduct weekly meetings within the department to ensure follow through of those proposed goals, creating a more effective way of communication.

How will you know if you have successfully attained each goal?

New projects will be identified and their priority will be determined by a standard methodology. Projects with high value to the university will be proposed first. Funded projects will be planned, scheduled, budgeted and managed until completion.

How will the results of the above assessments be used to improve student learning or services?

The assessments will be used to adjust services, projects, and initiatives that have indirect impacts on student learning.

Strategic Plan Goal

With which 1 or 2 goals from the 8 current strategic plan goals does your 2007-2008 goal best align?

Unit Goal

Goal for 2007-2008

STATE OF THE ART INFRASTRUCTURE (5)
ONGOING QUALITY IMPROVEMENT (8)

Computing Services will provide quality network support and backbone services to students, faculty and staff.

What action(s) will you undertake to achieve the goal?

To better serve the University's students, faculty and staff the network group will build resiliency in campus wide network. This will be accomplished by:

- improving faculty staff e-mail and student e-mail options
- Researching and implementing new backup system
- Continuality making improvements towards PCI compliance
- Research possible use of Share Point Server
- Procuring a high availability load balancer
- Add internal network scans and log management systems
- Restructure active directory
- Document construction process and create and maintain as built drawings for current buildings
- Implement BGP routing

By what means will you assess goal achievement?

Status of projects listed will be monitored on an ongoing basis to ensure that appropriate progress is being made.

How will you know if you have successfully attained each goal?

New projects will be identified and their priority will be determined by a standard methodology. Projects with high value to the university will be proposed first. Funded projects will be planned, scheduled, budgeted and managed until completion.

How will the results of the above assessments be used to improve student learning or services?

The assessments will be used to adjust services, projects, and initiatives that have indirect impacts on student learning.

Strategic Plan Goal

With which 1 or 2 goals from the 8 current strategic plan goals does your 2007-2008 goal best align?

Unit Goal

Goal for 2007-2008

ONGOING QUALITY IMPROVEMENT (8)

Continually enhance services to support university business processes.

What action(s) will you undertake to achieve the goal?

Computing services will continually enhance services by the following actions:

- Work with housing to improve PC registration
- Add wireless coverage
- Create a security awareness campaign
- Monitor bandwidth for housing and campus to ensure the two week average stays below 80%.

By what means will you assess goal achievement?

Status of projects listed will be monitored on an ongoing basis to ensure that appropriate progress is being made.

How will you know if you have successfully attained each goal?

New projects will be identified and their priority will be determined by a standard methodology. Projects with high value to the university will be proposed first. Funded projects will be planned, scheduled, budgeted and managed until completion.

How will the results of the above assessments be used to improve student learning or services?

The assessments will be used to adjust services, projects, and initiatives that have indirect impacts on student learning.

Section B Resources

What additional resources have you requested and received a commitment for during 2007-2008 from your area VP or the President that is based on your analysis of assessment data for 2006-2007?

OPS help for Computing Services- \$41,520 – Computing Services needs reoccurring funds to support call center and network OPS help. These additional resources will allow us to provide preventative maintenance to desktop PC's preventing outbreaks of viruses and reducing spy ware problems. Continuing support in this area is critical to the Office 2007 and Vista rollouts, PC installations of new fall faculty, support for students during fall move and implementation of replacement plan.

Two Network Positions -\$90,000 – Continued support of 80 servers, 240 network devices, 90 wireless access points, 17,000 student e-mail accounts, 1,725 faculty staff e-mail accounts, and cabling in 53 buildings cannot be supported by four positions. We need additional positions to support these functions and many new projects coming up. The new project list includes: adhering to Payment Card Industry security standards (PCI compliance), construction and move in of three new buildings, housing expansion and support, and new copier installation.

Technology Security improvements – \$131,700 – To tighten the security of university data and comply with standards set by the credit card industry (PCI Compliance) Computing Services must:

- Purchase software that scans the internal network for vulnerabilities - \$30,000
- Purchase log management software that monitors the event logs on the 450 network devices checking for anomalies. \$90,000
- Physically secure all wireless access points \$11,700

High Availability / load balancer for Angel – \$36,000 - The university community has come to rely on the services of various systems that must have a high availability to our users including Angel. To ensure this service we need to procure a load balancing device.

As built for campus cabling infrastructure – \$10,000 – The current infrastructure for fiber optic cable and coax cable has not been documented causing confusion during the construction of buildings. Computing Services would like to contract out the survey of all current infrastructure.

BGP routing – \$10,000 – FGCU has two Internet connections, Sprint and Time Warner. If we experience a failure with one we need to set up routing so we do not experience downtime. Computing Services would like to contract out this set up.

Security awareness campaign – \$5,000 - Information security awareness and training is critical to student's information security and supporting secure operations. Desktop users are in many cases the last line of defense against threats such as malicious code, disgruntled employees, and malicious third parties. Therefore, people need to be educated on what is considered appropriate security-conscious behavior, and also what security best practices they need to incorporate in their daily business activities.

Backups – \$69,500 -The second phase to our data storage, backup and archival project is to procure a backup system that can adequately support the storage needs of the campus. This system includes \$35,000 for software, \$34,500 for hardware, and includes \$6,000 in reoccurring support.

Faculty Staff E-mail cluster – \$53,000 – Continuing to provide high availability email services to faculty and staff requires moving to a cluster environment. This project includes: Email - \$23,000 in storage, and \$30,000 for five servers.

Office 2007 classes for fall and spring - \$20,000 – Provide Office 2007 training for faculty and staff for Fall and Spring semester. This is important for continued staff development especially in the wake of the new Office 2007 implementation.

Microsoft Training for Faculty and Staff for Vista – \$40,000 – Implementation of Microsoft Vista. This project includes awareness campaign, faculty/staff training, and increased OPS help.

Golf Cart - \$7,000 – Computing Services need an additional cargo style golf cart to transport PC in between buildings and around campus.

Replacement Plan - \$224,663 – Minimal amount of Replacement plan that needs to be funded for Computing Services to provide quality services for faculty staff and students.

Mini NOC Expansion - \$3,800 - NOC In lieu of expanding or moving the NOC we must

relocate the backup devices to the Main Distribution Frame room in Griffin Hall. We are critically out of space for new servers and for expanding our building fiber connections. The building fiber limitation is especially critical as we are building at least five new buildings in the next couple of years. This project includes \$1,800 in wiring changes and \$2,000 for additional rack space and cables.

Section C

Assessment Plans

What assessments are you planning to conduct during 2007-2008?

Section D

Coming Year - Strategic Plan Contributions