

Annual Report 2007 - 2008

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 (2006-2007) Report

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 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:

- Planned for Vista implementation by upgrading 200 PC's to Vista capable desktops, provided training for helpdesk employees, monitored progress of known bugs and service packs.
- Supported 9,681 work orders 06-07 fiscal year
- Increased the number of secured PC's by over 50%. We now have over 80 secured PC's
- Provided Microsoft Office Excel and Word 2007 training for approximately 169 staff and faculty
- Provided mailbox management classes that trained 62 users and reduced the inbox sizes by 1.33 gigabits
- Created a student orientation video to educate new students on the services offered by Computing Services.
- Implemented customer satisfaction surveys. Out of 402 responses, over 90% of the users rated Computing Services excellent in the areas of professionalism, knowledge, response time, and courtesy.
- Continued with the creation of a documentation library.

We are in the process of creating a laptop check out process.

What measures have you taken towards assessment of this goal?

The Computing Services management, and department, met with the Associate VP of Administrative Services on a regular basis to identify, prioritize, and propose projects to aid the university towards accomplishing its mission and goals. The management staff conducted weekly meetings within the department ensuring follow through of those proposed goals.

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

New projects were identified and priorities were established using 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 2007-2008 goal best align?

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 actions have you taken to achieve this goal?

To better serve the University's students, faculty and staff the network group built resiliency into the campus wide network.

- The network group provided the necessary services and support to make sure other technology departments met their goals including the copier rollout and video storage SAN for WGPU, and Angel upgrade.
- Computing Services implemented high availability load balancing to ensure critical systems are available. These systems include Angel and Exchange 2007.
- A new backup solution was recommended and is now being used to backup faculty and staff e-mail. Depending on funding this solution will be expanded for all University data.
- Computing Services moved faculty and staff e-mail system to a high availability cluster ensuring data integrity and speed. In addition, the software was upgraded to Microsoft Exchange 2007. The research phase for improving Student e-mail has been completed.
- One employee has been trained on Share Point Server and a pilot project has been identified.
- Goals for adding internal network scans, log management and border gateway protocol (BGP) routing will be carried over until next year. These goals were not met due to limited resources. The network group lost two long term employees this year.
- Computing Services has been successful in increasing the use of virtualization of servers. We are now utilizing this for over 13 servers.

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 priorities was determined using 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 2007-2008 goal best align?

ONGOING QUALITY IMPROVEMENT (8)

Unit Goal

Goal for 2007-2008

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 the technology replacement plan for fiscal year 2008/2009
- Computing Services successfully participated in the Axis TV pilot projects. This project installed TV for communication to students on events going on on campus. It will also add an additional communication vehicle during emergencies on campus.
- Increased Security and Security Awareness:
 - Completed the next phase of the Campus Security Awareness Campaign called Get Secure: Think Before You Click! for all faculty and staff
 - Completed the second phase of the campus security awareness campaign called Get Secure: Change you password. This phase enforced password changes every 180 days on all network e-mail accounts.
 - Implemented centrally managed Anti-spyware solution covering 1,300 desktop PC's.
 - Progress was made mitigating external vulnerabilities, cleaning up the DMZ and VLANS all of which add layers of security to our campus wide network.
 - Firewall documentation was created and new procedures were put in place for change requests.
- Ensured all students in housing could connect to university resources in a safe, effective and timely manner.
 - Added an awareness campaign to educate students when downloading music.
- Increased bandwidth from 22 MB to 45 MB to handle increased usage of University and Internet resources.
- Increase the number of employees who have certifications. Added this year were two Microsoft Certified Desktop Technicians, one Microsoft certified Servers Administrator and one Juniper Firewall Administrator.
- Computing Services increased coverage of the campus wireless network by enhancing services where usage is the heaviest and adding wireless to new buildings.

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.

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.

Section C

Program or Service Specific Assessments

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

A Customer Satisfaction survey were conducted weekly to assess the needs of faculty, staff and students who call for Computer assistance the previous week. In addition, after each Office 2007 class and security seminar attendees are surveyed for how the class could be improved.

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

The Customer Satisfaction Survey and class surveys are 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 2007-2008](#). 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 (2008-2009)

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 2008-2009

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:

- Continuing planning for Vista implementation.
- Increased the number of secured PC's by over 50%.
- Provide mailbox management classes to interested faculty and staff and add on-line help for faculty and staff
- Maintain Customer Satisfaction survey responses to a rating of at least 90% excellent ratings in the areas of professionalism, knowledge, response time, and courtesy.
- Continued updating the documentation library.
- Complete laptop check out process and assist colleges with there laptops check processes.
- Add a orientation for new faculty and staff to educate them on services provided by Computing Services.
- Research Image management solutions to increase efficient in Help Desk.
- Continue to explore way to dispose of old PC's in a environment friendly way.
- Research forensic procedures and create internal process for how to handle incidents.
- Improve communication with the department and with other technology departments.

By what means will you assess goal achievement?

The Computing Services management, 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. The management staff will conduct weekly meetings within the department to ensure follow through of the proposed goals.

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

New projects will be identified and priorities 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?

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

Unit Goal

Goal for 2008-2009

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 to the campus wide network. This will be accomplished by:

- Create and update the documentation library including the following:
 - A Change management process
 - Update disaster recovery plan.
 - Establish Incident Response Policies and Procedures then train an emergency response team to handle intrusions and information compromises.
- Research, evaluate, and implement internal network vulnerability scanning software.
- Research, evaluate, and implement log management software.
- Research network access control methods to help secure wired/wireless access.
- Implement software for wireless reporting and monitoring
- Install a cable distribution system in new construction and retrofit existing buildings where issues have been identified.
- Document all cable boxes and cable vaults on campus and have the master "as built" drawings updated.
- Create a checklist for new construction that can be used to verify that the work was completed and that everything needed from the contractor is in place.
- Create architectural specifications for new building on campus.
- Complete Implementation of domain file system to all remaining departments.

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 priorities 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

Unit Goal

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

Goal for 2008-2009

ONGOING QUALITY IMPROVEMENT (8)

Continually enhance services to support university business processes.

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

- Update department Web pages
- Make the following improvements in Housing:
 - Make necessary preparations for opening the new phase of housing to accommodate 400 additional students.
 - Investigate Housing Wireless options and produce a report with the options to be presented to Housing.
 - Create plan for moving housing from network address translation IP's to real IP's.
 - Evaluate and recommend alternatives to Net Reg. the PC registration system for registering students in housing.
 - Evaluate a Housing Web Caching Server and determine its ability to reduce internet traffic.
 - Evaluate Rate Shaping using a Packeteer or a similar device for use in Housing and on campus. Develop a report with recommendations.
 - Monitor Housing Bandwidth on a daily/weekly/monthly basis and alert Housing Finance when continuous utilization exceeds 80% for 2 weeks or more.
- Continue to work towards Payment card industry Compliance

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?

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

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 2008-2009 from your area VP or the President that is based on your analysis of assessment data for 2007-2008?

In support of the 2008-09 goals as outlined above, the following resources are requested. Please note that goals outlined may require adjustment if funding limitations prohibit these resource additions:

Network Operations Center (NOC) Expansion - \$100,000 - Space is needed in the NOC for building expansion and network growth. This is a estimate for renovations.

Replacement Plan - \$584,950 – Minimal amount of Replacement plan that needs to be funded for Computing Services to provide quality services for faculty staff and students.

Increased SAN storage for faculty folders - \$25,000

Rate shaping capability - \$10,000 - Add a device to shape bandwidth on the campus wireless network.

AXIS TV retrofit for current buildings \$80,100

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

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.

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.

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 Office 2007.

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

Section C
Assessment Plans

What assessments are you planning to conduct during 2008-2009?

Customer Satisfaction surveys for work orders and assessments after each training class.

Section D
Coming Year - Strategic Plan Contributions