**Information Technologies
September/October
2008 Activity Report**

Coming Soon….

IT Surveys: Your opinion counts. Over the past two months, we've developed an IT Customer Satisfaction Survey, an IT Project Survey, and a Student Computing Site Survey to complement existing User Education and Help Center surveys. We'll be distributing the new surveys beginning in November. If you receive one of our surveys, please take the time to complete and return it. Your feedback will help shape the future direction of IT services.

Channel Lineup: This winter, we will expand our campus cable TV lineup. In addition to new channels, the cable system will now broadcast HD versions of all major networks. The new channels, including the HD channels, will be available to every cable outlet on campus. For more information on the new channel lineup, visit www.ums.udel.edu/cabletv.

Planned Outages

UDSIS: UDSIS will be unavailable on Saturday, November 8, from about 6:30 a.m. until approximately 1:00 p.m. while we apply the next round of patches and fixes delivered by Peoplesoft. This round will impact the ACT test score layout, Self Service in UDSIS, and Financial Aid.

Security, Privacy, Safety

UDel Secure: Secure wireless access to UDelNet is now available. When you use your UDelNet ID and password to connect to the UDel Secure network, you will make sure that everything you type, send, and/or receive over UDelNet is encrypted, providing protection for your data as it moves between your computer and a UDel Secure wireless access point. For more information, see http://www.udel.edu/topics/udelsecure/.

Disaster Recovery Planning: We have hired the consulting firm "IT Evolution" to make recommendations about UD's disaster recovery strategy. We expect their report by the end of the calendar year and will consider their recommendations as we improve UD's disaster recovery strategy.

Infrastructure

PC Cleanups: During the first two months of the semester, IT-User Services staff cleaned viruses and other malware from over 400 computers: 328 student computers were brought in for cleaning, and 87 faculty computers.

Hosting Service: IT provides hosting services for individual servers as well as cluster computers with no cost to the owning department for these services. Equipment must be rack mounted or rack mountable. More information is available at http://www.udel.edu/server_hosting.

Carvel Network Upgrade: To increase the reliability of two-way video between the Newark campus and the Carvel Center in Georgetown, network access speeds at the Carvel Center have been upgraded from 10 to 100 megabits/second.

Remedy Upgrade: The BMC/Remedy call-tracking system used by the IT Help Center was upgraded. This upgrade will allow Web access to the Remedy system, paving the way for increased future access to the system by user departments.

Teaching & Learning

2009 Winter Faculty Institute: This year's Winter Faculty Institute will begin on Tuesday, January 6, 2009, with a keynote presentation, "Awakening the Digital Imagination" by Gardner Campbell. The opening day will also feature an interactive poster session showcasing innovative uses of technology. The theme of the month-long institute is the "Ecosystem of Learning." For further information, contact Mathieu Plourde, mathieu@udel.edu or visit http://www.udel.edu/present/winter.

Second Life Highlighted in *UDaily*: In October, *UDaily* highlighted the work being done by IT-US staff members who are evaluating Second Life—virtual world software—and its use for education. UD has "colonized" two virtual islands with this mission in mind. UD Island 1 is designed for classroom spaces and teaching. It includes a virtual replication of Memorial Hall and a sandbox area for users to create their builds. UD Island 2 is used for faculty projects and to showcase ongoing UD research to a worldwide audience. Lecture series such as the "Global Agenda" have also been simulcast from UD's Islands. To read the complete article, see http://www.udel.edu/udaily/2009/oct/secondlife102208.html. To learn more about UD's Second Life presence, see http://www.udel.edu/secondlife/.

Site Upgrades: During the fall semester, we added four additional UNIX Sun Ray systems to accommodate students waiting for systems in the Smith Hall computing site. We also replaced five Macintosh and six Windows systems with dual boot Macintosh systems. Central location, specialized software, and specialized hardware make the Smith Hall site one of the most heavily used sites on campus.

Sakai Usage Exceeds Expectation: Fall 2008 is the first semester UD has offered the Sakai Learning Management System (LMS) to all faculty teaching credit courses. IT had set goals for Fall 2008 of about 120 faculty using approximately180 Sakai courses. Faculty use has exploded past those targets: As of October 22, 327 faculty are teaching 538 courses with Sakai@UD, and 14,839 unique individuals have logged into Sakai@UD since faculty began developing their Fall 2008 classes. Overall, as the chart below indicates, faculty use of an LMS has continued to grow, with Sakai@UD use accounting for over 48% of UD courses using an LMS.

Course Sites in a Learning Management System at UD
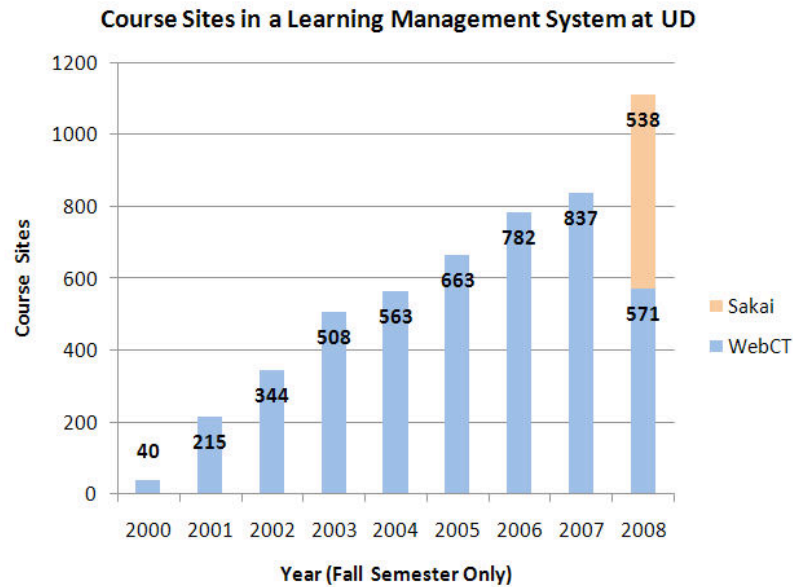
Business Systems

Microsoft Exchange Support: IT plans to provide comprehensive central support for Microsoft Exchange. Discussions with various colleges and units have been scheduled to understand campus needs. Resources have been assigned to review various plans for implementation and to research the integration of Exchange into UD's existing infrastructure. In the interim, we will expand the "Hullihen" Exchange server to meet pending user requests.

Request for Leave Web Form for Faculty Goin' Green: The Request for Leave Web Form was redone this fall to move faculty leave requests from paper to the web. Working with HR and the Office of the Provost, IT-Management Information Services added logic to reflect policies relevant to faculty to the Leave Web Form. This form is now live in Web Forms: http://www.udel.edu/webforms/. The online Request for Leave Web Form for staff continues to be available.

Greening of UDMart: This Fall, Procurement singled out "green" UDMart items, OCM provided artwork, and IT-MIS reconfigured the system so that product listings, searches, the shopping cart and your personal shopper all have the green-friendly indicator. Buy Green! Try it at http://www.udel.edu/udmart/.

Enabling University of Delaware Athletics Fund Gifts: To kick off the Fall UD athletic season, IT-MIS worked with Athletics and Development to enable gift giving and to facilitate donors' calculation of points through the web. To view the web site, go to http://www.udaf.udel.edu/. If departments would like to collect credit card or online check (ACH) payments on the web, contact Billing & Collection who will work with IT-MIS to evaluate your business application and its requirements.

Media Services

Election Central: IT staff members have been part of the team putting on "UD Election Central," co-sponsored by the College of Arts and Sciences, the Office of Communications and Marketing, the Communication Department, and the Department of Political Science and International Relations. Over 1,200 students attended the event held in the Trabant University Center from 8:00 p.m. until midnight on November 4, 2008. IT staff installed additional network and CATV connections in the Trabant Center; assisted faculty with planning for the event; assisted faculty and students with live polling; and assisted students, faculty, Student Life, and the Student Television Network with additional equipment for use at the event. For more information, see this *UDaily* article (http://www.udel.edu/udaily/2009/oct/election102708.html) or this article from the *UD Review* (http://tinyurl.com/6le83f).

Great Decisions: In September, IT-University Media Services provided production and editing facilities and crew to create seven 30-minute programs of the PBS series *Great Decisions in High Definition*. These episodes, hosted by UD faculty member Ralph Begleiter, represent the first year of a three-year contract between the University and the series' producer, the Foreign Policy Association. The 2009 season of *Great Decisions* discusses current "front-burner" topics such as The Arctic, Human Rights, Energy, and the US Economy.

Training Opportunities

Support of OCM Templates: IT staff are working with the Office of Communications and Marketing (OCM) to develop tools, training, and documentation for user implementation of the new OCM web templates. An announcement will appear in UDaily with information on workshops, utilities, and other documentation and help.

User Ed: In addition to conducting numerous custom training sessions, IT-US added four new classes to the Professional Development Calendar. Three of the four sessions each focus on a different Microsoft Office 2007 application; the fourth is an overview of the differences between Office 2003 and 2007. Offered as a "Lunch and Learn" series, each class is being offered from noon - 1:00 on various days each week. About 200 people have attended 13 sessions. In addition, nine new Sakai training sessions have been offered to faculty with specific questions about communicating with students, using "Web 2.0" features, and processing—and evaluating—student work.

IT Help Center

The IT Help Center reported 6,030 calls and e-mail messages for the months of September and October. These resulted in 3,538 trouble tickets and 938 Network Services requests. Online documentation was accessed 19,013 times through the Help Center's web page http://www.udel.edu/help during this period. Overall Help Center statistics can be found at http://www.udel.edu/help/stats.

Personnel

New Hires in IT

- Fraser Gutteridge joined IT-Network and Systems Services as a Systems Programmer III. Fraser graduated from UD with a BS in Computer and Information Sciences and is currently involved in network monitoring, hardware evaluation, and programming support for several projects.

- Ben Mearns joined IT-User Services as an Information Resource Consultant III. His primary responsibility is in Geographic Information Systems (GIS), supporting research, instructional and administrative applications. Ben was previously at the University of Pennsylvania's Cartographic Modeling Laboratory.

On the Move…

- Carl Asti has been named Interim Director of IT-University Media Services, responsible for classroom technology, video and event production, and instructional television.

- Paul Dumigan, whose services were shared between IT and the College of Marine and Earth Sciences (CMES), has moved full-time to CMES. Paul will continue to support CMES technology needs on the Lewes campus, including the computing site in Cannon Lab.

- Dave Dyar, Information Resource Consultant III, has been reassigned from IT-US to IT-Network and Systems Services. Dave will specialize in Microsoft systems support and hardware virtualization. He will continue to play an integral role in the development of the centrally provided Microsoft Exchange service.

Open Positions

- Interviews are underway for an Information Security Officer to provide institutional leadership for the development, implementation and maintenance of a comprehensive information security and privacy program.

- IT-UMS's Video Production group is recruiting for a Video Production Technician II. This position requires the operation of professional HD cameras in both remote and studio locations in single and multi-camera configurations along with non-linear editing of both standard and HD media to create a final program or product.