



## **“We Don’t Make the Tires...”**

“We don’t make the tires, we make the tires better.” You might recognize this as a tagline from a popular BASF commercial. We find ourselves in a similar position here at Information Technologies. We don’t teach the classes, we don’t feed the students, we don’t raise the funds and we don’t perform the research. We help you do these things better... or at least that’s our intent.

Simply put, the mission of IT at Delaware is “to make others successful”. One can argue how well we’re fulfilling our mission, but our direction is clear. To better serve this mission we have outlined eight high-level objectives for IT in the current fiscal year. They range from “risk” to “opportunity” and cover a lot of territory in the technology landscape. They are:

- Disaster Recovery - Address vulnerabilities and establish contingencies and redundancies to ensure uninterrupted IT service.
- Security and Privacy - Address compliance and risk, facilitate incident monitoring and response, promulgate and enforce standards and educate the community.
- Capacity - Improve reliability, performance, coverage and mobility.
- Resourcing - Increase IT staffing and rebalance existing organization to realize new efficiencies. Establish new partnerships for collaborative success.
- Communications - Strive for transparency, accountability, outreach, participatory planning and collaboration.
- Quality - Identify and exploit opportunities to improve user experience, timeliness of service, reliability, customer service and ease-of-use.
- New Core Services - Provide services to catch-up where we have fallen behind, adapt to emerging trends and prepare for future needs.
- Response to Strategic Needs - On a platform based on the items above, facilitate new institutional directions driven by new institutional leadership. Apply information technologies to cultivate a decentralized, entrepreneurial environment.

In the coming months, we will share the more detailed goals needed to meet these eight objectives and we’ll be reporting on the status of these goals. As you read this report, you should be able to recognize how some of the activities map directly to our stated objectives.

## **Coming Soon....**

**Site Upgrades** - IT computing sites are receiving a variety of upgrades. One change coming to some of the central sites is more “lounge-like” furniture, creating places for students to gather with their laptops and collaborate. Hardware upgrades are ongoing with new PCs replacing older ones in Spencer and the SMDC. At the SMDC the number of iMac seats was increased in the classroom to accommodate larger classes. The Smith computing site will be replacing older Macs and PCs with iMacs with dual-boot iMacs allowing students to choose their preferred operating system. Economical and “green” WinSun stations will be added to Pearson Hall, replacing older PCs. They use less energy and produce less heat, making them a greener alternative to the standard PCs.

**Customer Feedback Surveys** - The IT Communications Team has created two new surveys that will be used to gather your feedback about our services. An online survey used to evaluate IT project work has been developed and a similar form has been created to evaluate IT class offerings. We value your opinion and your feedback will be appreciated.

**Remote Printing** - A pilot project allowing Windows laptop users to remotely send print jobs to the Smith printer using a web interface has been launched by IT-US. Students can send their jobs from anywhere on campus and have it print at the Smith printer. If this pilot proves successful the project will be expanded to other convenient areas around campus.

**TV2 Bulletin Board** - UD TV2 on campus cable will be getting a new look. In another collaborative project with OCM, IT-UMS will be rolling out a new system to drive a unique mixture of TV, upcoming events, weather and other timely information. Look for the new system to be introduced during the fall semester.

## **Security, Privacy, Safety**

**Information Security Office** - The importance of data security and information privacy in these times is obvious. The solutions to today’s security challenges are daunting. To meet the “Security and Privacy” objective mentioned earlier, IT is establishing a new unit called “Information Security Office”. This small, but important, unit will be led by a director-level technical expert in the field of information security. In addition to this “Information Security Officer”, one or two technical security analysts will be on staff to help both central IT and departmental IT provide safe and private information services.

## Infrastructure

**WebReg** - A recent ranking of UD in the Princeton Review had many good things to say about the institution... and a few bad. One of the bad was “Registration is a nightmare”... and we agree. The course registration interface delivered with PeopleSoft and used by UDSIS is clumsy and time consuming. We heard the complaints and we have a response... WebReg. WebReg is a new interactive registration tool that was used to register all incoming students this summer. Those students are now using WebReg for drop/add. WebReg was developed by the IT-MIS Web group using student input and testing and new programming tools to deliver an elegant, but simple user interface. WebReg will be rolled out to all students during fall semester. You can see an online demo highlighting WebReg at <http://www.udel.edu/webregdemo>.

**Find It** - UD's search service has been using the Google Search Appliance since July 1. In addition to full-text searching of UD content, “buildings” and “people” are both searched from the Google box. Try a search on “smith” from the new homepage and see this new improvement.

Search boxes are available on most UD core pages and at <http://www.udel.edu/findit> . Colleges and departments are encouraged to suggest “UD matches” to refine and shape search results using the forms available at <http://www.udel.edu/ideacenter/howto/search/>. In addition, colleges and departments may customize their search results following the directions on the help page mentioned above. For examples, try the search at the IT Help Center site <http://www.udel.edu/help/> or the search on the College of Marine and Earth Studies at <http://www.ocean.udel.edu/>.

**UD Calendar** - The new UD Calendar software is up and running and available on the UD home page. To include your events on the calendar see the request forms available at <http://www.udel.edu/ideacenter/howto/calendar/>. Information Technologies will be meeting with and helping those units who request calendar services for their department or college. In addition the Registrar has implemented a UD Calendar widget on its “Academic Calendar” page at <http://www.udel.edu/registrar/cal/main.html> . Directions will be published in the next month for those departments wishing to include the University Calendar widget with one or more UD calendars on their pages.

**Drupal Pilots** - There are currently seven web sites being piloted in Drupal, our new Content Management System. IT-US is customizing the application for UD while developing documentation and training materials. When the support structure is in place it will be released to the campus community as a central web content management system.

**Sakai** - Many of the UD faculty have chosen to use Sakai this fall. By noon on September 5 there had been a total of 9800 unique logins to Sakai... at least 9000 students. To date 266 individual faculty members and instructors have published 419 course sites. An additional 63 course sites have been created, but are not yet published. Over the summer IT held 25 hands-on training sessions with 195 faculty and 34 support staff registered. A fall noontime series, "Exploring Sakai" as well as the "Sakai Basics" sessions are planned for the semester.

**Football Scoreboard** - The new 15'x40' wide-screen video scoreboard has been installed at Delaware Stadium. IT-UMS coordinated the design and installation of the new High Def (HD) video production and stadium sound systems. The system will provide instant replay, video playbacks, live in-game stats and sponsorship opportunities. Coupled with an improved sound system it will make attending Delaware football a new experience.

**New Video Server** - IT-UMS and IT-NSS has recently completed an upgrade to a new UD video server. This server builds on the success of the previous server by adding new formats such as Quicktime and Flash video to the available formats. Colleges and departments that wish to host video on the server can do so free of charge, contact Paul Rickards at [rickards@udel.edu](mailto:rickards@udel.edu).

## **Student Support**

**Welcome to the Neighborhood**--"Welcome to the Neighborhood", a new opening-week event at the Trabant Center, gave IT staff a chance to talk to returning and incoming students about computer connection and security issues. Included in the event was an introduction to the Student Multimedia Design Center (SMDC). IT and student staff also provided technology help to students as they arrived on campus. Help stations were located in the Rodney A/B lounge and at the Christiana, Dickinson, and Harrington computing sites to provide aid to students who had a variety of concerns and questions.

## **Desktop Computing**

**Microsoft Office 2007** - It's time to upgrade to Office 2007. IT has entered into an agreement with Microsoft that allows all UD-owned computers to have a copy of Microsoft Office 2007 (Windows) or Office 2008 (Macintosh). University employees can download a copy of Office from <http://udeploy.udel.edu>. All future training offered by IT will assume that employees are using the updated versions of Office. In particular Excel training for Responsibility Based Budgeting will be conducted using these current versions of Office.

## Teaching & Learning

**E-Classrooms** -- Classroom Technology (IT-UMS) is offering to provide monitoring of departmental classroom spaces through our E-Classroom management system. E-Classroom management is currently installed in 172 classrooms on the central schedule. This includes the campus Emergency Messaging System, real-time monitoring of projector lamp hours and on-line assistance in the operation of the A/V equipment. For details contact Jason Atkinson at [jatkin@udel.edu](mailto:jatkin@udel.edu) or 831-3542.

**IT College Council** -- A new constituent group has been formed to provide advice and to share experiences relative to campus technology needs. The membership of the "IT College Council" includes ten representatives from academic units. The Council meets monthly with the VP for IT and other invited guests. The first meeting, in August, included discussions of responsibility-based budgeting, email and calendaring support and IT organizational changes.

Members of the IT College Council are:

- Pat Sine; Human Services, Education and Public Policy
- Paul Dumigan; Marine and Earth Studies
- Jim Hageman; Agriculture and Natural Resources
- Stacy Weile, Health Sciences
- Patrick McMahon, Chemistry and Biochemistry
- Jim Byrnes, Engineering
- Eric Cantrell, International Studies
- Mike Davis, Computing and Information Services
- Richard Duggan, Arts and Sciences
- Chris Clement, Business and Economics

## Business Systems

**CD/DVD Duplication Upgrade** - IT-UMS has increased the capacity and quality of its duplication services. In addition to CD and DVD duplicating, we are now able to duplicate Blu-ray Discs (BD-R). Along with the new format, the full color printing service improves to 600dpi with much smoother gradients. Visit our web site <http://www.ums.udel.edu/duplication.php> for more information.

## Training Opportunities

**Class Offerings** - IT-US conducted several custom training sessions this summer. Included were Excel and Access training based on UD financials data and instruction on the differences between Office 2003 and 2007. For more information about custom training sessions contact Jean Neff at [neff@udel.edu](mailto:neff@udel.edu) (831-8813) or send e-mail to [usered-info@udel.edu](mailto:usered-info@udel.edu).

**CITA Training** - In July training was provided for CITAs and IT staff that included “Dell Technical Presentation on VMware: Best practices” and “Microsoft Technical Presentation on Hyper-V: Best practices”. In August, a “Basics of Sakai@UD” class was given to CITAs. This class was an overview of the procedures, terminology, tools and features of Sakai@UD, the new learning management system (LMS) at the University.

## IT Help Center

The IT Help Center reported 4,190 calls and emails for the months of July and August. These resulted in 2,271 trouble tickets and 751 Network Services requests. Online documentation was accessed 18,730 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

- Aaron Davis will be joining Katie McFarland in User Services as a Graduate Assistant in the PRESENT for the 08/09 academic year.
- Steven Mausolf and Joe Dombroski joined the UMS staff in August. Steve is the new Graphic Designer in Video Production and will be responsible for designing and creating a wide range of visual media and 3D animation for video projects, large University events and web-based projects. Steve was an Art Director at Bank of America and also worked in Los Angeles for six years in the heart of the entertainment industry. Joe is the new Audio Engineering Technician in Performance Facilities and will be responsible for all audio technical support for UMS activities. As the founder of Brandywine Electronics, Joe brings 34 years of experience to UMS.

### On the Move...

- **Return to Smith Hall** - Information Technologies-User Services (IT-US) computing services and staff, which were temporarily relocated this summer, have returned to Smith Hall in time for the start of the fall semester.
- Pam Hannum, Lead Data Entry Operator, is moving from the NSS Data Entry group to Admissions in time for the beginning of the Academic Year.

### Open Positions

- Searches are underway for an IRC II with GIS expertise, a Network Technician, a Systems Programmer, and an Information Security Officer.