New Responsibilities in IT

The IT organization has been recast to meet the needs of our changing institution. The overall structure of IT has been flattened to enhance communication and productivity, while producing a modest, annualized savings of over $300K. The new organization eliminates silos, creating agile, solution-oriented work groups.

Academic Technology Services (IT-ATS) assists faculty members to enhance student learning through the appropriate application of technology. Staff members provide specialized assistance in areas such as webcasting, distance learning, digital media, video, satellite uplink and downlink, and videoconferencing support. Paul Rickards is Director of ATS.

Management Information Services (IT-MIS) supports the enterprise systems of the University, including the Human Resources, Student Information, and Financial systems in addition to central database and data warehouse systems. IT-MIS is responsible for development of new and improved campus business practices and the support of core business systems that are critical to the University's strategic plan and institutional mission. Bruce Raker is Director of IT-MIS.

Dan Grim has been named the University's **Chief Technology Officer** (CTO). The CTO is IT's top technology executive, playing an integral role in IT's strategic direction, development, and future growth. In this role, Dan is responsible for establishing the University's technical vision and leading all aspects of the Network and Systems Services (IT-NSS) unit.

Network and Systems Services (IT-NSS) is responsible for all central computing systems, campus-wide networks, telephone services, voice mail, campus card systems, physical maintenance of campus data networking, telecommunications, the cable TV distribution system, and the IT Help Center.

The **Information Security Office** (ISO) in IT-NSS is responsible for a comprehensive, campus-wide information security and privacy program. The ISO establishes information security policies, procedures, training, and awareness initiatives designed to protect University information resources, limit liability, and prevent legal and regulatory violations. Scott Sweren is the Information Security Officer.

The **Infrastructure** group in IT-NSS manages the operation, maintenance, and support of networking and computing systems. The group is responsible for the organization and general management of the central technical systems and data center groups. These systems include enterprise class client/server, and data storage and retrieval systems. This unit also maintains the learning management and e-mail servers. Jason Cash is Director of IT-Infrastructure.

University Media Services (IT-UMS) is responsible for the planning, management, implementation, and support of audio/video production, campus and performance events, classroom technology, and technical media support for the University community. Carl Asti is Director of IT-UMS.

User Services (IT-US) is often the first point of contact for students, faculty members, and staff members seeking help with technology. IT-US focuses on helping the UD community use technology effectively and efficiently. IT-US staff members also take the lead supporting productivity, research, and instructional tools for the UD community, student computing, research computing applications, LearnIT@UD, and assistance with hardware and software issues. Pat Sine is Director of IT-US.

The **Web Development** (IT-WD) group is responsible for the specification, development, and implementation of institution-wide, Web-based information services that support the University's core business systems. The unit provides Web design and development services to both administrative and academic clients while maintaining significant responsibility for, and impact upon, the development of new and improved campus business processes. Joy Lynam is Director of IT-WD.

Planned Outages

UDSIS
UDSIS was down for part of the June 6 weekend to enable application of patch bundle 19 and related fixes from PeopleSoft. These changes will mainly impact the Ethnicity component of PeopleSoft reporting, helping the University meet new federal guidelines and adapt to new financial aid requirements for the upcoming year.

HR Systems
The MIS-HR group has applied Tax update 09A, which implements the American Recovery and Reinvestment Tax Act of 2009. Oracle has released Tax update 09B, and we will be applying maintenance pack MP12 in the near future.

Financial Systems
The MIS-FIN group applied bundles 30 and 31 and has seen improvements in run times for the Grants PC Pricing jobs. Our next scheduled outage for FIN will be the weekend of September 26.

Security, Privacy, and Safety

Phishing Counter-Measures
IT takes phishing scams that attempt to trick users into surrendering personal information, financial information, or computer passwords very seriously. Our staff members actively monitor e-mail for phishing attempts and take steps to protect the University from the damage that these scams can do.

- As soon as we learn of phishing e-mail messages that contain a link to a Web site designed to harvest your personal information, we redirect any on-campus Web browser that might try to follow the link to a warning about phishing.
- As soon as we learn that someone has responded to a phishing e-mail message from his or her *mail.udel.edu* e-mail address, we turn off that e-mail address, contact the user, and require that he or she creates a new UDelNet password.
- These steps only protect you while you use your UD e-mail account on campus. When you are off-campus or use a different e-mail provider, we are not able to offer additional protection.

The best defense against these scams is for you to *delete them immediately* from your inbox. A reputable bank, university, organization, or company *will never send* you e-mail asking for personal information, financial information, or passwords. Report any suspected phishing scams to the IT Help Center at consult@udel.edu.

Infrastructure

Drupal
Are you planning to revamp your Web site this summer? IT is extending the UDrupal service to departments who want to use the Drupal content management system to develop or update Web sites. As a pilot program this spring, 35 Web sites began development on the UDrupal service—a Drupal software installation designed and hosted by IT for UD departments. We now invite other campus Web developers to bring their sites to UDrupal. Drupal is flexible enough to create both simple and sophisticated Web sites and offers Web developers the opportunity to separate content from design, making it easier to implement best practices in Web development.

We've launched a new Web site in support of the Drupal service and documentation at http://drupal.nss.udel.edu/udrupal/. In addition, IT-US is offering hands-on training to introduce Web developers to important concepts for creating Web sites using Drupal. The class schedule is available online at http://www.udel.edu/learn/.

Videoconferencing
IT-ATS has been upgrading the technology used by the University community for videoconferencing—a technology that will help departments meet "Path to Prominence" initiatives while reducing travel costs. Through videoconferencing, departments or individual faculty members can disseminate information to students, off-site colleagues, and the general public in a convenient manner, which will allow partnerships with local, national, and international institutions.

Following is a list of recent uses of—or proposals to use—UD's videoconferencing capabilities:
- Enhanced curriculum flexibility: Exploration and discovery learning by videoconferencing to the former ambassador to New Zealand, graphic artists in New York city, and the author of a textbook students use in a class.
- High-profile research initiatives: Videoconferencing to a deep-sea lab in Bonaire.
- Non-degree continuing education: Videoconference seminars for hospice workers.
- Extended geographic reach: Recent videoconferences have allowed collaboration and partnerships with people in Dover, Lewes, Georgetown, San Francisco, and Dubai, U.A.E.

- Partnerships: Preliminary discussions are underway about supporting the University's partnership with the Jefferson Institute by sharing classes—in both directions—between our institutions.
- Support of public education in Delaware: Videoconference-based courses for Delaware teachers and a videoconference with the National Archives in Washington, DC, for local high school students.

For more information, see the IT-UMS videoconferencing Web site at http://www.ums.udel.edu/videoconferencing.php.

Constituent Groups and Feedback

Sakai@UD Faculty Survey

Continuing our efforts to improve communication with clients, IT-US has distributed a new online survey to all faculty members. Responses to the survey will allow us to gauge faculty satisfaction towards Sakai and to determine the current status of the WebCT-to-Sakai migration. More than 220 survey responses have been recorded—roughly 20% of all faculty members using either Sakai or WebCT.

During 2009-2010, we will finish our transition from WebCT to Sakai as the campus Learning Management System (LMS). Results from the survey will help us align our user training and support for next year. Faculty members who have not yet responded to the survey are encouraged to submit their responses as soon as possible. For more information, contact Nancy O'Laughlin at nolaug@udel.edu.

Teaching and Learning

Summer Faculty Institute

"Intriguing." "Enjoyable." "Inspiring." Those are the words faculty members used to describe sessions they attended at the 2009 Summer Faculty Institute (June 1-5). The Institute is designed for faculty members who want an in-depth, hands-on opportunity to work on their technical skills while addressing their classroom and online instruction needs. In addition to plenary sessions, this year's Institute included educational tracks that focused on Sakai, Microsoft Office, Second Life, and multimedia, stressing ways to incorporate each technology into teaching goals.

By the numbers:
- Fifty-two faculty members signed up for a weeklong commitment, representing 28 departments in six colleges.
- Thirty-nine faculty members were first-time participants in the Summer Faculty Institute.
- Fourteen faculty members registered for both a morning and an afternoon track.
- Over 100 people attended the keynote session, and 275 people watched the presentation live online.

A complete report on this year's Institute will appear later this month in UDaily.

Classroom Capture Pilot Update: Spring 2009

IT-ATS completed a successful pilot of automatic course capture in selected rooms in Gore Hall. In this pilot, seven courses were automatically recorded on a scheduled basis and made available online to students in those courses. When surveyed, students indicated that the course capture system helped improve their learning. Significantly, students also indicated that the availability of recorded lectures did not affect their class attendance. More information on the results of the student survey can be found at http://www.ums.udel.edu/coursecapture_spring2009pilot.php.

Classroom Capture Pilot: Fall 2009

IT-ATS will continue its successful pilot of automatic course capture by adding the capability to three additional classrooms: 120, 130, and 140 Smith Hall. These rooms were chosen for their large capacity, which will allow more students an opportunity to experience the benefits of course capture. If you are a faculty member teaching in one of these rooms or the three existing rooms in Gore (103, 104, and 116), you can sign up to have your course automatically captured by visiting http://www.ums.udel.edu/cf.

Web Conferencing Solutions

IT-ATS is actively researching Web conferencing solutions that allow campus members to host online meetings, webinars, or training sessions live from their desktop or laptop computers. Most solutions include Voice over Internet Protocol (VoIP) integration as well as the ability to share documents (e.g., PowerPoint or PDF). Some solutions also include the ability to share computer screens. If you'd like to host a meeting, webinar, or training session using Web conferencing, contact Paul Rickards at rickards@udel.edu for more information.

Sakai

Originally planned for June 2, the release of Sakai 2.6 to UD faculty members has been delayed until August 18. Sakai 2.6 has the same user-interface tools as Sakai 2.5 but contains fixes for several bugs in the earlier version.

UD in Second Life Showcase

The University of Delaware has been added to the Second Life Showcase. The Showcase is Linden Labs' vehicle for improving new users' first experience in Second Life as well as highlighting exceptional islands in this virtual world. Both experienced and new users can follow the links provided in the Showcase to visit first-rate islands in Second Life. With over 30,000 islands in Second Life, to be included in the Showcase is a sign of the high esteem given to UD's presence within this environment.

As this report is being prepared, UD is one of the top three listings in the education and nonprofit section of the Showcase. The Showcase is available both through the Web at http://secondlife.com/showcase/education/ and from within Second Life (using the Search feature).

Business Systems

First Products Released in Response to Student Services Initiative

In the last Activity Report, we mentioned the Student Services Initiative (SSI) whose goal is to improve the accuracy of student billing and to develop procedures for improved customer services for students. Several initiatives went live in May, several more will go live in June, and others are on target for release by December. These initiatives are driven

by payee suggestions that are passed on to IT. As a result of the improvements in the student bill, Billing and Collections, Dining, Housing, and Financial Aid anticipate fewer phone inquiries from students.

Partial List of Released SSI Projects
- Tuition Remission Web Form. This form is one more initiative to process this benefit online and ensure that the fall bill is as correct as possible for those employees taking advantage of this benefit.
- Course Fee Waiver Web Form. This form should go live in June for employees using this tuition benefit.
- Housing and Dining have many requests in progress to improve the accuracy of their billing for the fall bill (sent July 2009) and for the winter and spring bills (fall 2009).
- Financial Aid. The focus of several Financial Aid SSI projects is to automate processes such as the transfer of information between the University and the State of Delaware's Department of Education, thereby providing a more accurate estimate of financial aid on student bills. Other projects include automating the printing of Perkins Promissory Notes, automating e-mail notifications and reminders, and enabling self-service access to financial-aid award notification for students. Most of these projects are due to go live by July 2009 in time for the first fall bill.

In summary, we are on target for delivering most SSI phase I projects by December 2009 and are optimistic that the SSI will improve the accuracy of student billing and streamline customer services.

IT Support of RBB
- IT has released new HR screens for position data in support of the University's RBB initiative. We recently built a batch update process to populate the position data screen and are planning for additional fields to support stimulus grant reporting.
- Our work continues in support of the University data warehouse, synchronizing data for the Budget Ref and Building Names fields, synchronizing fields to UDSIS, and creating new tables for the new RBB ledger and maintenance programs. Work is also being planned to support the Web form for student graduate contracts.
- We are also working with the Budget Office, Graduate Office, and Billing and Collections to move the processing of graduate tuition contracts and tuition funding online. These new forms will enable colleges and departments to easily indicate a source of funds for graduate student tuition and sustaining fees, a step required by the University's conversion to RBB.

Event Production and Media Services

Performance and Campus Events
On May 30, IT-UMS provided audiovisual and logistical support for the University-wide Commencement exercise and for over 20 individual school, department, and college Convocation ceremonies. At Commencement, we fed live video from four on-field cameras and one camera mounted on the UD blimp to three large video screens, including the Daktronics video screen embedded in the stadium's new scoreboard.

During Forum Reunion Weekend, June 5-7, IT-UMS provided the following:
- main tent and small PA audio systems,
- live multi-camera video feeds for eight screens in the main tent,
- audiovisual support for events in Mitchell Hall, the Center for Fine Arts, and the President's residence,
- video footage of events, and
- projection, audiovisual, and classroom support for the showcases in Gore Hall.

Video Production
The University has signed a contract with Comcast Cablevision to produce its *Local Edition* program in our East Hall studio. *Local Edition* features regional politicians, community leaders, and members of the business community for 5-minute segments that air twice per hour on regional Comcast channels. The first 22 episodes have been produced and several more will be prepared this summer.

Training Opportunities

LearnIT@UD
IT-US is offering several new training opportunities this summer. To help keep your desktop running smoothly and problem free, come to our new LearnIT@Lunch session "PC Desktop Best Practices."

"Web Presence and Web Strategies" is a new session to help faculty and staff members make decisions about the information they plan to put on the Web and how best to present that information. This hour-long session is an overview of the issues and tools involved with creating an up-to-date Web presence. One tool discussed during this session is Drupal, a content management system. Training sessions for Drupal administrators and content providers are available throughout the summer.

To view the calendar of classes and to register for a class, go to http://www.udel.edu/learn/ and select *Calendar and Class Registration*.

IT Help Center

The IT Help Center reported 4,222 calls and e-mail contacts for the months of April and May, resulting in 2,230 Trouble Tickets and 536 Network Services requests. Online documentation was accessed 12,399 times through the Help Center's Web site at http://www.udel.edu/help/ during this period.

Compared with the same period last year, we saw a rise in questions about accessing our network and accessing e-mail due to the activation/deactivation of student e-mail accounts, the growing number of hand-held devices on campus, and a large number of users responding to phishing scams.

Personnel

Pat Sine was appointed the Director of IT-User Services. Pat's past experience as the Director of the Office of Educational Technology in CHEP, as an educational technologist, and as a teacher makes her an ideal candidate to lead this unit. Pat's understanding of the information technology needs of our colleges will be particularly helpful as we adjust our service offerings to meet college expectations during the first year of RBB.

Blaze Dougherty was promoted to the position of Senior Administrative Assistant in Telephone Services. Her responsibilities include Telephone Services project coordination and financial activity. Blaze replaces Chris Vitale who retired at the end of January 2009.

The IT Activity Report is published 4-6 times a year. Archived reports are located at http://www.udel.edu/IT-activity. If you have comments, questions, or suggestions for future articles, contact the IT Communication Group at it-commgroup@udel.edu.