

Information Services

Annual Report 2007-2008

7-22-08

The Division of Information Services encompasses the several units that define University Information Technology Services (UITS). During this year, the Division continued a major effort centered around strengthening its efforts to more closely align itself with the University of Connecticut's primary central mission of academic, research and outreach services.

This report will provide a summary and status of the major technology projects undertaken during the year.

FY 2007-2008 major technology efforts included:

- Completed the implementation of various campus-wide emergency communications protocols,
- Implemented ConnectEdu to provide electronic transmission of transcript information between Connecticut high schools and UConn,
- Upgraded and enhanced student and faculty / staff email systems,
- Continued the Firewall implementation into the data center to protect University technology resources and to address IT audit concerns,
- Continued the server consolidation initiative to conserve space and power resources by acquiring additional virtual server infrastructure,
- Initiated and began an upgrade of the Peoplesoft Student Administration system,
- Completed a number of initiatives to eliminate the use of social security numbers on electronic and paper forms and processes,
- Implemented a number of workflow processes to streamline business processes,
- Provided support to stabilize and evaluate the FAMIS system to provide long term direction for the service,
- Created a Promotion, Tenure & Reappointment application to automate and streamline the process for faculty,
- Negotiated and put into place a new program to provide desktop PCs to UConn staff at greatly reduced price points,
- Responded to several security breaches and coordinated the response to them,
- Upgraded the WebCT/Blackboard course management system and infrastructure,
- Continued the Human Capital Management project to replace UConn's obsolete HR system,
- Worked with Public Safety to provide an IT assessment of current technology infrastructure with several improvement being implemented,
- Continued implementation of the Network Master Plan and expanded wireless networking for the core and regional campuses,
- Participated and presented at the FAIT sessions.

These and other accomplishments, which follow, represent the exceptional work of many talented staff who are highly dedicated to supporting the mission and goals of the University of Connecticut and its students, faculty and staff.

University Information Technology Services Division Accomplishments

I. Enterprise & Customer Business Applications

ENTERPRISE APPLICATIONS

Student Administration 9.0 Upgrade Project

During this past year, the focus of our activities has been on the planned major update to version 9.0 of the Peoplesoft student administration system. This upgrade is required due to our need to stay current with vendor-supported versions of this enterprise system. Version 8.0, our current version, will be dropped from support by the vendor in August, 2008. Since our extensive financial aid regulations updates are provided by the vendor as part of our system maintenance program with them, we are required to perform this upgrade.

However, in addition to this essential requirement to upgrade, Version 9.0 provides some considerable new improvements in functionality and usability that, for some time, have been a concern of many users of the system. Most visible in this regard is the more intuitive user interface that greatly simplifies the navigation of the system. In addition some of the other new improvements in functionality include the following:

- New Student Center features that provide a single “portal-like” entry point for enrollment transactions, administrative processes and academic planning.
- A Faculty Center that provides “portal-like” entry point for accessing student and class information, personal portfolios, advisee information.
- More powerful and easy-to-use reporting tools
- New constituent communications tools
- Financial aid repackaging capability
- Academic transcript and degree audit improvements

In addition to these features, the new version of the system will allow us to eliminate a considerable number of local customizations that we are currently required to maintain since the new system now includes these. This will lower our current maintenance load and improve our staff efficiency. Our goal for elimination of customizations is 15% of the 800+ customizations that we currently maintain.

In spite of the fact that we had a very good start on our planning activities for this effort, we nonetheless spent considerable time in the approval and contracting phases of our RFP process to acquire the necessary consulting support for this effort. The consequence of this was a 2 ½ month delay in starting the project. Unfortunately, this had a negative effect on our budgeting, implementation planning, and staff deployment activities. It also required us to refocus our work on accomplishing just the upgrade rather than many of the functional improvements that we expected to be able to deploy with the new release. We had also hoped to replace our student datamart application with new vendor-supported technology but had to forgo this improvement for now due to the delay.

At this point in our efforts, although we are behind our original plan we are gaining ground as a result of our realignment and expect to hit the October, 2008 implementation target. We have an outstanding functional and technical team that has focused on our primary objective and worked well to resolve the obstacles and challenges in front of us.

Student Administration System Support

As a result of our plans for the upgrade to 9.0 during the year, much of our attention was stabilization and staging work, along with the essential production support requirements for the Student Administration system. However, several significant enhancements were accomplished during this timeframe with selected improvements as follows:

System Enhancements and Production Support

- We completed implementation of ConnectEdu to enhance the transmission of transcript information between Connecticut high schools and UConn.
- During the year we implemented a significant enhancement to provide improved Payment Plan services and information to our students. The Touchnet Payment Plan solution was integrated with the Student Financials module to provide this. This solution capitalizes on our current relationship with TouchNet for credit card processing and takes advantage of the “software as a service (SAS)” software provisioning model that is designed to reduce our need to develop, maintain and support major modifications of this type.
- Continued work to remove the reliance on SSN dependency was accomplished.
- We enhanced the grade change workflow capability we developed last year as part of our workflow initiatives, to improve edits, security, email formats and user access.
- Implemented modifications to a new Coop textbook management application to integrate that information to enrollment information to provide students and the Coop up-to-date information for textbook inventory management and acquisitions by students.
- Modified system for Grad & Summer to simplify the email billing of students charges
- Implemented Perkins Loan Disbursement Notification to satisfy audit requirements.
- Implemented Refund notifications via email to satisfy audit requirements.
- Changed SSN to Empl-ID on the Dependent Waivers, Application Summary pages process in continued efforts to enhance the security of that information and reduce the reliance on utilizing the SSN for records searches.
- Create process to copy adjustment calendars from term to term to eliminate manual tasks by the Bursar’s staff.
- Automate the feed to CoOp of student bookstore charges and payments.
- Develop solutions for Financial Aid to reduce paper communications to new students and rely more on email for these.
- Implemented “Common Data Set” enhancements to standardize and improve on the comparability of data reported by participating colleges and universities. This standard was developed through collaboration of college guide publishers, high school counselors and the National Center for Education Statistics.

- Created modifications to control Financial Aid disbursements for ACG/Smart. This complex process was needed to support the identification and tracking of student eligibility and disbursement data and comply with regulation changes by ACG/Smart.
- Develop a new report for OIR to provide information on Nursing Debt Statistics upon graduation.
- Continued improvement to the UConn customization for Financial Aid web self service were accomplished. This major modification was developed and complete last year with additional improvements this year.
- Develop an automated data feed to store student Emergency Contact information in SA via the application process.
- Developed interfaces and provided technical support to support Enrollment Management communications campaigns for the new IRM system managed by University Communications.
- During the year 193 user service requests and 129 production support requests were completed.

Student Administration System End User Training

- Conducted 25 hands-on and overview training sessions (3 Student Financials, 3 Financial Aid and 19 Introduction to the SA System) with 163 participants. Also provided specialized trainings by request for Department of Residential Life, Avery Point and Storrs Police Departments, Freshmen Orientation staff, and Academic Center for Exploratory Students (ACES) staff.
- Communicated with 900+ SA administrative end users via listserv, providing system updates, training opportunities and time-sensitive system information.
- Collaborated with the Learning Resource Center, Orientation Programs, First Year Programs, Husky Course Tools, NetID, HuskyMail and UITS web services staff to update the New Student Technology Tutorial. The tutorial is used by all newly entering students to introduce them to technology-related tools and resources.
- Provided consulting services (planning and methods assistance) to Human Resources and Payroll Directors regarding training and communication requirements for HCM implementation.
- Created two additional interim training resource facilities in MSB and Chaplin Cottage to support HCM and SA projects.

Human Capital Management System (HCMS) Implementation

During this past year we worked on various implementation activities for the Peoplesoft Human Capital Management Systems. The implementation activities were performed in conjunction with consultants, and selected members of UITS, Human Resources, Payroll, Finance and Student administration organizations. These efforts were directed at designing the business processes, and aligning the Peoplesoft HCM system with the business process.

As a consequence of the need to support an expanding list of functionality enhancements the project has incurred some significant delay with the result that the target implementation date has been moved from the original October, 2007 target to December, 2008. We are currently committed to that implementation target but are working with Core-CT and others to finalize it.

This effort includes the implementation of the Peoplesoft HCM system with interfaces to required Core-CT systems, the Student Administration system and Financial systems. The current Genesys

system will be replaced. The effort also includes the implementation of a Datamart reporting solution.

The overall goals for the initial implementation of this system will be to maintain our current human resources applications functionality while taking advantage of the new technology made available to us, and position us to deploy new features offered by this modern solution in the future.

We have engaged several members of the Human Resources and Payroll staff to participate at various levels in this effort. Some are committed full time to the project while others are engaged for portions of their time.

The current status of our project activities are as follows:

- We have completed the design and build phases of this project
- We are in the testing phase of the project which includes unit testing, system integration, user acceptance testing and parallel testing stages. We have completed the first phase of testing (unit testing) and are in the system integration testing phase scheduled to be completed in August.
- Data security activities are in progress.
- Data conversion activities are in progress with the current emphasis on data validation. Conversion programming has been mostly completed with some refinements remaining.
- With the significant development efforts we have had on the HCM datamart as part of our implementation, we expect that most HR reports will be produced from this new application. We had anticipated that there would be significant continued reliance on legacy Focus reports. However, we believe we will be able to substantially reduce the reliance on older technology and reports as a result of these efforts and simplify the overall HR reporting environment in the process.
- We are currently developing our plans for HCM training. We will be developing an on-line staff training program for the TAS timekeeping function and are currently identifying resources and solutions to accomplish this.

Financial Accounting Systems

UTS provided continued support to the University's accounting book of record, FRS. We made several processing improvements to make this mission-critical application more useful to the university community and the application did not experience any unplanned downtime during this entire period. The application did not experience any unplanned downtime during this period.

The following list comprises some of the projects, improvements and activities for this year:

- FRS Support staff created quarterly reporting tables which allowed Accounting to create financial reports from 'point in time' data.
- Developed new online screens and made the required program changes to allow departmental encumbrance processing.
- Setup a second FRS test environment to facilitate HCM development and FAMIS testing.
- Worked with the Budget Department to accept transfer voucher feeds into FRS on a daily basis, eliminating the need for employees to process transfer vouchers online in FRS.
- Worked with FAMIS Technical Support and UTS Server Support to automate and test FRS-FAMIS interfaces, two from FAMIS to FRS and six from FRS to FAMIS. They were instrumental in helping FAMIS Technical Support create a FAMIS Test environment. Emails were created to identify daily interface changes.

- Fiscal Year 2009 was opened in June without any issues and within planned timeframes. FRS Support staff and Accounting Systems staff collaborated to plan, communicate, document, and execute this complicated annual process.

HuskyCT

HuskyCT (formerly “WebCT”) is the university’s primary enterprise system, using web-based software technology, for supporting the delivery of instruction. HuskyCT has a high rate of acceptance by both students and faculty.

As part of our upgrade project last year we continued to support two versions of this system while we transitioned to the new Vista version. During this year we retired the old system including hardware and software. All classes now use only the new Vista version. During the year the computing infrastructure supporting this system was enhanced considerably to accommodate the high growth rates in use and deployment that we expect to continue to see over the next three years.

During this year, we again upgraded the software to a new version. Some new features, including an improved data archiving capability, were deployed with this new version. In addition, we were able to retire the customized Library Resource Tool developed by UConn since this is now has been replaced with a combination of vendor-supported and UConn Library developed functionality. The support for this functionality was transferred to the Library since this tool is primarily for their purposes.

Lastly, HuskyCT was adapted to the CAS authentication system in our continuing efforts to provide an enterprise-wide single sign-on solution.

Emergency Communications

During this past year a priority effort to develop emergency response solutions was initiated. The need and goals for this initiative had been identified during late FY/07; however, work in earnest began in early FY/08.

The technical project had several facets including:

- a text messaging delivery solution,
- a text messaging registration website,
- Code Blue alert solution,
- an alert website including alert and non-alert venues and results feedback recording,
- an alert web banner, and
- a consolidated dashboard interface to simplify emergency systems initiation for Public Safety.

All of these aspects were accomplished and tested during the year except for the disappointing performance of the text messaging delivery solution.

Work was performed with the oversight of the Emergency Communications Committee and while other aspects of Emergency Communications were also underway (sirens, phone improvements, posters, etc.).

Given the urgency and need to have a solution in place for the return of students in the Fall 2007, state contract solutions were pursued to provide these services. A text messaging solution from Reverse 911 was identified and appeared to have the capabilities we needed to accomplish our goals including text messaging and Code Blue alert. It also offered first responder capabilities and the future potential of using GPS coordinates for calling landlines for emergency communications. A recommendation was put forward to acquire this solution immediately.

Tests were conducted during the Fall 2007 semester and these were not successful. The need for additional “aggregator” services was then identified to help resolve this problem. Two initiatives were moved forward in an effort to resolve this deficiency. These were to pursue solutions with Reverse 911 while also seeking our alternative providers via RFP, Reverse 911 eventually provided a solution to this need during the Spring 2008 semester in conjunction with a partnership with Inspiron. Tests were conducted and although significantly improved the results remained marginal. The University moved forward with an RFP process to identify a potentially new vendor to provide these services in the event the Reverse 911 solutions were not eventually successful. We are now in the final stages of that RFP process.

Going forward the evaluation team will recommend the following:

- Contract with another provider, as part of the RFP evaluation, for a new, more robust and field proven text messaging solution.
- Keep the Reverse 911 system for Code Blue alert and as backup text messaging solution, first responder calls and potentially landline emergency calling. Dovetail these activities with state initiatives and funding that are underway with Reverse 911.

Workflow Solutions Initiative

UITs initiated a program to further develop workflow solutions to support needs for cross-departmental business process improvement. This is a follow on effort to our pilot activities last year. These applications and solutions are designed to target high-impact processes where they can be developed quickly using a common set of tools and techniques. Although this initiative has not been specifically funded UITs is proceeding on an as-resources-are-available basis on a best efforts basis to support this critical need. Our activities during this past year include:

- Completed automating the Administrative Task Authorization (aka “Signature Authority”) process. This application serves as a centerpiece for defining workflow structures and administration.
- Completed the Employee Dependent Tuition Waiver workflow thereby saving paper administration and inherent process delays for this administrative process.
- Developed the MUD table viewer to provide more insight and understanding of approval paths for workflow operations.
- Completed Act 40 workflow to track equipment loans.
- Provided overviews of this new enterprise workflow tool to various groups (TPC, TIG, BEST and others).

FAMIS

During this past year serious application and support issues plagued the operation and use of this critical remote-hosted system. As a result of this, UITs was asked to assume greater responsibility for this service and begin an evaluation of current issues plaguing use and long term directions. UITs has provided support to stabilize this and has made recommendations for support going forward. Notable accomplishments and activities during this year include:

- Assumed responsibility for applications management and support for the FAMIS system application support responsibilities.
- Staffed a new FAMIS Project Manager to support continuing operations and development. We were fortunate to acquire a highly experienced individual in this role and have seen immediate improvements as a direct result.
- Assumed responsibility for and re-staffed the FAMIS Web Developer/Report Writer position. A highly experienced web developer has been assigned to this role.

- Initiated work with the FAMIS Steering Committee and UCHC for defining long-term directions for FAMIS applications management.
- A test database of the FAMIS system was implemented to improve applications development effectiveness and system reliability.
- Created FAMIS Dashboard tool for project communication, problem resolution, reporting, issues, and displaying status metrics.
- Worked with FAMIS Technical Support and UITS Server Support to automate and test FRS-FAMIS interfaces; two from FAMIS to FRS and six from FRS to FAMIS.

DEPARTMENTAL APPLICATIONS

Web Applications

The Web Applications group provides support for department-specific needs using web browser-based Internet-accessible technology. UITS developed and implemented several department-specific web applications this past year including:

- Implemented a reporting tool for AdAstra room and exam scheduling. This web-based report generator went to production beginning of school year. Migrated the AdAstra database to the mainframe server (P690)
- Completed the Recreation department Equipment Rental system. A web-based application was developed for their newly established Rental Center. This is an inventory and rental system which keeps track of all the equipment in the center along with the requests and approval of the rented equipment.
- Completed the Recreation department tracking system. Students who register for fitness, intramural, outdoor recreation or special events were registered and tracked manually on paper. A web-based application was developed to take care of registration, tracking and consent as well as producing reports for the staff as well as roll-over to the new year.
- Completed the first phase of payroll/scheduling system development for Public Safety for Storrs Campus. This is a web-based scheduling system keeping track of over-time eligibility calculation and assignments, supervisor approvals, shift rotations for different levels and auto-rotate system for shifts. All according to NP5 union regulations. Phases II and III will be done in the future and will take care of billing for officers times and interface to the University Payroll system.
- Completed the Scheduling and overtime system for UCONN branches (sub-stations) for the Police dept.
- Building Inspection system for Building Inspectors and Fire Marshals in Public Safety. This web based application which is under development will automate the complicated process of Inspections which involves numerous users/steps/forms and workflow. They have many forms that get faxed to different parties to fill out, request inspections, gather information, go through approval process, issue occupancy certificates, prepare field inspection reports, issue plan of correction, etc.
- On-line Assessment Tracking System (OATS) project. OATS is set up for the Assessment office in the Department of Undergraduate Programs in the Provost's office. OATS is in production now. The roll-over for the new year was done successfully. A document Management portion was recently added to the system per user request.
- Pinnacle system move from the old SUN server to the consolidated Oracle server (P690). Scripts were changed, call record collection and processing was converted, mainframe jobs reading and sending Telecom carrier data to the database server were modified,

scheduled jobs within the software were converted, etc. Because of the firewall issues on the new server, some of these conversions were very time consuming and complicated.

- Work on the e-Policy application was completed which transferred it to a new platform to improve reliability and enhanced it to be more usable.
- Installed and built a prototype web portal testing instance (uPortal) as a platform for future work and development on a university-wide portal in conjunction with University Communications.
- Online Survey of Early College Experience (ECE)
This new application provides group-specific functionality to ECE students for course evaluations. It replaces the previous paper-based survey.
- Enhancements to Faculty Evaluation application
This application was almost completely rewritten to accommodate all the new features requested. OIR to better manage faculty evaluations. OIR now has complete control of the application and can do all administrative tasks to manage it through a web interface. In addition, a new feature was added to permit optional additional questions by specific faculty for their courses.
- Promotion, Tenure & Reappointment (user testing phase)
The new workflow application supports this process by enabling faculty to submit their dossier online. The on-line dossier is then be reviewed by a series of committees and a compiled dossier is submitted to the Provost. This application will replace the current paper form and process.
- University Senate Curricula Action Form Request (user testing Phase)
The Web Application is replacing an online paper form. A web-based application maintains a database that enables faculty to submit their curricula for review thereby eliminate paper and delays.
- Pharmacy, Online Continuing Education
This new application provides a capability that enables pharmacist to get certified every year via the web. An on-line registration, test and certificate printing capabilities are provided.
- Tapeworms Data Base (grant funded)
This project is part of a research grant (a first for a UITS web application). It consists of creating a searchable database and web interface.
- Educational Leadership Conference Website
Created a website for a new conference on Campus: “Public School Choice in a Post Desegregation World”. We worked with The School of Education IT to create a profcast of all the conference presentations (a First on campus)
- Events Calendar (Visitor Center, University Communications)
A new application was developed by UITS to replace the old application that had been in use until this year. The old application license had been scheduled to end June 30, and the functionality of that application did not fully meet our events calendaring needs. It lacked several desired features, imposed heavy demands on the central web server and required excessive labor-intensive maintenance. The new application developed by UITS is a multi-user, multi-location, multi-calendar Event Management System which is a significant improvement and has been received and functioning well since its implementation.
- Enhanced web-based Electronic Purchase Order to provide feedback information to originating departments, a PO search function and other improvements.

- UConn Web Template Project
 UITs continued to work with University Communications to co-manage the University standard web template. Continuous improvements have been made to the template to provide additional features.
- Software License Group (SLG) dynamic web page management system
- DPP/MPA/MSR dynamic web page management system
- CAP Student Opportunities dynamic web page management system
- Public Safety online community survey system conversion
- Tricampus Summer Advising online registration system updates and expansion to Avery Point and Stamford campuses
- Q-Center tutor shift check-in system
- CLAS annual and supplemental budget request form management system
- First Year Programs UConn Connects peer advising notes system
- Compliance training online post test system for 2007-2008
- Writing Center W Orientation online registration system
- Writing Center tutor talk request management system
- EHS online training registration system search and reports add-on components
- Web Accessibility report created for ODE investigation
- Updated e-Portfolio system to use single sign-on.
- Updated COOP online bookstore web service to include a faculty component.
- Updated staff overtime system for Facilities Operations to provide improved time tracking and reporting.

Website Development and Support

UITs provides technical support to assist department users with the development and maintenance of websites specific to their area. Departments vary in their ability to support their own websites and the UITs Web Development Lab provides this additional support to ensure that our general population of users can access information via the web in order to make the best use of available university resources. These websites are usually maintained on a central web server managed by UITs.

During this past year the Web Lab created the following new websites:

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| ▪ Waterbury Career Services | ▪ Undergraduate transfer admissions - GAP |
| ▪ Pathobiology | ▪ CMVDL (other Pathobiology site) |
| ▪ School Choice Conference | ▪ Torrington Campus |
| ▪ Connecticut Writing Project | ▪ Institute for Materials Science |
| ▪ Events Calendar | ▪ Jorgensen Center for the Performing Arts |
| ▪ Fire Marshall & Building Inspector | ▪ Public Safety |

- Nancy A. Humphreys Institute for Political Social Work
- Environmental Health & Safety
- Network Guest Registration interface
- Developed NetID single sign on login page
- Freshman English
- Asian American Studies Institute
- Police Dept.
- Wilbur Cross Student Services
- Software License Group website
- Children's Literature
- IMS Dr. Ramprasad's Group
- Center for Judaic Studies
- Web Development Lab
- HuskyCT logos
- Project M2
- Institute for Violence Prevention and Reduction (School of Social Work)
- Locksmith Dept.
- Fire Dept.
- Child Language Lab
- HuskyPC website
- Women's Studies

II. Customer Support & Relations

Governance Groups

- The governance group, [Student Technology Advisory Group \(STAG\)](#), met 5 times. Topics for their input included: emergency communications, student e-mail Huskymail, student software proposal through [Software License Group \(SLG\)](#), online courses HuskyCT, ePortfolio, Library web site navigation, student web page, DMCA/RIAA, network security and wireless.
- The governance group, [Software License Group \(SLG\)](#), investigated and added to the UConn software [portfolio](#) the following products and support: ComSol, [RefWorks](#), and Remote Assistance (with the Attorney General for final approval).
- Members of the Software Licensing Group (SLG), who represent various UConn departments and schools, working with UITS TSS and Purchasing determined [Windows-based hardware and software personal computer standards](#), in support of the new desktop computer contract. UITS TSS acted as a liaison between the University and potential vendors (Lenovo, Dell) regarding technical and procedural issues. UITS organized these work activities collaborating closely with the Purchasing department, UConn Co-op, and Dell (awarded the contract) to ensure software images (Laptops, Desktops, Tablets for XP, Vista, Universal, Kiosk, and dual-boot), documentation (web pages), marketing/advertising, and training were made available to employees in support of the contract.
- The Software Licensing Group (SLG) researched and planned the rollout of [Windows Vista and Office 2007](#). The group brought in the vendor (Microsoft) for a community presentation, they tested and documented products within the UConn environment, and they provided support information, training (online resources and in collaboration with University Continuing Studies), documentation, and testing resources to the UConn community.
- Members working with UITS TSS tested the new versions of [Symantec AntiVirus](#) (10.2 (Vista), 10.1.7 (XP), 10.2 Mac), UConn's standard virus protection

software. TSS created customized UConn settings, customer self-extractor files, support documentation, and posted the software downloads to the FTP site for faculty, staff and students for work and 'home' use. Coordinated fixes with the vendor to resolve any issues or problems.

Help Center Services

- Received 32,782 calls to the Help Center; responded to 27,765 (85%)
- Received 2,710 second level calls to the Accounts area, responded to 2,446 (90%)
- Received 77,274 calls to the UConn Telephone Operators, responded to 63,401 (82%)
- Received 6,774 emails to the Help Center, responded to all
- Received 4,171 voicemails to the Help Center, responded to all
- Requests to reset a password: 20,145 recorded instances.
 - NetID: 12,665 (62.9%)
 - PeopleSoft SA: 7,023 (34.9%)

House Cleaning

- Updated [UITS web pages](#) for content as well as ensure compliance with the UConn standards. Assigned ongoing responsibility to ensure accuracy of information and provided training to ensure those responsible have the necessary skills to perform the role and functions.
- Notified, by US mail, all retirees not using their UConn issued email account. UITS deleted the majority of these old accounts (~500) that were inactive, collecting SPAM and other unread mail, and freeing up storage resources.
- Of the more than 2800 administrative mainframe accounts, nearly 1500 were suspended, canceled or deleted. Of the remaining accounts, analysts contacted more than 1400 users to seek 'cleanup' action.
- Identified and contacted the users of individual faculty VM mainframe accounts and deleted two hundred (200) of the eleven hundred (1100) accounts.
- Updated the [HuskyPC web site](#) to reflect comparable technology support and services; UConn committed to supporting both computer environments (Windows and Macintosh OS).
- UITS web based applications have a recommended web browser settings icon on the main page that links to information regarding the best web browser options to support a specific application, along with special installation instructions. Completed for Peoplesoft, ePortfolio, VPN, NetReg, USD, Exchange, eBudget, Data Warehouse, HuskyCT and HuskyMail.

Technology and/or Service Enhancements

- Implemented an USD Self Help service, through the problem and change management system, which allows end users to log their technology needs directly into the system rather than telephone and/or e-mail their requests.
- By providing UConn employees' like-services to that of the standard Windows environment, TSS helped improve [Macintosh service and support](#). Improvements included the employees' ability to update Microsoft Office via the web, receive a pre-installed software image set on new purchases, use Parallels or VM-Ware for

- dual-boot solutions (Windows on a Macintosh), and receive standardized service and support. In collaboration, UITS working with Purchasing, Apple and the UConn Co-op, established a service level agreement toward management and coordination of services.
- UConn employees have the ability to stay current with the latest Operating System, given a bulk purchase of licenses. UITS rolled out Apple OS 10.5 Leopard as the pre-imaged operating system in support of standard Macintosh purchases.
 - Installed and successfully piloted the Microsoft Windows Software Update Services (WSUS), enabling UITS Technology Support Services (TSS) to deploy the latest Microsoft product updates to computers running the Windows operating system. TSS can fully manage the distribution of updates released through Microsoft Update to computers within their area of responsibility (CS&R, Chaplin and MSB Training Room, and Conference Rooms). This increases security and reduces overhead; there is no longer the need to visit and touch each computer to ensure updates are completed. In addition, TSS now receives daily reporting on current client patch levels and proactively approves/deploys critical and security updates to associated Windows client computers. This service will provide a much greater knowledge of the current vulnerabilities of our client computers and allow for immediate and automated remediation.
 - Future: Phase II, rollout to all of UITS and pilot at a Regional Campus (Torrington), and Phase III, rollout to UConn employees supported through UITS.
 - To allow guests of UConn access to network resources, UITS implemented, and provides ongoing support for, [Guest Registration](#). TSS developed a secure production kiosk in support of the service and distributed several login computers around the UConn environment. To aid participating departments and schools, the Help Center prepared and shared supporting documentation.
 - Helped move UConn employees and affiliates to the new version of central Exchange 2003 email services; this included researching and implementing transition documentation for the Daylight Saving Time change as well as upgrading computers to Office 2003 (Outlook) from Office 2000, which was no longer supported by systems.
 - TSS continues to move UConn's standard computers into the central Active Directory, leveraging the infrastructure to improve client management and vastly increase support capabilities via group policies. The benefit is the ability to make system configuration changes and security tweaks to computers in a proactive manner. Currently TSS makes manual changes one at a time to client configurations; routinely with a new installation or re-image. As we continue to improve our understanding of the power of Active Directory and utilize group policy management, our client computer environment will improve. Collaboration and communication with other departments are underway.
 - Researched, implemented and manage a secure department data backup and retention storage solution for end user data during an installation, reimage and migration process. Set up procedures and implemented a rotational backup process that results in minimal downtime for a primary hard drive.
 - Organized CS&R documentation (standard operating procedures, web), tools, procedures and processes, roles and responsibilities, first/second/tertiary support,

- emergency contingency plan, staff schedules of hours, and set clear expectations for end user support and services.
- Implemented a yearly calendar for necessary hours of coverage, identifying peak support times where extra support is required. This includes in support of start of semester, orientation, open house, and NetReg. Even though there were challenges to providing adequate coverage given lack of resources, the schedule assisted in helping to ensure that there was minimal coverage to handle the increased workload and provide best service to the community.

Large Department Initiatives

- Department of Athletics - working with Kyle Muncy, collected initial staffing, personal computers and equipment information. Moved 180 computers, along with associated data, into the UITS Active Directory and removed old software and printer configurations from Novell to TCP/IP and a Windows server environment. In addition, identified and resolved firewall critical conflicts and reconfigured workstation and printers, approximately 40, located in the Ticket, Business, and Development offices. Resolved Active Directory conflicts between Development Office and UConn Foundation.
- Public Safety – working with Master Sergeant Tanaka, installed numerous computers, laptops, and printers; assisted the Detective Division with new video equipment, several computer workstations and laptops, working with the vendor to ensure functionality. Also, in support of the Emergency Communication Notification project, evaluated and implemented ‘quick wins’ to improve technology configurations within the dispatch area.
- Human Resources, Admissions, Presidents Office, UITS – installed several new computers; backing up and restoring data. Re-deployed the older computers to other staff, again executing full process of data backup, installation, configuration, and data restore.
- UITS – issues with the ADSM client after an upgrade to the IBM Tivoli Storage Manager (TSM) affected approximately 60 users. Determined the version of the patch each user needed, there were multiple solutions dependent upon OS/version/client. Created a ‘fix’ and emailed with the appropriate patch integrated that users could execute.
- Departments that are currently using the central problem management system to record and track requests: UITS, UEI, West Hartford, Fine Arts, UConn Co-op, and Registrar (Engineering in August 2008)
- Number of computer reimage requests: 228

Education

- The entire staff of Customer Support and Relations completed certification in Steven Covey’s “7 Habits of Highly Effective People” training. With this education, the staff have a solid understanding and the tools they need to balance their work and communicate more effectively with one another.
- Two manager technicians trained and certified in USD Administration.
- Many Technology Support Services (TSS) technicians completed A+ certification and Macintosh Desktop Specialist certification.

- The Help Center analysts completed Support Center Analyst certification and completed Apple training in Macintosh Fundamentals.
- Assistant Director attended NERCOMP 3-day seminar, Leading IT by Design, facilitated by Fred Schmitt of Teamwork Strategies, Inc. Clayton NY; Maureen Scoones of Hamilton College; and Gina Siesing of Tufts University. It was a hands-on workshop, with important group discussion and exercise and provided a clear understanding of the use of effective tools to build effective teams and communication. Upon returning, followed up with the CIO and HR and recommended we bring this training to the UITS leadership.
- Assistant Director, ITIL v2 certified

UConn Event Participation and Collaboration

- Open House
- UConn Co-op Technology Fair
- New Student Orientation
- Graduate Student Orientation
- Week of Welcome

Staffing Resources

- UITS Help Center would like to provide after hours support, extending into nights and weekends for faculty and students; however, given the current number of full-time staff this is not possible. Staff provided several additional hours to cover high volume (peak) activity times during start of semester, NetReg, orientation and etc.
- July 2007, UConn discontinued the fee paid with personal computer purchase that provided funding for staffing resources for ongoing support of the standard HuskyPC program. This resulted in the release of two technicians who provided services through Dell to UConn. TSS picked up support to UConn staff and faculty with no additional resources; however, with the same and added expectation of service deliverables. The decrease in resources extends service deliverables beyond a 24-hour production turn around. In addition, technology projects need to be delayed or held indefinitely (Encryption, Active Directory, Automation, Software Images, etc.), with production taking the highest priority.
- UITS provides Apple Macintosh support, an increasing technology at UConn, with one technician, resulting in a single point of failure when the technician is out of the office.

III. Information Technology Security & Policy

Policy and Procedures Development – Over the past year, we developed or updated several policies and other documents. In addition, we have begun the review process for policies that have not been reviewed for 2 years or more.

- Responding to Requests for University Information policy was developed and disseminated to the University community.

- Developed and documented standard procedures around the removal and/or change in access to Exchange email accounts upon employee terminations and leaves. (Internal UITS document)
- Developed and documented procedures for renewing or eliminating Emeritus email account. (Internal UITS document)

IT Security Support– The following initiatives were undertaken to support and/or improve IT security for the University.

- Worked with the Institutional Review Board, Office of Research Compliance and the Center for Population Research and Sociology Department to develop a security plan for the establishment of a restricted data office.
- Responded to various IT audits conducted by the Office of Audit, Compliance and Ethics.
- Responded to several security breaches and coordinated the response to those breaches. Coordinated several inappropriate use investigations. Oversaw litigation hold process involving data on workstations and email.
- Provided Security Awareness training to both FAIT participants and University Communications staff.
- The Security group in conjunction with Network Security conducted quarterly vulnerability scans in support of Payment Card Industry (PCI) security compliance and issued a report of findings to the affected departments, Cash Operations and Internal Audit for their review and follow-up activities.
- The Security group in conjunction with Network Security implemented changes to the NetReg process to insure that Department IDs are only used to register shared computer (labs, etc.). Computers that were registered to a common Department but are being utilized by a single individual will be eliminated from the current NetReg database and the individual user will be required to register the computer using his/her own NetID. This will help us in investigating lost/stolen computers as well as in inappropriate use investigations.
- The Security group implemented a guest authentication solution to be utilized with wireless and wired access to the University's network. (See <http://guestreghelp.uconn.edu>)
- The Security Office developed /assisted in the development of several third party confidentiality and business associates agreements to accompany University IT-related contracts.
- Completed the RFP process to obtain outside consulting services to provide a vulnerability assessment and penetration testing of UITS resources within the UITS Server Farm.
- Assisted several departments in identifying security risks and provided some guidance on addressing those risks.
- Developed standards and procedures for copying University data. These are being followed by UITS as serve as a template for other departments. (See http://itpolicy.uconn.edu/uconngsr/copying_university_data.html)

- Began the Data Encryption pilot project to test full disk encryption products for Windows and Macintosh based laptops/workstations. This project is scheduled for completion by Sept. 1, 2008. At the completion of this project we will put forth a draft policy and proposal for University-wide deployment.

Project Management – We continue to refine and reinforce UITS’ methodology, maintain project management web documents, provide monthly project status reports, and oversee/update the two project management related web pages on the UITS web site.

Other Initiatives -

Participated in Educause 2006 Conference –

- Member of the Current Issues Committee (CIC) – responsible for identifying information technology and resources management issues in higher education to be addressed through the association's various programs and activities.

IT Governance

- Chaired the Technology Planning Committee
- Chaired the Faculty Advisory Committee on Technology

Support of University Initiatives: We supported several University-wide initiatives as follows:

State DOIT Interaction:

• Participated in the Connecticut Department of Information Technology (DOIT) IT Data at Rest Encryption (DARE) project

- Provided technical leadership representing the various needs and concerns of the University
- Actively participated in developing criteria\requirements for encryption products
- Based on criteria, participated in the selection of the SafeBoot product as the standard encryption product for all executive State agencies

• Participated in DOIT Security Roundtable discussions. Participants are the security officers from various State agencies.

• Represented the University in securing funding from the State for HIPAA security remediation. Provided budget information and justifications for 6 projects.

- Obtained funding in the amount of \$189,265 to be used for the following projects:
 - Implementation of full disk encryption
 - Implementation of data center video surveillance
 - Implementation of Web Application scanning for vulnerabilities

Expect additional funding over next 2 fiscal years to cover additional projects

IV. Computing Technology Infrastructure Support

Computing Technology Infrastructure, which includes the areas of Server Support, Data Management Services, and Operations and Production Services, has achieved a number of important objectives during FY 2008. The efforts listed below are above and beyond the large effort these groups contribute in the area of production support.

Server consolidation:

- Purchase and installation of two IBM xSeries 3950 servers to support consolidation of Windows services. The Peoplesoft Windows Process Schedulers were successfully moved to this platform obviating the need for separate physical servers for each instance. The Blackberry server was also moved to this platform earlier this year as a result of a hardware failure on the original server.

HuskyCT:

- Additional SUN hardware and software infrastructure has been acquired and installed to support the new version of WebCT (Vista). The new version is in pilot now for the summer session with an anticipated go-live for the fall 2008 semester.

Addition of IBM pSeries 590 Platform

- UITS acquired an IBM pSeries 590 hardware platform mid-way through the year to become the new Data Warehouse platform. A sixteen processor machine was brought in to run the EPM/HCM and EPM/CS implementations as well as the Budget Data Mart.

A second IBM pSeries 590 hardware platform was acquired this spring to replace the aging Peoplesoft p690 production platform and the p670 development platform. Both workloads for both Peoplesoft implementations, Student Administration and Human Capital Management will be combined on the p590 in separate Logical Partitions (LPARs). The p590 will also contain LPARs for development environments for both Peoplesoft systems.

Storage Area Network (SAN)

- Expanded the DS8100 Enterprise Storage System by 25 Terabytes bringing the total capacity of the box to 50 Terabytes. This will support storage needs for the next fiscal year.
- Expanded the Storage Area Network (SAN) Volume Controller capacity with the addition of a new node.
- Expanded both IBM 2109-M14 Storage Directors to their maximum capacity with the addition of 32 ports in each device. This brings the total fibre channel SAN ports to 128 per device.
- Expanded the IBM 3490 ATL by adding sixteen IBM 3592 tape drives to support ever expanding data backup/restore requirements. Also added six expansion frames to contain the new tape drives and add additional tape storage capacity to the ATL.
- Established licensing model for Tivoli Storage Manager which is the University's strategic central backup/restore software.

Operations

- Established a new machine room hardware maintenance contract with Signature Technology Group. The contract was the result of an RFP process that was conducted earlier in the fiscal year.
- Provided support for installation of DOIT CORE/CT disaster recovery hardware infrastructure.
- Provided support for implementation of emergency generator power in Operations along with the addition of new power panels to accommodate future hardware growth.
- Provided support for Network Engineering's RAPIDNET implementation and network equipment upgrade.
- Provided support for the Reverse 911 Emergency Communications Project.

PeopleSoft Support

- Data Management Services (DMS) & System Software Group (SSG) provided support for the Peoplesoft CS 9.0 upgrade project.
- DMS & SSG provided support for the Peoplesoft HCM project.
- DMS & SSG provided support for the EPM/HCM implementation project.
- DMS provided support for HCM FOCUS.

Data Management Services

- Support for ACT40 Workflow application to track equipment loans for the Bursars Office.
- Support for Equipment Rentals for Sports and Recreation Systems.

Active Directory

- Accomplished a significant upgrade to the Active Directory with the implementation of six new servers into production. The AD itself was upgraded to Active Directory 2003 and a new schema was put in place to support the upgrade to Exchange 2003. A new test Active Directory environment was also built consisting of six newly acquired servers.

Upgraded services

- ImageNow – An upgrade to the ImageNow service that supports Student Financial Aid Services and the Bursar's Office has recently been completed. The database was converted to Oracle replacing the CTREE database that was used previously. This allows UITs to leverage its expertise in Oracle in support of this important application.

Exchange 2003

- Completed upgrade from Exchange 2000 to Exchange 2003 and implemented a six node cluster in a more efficient model than previously employed. The new cluster allows for four active servers with two spares instead of the one active/one spare configuration that had been used. Bottom line was that more power was applied to the Exchange application while maintaining a proper level of hardware redundancy.
- Increased default mailbox sizes.

- With the upgrade to Exchange 2003 implemented mobile device support for smart phones and similar devices.

Brio Version 9

- Acquired and built three new server hardware platforms for the implementation of BRIO Version 9.

Public Safety

- Implemented new server infrastructure in UCONN Police Department replacing underpowered and obsolete hardware platforms.
- New platforms were added for the LEAS booking system and a new Active Directory domain controller was added making Public Safety part of the UITS AD but able to function on its own if for any reason communication was lost.
- Provided ongoing support for Public Safety servers.
- Provided support for the Emergency Communications Project.

Firewall Implementation

- Moved the Windows Active Directory servers behind the server farm firewall.
- Moved the Exchange 2003 server infrastructure behind the firewall.
- Moved other Windows servers behind the server farm firewall such as WINS, Imagenow, and Adatastra.

GuestReg Web Application

- Designed, coded and implemented the web application for UITS's newly created GuestReg service. This was developed in conjunction with the Network Engineering group and the UITS Security group. The web application allows UConn admins to invite guests to use the UConn network during their visit and review and approve such guests, and allows UConn guests to register for network access.

Networking and Telecommunications (Storrs, Regional Campuses and Law School)

Telecommunications Group

- New phones for Vernon Cooperative Extension Office to reduce costs and service calls.
- New phones and voice mail service for Brooklyn Cooperative Extension Office.
- Collaboration with DRL to provide in-house method for students to request non-published phone information and to receive their telephone number with their housing information.
- Installation of Video Conferencing units in the conference room and director's office.
- Put critical servers on nightly back-up and behind the firewall
- Put Telecom Generator on Facilities weekly run schedule
- Worked with AT&T to improve/automate the daily process for E911 call record transmission.

- Provide complex voice mail applications to Counseling Services, Recreation Services, Human Resources and Facilities as well as modified Public Safety and Health Services applications.
- Provide a wireless solution for dining service vendors to offer Huskybucks service to their customers.
- Obtained membership with the Department of Homeland Security National Communication Services for Wireless Priority Services on behalf of Public Safety.

Cellular Telephones – Continued to provide services utilizing three cellular providers. Installed additional passive antennas in areas of poor coverage.

Automatic Call Distribution System – Added SAIT, ResNet, Human Resources to ACD system

Pinnacle – Began the project planning and implementation of installing the newest version of the Pinnacle Telecommunications Management System.

Fiscal Group

Created the Department's Operating Guidelines which address the process and procedures for purchasing materials, equipment, telecommunication supplies and services, labor, returns and repairs.

Researched and utilized DOIT and other state agency contracts in order to obtain the best prices and provide multiple vendors for the purchase of labor and equipment.

Negotiated over \$16,800 in credits from various vendors for over billing issues.

Networking Engineering & Design Group

Network Events / Construction/Renovation Activity – Construction and renovations for various projects included:

- Burton Football Complex – OSP/ISP work to extend the outside plant to the facility as well as extending the outside plant to complete a ring around the campus for future telecommunication expansion. Also designed the inside plant for the building occupants.
- Soccer/Softball/Ice Hockey - upgraded the network, (voice & data) to these locations within the Athletic Complex.
- OSP North Garage – Upgrade the outside plant extended to the North Garage to allow for future growth.
- Fenton River Monitoring Station - Installed new equipment to allow for network access for the Fenton River Monitoring station.
- Campus Wide Utility Monitoring – Upgraded the wiring and switches in over 100 locations on campus and created network infrastructure both logical and physical to allow for Facilities to monitor utilities from the network.

- Bethel Cooperative Extension – Re-wired complex, upgraded data switches and connections.
- Hilltop Apartments – Provided support for all of the code compliance work that was performed here.

WAN/LAN Upgrades – Improvements and changes to the network infrastructure included:

- Installed additional CISCO 6500 routing centers on the Storrs campus and several of the regional campuses to improve traffic flow and diminish the single points of failure in the data network.
- Upgraded traffic shaping equipment to better monitor network traffic usage on both the student and administrative networks.
- Updated switch configurations on all CISCO equipment to maintain currency.
- Upgraded the network operating systems
- Installed enhancements to support increased capacity in the Server Farm for Network Core Firewalls.

Network Master Plan – Buildings upgraded:

- Beach Hall
- Chemistry
- North Garage
- Hawley Armory
- Visitors Center
- CANR
- Fine Arts Drama/Music
- Fine Arts FA Building
- Fine Arts Music Building
- Fine Arts Music Library
- Fine Arts – Von der Mehden
- Koons Hall
- Manchester Hall
- Tasker Building
- Wood Hall
- West Hartford Library
- West Hartford Social Work
- West Hartford Undergraduate
- West Hartford Computer Center
- Waterbury Network Core Upgraded
- Law School Network Core Upgraded
- West Hartford Network Core Upgraded
- Athletics
- Gant IMS/Physics
- Baseball/Softball Press boxes
- Brown Building
- Outside Plant (OSP) upgrade of campus fiber plant

- Hilltop
- North Campus
- Central Hillside Road
- MSB Diverse Route I
- MSB Diverse Route II

HuskyVision – Several new stations were added to the network for student viewing.

Wireless – Installed wireless access points in the following locations:

- Residence Halls (over 150) locations. All common areas and study areas within the residence halls were outfitted for wireless network connectivity.
- Hawley Armory
- Visitors Center

Construction Projects - The following projects were completed over the past year. Involvement was related to wiring, review of design specifications, review of part submittals, designing networks (voice, data, video) and site inspections.

- Publications move to renovated Lakeside Building
- Student Union moves and convenience store service.
- Ryan Refectory renovations and moves for CHIPS