

Information  
Technology  
Services



*Supporting Campus Needs  
through  
Evolving Technology*  
Annual Report 2005 – 2006



**Mission Statement**

The Information Technology Services unit at the University of Michigan-Flint is a team of professional staff committed to enhancing individual and organizational effectiveness through the use of information and computing technologies.

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## About ITS

The Information Technology Services (ITS) department supports the technological needs of the University of Michigan-Flint. With the exception of the management team, each ITS staff member falls into one primary service unit within the department: Data Information Management, Desktop Computer Services, Mediated Classroom Services, Network Systems Support, User Services, and Web and Instructional Technology.

## ITS Staff

At the beginning of this fiscal year, ITS reorganized its staff adding an additional layer of management. In addition to its twenty three full-time staff, ITS employs over twenty student workers, this makes the added layer of management crucial because it enables each manager to focus on the needs and responsibilities of their service unit(s). Student employees account for positions in the reception area, HelpDesk, computer labs, and in each of the ITS service units.

*The Management Team* provides the overall decision making and supervision for the department.

Scott Arnst, *ITS Director*

Kenneth Heiser, *IT Manager*

Harvey Sherman, *Client Server Operations Manager*

*Data Information Management (DIM)* maintains UM-Flint's central administrative databases; regulates data security and integrity; develops custom applications to enhance central processes; and offers consulting services for design, development, and implementation of non-centrally-operated databases.

James Alarie, *Business Systems Analyst Intermediate*

Scott Hoover, *Business Systems Analyst Intermediate*

Michelle Ly, *Systems Administrator Senior*

Jana McSweyn, *Business Systems Analyst Intermediate*

Steven Nofs, *Database Administrator Lead*

Jennifer Daraiseh, *Business Systems Analyst Intermediate*

*Desktop Computing Services (DCS)* performs the installation and maintenance of all desktop computers and printers on campus, including software and connections from the workstations to the communication closets; and provides consultation and assistance on all computer-related purchases for the campus.

Dan Getty, *Desktop Support Specialist Senior*

Jason Gooding, *Desktop Support Specialist Senior*

Milton Straham, *Desktop Support Specialist Intermediate*

*Mediated Classroom Services (MCS)* engineers campus computer labs and mediated classrooms; maintains classroom equipment; provides training on supported equipment and evaluates customer satisfaction with instructional applications; and oversees distribution of mobile computer classrooms. In addition they work with facilities management to keep the furniture count in general classrooms consistent and coordinate the purchase and installation of replacement furniture.

Melissa Storch, *Information Systems Help Desk Associate Supervisor*

*Network Systems Support (NSS)* develops and maintains the network and server infrastructure; administers access to the LAN, UNIX and Windows servers for academic computing; administers campus-wide communication software; maintains network software and print queues; engineers campus computer labs and classrooms; provides support for Blackboard Portal, Merit's WAN; maintains a campus-wide backup system; and manages system security.

Charles Allen, *Systems Administrator Intermediate*

Philip Erlenbeck, *Data Security Analyst Associate*

Sidney Horton, *Desktop Support Specialist Senior*

Lynne Ihrig, *Systems Administrator Associate*

Cuong Lai, *Systems Administrator Intermediate*

John Lauro, *Business Systems Analyst Staff Specialist*

Erik Taipalus, *LAN Administrator Intermediate*

*User Services* offers helpdesk support and consultation via email, telephone and office hours; furnishes end user documentation for software and electronic processes supported by ITS; provides software training for faculty and staff; staffs three and maintains four public computer labs available to faculty, staff, and students, including extended evening and weekend hours; maintains six computer classrooms of various sizes and platforms for academic instruction; maintains the Faculty/Staff Technology and Video Production Centers; administers software sales to faculty, staff, and students; and maintains an Authorized Testing Center for various certification exams.

Tracy Smith, *Administrative Assistant Senior*

*Web and Instructional Technology (WIT)* provides design and HTML programming assistance and technical support for university web pages; supports online collaboration such as Sharepoint, news groups, web boards and discussion groups; and assists faculty in the development of course pages and in the use of instructional technologies and multimedia applications for the classroom.

Deborah Rowden, *Instructional Learning Intermediate*

Tim Todd, *Webmaster*

### ITS 2005 – 2006 Highlights

- ◆ Additional mobile laptop cart purchase
- ◆ Banner enhancement investigation
- ◆ Banner upgrade from version 6.x to 7.x
- ◆ Campus-wide wireless coverage
- ◆ CD/DVD duplication service
- ◆ Credit card payment option
- ◆ Computer lab upgrade
- ◆ Department reorganization
- ◆ Faculty/staff computer replacement
- ◆ Fiber Channel Storage Area Network expansion
- ◆ Investigation of new technologies including a website content management system and online Marketplace
- ◆ ITS utility cart purchase
- ◆ MCard implementation
- ◆ Microsoft’s Live Communication Server installation
- ◆ New cabling of University Pavilion
- ◆ Personal homepages and blogs for faculty, staff, and students
- ◆ TCLT partnership to stream videos and VHS/DVDs
- ◆ TouchNet upgrade from version 4.0 to 4.6
- ◆ Voice over Internet Protocol phone installation

### Taking a Look at the Year

As the title suggests, “supporting campus needs through evolving technology,” ITS focuses on providing the latest technology to support the needs of university faculty, staff, and students as well as offering technological support to the community. While continually adjusting to ever-changing technology, we also completed nearly all of our goals stated in the 2004-2005 annual report.

Principle funding for ITS to support the campus technology needs comes from the student-generated Technology Fee. The Technology Fee created \$871,109.00 in revenue, an increase of \$76,166.50 from last year. ITS utilized the funding by completing \$14,335.63 of software requests, \$102,731.42 of hardware requests, contributing to the campus computer lab maintenance costs, maintaining equipment and purchasing new products that support the campus community, upgrading computers across campus, and providing a portion of the funding for MCS. Technology related products and services offered by ITS provide additional revenue for equipment and supplies purchases and incentives for ITS employees.

Throughout 2005-2006, ITS enhanced several existing systems, developed new products and services, and investigated many new opportunities. One of the most significant accomplishments that affected the entire campus community was the implementation of the MCard. The University of Michigan-Flint now requires all faculty, staff, and students to use this new ID card, which features a photo of the holder, the holder’s name, the holder’s association to the university, and the holder’s UMID. It functions as valid identification on-campus, an ID for the Recreation Center, and a Library card. Faculty and staff may also use the MCard for parking at the University of Michigan-



Ann Arbor campus after notifying Public Safety of his/her travel. Faculty and staff were the first to obtain the MCard in the fall semester, followed by the availability to students in the winter semester. The MCard provides for future campus-wide or department-specific uses. The MCard implementation required participation from several ITS service units, primarily DIM, MCS and User Services.

It is critical for the university to be at the technology forefront; therefore, ITS constantly upgrades university equipment, processes, and systems. Two major data systems, Banner and TouchNet, used by a number of administrative offices on campus upgraded to the latest versions. For the benefit of all campus computer users, all university owned PCs and laptops were updated to the latest operating systems and wireless network coverage was expanded campus-wide. In addition, several major computer purchases were made to upgrade a majority of the labs on campus as well as a mobile laptop cart.

On top of updating current technological areas of the university, ITS added many new capabilities to the university, several of which relate to communication. A new phone system, Voice over Internet Protocol (VoIP), and a new idea and information sharing product, Microsoft's Live Communication Server, have been installed across campus. Staff, students, and faculty can now create their own homepage or blog. Increasing network demand led ITS to expand the Fiber Channel Storage Area Network (SAN) capacity and speed up network connections by installing new cabling in the University Pavilion.

ITS strives to complete the remaining goals of 2004-2005 by persistently working to finalize them. Goals still in progress include the creation of a comprehensive Disaster Recovery Plan for the university's entire network, an addition to the Exchange Mail Server for employees to have a clustered environment, automation of data transfers from HRMS into Banner, and the migration from Access to SQL for web database development.

Investigation of new ways to support campus needs through evolving technology continues by ITS staff. Many hours have been dedicated to researching new tools that offer great opportunities to the university. Several tools have been chosen for implementation in 2006-2007, including a Content Management System (CMS), a web-based marketplace, and a more convenient way for students to add money to their print accounts.

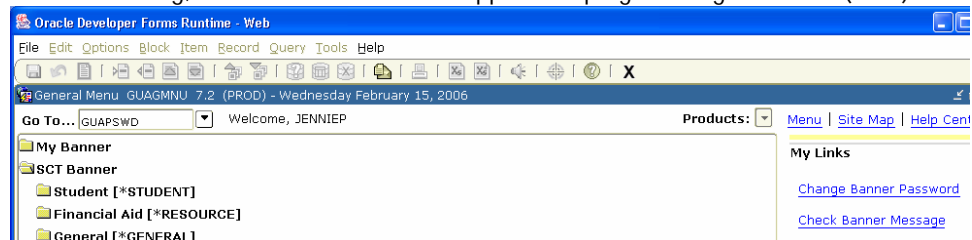
### Data Information Management

DIM supports campus needs by offering optimal management of data information through the latest technology. DIM staff facilitate various departments to eliminate as many manual processes as possible and provide additional services for students.

DIM continues to support the Banner administrative student data systems, web interfaces, and linked third-party software through ongoing upgrades and maintenance as well as by developing features and enhancements. The most significant project completed this year by DIM includes the upgrade of Banner administrative systems and web interfaces from version 6.x to version 7.x. Release upgrades are performed every one to two years and require extensive configuration and testing in addition to upgrades of hardware and support software. The Banner upgrade this year was due to evolving technology; it introduces new features and technology not previously available, such as 1024x768 form resolution, tabbed browsing, concurrent curricula and application programming interfaces (APIs). The most prevalent change

in Banner 7.x is the look of the application and its navigation. Other projects associated with Banner and its related data systems include an upgrade to TouchNet,

an online credit card payment system used on campus, from version 4.0 to 4.6; assistance to Undergraduate Admissions with transferring data from Access to Banner tables to prepare for the live version of Banner's Transfer



Articulation module; a new website was developed to display the transfer equivalency information; enhancements to the online Financial Aid scholarship application; and implementation of an online orientation and placement test registration through SIS. Also, the Gramm-Leach-Bliley Financial Services Modernization Act of 1999 made it necessary for DIM to perform a risk assessment this year per a request from Ann Arbor. The student systems (Banner and all corresponding support systems such as SIS, INB, Oracle, TouchNet, and Microsoft Access), the Financial Aid Federal software (encompassing EDEExpress and Edconnect), and ImageNow were all determined to store data that under the aforementioned act is subject to proper security measures. During the risk assessment process, a compilation of recommendations to secure said data were developed and are in the process of being presented to higher management for approval.

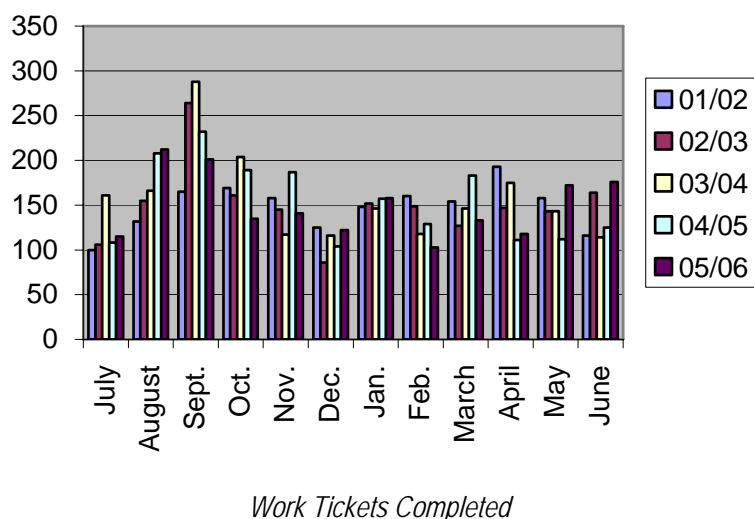
DIM played a large role in the implementation of the MCard. As a result of using the new MCard system, student information which needs to be sent to Ann Arbor can be done so in a new way. Before MCard could be implemented, WebSAM, our home-grown account management system used for tracking computer accounts, had to be redesigned to use Ann Arbor's personal data load (PDL) process. In addition, DIM assisted the Recreation Center with the execution of a new membership system that uses the MCard to scan members for entrance and equipment check-out.

DIM continues to support non-Banner related systems as well. This particular unit along with NSS works very closely with the Office of Extended Learning (OEL). DIM assisted OEL with several upgrades of Blackboard throughout the year. It also created new Blackboard communities which allow diverse users to have access to special areas or views when logging into Blackboard. Several enhancements were made to OEL's Professional Development and Continuing Education registration system. DIM assists with the maintenance of peripheral databases that link to the Banner student data for the following offices: ITS, Registrar, Education, Graduate Programs, Undergraduate Admissions, Academic Advising and the Recreation Center.

### Desktop Computing Services

DCS supports campus desktop needs by providing its expert technological skills to approximately 2,600 computers on campus. DCS technicians completed over 2,000 work tickets during 2005-2006. Work tickets consist of requests for installation, replacement, repair and upgrades of any hardware or software.

### DCS Completed Work Tickets



This year, DCS led the ITS effort to upgrade ten student and departmental computer labs as well as the Kiosk stations and one mobile laptop cart. All of these computers were upgraded to Windows 2000 or Windows XP

operating systems. DCS also upgraded every Pharos print station located in the ITS-supported computer labs to enable students to print color documents without having to purchase extra print cards. During summer 2005, funding from the Technology Fee was given to purchase computer upgrades for laboratories located in rooms 155, 163, 165, 167, 357, 405 Murchie Science Building (MSB), 323 University Center (UCEN), and 132 and 134 French Hall (FH). DCS worked with other teams to complete the installation and redistribution of all computers located in all the labs.

In August 2005, DCS acquired the project for installing a new Altiris Server and HelpDesk ticketing software to track and report incidents of departmental and lab hardware. The new software replaced iHeat, which was the previously used ticketing software.

DCS technicians volunteered their time to speak at UM-Flint Freshman Orientation as well as volunteered at UM-Flint Homecoming festivities. Providing technology information to incoming students allows freshmen to adapt to the university's technology with ease.

### **Mediated Classroom Services**

MCS supports campus needs by providing the latest classroom technology. MCS staff offer their services during all class times including Saturdays: services include installation, delivery, maintenance, and training for all classroom equipment. MCS receives an annual yearly budget of \$17,310 as well as 7.5 percent of Tech Fee funding to make equipment and supplies purchases. This year's budget allowed for several significant purchases that lead ITS to provide more technological offerings to the university.

After evaluating classroom equipment inventory and revamping the inventory system, several equipment purchases were made in order to better accommodate the needs of our campus. At the beginning of the year, ten new Epson projectors were purchased to replace the ceiling mounted Sharp projectors. Old projectors are now used for replacements and for any new Smartcarts we receive; only the Sharp projectors are compatible with university Smartcarts. Wireless keyboards were added to mediated classrooms to add convenience for faculty. Also, to accommodate an overwhelming number of requests for laptops, MCS purchased a third mobile laptop cart. A number of requests were turned down prior to receiving the third cart due to the overload of requests; however, with the new cart, MCS fulfilled over 250 mobile laptop cart requests. To improve efficiency of the delivery of mediated equipment, ITS purchased a utility cart that allows staff members to travel quickly and easily.



Aside from maintaining classroom equipment, MCS played a large role in the MCard implementation. It built, organized, and now maintains the MCard stations, while also training users to process MCard requests. MCS transports the mobile MCard stations to areas on campus that are convenient for new students to obtain their MCard; at the beginning of each semester, the mobile MCard stations are located in the University Pavilion.

Unfortunately, the University suffered equipment damage and theft, near the beginning of the year. MCS made every effort to hinder the thefts. Damaged and stolen equipment, including flat screened monitors, DVD/VCR players, and Smartcart equipment, were repaired or replaced and alarms then installed on them. In December, Sonic alarms were installed on all computer lab monitors; and in March, Masterlocks were installed on equipment in all mediated classrooms. No damage or theft has occurred since the installation.

### **Network Systems Support**

NSS supports campus networking needs by preparing the university for evolving technology. NSS staff worked to expand network capacity and connections while also facilitating new technology. ITS has provided campus-wide wireless coverage for over six years; we began with a small number of devices and now currently support over 2,000 802.11b wireless devices. Today, many campuses leverage wireless connectivity, but we have complete campus wireless network coverage.

In an effort to provide the most reliable data storage system, ITS has begun to re-evaluate our Disaster Recovery Plan. This plan would be a standby plan to assist us with any disaster big or small. By providing a formal kit with essential backups, software, remote location listings, and architectural design documents, we can ensure as quick a recovery as possible. We are identifying the most essential operations and creating a hierarchical approach for recovery bringing those systems deemed most important online first. In an effort to curtail the ever rising cost of maintenance contracts, we have entered into a contract with a third party maintenance provider, Service Express; this change will save us 15 percent over vendor specific maintenance fees. To assist with software upgrades, hardware upgrades, and software patch installs, NSS has created a test environment to identify potential problems before we implement on the production network. This test area will assist us in our goal of providing the most reliable, robust, and fast production network possible.

In order to meet the increasing need for a faster and larger network, NSS expanded its Storage Area Network (SAN) and upgraded network cabling in the pavilion. Increasing demands on storage have led us to increase our Fiber Channel SAN capacity. Popularity of Blackboard content for online courses and its use as a video and audio repository, student homepages, increased personal directory storage, as well as other forces have made ultra-fast disk access storage essential. Our SAN now provides lightning fast storage of 18 Terabytes. As often happens, this upgrade led to the need to upgrade other existing systems. We also increased our storage space for backups, doubling our disk-to-disk backup storage space, from 7 Terabytes to 14. After a great demand for data bandwidth by Banner users, we initiated a project to speed up the network connections in the University Pavilion. The cabling upgrade provides 100mb and 1000mb connections to most of the Student Services and Enrolment Management groups. A complete redesign of the communication closet was necessary to finish the cabling upgrade. It provides us with a cleaner, simpler space, reducing the time needed for network jack activations.

NSS plays a considerable role in providing communication across campus. During winter 2005, a team of ITS staff began experimenting with Voice over Internet Protocol phones (VoIP), which would provide campus telephone access in the classrooms for less cost than traditional telephone lines. These black phones can be found in many general classrooms, currently all William S. White Building and Murchie Science Building general classrooms are complete. VoIP phones will soon be found on the fourth and fifth floors of French Hall. The phones work for on-campus calls only, and incorporate the five-digit dialing system the campus is accustomed to using. Future plans for this technology include replacing courtesy phones and providing low cost replacements for departmental phones. Phones which allow calling card use may replace or complement current pay phones as well. Aside from audio communication, ITS has recently installed Microsoft's Live Communications Server, which offers secure instant messaging, application sharing, voice, and video sessions. The Live Communications Server also integrates with Microsoft Office applications and provides information to help the campus communicate more effectively. The Live Communications Server can be accessed on- or off-campus using the Live Communicator client or the web client.



### **User Services**

User Services provides the eyes and ears for support of campus needs through evolving technology. Several enhancements were made to this unit to better assist the campus community. The Front Desk, HelpDesk, and labstaff are the primary points of contact for support via email, telephone, and walk-in consultations for alumni, faculty, staff and students.

To augment support to our customers, a DCS technician, when available, is present in the HelpDesk each afternoon. The ITS Mobile HelpDesk was created to assist students with using Outlook email and network services including password changes. Mobile HelpDesk tables are manned in the University Pavilion during the start of the fall semester. The HelpDesk also furnishes a broad selection of end user documentation for software and electronic processes supported by ITS. This year, the HelpDesk added three new QuickNotes in addition to updating sixteen already existing QuickNotes. The new QuickNotes focused on encouraging our users to utilize security

enhancements for email at home and on campus as well as how to properly utilize personal folders within Outlook. One of the new QuickNotes focused on how to install and utilize Office Live Communicator. The HelpDesk also created three new "What Is" flyers: "What Is a DVD/RW," "What Is a Uniqname," and "What Is RSS." The new Altiris HelpDesk software allows the HelpDesk to better track issues across campus. It also contains a Knowledge Base which allows technicians to input technical information into a database for reference by all ITS technicians. Another outstanding aspect of the Altiris HelpDesk Module is that it sends a Satisfaction Survey to the customer after a work-ticket has been completed.

In order to better accommodate our customers, ITS now accepts credit cards for purchases of software and alumni accounts. Along with a new method of payment, we also acquired two additional software programs for sale to university faculty, staff, and students. Microsoft Project and Microsoft Visio are now available at a significant discount, over 85 percent off the retail price. With the renewal of the University of Michigan Microsoft Campus Agreement in December, we are able to continue to sell Microsoft software at considerably lower prices as an incentive to our campus members. Besides our new software, we also offer:

- Windows XP
- Office 2003
- Office 2004 for Macintosh
- FrontPage 2000, 2002, and 2003
- Visual Studio .NET 2002 and 2003.

The User Services area also includes technology training. During the past year, many individual project assistance and training sessions in web development technologies (Dreamweaver, FrontPage, Flash, Adobe PDF, Photoshop, and Sharepoint) and Microsoft Office 2003 (Access, Excel, Outlook, PowerPoint, and Word) were provided to faculty and staff upon request. The ITS training website has been updated with a list of recommended training opportunities to promote study of computer technology by faculty, staff, and students. During the next year, ITS plans to provide training for the new website content management system, as well as scheduling information sessions about the new features of Microsoft Office 2007.

### **Web and Instructional Technology**

WIT supports web development and instructional technology needs by investigating evolving technology. Support continued for discussion boards and personal websites for faculty, staff and student clubs. In winter 2006, ITS began providing students with the ability to create a personal homepage; using their H: drive space, students now have the ability to create a webpage that is available online at <http://homepages.umflint.edu/~uniqname>. A Homepage Gallery, located at <http://homepages.umflint.edu/>, was also created to enable students as well as faculty and staff to list and showcase their personal website and/or blog. The web team investigated the mBlog pilot, located at <http://mblog.lib.umich.edu>, and recommended it to students, faculty, and staff. WIT continues to support department intranets and committee meeting sites using the Sharepoint Collaboration tool, located at <http://portal.umflint.edu>, and assists with online form development requiring secure access with PHP/MySQL and ASP.

Throughout the year, WIT collaborated with University Relations, giving technical assistance for maintaining the university website. In March 2006, a Webmaster was hired within ITS to assist University Relations with the website redesign and campus-wide deployment of a new content management system.

The ITS Instructional Technology group works to support the campus in the use of evolving technology for classroom and multimedia projects. In March 2006, a team representative attended sessions about two technologies that are evolving on campus--podcasting and Classroom Response Systems (CRS)--during the Educause Midwest Regional Conference 2006 entitled "Leadership, Strategy, and Collaboration: Making IT Work at All Levels." The representative also attended CRS meetings on the Ann Arbor campus and is involved in the ITS Podcasting Committee. WIT partnered with the Thompson Center for Teaching and Learning and the Office of Extended Learning to present nine Technology Brown Bags during fall 2005 and winter 2006. In spring 2006, ITS announced

the availability of a streaming video site, located at <http://ww2.umflint.edu/tclt/techbrownbag/>, for Technology Roundtables and Brown Bags videotaped since winter 2003 semester.

Date	Technology Brown Bag Title
10/5/2005	Securexam
10/19/2005	Classroom Response Systems
11/2/2005	Respondus
11/16/2005	Venturing into the Blogosphere
2/8/2006	New Blackboard Features (App Pack 3)
2/22/2006	Archiving and Accessing your Outlook Email
3/8/2006	Portable Computing for the Classroom
3/22/2006	Copyright Permissions Building Block in Blackboard
4/19/2006	Captivate Software

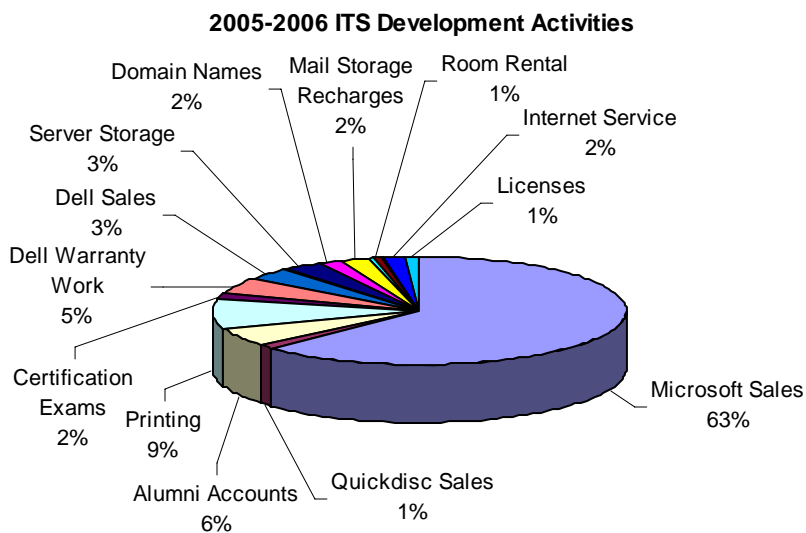
### 2004-2005 Technology Brown Bag Presentations

Two learning centers are supported by ITS, the Faculty Technology Center (FTC) and the Video Production Center (VPC), which are available to students, faculty and staff. Over 104 times during 2005-2006, faculty and staff have checked out a camera, camcorder, laptop, projector, or other equipment affiliated with the learning centers. During the past year, both centers were upgraded with new equipment. The FTC was equipped with a graphics tablet for creating a digital signature or learning to use a tablet. Two new Canon ZR-400 digital camcorder(s) are available for faculty and staff to check out from the VPC, and a new Panasonic DVD Recorder allows easy dubbing of VHS tapes to DVD. The new CD/DVD Duplication service was also announced during the past year.

### Development Activities Increase

ITS receives revenue from technology related products and services including software, certification exams, and use of campus facilities and services.

These products and services grow along with evolving technology to support campus needs. This year several new products and services became available to the campus community including two additional Microsoft products, Blackberry Enterprise Server (BES) licenses, ITS computer lab rental, and CD/DVD duplication. Net revenue for 2005-2006 was \$67,880.68. Microsoft sales account for the majority of the additional revenue to ITS with 2005-2006 sales of \$42,699.00. After covering the costs of the software licenses, media, and sales tax, the revenue from these sales cover credit card service fees and site licenses for other Microsoft products. Uniprint produces the second highest amount of revenue; this year \$5,932.40 was generated from students adding more money to their Uniprint account. In October 2005, Uniprint revenue was used to purchase five new HP LaserJet printers for student computer labs. Other revenues for 2005-2006 include \$692.00 for Quickdiscs, \$3,953.00 for alumni accounts, \$1,120.00 for certification exams, \$3,565.00 for Dell warranty work, \$2,094.78 for Dell sales, \$270.00 for departmental web support, \$1,165.00 for departmental domain names, \$1,641.00 for mail storage, \$390.00 for ITS computer lab rental, \$122.50 for CD/DVD duplication, \$1,200.00 for Internet service, and \$700.00 for



BES licenses. BES licenses allow faculty, staff, or students with a Blackberry to access email; each license costs \$100.

With the incentives received from Dell, ITS participated in a customized employee development training program through the Human Resource Development department in Ann Arbor. Each full-time staff member completed the program known as the Personal Profile System or DISC which analyzed each individual's behavior in a group setting. The training helped to identify the strengths and challenges within the department. The program provided effective strategies for communication and conflict management and recommendations for style adjustment.

### **Supporting the Community with Evolving Technology**

ITS participated in many community events to demonstrate evolving technology to those outside of the university. Several staff members participated in K-12 partnership activities, while others offered information and support to the community regarding technology.

ITS believes in supporting K-12 partnerships and presenting K-12 students with valuable technology information. Members of DCS and NSS allowed area high school students to spend a day on the job with them. Staff members in both of these service units travel a great deal around campus to complete their daily responsibilities, which allowed the students the opportunity to experience both the university as well as the technical aspect of the job. In addition to students coming to campus, ITS staff members went out into the community to speak to students and the general public about technology. NSS staff member, Phil Erlenbeck was interviewed by Channel 12 regarding VoIP technology and its benefits. IT manager, Ken Heiser did a demonstration on Information Technology at Swartz Creek Alternate Education. Instructional Technologist, Debi Rowden teaches several AmazingU courses including "Digital Camera" and "Computers and You." Debi also participated in a career day at one of our local school districts. Members of DCS and WIT assisted with Camp Imagination in the summer 2005. DCS technician, Jason Gooding taught a computer building course, while Debi Rowden along with Sidney Horton provided technical assistance for the Camp's website and individual websites for the campers. A large portion of the ITS staff also worked with Flint Community Schools last summer in completing a laptop battery replacement of potentially dangerous batteries for over 2000 laptops the district had purchased with the Freedom to Learn grant.



In partnership with the Genesee Intermediate School District, Grand Blanc Community Schools, and Lake Fenton Community Schools, ITS is developing a database and website to showcase streaming video for the AT&T (SBC) Excelerator grant.

A formal lab rental agreement was created for non-academic activities to take place in ITS supported computer labs. To assist departments offering K-12 programs, ITS offers a 100 percent discount for programs involving community children. Labs were used this year to run an AARP tax aide program at a reasonable cost.

### **Evolving Technology for the Future**

ITS continues to plan for the technological future of the University of Michigan-Flint and its surrounding community. It will continue to support needs through evolving technology. ITS will complete several large projects early in 2006-2007, while plans for many other new processes and equipment will follow throughout the year.

After heavy investigation of several products, the university will implement Interwoven's Content Management System (CMS) in July 2006. By using a CMS, the UM-Flint website will become more efficient and user friendly. It allows users, even those with little or no technical knowledge, the ability to manage multiple web initiatives in parallel and to contribute content using recognizable tools and easy-to-use interfaces. In conjunction with the CMS, ITS, along with financial support from OEL, Alumni Relations, and University Outreach, will purchase TouchNet's Marketplace Suite and Bill+Payment Suite. The two systems work hand-in-hand to make university processes quick and simple. Departments across campus currently use TouchNet's credit card payment system. Marketplace will

allow departments to create and maintain a web based storefront to sell products or services online with credit card payment. Microsoft sales, alumni accounts, and other products and services offered by ITS will be sold online, which creates more convenience for our customers.

We are continuing to lead the wireless campus trend by launching our upgrade to the next generation of enterprise-class wireless technology. The ITS Wireless Committee has been working behind the scenes this past year to design this much anticipated upgrade. The new design by Aruba incorporates 802.11b (11Mbps), and 802.11a (54Mbps) and 802.11g (54Mbps). The new system will be a thin client, dual-band configuration that will improve security, reliability, scalability, and speed by significantly increasing the number of access points (400 percent more!), and implementing new, dedicated firewall and WLAN security protocols. The first building to get an upgrade will be UCEN, which is planned to be completed by the start of the fall semester. The plan should reach completion over the next year or so.

Renovations to 206 MSB computer lab begins in summer 2006. With assistance from Facilities Management, ITS will remodel the entire lab. The new layout will include pods which allow more accessibility to work in groups. Carpet will be laid throughout the lab to reduce noise pollution, currently the lab is tiled and it causes noise distractions to studying students. Renovation will cause closure of the lab for the summer semester. Several other labs across campus will receive PC and Mac upgrades.

Also beginning in summer 2006, students may add more money to their Uniprint accounts via the Web. Currently, students must add money by visiting the ITS main office or by purchasing a print card, which must be available in order to print. The new method gives registered students the ability to add print money at any time from anywhere Internet access is available.

Next year, we plan to install a new production server running the newer versions of Oracle and Solaris for the Banner administrative student data systems. We are gearing up for another point release of the Banner administrative systems that will change behind the scenes tables and forms, which may also change the way we currently pull reports, so we may need to find a better solution for student reporting next year. In addition, next year we want to investigate implementing Lightweight Directory Access Protocol (LDAP), which would allow users to login to Banner using their LAN ID and password, and Value-Based Security (VBS), which would restrict users to certain records. New laws may make it necessary to implement additional security changes next year.

ITS will begin managing general classroom maintenance, including desks, chairs, and look of the rooms, in addition to its technical maintenance of the general classrooms. Funding was made available by the Provost in May 2006 to support this new initiative. An additional student was recently hired to aid us in this new responsibility.

In conjunction with the Office of Extended Learning, ITS will be conducting a pilot test of podcasting this summer. This technology will allow faculty to record lectures or supplemental materials which are then stored in their Blackboard course or course companion. Students can then subscribe to the content via Really Simple Syndication (RSS) and automatically receive the updates to their computers or MP3 players.

We continue to maintain the university's evolving technology and add new technology as it becomes available. In addition, we will continue to support the campus and its surrounding communities. Every effort will be made to assure that the latest and best technologies are available at the University of Michigan–Flint.

## **Regents of the University of Michigan**

David A. Brandon, Ann Arbor

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