

**Information
Technology
Services**



Enhancing Customer Service through Technology
Annual Report 2006 – 2007



Mission Statement

The Information Technology Services unit is a team of professional staff committed to supporting the mission of the University of Michigan – Flint campus by enhancing individual and organizational effectiveness through the use of information and innovative 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 and Information Management, Desktop Computer Services, Mediated Classroom Services, Network Systems Support, User Services and Web and Instructional Technology.

ITS Staff

ITS employs over fifty regular and student/temporary employees dedicated to serving the University. Student/temporary employees account for positions in the reception area, HelpDesk, computer labs and in each of the ITS service teams.

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

Scott Arnst, *Director Information Technology Services*

Kenneth Heiser, *IT Manager*

Harvey Sherman, *Client Server Operations Manager*

Data and 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.

Jennifer Daraiseh, *Business Systems Analyst Intermediate*

Scott Hoover, *Business Systems Analyst Intermediate*

Donna Jacobson, *Business Systems Analyst Intermediate*

Michelle Ly, *Systems Administrator Senior*

Mark Mercado, *Business Systems Analyst Intermediate*

Steven Nofs, *Database Administrator Lead*

Desktop Computer 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 Intermediate*

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.

Abe Rashmawi, *Media Consultant*

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 students, faculty and staff, 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 students, faculty and staff; 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*

2006-2007 ITS Highlights

- ◆ **Anti-Piracy Campaign**
- ◆ **Computer replacements for several computer labs, Data Projection carts, laptop carts, mediated rooms and SmartCarts**
- ◆ **DIM and NSS move to North Bank Center**
- ◆ **External door swipe system installation**
- ◆ **Google search tool installation**
- ◆ **Interwoven's TeamSite Content Management System (CMS) campus-wide deployment**
- ◆ **ITS library computer lab expansion**
- ◆ **ITS main office remodel**
- ◆ **Network cabling infrastructure upgrade**
- ◆ **New features in Student Information System (SIS)**
- ◆ **New ITS staff positions**
- ◆ **Scholarship fund for used computers**
- ◆ **Software offerings and sales increase**
- ◆ **Touchnet's Bill+Payment Suite and MarketPlace Suite implementation**
- ◆ **Web4U implementation**
- ◆ **Wireless network upgrade**

Taking a Look at the Year

Throughout the 2006-2007 academic year, ITS concentrated on enhancing customer service through the use of technology for the entire campus community. Our goals, projects and accomplishments focused on providing superior service to students, faculty and staff while also increasing service to the community. While persistently researching and utilizing technology to enhance customer service, we also successfully began or completed each goal stated in our 2005-2006 annual report.

Principle funding for ITS to support campus technology needs is provided by the student-generated technology fee. ITS received \$984,846.00 from technology fees, an increase of \$160,596 from last year. ITS utilized the funding by offering \$15,000 for faculty software requests, contributing to the campus computer lab maintenance costs, purchasing several new pieces of equipment including the alumni module to implement Web4U, paying the annual maintenance costs for current equipment and systems, upgrading computers across campus, and providing a portion of the support for MCS. In addition to general funding and technology fees, ITS receives funding by selling computer software related to educational demands and offering services that surpass the everyday technological needs of university students, faculty and staff. The additional revenue provides opportunities for the purchase of additional technology-related equipment and supplies for the university as well as incentives for ITS employees.

ITS completed several significant accomplishments during the 2006-2007 academic year. Implementation of several new technologies created opportunities to better serve our customers including a CMS, Google search tool, Bill+Payment Suite, Marketplace Suite and Web4U. The CMS and Google search tool offer easy navigation through

the university website which gives students, university employees and the community the ability to find information on the UM-Flint website more efficiently. Bill+Payment and Marketplace Suites offer capabilities previously not provided for payments and purchases through the university. Web4U grants parents, spouses, or other authorized users access to student information via SIS.

In order to consolidate our staff, ITS moved its two largest teams, DIM and NSS, to the ninth floor of NBC. Previously, these teams were scattered across campus, which made it difficult for the teams to work close together. The move created the need for a majority of ITS staff to move to new offices; therefore, it was the perfect time to remodel our main office to produce a more welcoming atmosphere. New paint and carpet made its way throughout all of 207 MSB. Now every ITS team resides together in one of three ITS locations; this helps us to provide the best service to our customers.

Focusing on customer service allowed ITS to approach tasks with customer needs in mind, which lead to more efficient outcomes. ITS will continue to increase its customer service by implementing new initiatives for our staff and utilizing customer feedback more extensively.

Data Information Management

DIM primarily implements new and upgraded information management technology that affects the entire university community. We eliminated several manual processes this year for various departments and provided many new services for students. A new member was added to DIM to assist in training and maintenance for Banner. Support for the Banner administrative student data systems, web interfaces and linked third-party software continues through ongoing upgrades and maintenance as well as by developing new features and enhancements. The implementation of Web4U deemed to be the most significant accomplishment for the year.

After realizing the need for students to grant parents access to their student information such as financial aid or account billing, research found that Rose-Hulman Institute of Technology had developed an enhancement to SIS that allowed third-party access. We quickly pursued the opportunity to obtain the enhancement for our campus. After further investigation, we found it necessary to purchase and install Advancement modules of Banner. We obtained, installed and customized the enhancement to meet the needs of our campus. Web4U, available through SIS, allows a student to grant access to another individual to view their student information and records from UM-Flint.

We also implemented more third-party software from Touchnet. We prepared the server and installed Touchnet's payment plan and Marketplace suites. The implementation of Bill+Payment allows students to pay their tuition by creating a payment plan using a credit card; in winter 2007, students were able to utilize the payment plan for the first time. We are beginning to roll out a web-based marketplace; named UM-Flint e-Commerce. The Office of Extended Learning (OEL), Alumni Relations and University Outreach will pilot this new system. In the future, any department may create and maintain a web-based storefront to sell products or services online with credit card payment. UM-Flint e-Commerce alleviates time-consuming, manual sales processes, and allows easy tracking of inventory and sales reports.

Several other new or enhanced features were added to Banner and its related data systems this year:

- To assist in the collection of emergency contact information for students in SIS, ITS along with the Registrar's office implemented a new feature in SIS and communicated the new feature to students by providing an informational webpage, a new screensaver slide and displaying posters in open computer labs.
- Enhancements were made to the online orientation registration process in SIS; there is a main menu for freshmen and transfer students to help direct them step-by-step through the process: from registering for orientation to payment to placement test to computer ID initial setup.
- A new page in SIS launched in Fall 2006 that allows students to change their Kerberos (Ann Arbor) and Local Area Network (LAN) passwords to the same password.

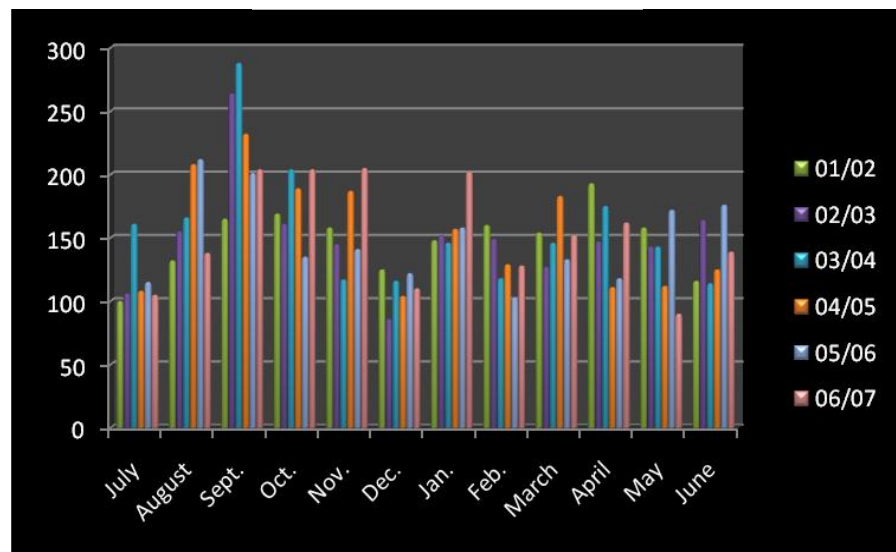
- Beginning in Summer 2006, students can now conveniently add funds to their uniprint printing account through SIS rather than having to go to the ITS main office to do so. Once a student adds the funds in SIS, he/she can access the funds immediately.
- Enhancements were made to improve the online Financial Aid scholarship application by easing the student submission process, providing more manageable maintenance for Financial Aid staff and allowing the scholarship committee to more efficiently distribute information through SIS. Financial Aid and Institutional Advancement now provide over 150 scholarships to students.
- The Undergraduate and Graduate Admissions and Human Resources offices now review student records not matching properly with Ann Arbor records through the personal data load (PDL) process by using a homegrown Banner form created by DIM.
- Jobs, such as anticipated graduation dates and updated student status, no longer need ITS intervention in order to run after placement into the Banner job submission for processing.
- DIM along with the Registrar's office moved parts of Curriculum Advising and Program Planning (CAPP) into the production area as programs and areas were complete.
- A mass data conversion was performed to identify all Natural Science laboratory courses and mark them with an NL attribute for both CAPP and Transfer Articulation modules of Banner.
- Advising scripts were created to automatically assign new students an academic advisor based on the student's field of study. Also, scripts were created to automatically add placement test scores to students to override a reading prerequisite if they meet the criteria.
- DIM assists with the maintenance of peripheral databases that link to the Banner student data for the following offices: Academic Advising, Education, Graduate Programs, ITS, the Recreation Center, Registrar and Undergraduate Admissions.

DIM continues to support non-Banner related systems. DIM along with NSS work closely with OEL to maintain Blackboard, the online course management system. This year there were several upgrades to Blackboard and its support software. We investigated the use of podcasting with Blackboard and integrated Marketplace to work seamlessly with Blackboard. Enhancements were made to OEL's Professional Development and Continuing Education registration system. To help ourselves manage programming code, DIM created Mforge, a web front-end to a concurrent versions system (CVS), used to maintain and store program code. DIM worked to gather the information for the new online telephone directory launched in June, as well.

Desktop Computing Services

DCS supports campus desktop needs by providing its expert technological skills to approximately 2,600 computers on campus. We completed over 2,000 work tickets during 2006-2007; work tickets consist of requests for installation, replacement, repair and upgrades of any university hardware or software. Satisfaction surveys sent to DCS customers at the completion of a work ticket showed that 93 percent of customers were either completely or mostly satisfied.

DCS Completed Work Tickets



This year, DCS lead the ITS effort to upgrade ten student and departmental computer labs and one mobile laptop cart. All of the computers were upgraded to Windows XP-Service Pack 2 operating systems with Microsoft Office 2003 Professional. During Summer 2006, funding from the Technology Fee allowed the purchase of new computers for laboratories located in 223 and 459 French Hall (FH), 525 Murchie Science Building (MSB), 3176 William S. White (WSW), as well as new laptops for a mobile classroom, also known as a laptop cart. Six other departmental labs were upgraded with the redistribution of computers from the above upgraded labs, including the addition of fifty more computers in the Thompson Library for student use. DCS worked diligently with assistance from other ITS teams to complete the installation and redistribution of all these computers.

DCS also took the lead in supporting a new Scholarship Fund for UM-Flint students in conjunction with the Financial Aid office. This scholarship allowed qualified students to purchase used university-owned Apple and Dell computers at a discounted rate. Students who qualified had their choice of either an Apple iMac or Dell OptiPlex GX240 computer system. DCS technicians thoroughly inspected and tested each system before any student took ownership of the computer. All together there were twenty-eight Apple iMacs and eighteen Dell OptiPlex GX240 systems. This new Scholarship Fund was a huge success for ITS as well as UM-Flint qualified students.

Mediated Classroom Services

MCS predominantly focuses its attention on the daily support of technology in UM-Flint classrooms. Over the past year, we have responded to a multitude of calls for assistance and accommodated more than 850 delivery requests for equipment. We assisted Admissions, University Relations, Student Life, Outreach, and many other departments with their large campus events, such as Freshmen Orientation, the Homecoming event, and the Meeting of Minds Undergraduate Research Conference. We provide equipment, manpower and technical expertise as requested for these large events.

Due to the growing responsibilities of MCS and the classroom technology advances, ITS hired an additional full-time MCS staff member this year to ensure the continued reliability, consistency, and high level of support for UM-Flint. Classroom projects undertaken by MCS during 2006-2007 include the replacement of the computers in all SmartCarts, Data Projection (DP) carts, and mediated rooms; an upgrade to the wireless cards to be compatible with the upcoming wireless network; the purchase of new improved keyboards; and the rewiring of security cables in the SmartCarts with cat3 cabling. This year, MCS resumed responsibility and implemented a new plan for maintaining the proper seating arrangements in all general classrooms.

This year, MCS replaced forty-eight laptops housed in two of our mobile laptop carts, replaced a laptop cart with an improved look and design for ease of use and maintenance, and added document cameras to all of the instructional computer labs. In addition, we began to offer support for departmental mediation initiatives. MCS installed sonic alarms in 206 MSB, 3174 WSW, 3176 WSW, and the Library lab to add security for the computers and monitors.

MCS also prepared for several upcoming projects: replacement of the discontinued SmartCart and Capital Outlay French Hall renovation. After researching the various instructional carts on the market, we determined that a customized mediated lectern was needed. MCS has teamed up with Spectrum Furniture as a “development partner” to design a mediated instructional cart that will meet the needs of the UM-Flint classroom. Capital Outlay affects MCS in a number of ways, from the classroom furniture removal and setup to technology advances of classroom mediated equipment. In May, the classroom furniture and mediated equipment was removed from twelve classrooms on the first and second floors of French Hall to prepare for demolition. MCS was able to reuse some of the classroom furniture to furnish nine classrooms in French Hall and Murchie Science buildings. Once the renovations are complete, we will be adding a new product, Crestron to the French Hall classrooms. Crestron is a centralized source for controlling, managing and presenting classroom information on a single, integrated network. Crestron will enable teachers in the classroom to focus on education rather than technology. MCS technicians will be able to manage and troubleshoot devices in a Crestron room remotely from any networked computer.

Crestron System



Network Systems Support

NSS continues to offer the most advanced technology to UM-Flint. We dedicate our time to researching and updating technology that affects the university's efficiency and reliability. Currently, we maintain over eighty servers, seventy-two communication closets, 150 access points, forty-five computer labs, 2,000 desktop computers, 3,000 data jacks, and the software necessary to ensure communication between all of these devices. Projects such as data storage, data access and security fall into the hands of the NSS team, and this year several were completed.

In order to securely allow employees to enter university buildings before and after regular business hours, we added external door swipe access to four locations. This eliminates the unsecure method of administering keys to employees. Current locations include two entryways into Murchie Science building, and one entryway each into the William S. White building and the University Pavilion (UPAV). French Hall and the University Center (UCEN) will receive door swipes sometime next year. Each location includes an entry and exit camera for added security. These cameras run twenty-four hours a day and store data for thirty days. Once Safety has authorized your entrance, simply swipe your MCard in the door swipe for immediate access!

The much anticipated campus wireless upgrade began this year with completion of the Thompson Library and UCEN. The new design by Aruba incorporates 802.11b (11Mbps), 802.11a (54Mbps) and 802.11g (54Mbps). The new system is a thin client, dual-band configuration that improves 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.

NSS was able to make significant progress in a much-needed upgrade to the network cabling infrastructure in the University Pavilion. New Category 5 network cabling was installed, converting more than ninety percent of the existing data jacks in the building to the much newer standard. This change has allowed users connected to the new data jacks to experience much faster network performance by increasing connection speed from 10 Mb/sec to 1000 Mb/sec. The remaining data jacks in the building will be upgraded as well as funding allows.

Our faculty and staff personal storage space (h:\ drive) increased to accommodate high demand. We began the year with less than 200 GB of used space for personal space. Throughout the year, faculty and staff added files requiring increased amounts of storage. Our current storage capacity for personal drives is 720 GB, an increase of 520 GB for the year.

User Services

User Services accounts for the general technology services offered by ITS. This year many new products and services became available, and awareness on secure and legal usage of technology was emphasized. Student employees account for the majority of the user services team and several new members joined throughout 2006-2007.

During the past year, the User Services team conducted several awareness campaigns for students. In October, students had the opportunity during the Anti-Piracy awareness campaign to take a quiz about copyright issues. They were entered in a random drawing and thirty-six prizes were awarded, including the grand prize—a Microsoft Zune and second prize—an iPod Nano. In February, the second Computer Security 101 awareness campaign was held for students to take a quiz about security issues such as phishing, passwords, laptop and identity theft, and social networking sites. Forty-eight prizes were awarded, including the grand prize—a Dell Inspiron laptop and second prize—iPod Nano.



To prepare for the closure of 223 French hall, ITS added fifty computers and two printers to the ITS managed library lab. The lab is unmanned and resides on all three floors of the library. This lab provides an opportunity for students to work on research projects or term papers. Combining paper resources and electronic resources provides a comprehensive set of tools for learning. By adding extended hours, the library has the potential to provide open computer lab hours for students which will reside in our on-campus housing.

ITS introduced several new software offerings this year including Microsoft Office 2007 Professional, Windows Vista Ultimate and Adobe Creative Suite, all at significantly reduced prices. As a request from a UM-Flint faculty member, we now offer an Adobe product for the first time to students only, Adobe Creative Suite (Design Premium), priced more than eighty percent less than retail. It received a remarkable response from students; therefore, we will continue to offer new versions as it becomes available.

User Services includes technology training and support. During the past year, many individual project assistance or training sessions in Sharepoint and the Content Management System (CMS) were provided to faculty and staff. User Services staff also assisted DIM to redesign the Banner CBT training module. The ITS training website has been updated with links to recommended online training courses for Microsoft Office 2007. We also coordinate the distribution of materials and information on technology for new student and faculty orientations which are held in the summer, as well as providing Human Resources with information packets for new staff members throughout the year.

The HelpDesk furnishes a broad selection of end user documentation for software and electronic processes supported by ITS. This year, the HelpDesk added multiple QuickNotes in addition to updating various existing QuickNotes. Some of the new QuickNotes developed are concentrated towards Microsoft Office 2007 including:

- "Installing MS Office 2007 for Windows on campus"
- "How to Setup a Spam Filter in MS Outlook 2007"
- "Creating a Distribution List in MS Outlook 2007"
- "How to Complete Microsoft Office 2007 Online Self-Paced Training"

The ITS HelpDesk also upgraded their work-ticket tracking software. The Altiris Helpdesk Module was installed in August 2005 to better support students, faculty, and staff and was upgraded in September 2006. The upgrade included better tracking tools for work tickets, advanced reporting tools and an increased knowledge base to better support the campus community. 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.

Web and Instructional Technology

WIT supports campus web development and instructional technology needs by investigating emerging technologies. During the past year, the web team conducted the campus-wide deployment of the Interwoven TeamSite Content Management System for the new university website design which includes enhanced calendar, directory and searching capabilities. The entire web team was closely involved with the transfer of ITS website content over to the new CMS. They also conducted CMS training sessions for staff in university departments and created the *CMS Web Guide* at <http://www.umflint.edu/webguide/>. To enhance the capabilities of the university's new web site, the Google Search tool was purchased and installed to ease navigation through the site.

In November 2006, the web team implemented WordPress MU at <http://blogs.umflint.edu>. Faculty and staff members were given access to create blogs in the new system, and students will be added in Fall 2007. To promote the use of blogs for department news and to advertise the new blog site, ITS News documents were transferred into the blog format, and ITS News is posted at <http://blogs.umflint.edu/its/>.

The web team continues its support for personal websites for faculty, staff, students and student clubs and department intranet and committee meeting sites using the Sharepoint Collaboration tool. We also assist with online form development requiring secure access with PHP/MySQL and ASP/MS SQL.

Members of the web team were involved in the implementation of podcasting as an educational tool on campus through Blackboard. UM-Flint faculty members create feeds for podcasts of classroom lectures, which students can then subscribe and listen to using software such as iTunes.

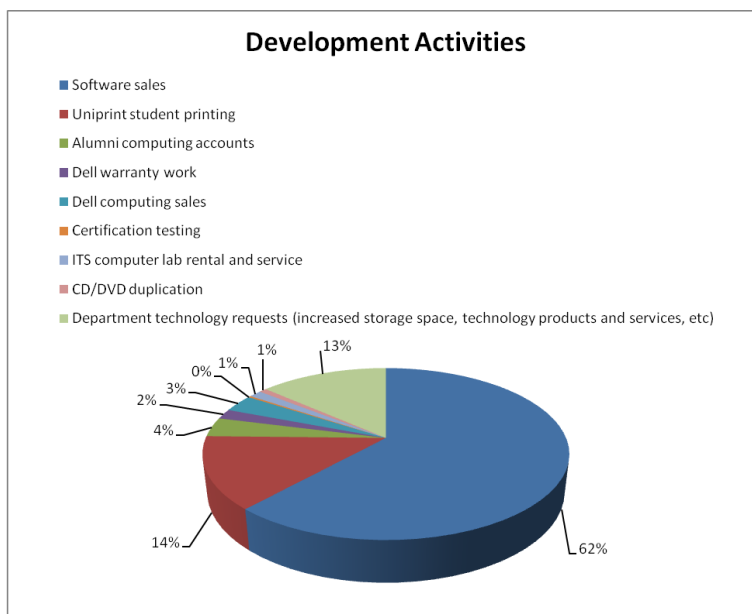
Instructional Technology staff, in partnership with MCS, launched Phase I of the Qwizdom Clicker Pilot to encourage the use of Classroom Response Systems (CRS). During Winter 2007, seven professors used Qwizdom clickers regularly in their lecture or laboratory sessions. In Fall 2007, ITS plans to provide sets of clickers for professors to “check-out” until the CRS is more widely used on campus, and students will not have to purchase their own clicker during Phase II of the pilot.

Two learning centers supported by ITS, the Faculty Technology Center (FTC) and the Video Production Center (VPC), were combined and renamed the “ITS Technology Center” after relocation from the William S. White building to room 207C of the Murchie Science building. The center continues to offer services to students, faculty and staff. A Dell XPS system was purchased which features superior processing power, improved graphics capabilities and increased storage space for large video projects. Over eighty times during 2006-2007, faculty and staff checked-out a camera, camcorder, laptop, projector or other equipment affiliated with the ITS Technology Center.

WIT presented the following Technology Brown Bags in partnership with the Thompson Center for Teaching and Learning and the Office of Extended Learning: Fall 2006—*E-Portfolios, Podcasting, and Blogging II*; Winter 2007—*Online Course Security, Videocasting, “What Constitutes Quality in an Online Course?”*, and *Clickers II*. Streaming video of the sessions is available at <http://www2.umflint.edu/tclt/techbrownbag/>.

Development Activities Increase

ITS receives revenue from technology-related products and services including software and the use of campus facilities and services. Great discounts on these products and services provide students, faculty and staff an opportunity that they would not receive as a non-university member. Software sales account for the largest portion of ITS revenue. Several new software products became available this year. As a request from one of our art faculty members, ITS offered Adobe Creative Suite to students at an incredible price; nearly eighty percent less than store prices. Soon after the introduction of Microsoft's latest versions of Windows and Office, ITS began selling both products, Windows Vista and Office 2007, to faculty, staff and students at great low prices. For the 2006-2007 academic year, software sales reached \$43,455.70. This year, software sales covered all the costs associated with selling the software, the purchase of miscellaneous software needed for use by ITS staff, the purchase of several new computers and a contribution to the renovation of the 207 MSB main office and its suites. Another large portion of ITS revenue comes from campus printing, Uniprint. Aside from the \$16 provided each semester for printing, departments and students added an extra \$9,582.80 to their university printing accounts. With this revenue, ITS purchased all the paper for the computer lab printers and one new printer for a computer lab, as well as covering the cost of Uniprint licenses.



Other revenues for 2006-2007 include \$2,550.00 for alumni accounts, \$195.00 for certification exams, \$1,325.00 for Dell warranty work, \$2,297.80 for Dell rebates, \$929.91 for ITS computer lab rental and service, and \$556.70 for

CD/DVD duplication. Due to the closure of the testing center while ITS moved offices, revenue for certification exams was very low this year. The testing center is scheduled to reopen in September 2007. ITS also receives funds, approximately \$9,500 per year, from departments to compensate for email, departmental and personal storage space; departmental domain names, Internet service and web support; and software licenses used across campus.

Supporting the Community

ITS participated in many community events to demonstrate our service 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 staff and ITS projects highlighted in the news during the 2006-2007 academic year include Phil Erlenbeck, Data Security Analyst Associate, interviewed by channel12 news regarding Microsoft Word vulnerability; Erik Taipalus, LAN Administrator Intermediate, interviewed by channel 12 news regarding the Windows Vista upgrade; and the university's advanced wireless network was showcased in the Flint Journal.

Members of our MCS team assisted Admissions, University Relations, Student Life, Outreach and many other departments, with their large campus events, such as, Freshmen Orientation, the Homecoming event, and the Meeting of Minds Undergraduate Research conference by providing equipment, manpower, and technical expertise as requested for these large events.

Several staff presented work that extended past the needs of our university alone. Michelle Ly, Systems Administrator Senior, presented the Scholarship Online Application website, built by ITS & Financial Aid, and its abilities at the SunGard Summit 2007 conference. This conference included administrators from higher education institutes using Banner all across the country. Tim Todd, Webmaster, completed the web site for Project Stream which showcases instructional streaming videos for K-12 parents, teachers, staff and students.

Other activities related to providing enhanced service to the community include our DCS technicians volunteering to meet with students at Swartz Creek Alternative Education to highlight how new technology is implemented and supported at our university and also informed students on how to direct their education towards a career in technology related fields. DCS technicians also participated in a Career Fair at Carmen-Ainsworth Randels Elementary and visited Grand Blanc High School to speak with students in the A+ computer class. Our WIT staff supported community activities including video and web site support for Camp Imagination in July and August, Podcasting demonstrations for Take Your Child to Work day in April, and a podcasting workshop for Super Science Friday in May.

Technology for the Future

ITS prepares for the upcoming year by focusing on five key goals as well as continuing to enhance customer service by creating new initiatives for our staff and utilizing customer feedback more extensively.

- Continue to provide the university with the latest technology by replacing old technology in a timely manner. ITS plans to purchase new computers for two open computer labs and two mobile laptop carts in the upcoming year. Several new technologies will be purchased, tested and installed into classrooms after the completion of the French Hall construction. We also plan to install new servers running the newer versions of Oracle and Solaris for the Banner administrative student data systems. We are looking into the installation of a new backup system as well. As new versions of common software become available, ITS will provide and support it campus-wide, such as migrating the Sharepoint 2003 collaboration portal to Sharepoint 2007.
- Investigate and implement new technology that has the potential to eliminate manual procedures. We are investigating a reporting tool to replace the practice of using Microsoft Access to facilitate Banner reporting and also plan to finalize the automation of employee data transfer from the Human Resources

Management System (HRMS) into Banner. We will implement a solution for web-based forms and database development that will offer standardization and ease of use. We will work to automate Financial Aid's standards of academic progress (SAP) and letters of recommendation submission for Graduate Programs. We hope to extend the UM-Flint e-Commerce to more departments across campus that could eliminate current manual payment processes. Phase II of the Qwizdom clicker pilot will begin in the fall semester.

- Install enhancements and equipment required to meet campus needs.

An upgrade will be made to our existing email servers to Microsoft Exchange 2007 to provide more email storage for students, faculty and staff. Additional enhancements to Banner will be made including ones for Web4U and the Financial Aid scholarship application. Progress continues on the wireless network with intentions to complete the entire campus during 2007-2008. We will assume responsibility for maintenance and enhancements to the campus security camera system. We also 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.

- Focus on customer satisfaction by providing extended and timely service.

For example, we would like to close all assigned DCS work tickets within three business days. A new policy is being created to provide graduated students access to their University email account and ITS computers labs for a period of two years after graduation at no cost. We will employ the Pickle Principle to all of our temporary staff; the Pickle Principle emphasizes the importance of going the extra mile to satisfy customers and putting our own personal stamp on customer service.

- Work closely with the campus to make on-campus housing for our students a success.

ITS acts as an informant to the Housing Committee as technology issues arise and will also test and implement specific technologies related to housing. We intend to offer support to the best of our ability that will enable technology needs to be met.

Regents of the University of Michigan

Julia Donovan Darlow, Ann Arbor
Laurence B. Deitch, Bingham Farms
Olivia P. Maynard, Goodrich
Rebecca McGowan, Ann Arbor
Andrea Fischer Newman, Ann Arbor
Andrew C. Richner, Grosse Pointe Park
S. Martin Taylor, Grosse Pointe Farms
Katherine E. White, Ann Arbor
Mary Sue Coleman (*ex officio*)

University of Michigan-Flint Executive Officers

Jack Kay, Interim Chancellor
Vahid Lotfi, Interim Provost and Vice Chancellor for Academic Affairs
David W. Barthelmes, Vice Chancellor for Administration
Mary Jo Sekelsky, Vice Chancellor for Student Services and Enrollment Management
Kristen Skivington, Vice Chancellor for Institutional Advancement

Affirmative Action Statement

The University of Michigan-Flint is an Equal Opportunity/Affirmative Action Institution.

Americans with Disabilities Act Statement

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