Empowering Minds through Technology

Information Technology Services

ANNUAL REPORT 2004 - 2005
# Information Technology Services
## 2004/2005 Annual Report

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About ITS

The Information Technology Services (ITS) department is the primary provider of information technology at the University of Michigan–Flint. ITS is organized into six primary service units: Data Information Management, Desktop Computer Services, Mediated Classroom Services, Network Systems Support, User Services, and Web and Instructional Technology.

Data Information Management (DIM)

provides for the maintenance and administration of UM-Flint’s central administrative databases; regulates data security and integrity; develops custom reports and programs to enhance central processes; and offers consulting services for design, development, and implementation of non-centrally-operated databases.

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.

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.

Network Systems Support (NSS)

develops and maintains the network and server infrastructure; administers access to the LAN and 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.

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.

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 students, faculty, and staff; and maintains Authorized Testing Center for various certification exams.
ITS Staff

ITS is proud of the talented individuals who make up its diverse team. In April 2005, we said goodbye to our Director, Kathleen Conover. Ms. Conover left UM-Flint for an exciting career opportunity at a local K-12 school district. Mr. Scott Arnst was appointed the new ITS Director on 5/23/05, transitioning his talented expertise from the Windows System Administration work that he had been performing with the Network Systems Support team to the overall administration of the ITS Department. We are confident with his vision and strong leadership, ITS will continue to advance with even greater technology development and improvements in the future.

ITS fosters cross-functional work teams, and employees typically support multiple service groups. This structure allows for enhanced flexibility in meeting technology demands as well as providing developmental opportunities for the staff. The following individuals comprise the current full-time staff of ITS and are listed under their primary team assignment:

Administration
Scott Arnst, Director
Mary Deibis, Manager, Information Technology Services (Associate Director)
Gail Gibson, Administrative Assistant I

Data Information Management (DIM)
James Alarie, Systems Analyst
Scott Hoover, Programmer Analyst I
Michelle Ly, System Administrator II
Jana McSweyn, Programmer Analyst I
Steven Nofs, System Administrator II (Database Administrator)
Jennifer Phillips, Computer Systems Specialist II (Banner Liaison)

Desktop Computing Services (DCS)
Dan Getty, Computer Systems Specialist I
Jason Gooding, Computer Systems Specialist II
Kenneth Heiser, Manager, Information Technology Services
Milton Straham, Computer Systems Specialist II
Charles Wright, Computer Systems Specialist II (ITS & SOM)

Mediated Classroom Services (MCS)
Philip Erlenbeck, Computer Systems Specialist I
Harvey Sherman, Computer Systems Consultant III
Erik Taipalus, Computer Systems Consultant I

Network Systems Support (NSS)
Lynne Ihrig, System Administrator I
Cuong Lai, System Administrator II
John Lauro, System Administrator III

User Services
Melissa Storch, Computer Systems Specialist I (HelpDesk Coordinator)

Web and Instructional Technology
Sidney Horton, Programmer Analyst
Deborah Rowden, Computer Systems Consultant III (Instructional Technologist)

In addition to full-time staff, ITS relies on the capable help provided by dozens of part-time student employees in the reception area, HelpDesk, computer labs, mediated classroom services, and in desktop, network and web support.

NOTE: The staff titles and unit assignments above do not reflect new titles and roles assigned effective 7/1/2005.
Year in Review

As suggested by our theme, “Empowering Minds through Technology,” our focus for 2004/2005 was to lead the campus community toward successful adaptation of new technologies while enhancing our services. Again this year, these goals were accomplished while addressing audit issues and working with a diminished budget. The following sections of the report provide an overview of activities completed by each of the six service units within ITS.

This year, we focused our efforts toward empowering our customers to be stewards of the security of University resources. A total team effort was employed as we implemented a new LAN password policy requiring faculty, staff, and students to utilize new password complexity rules with a mandatory password length of at least eight characters. In addition, we implemented a ninety-day password expiration policy for faculty, staff, and student employees in order to keep user accounts more secure by making brute-force password hacking insurmountable. To assist affected users in remembering to change their passwords every ninety days, they receive an automatic, server-generated email message eleven days before their password expires. An extensive informational campaign, called “Passwords are Like Underwear”, was developed and included the use of comprehensive public relations methods such as email updates, public forum proceedings, ITS newsletter updates, ITS website updates, Quicknote enhancements, and numerous presentations to various campus-wide committees. In the future, ITS will continue to promote password security by educating our customers to follow the five slogans of the Passwords are Like Underwear campaign: Change Yours Often!  Don’t Share Them with Friends!  Be Mysterious!  The Longer the Better!  Don’t Leave Yours Lying Around!

We continued our participation in community partnerships such as grant projects, recruitment activities, and volunteerism. Each of these opportunities expanded our reach beyond our traditional customer base to the greater Flint community. ITS continued to play a major role in the implementation and effective utilization of wireless laptops for Flint Schools through the Freedom to Learn (FTL) initiative. A detailed account of our involvement with FTL and other collaborations will be detailed in the Empowering Community Minds Through Technology section of this report.

Our fiscal resources continue to be limited, as the source of funding for new technology which impacts UM-Flint stakeholders is primarily from the student-generated Technology Fee. Acquiring base funding for full implementation of the UM-Flint Technology Plan remains a significant challenge. The 2004/05 Technology Fee increase to $65.00 for full-time students and $32.50 for part-time students has created some additional revenue but not enough to cover the ever-increasing gap between the Technology Plan’s projected costs and existing funding sources. Technology Plan items still awaiting base funding include faculty/staff office equipment, infrastructure, mediated classroom services, maintenance contracts, and other supported software. Figure 1 summarizes the projected annual funds needed to fully implement the UM-Flint Technology Plan. ITS continued to seek creative and rewarding opportunities for development through the products and services it offers. For the 2004/2005 academic year, these activities included sales of software, certification testing, Dell partnerships, and recovery of expenses through charge-back methods, which produced $67,555 in revenue. The Development Activities section of this report describes these activities in greater detail.
**DIM Highlights**

*September 2004 Replaced PRODuction web server, Birch, with Lilac.*

*September 2004 Debuted Blackboard course companions in SIS.*

*October 2004 Alumni accounts added to WebSAM.*

*December 2004 Financial Aid scholarship application opened for students.*

*December 2004 Implemented online enrollment deposit within SIS.*

*February 2005 New online campus telephone directory debuted.*

*February 2005 Wrote password filter for the LAN password complexity rules.*

*March 2005 Current and retired employee accounts added to WebSAM.*

*March 2005 Automated warning emails before account expiration.*

*March 2005 Campus Computer account information available in SIS for faculty.*

*March 2005 Enhanced version of advisor’s web holds available.*

*April 2005 Financial Aid scholarship eligibility completed and scholarship committee access made available through SIS.*

*April 2005 Enforced ssh instead of telnet connections to PRODuction Banner servers.*

*May 2005 Created Blackboard roles and communities.*

*June 2005 Implemented advanced security on Banner database servers.*

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**Data Information Management**

This year’s projects for the Data Information Management (DIM) group were mainly focused on serving our customers – the university community which includes students, faculty and staff – by empowering minds through technology. Several manual processes were eliminated this year for staff in various departments and additional services were provided 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. Major accomplishments in the areas of Banner and related data systems include the following:

- Upon audit recommendations, we tightened security to and from the student data systems and web interfaces. To accomplish this, we started by restricting users from accessing Banner and Banner reports from remote locations and computer labs and enforced ssh instead of telnet connections.
- DIM rewrote the Advisor’s web holds program for more reliable performance and made enhancements which includes allowing users to submit up to ten individual student IDs at a time, or users may now apply holds by major using class standing.
- Implemented an online enrollment deposit package that would allow newly admitted students to make an enrollment deposit through SIS using a credit card.
- Created a new and improved online Financial Aid scholarship application for easy student submission, Financial Aid staff maintenance, and scholarship committee distribution of information through SIS.

This year, WebSAM, our home-grown account management system, which was previously used for tracking only student accounts, was expanded to include all account types. Administrative features were added to allow HelpDesk staff to assist employees and alumni with unlocking accounts and password changes. In addition, employees with SIS access (mainly faculty) can now access Campus Computer account information in SIS, which gives them the ability to change their LAN password and register wireless device(s). We have also increased the number of wireless devices that an employee can register from one to three MAC addresses.

DIM continues to support non-Banner related systems as well. Major accomplishments in the areas of non-Banner related data systems include the following:

- DIM assisted the Office of Extended Learning with the creation of Blackboard course companions that are used to supplement face-to-face course offerings, which includes an online request page for Faculty inside SIS. DIM also created Blackboard roles and communities which allows different types of users to have access to different areas or views when they login to Blackboard.
- Created new online campus telephone directory, which contains general campus, department, and employee information.
- Made several enhancements to Office of Extended Learning’s Personal Development Continuing Education registration system.
- Assisted 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

Currently, ITS provides desktop support for approximately 2,000 computers on the UM-Flint campus. DCS technicians completed over 1,800 work tickets during the 2004/2005 academic year (see Figure 2 for monthly statistics over the past three years).

During the 2004/2005 fiscal year, DCS technicians led the effort by the entire ITS staff to remove the Novell network client software off all computers campus-wide, bringing us to a full Microsoft desktop computing network. This included upgrading all computers to Windows 2000 or Windows XP operating systems.

DCS is also responsible for the maintenance of the four ITS-supported open and six ITS-supported instructional computing labs, including the installation of new equipment into the computer labs as funding becomes available. Imaging software and Pharos-UnipriNT charge-back printing technology are utilized in every ITS-supported lab. This year, DCS upgraded every Pharo print station located in the student computing labs, and students are now able to print color documents without having to purchase extra print cards.

During Summer 2004, funding from the Technology Fee was obtained to purchase computer upgrades for laboratories located in rooms 206, 501, and 507 of the Murchie Science Building (MSB). DCS worked with other teams to complete the installation and redistribution of all computers located in all three labs.

In January and February of 2005, DCS was charged with the challenge of installing thirty-one departmental Toshiba multifunction copy machines across campus, many with wireless support. These multi-function machines can be used to copy, fax, scan, and laser-print documents, eliminating the need for multiple machines that do each function separately. With the assistance of various ITS members working hand-in-hand with the Office of Building Management and Events (OBME), the project was completed on time, and many departments are now reaping the benefits of these outstanding multifunction work-stations.

DCS staff continued to be involved in community partnership projects such as Camp Imagination and Freedom to Learn. This year, Freedom to Learn took a major team effort to unpack and setup approximately 1,631 new laptops and inventory and reimage approximately 750 ‘old’ laptops for Flint Community Schools. DCS Technicians also took part in Randel Elementary School’s Career Day and continues to speak at Freshman Orientations as well as volunteer at Homecoming festivities for UM-Flint.
MCS Highlights

>July 2004 Distance learning classroom in FH 345 was disassembled.

>August 2004 Assisted with the upgrade of three ITS-supported computer labs.

>August 2004 Inventoried and reimaged all Smartcarts.

>August 2004 Added four Smartcarts to classrooms and redistributed TV/VCR combos to departments.

>Summer 2004 Verified classroom seating capacities.

>Fall 2004 Distance learning classroom was rebuilt in WSW 1103.

>Spring 2005 Upgraded wiring infrastructure in French Hall to Category 5e.

>Spring 2005 Supported University Relations with Capital Campaign Kickoff event.

Mediated Classroom Services

The main purpose for having Mediated Classroom Services (MCS) on campus is to empower minds through the use of presentation technology. Many projects were undertaken by MCS during 2004-2005 including upgrade to the distance learning classroom, the rewiring of French Hall, the beginning of the “Voice Over Internet Protocol” (VOIP) phone system, and most importantly the everyday functions of MCS.

First, in partnership with the Office of Extended Learning, the distance learning/video conferencing classroom formerly housed in French Hall (FH) 345 was moved to room 1103 of the William S. White building. This allowed FH 345 to become a mid-sized general classroom and provided a high-tech distance learning classroom in our professional studies building. Costs were kept at a minimum by utilizing much of the existing equipment, which allowed some of the more visible components to be upgraded. The television monitors were replaced with video projectors, which display a much larger and more interactive image. The instructor station was replaced with a Smart Cart to provide enhanced seamless integration with the technology used in classrooms across campus. The end result is an Interactive Television Room which is attractive, versatile, and very functional.

Computer connections to campus resources and the Internet received a much needed upgrade this past spring. All active computer connections in French Hall were upgraded to Category 5e network connections. The upgrades were completed with the smallest amount of interruption for our customers by scheduling the bulk of the work to be completed over Spring Break. Many customers were pleasantly surprised to return from the break and discover a faster, more reliable connection waiting for them in a great demonstration of Technology Fee dollars at work. Network cabling upgrades are planned for other campus buildings over the next few years as the budget allows.

Voice Over Internet Protocol (VoIP) is a growing technology which will allow ITS to provide and support telephone conversations over our data network. The project, still in its infancy, has grown to include a server and forty telephones. Our goal is to make a telephone available in every general classroom on campus. We are, however, planning a limited distribution for the 2005-06 academic year because of looming classroom construction issues in French Hall and the Murchie Science Building. The William S. White Building will have a phone in every classroom before Fall 2005. This new service will allow faculty to contact any campus office without leaving the classroom to look for a telephone. We also expect this to help us provide even more expedient mediated classroom services to faculty and students.

Finally, our most important role has been our daily MCS activities supporting technology in the classroom. Over the past year, we have responded to an estimated 2500-3000 calls for assistance and accommodated more than 809 delivery requests. We assisted University Relations and Admissions with the Homecoming event, the Capital Campaign event, and the last Friends episode. We provided equipment, manpower, and expertise as requested for these large events. During the course of the year, we added four Smart Carts to classrooms and purchased a third laptop cart to meet expanding demand. In addition, our mediation projects grew by providing support for departmental mediation initiatives as well.
Network Systems Support

Many projects have been completed by the Network Systems Support (NSS) team which focused its efforts this year on improving the performance, speed, reliability and security of ITS-supported services. Numerous campus network upgrades were performed including the addition of storage space (two Terabytes) and switch fabric to the Storage Area Network (SAN). Utilization of the SAN has afforded ITS and its customers numerous benefits such as the ability to perform centralized storage management, including server hardware consolidation with increased performance rates of 10-20 times faster than standard hard drives. Upgrades were also made to the tape backup system in which ARCserve was upgraded from version 9 to 11.1, and NSS implemented a new disk-to-disk backup system to improve backup performance.

NSS worked to improve services made available in ITS-supported computer labs including: the installation of Office 2004 on all Macintosh computers to keep students up to date with current curriculum requirements; the implementation of an image for the Macintosh-based computers—greatly improving the performance and reliability of those machines; the integration of Mac OSX into Microsoft Active Directory—giving students the ability to log into a Macintosh just as they would a PC running Windows; and the completion of a project to allow students to utilize their automated Pharos Uniprint account to send print jobs to the color printer in the computer labs in MSB 206 and WSW 3174 thus eliminating the need for a special printing card for colored printing.

NSS has made a tremendous commitment to migrate servers and related services from older equipment running the Novell operating system to new servers running newer operating systems including Microsoft and Linux, allowing for increased reliability and better support. Some affected services include the transition of firewall services from Novell Border Manager to two fully redundant Cyberguard hardware firewalls and the implementation of Microsoft ISA (Internet Security and Acceleration) – a proxy cache server that by virtue of its own function can reduce the misuse of costly bandwidth across campus. Employee and student homedrives were migrated from Novell to Microsoft servers providing for faster performance and increased reliability along with the implementation of Shadow Copy which empowers users with the ability to access their own backup of critical University data without ITS intervention.

The NSS team is committed to empowering users by implementing new technologies across campus. A new Altiris server was implemented by NSS allowing the HelpDesk and DCS the ability to support automated campus-wide software installations and the ability to ‘shadow’ customers to provide more effective and efficient remote support. NSS has also released the Virtual Private Network (VPN) to campus which makes accessing services like homedrives, departmental drives and email off campus more feasible and secure.

Concerted and timely efforts were extended by NSS to ensure the overall security of UM-Flint computing resources. The following improvements were implemented during the past year including:

- Rolling out Service Pack 2 to all computers running Windows XP to ensure all machines on campus stay secure and up to date.
- Rolling out McAfee anti-virus software to all Windows XP computers on campus, and rolling out weekly updates of the virus definitions to help combat virus infections on the network.
- Two tools for handling spyware and adware, “Spybot Search and Destroy” and “Adaware”, are now available for download from the campus network.

NSS Highlights

- July 2004 Coordinated Freedom to Learn Project.
- August 2004 Added switch fabric to Storage Area Network.
- August 2004 Moved all employee mailboxes, updated Exchange server and connected it to the SAN.
- August 2004 Moved from Border Manager to Microsoft ISA.
- August 2004 Installed Altiris server.
- September 2004 Installed Office 2004 on the Macs in the labs.
- September 2004 All Macs in the labs are running off an image.
- September 2004 Integrated OSX into Active Directory.
- October 2004 Added 2 Terabytes of storage to the Storage Area Network.
- October 2004 Moved Homedrives from Novell to Microsoft servers.
- November 2004 Rolled out Service Pack 2 to all computers on campus.
- December 2004 Finished Freedom to Learn Project.

- January 2005 Implemented password complexity filter.
- January 2005 Dropped support of OS9, Netscape, and Windows 98.
- January 2005 Rolled out virus scan protection, and updated virus definitions to all computers on campus.
- February 2005 All major services are moved from Novell to Microsoft servers.
- February 2005 Upgraded ARCserve backup server from version 9 to 11.1.
- March 2005 Implemented 90 day password expiration policy.
- March 2005 Implemented Disk to Disk tape backup system.
- April 2005 Installed major patches for ARCserve backup server.
- May 2005 New listserv installed with implementation on Redhat server.
- May 2005 Implemented student color printing from Uniprint accounts.
- June 2005 Released VPN to campus.
- June 2005 Decommissioned all but two Novell servers.
Several enhancements were made in the Users Services area to empower the campus community. The HelpDesk is the primary point of contact for support via email, telephone, and walk-in consultations for students, faculty, staff and alumni. The HelpDesk has office hours from 8am-5pm on Monday through Friday, and is open for after-hours support from 5pm-6:30pm on Tuesday and Thursday. An additional HelpDesk location is available in 3102 William S. White building. This additional location is open from 8am-12pm Monday through Friday. At the beginning of each semester, the HelpDesk offers extended telephone-support during weekday evening and weekend hours.

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 Pavilion and University Center during the start of all major semesters. During summer semester, ITS staff members provide a brief introduction of campus computing resources to incoming students at Freshman Orientation and to new faculty at the Faculty Orientation. In addition, the User Services staff has supported a wide variety of community service-related projects such as the Freedom to Learn project, the Homecoming event in Fall 2004, and the Capital Campaign Kickoff in April 2004.

The HelpDesk also furnished a broad selection of end user documentation for software and electronic processes supported by ITS. This year, the HelpDesk added four QuickNotes in addition to updates to already existing QuickNotes. The new QuickNotes focused on empowering our users to utilize security enhancements at home and on campus. Two of the new QuickNotes developed included one explaining the Virtual Private Network (VPN), which assists users in creating a secure connection to the University network from off campus, and one introducing Windows Remote Desktop Access, which is used to provide users with a secure and convenient way to access the desktop of their office computer.

The ITS HelpDesk further promoted a safe computing environment by assisting with the installation and distribution of Windows Service Pack 2 to faculty, staff, and students. This service pack added several security features to Windows XP as well as fixed various security flaws. The Service Pack 2 CDs were available for checkout in the HelpDesk.

The User Services area also includes technology training for faculty and staff. Training sessions were scheduled in Web Development technologies such as Dreamweaver, FrontPage, Flash, Adobe PDF, Photoshop, and Sharepoint. There were fourteen classes scheduled during Winter 2005 semester, however, only four classes had sufficient enrollment to go forward. Numerous individual trainings in Microsoft Office 2003 (Access, Excel, Outlook, PowerPoint, and Word) were given to faculty and staff upon request. The use of presentation technology in the classrooms is supported by Mediated Classroom Services staff that train faculty, staff, and students in Smart Cart technology and offer “PowerPoint for Faculty” classes. Supportive training methods such as a library of resources will be implemented in the near future to promote self-study of computer technology by students as well as faculty and staff.
Web and Instructional Technology

The Web team continues to support web development projects for increasing enrollment and improving services to students. Support is provided for discussion boards, web sites for faculty, staff, and student clubs, online forms development with PHP/MySQL and ASP, and projects requiring secure access. Throughout the year, the Web team collaborated with the University Relations Department, giving technical assistance for maintaining the University web site. The Web team also assisted in development of several new web sites, including the K-12 Community Directory that showcases ITS services as well as all University services to K-12 students, parents, teachers, and administrators. Another aspect of the K12 site is UM-Flint Credit Option Partnerships, which lists District-Sponsored Professional Development courses offered by K-12 institutions that can be taken by K-12 teachers and administrators for graduate credit with the University. Members of the web team also redesigned Environmental Health and Safety Department’s Chemical Inventory online system.

The Web team supports department intranets and committee meeting sites using the Sharepoint Collaboration tool located at http://portal.umflint.edu. Members of the web team provided technical assistance for Camp Imagination and the participated in the SBC Excelerator grant web design training for teachers at Lake Fenton Community Schools.

ITS Instructional Technology along with Mediated Classroom Services collaborated with the Thompson Center for Teaching and Learning and the Department of Extended Learning to present nine (9) Technology Brownbags.

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<thead>
<tr>
<th>Date</th>
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<tr>
<td>9/15/04</td>
<td>Smart Cart and Mobile Laptops</td>
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<tr>
<td>9/29/04</td>
<td>Multimedia in Teaching-Digital Cameras &amp; Camcorders</td>
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<tr>
<td>10/13/04</td>
<td>New Features in Blackboard</td>
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<td>10/27/04</td>
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<td>3/30/05</td>
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<td>4/6/05</td>
<td>Microsoft Office and Sharepoint</td>
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Figure 3 – 2004-2005 Technology Brownbag Presentations

ITS also maintains two technology centers that are open for students, faculty, and staff to use and to get personal assistance with technology projects. During 2004-2005, over fifty-five faculty and staff checked out a camera, camcorder, laptop, projector or other equipment from ITS. During the past year, the Faculty/Staff Technology Center (FTC) and Video Production Center (VPC) were upgraded with new state-of-the-art equipment. The FTC was equipped with a new Nikon Coolscan 5000ED Film Scanner that has a Nikon SF-210 Auto Slide Feeder that can handle up to 50 slides at once. The VPC was equipped with a Dell GX-280 with 2 GB of RAM and 330 GB of storage. In addition, a new Canon ZR-300 digital camcorder was purchased. A SanDisk ImageMate 8-in-1 (compatible with CompactFlash, Memory Stick, SmartMedia, xD-Picture Card, SD, and MultiMediaCard) USB 2.0 Card Reader/Writer is available for use in both centers.

WiTT Highlights

> Summer 2004 Provided technical assistance and camera equipment to Camp Imagination.

> Fall 2004 Redesigned Environmental Health & Safety Department’s Chemical Inventory online system.

> Fall 2004 Facilitated four Technology Brownbag presentations.

> Ongoing Initiated support of online forms development with PHP/MySQL and ASP.

> Winter 2005 Facilitated three Technology Brownbag presentations.

> Winter 2005 Assisted with the development of the K-12 Community Directory web site: http://www.umflint.edu/k12.

> Winter 2005 Upgraded computer and purchased software for the Video Production Center in 3106 WSW.

> February 2005 Enhanced ITS web site to include information concerning the “Passwords are Like Underwear” campaign.

> April 2005 Announced support of Sharepoint collaboration portal for departmental intranets and committee meeting sites.
Development Activities

ITS generates revenue from sales of Microsoft software, QuickDiscs, Cisco wireless cards, certification exams, and charges for use of some facilities and services. Net revenue of $67,555 was collected for the 2004/2005 academic year. Figure 4 shows the breakdown of funds generated by these activities.

Sales of Microsoft software under the terms of the Microsoft Enterprise and Campus Agreements generated $45,021 in revenue for the 2004/2005 academic year to supplement the cost of the annual license fee (see Figure 5 for sales totals). Sales of ITS-developed QuickDiscs and Cisco wireless cards generated $1,233 and $247 in revenue, respectively.

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<td>Faculty/Staff</td>
</tr>
<tr>
<td>Visual Studio.Net Pro 2002 for Windows</td>
<td>$35</td>
<td>23</td>
<td>11</td>
<td>13</td>
<td>Student/Faculty/Staff</td>
</tr>
<tr>
<td>Visual Studio.Net Pro 2003 for Windows</td>
<td>$53</td>
<td>n/a</td>
<td>n/a</td>
<td>34</td>
<td>Student/Faculty/Staff</td>
</tr>
<tr>
<td>Windows XP Professional</td>
<td>$15</td>
<td>285</td>
<td>306</td>
<td>427</td>
<td>Student/Faculty/Staff</td>
</tr>
</tbody>
</table>


In 2004, ITS provided information to the campus community about the Dell University Program. Two years ago, UM-Flint partnered with Dell to provide the campus community with the University Program, an opportunity to receive up to twelve percent off a personal purchase. ITS provided a link to the Dell Store and in return received a small percentage of the volume of sales, which provided an incentive of $1,454. In addition, this year, DCS became an authorized warranty repair provider for all Dell hardware products located on the UM-Flint campus. In return, ITS receives a small amount of funding from Dell for each repair. The program has already proven to be a success as we have collected $1,600 from Dell for performing warranty work.
Empowering Community Minds through Technology

The Flint Community School’s Learning Without Limits endeavor of 2003 transformed into the second year of the Freedom to Learn (FTL) grant which Governor Jennifer Granholm included in the state’s education bill (Public Act 158 of 2003), approving $39 million to provide wireless technology to middle school students throughout the state. The program provides pilot school districts with a totally integrated package that includes wireless laptops, technical support, software, professional development, course content and assessments. For the third year in a row, ITS provided technical support, onsite delivery and imaging to a pilot district, Flint Community Schools. This year, we saw an increase to the total number of laptops serviced as we unpacked, imaged, labeled, and put into carts 1,631 new laptops, and we inventoried, reimaged, renamed, and put back into carts an additional 750 laptops that had been serviced in previous years. ITS takes great pride in working to complete this project and opens up opportunities to assist to both full-time and student employees. This is a wonderful display of both team camaraderie and outreach to our community!

In summer 2004, over 150 campers participated in the third annual Camp Imagination organized by the Office of Extended Learning (OEL) and supported by ITS. The ITS Director also took on the role of co-administrator for Camp Imagination. Video Production and Journalism were new subjects taught to campers. ITS staff maintained the camp web site and supported the use of technology during camp weeks. During the Web Design week, web sites were created for each camper. DCS technicians taught computer building and programming. The WIT team loaned camera and video equipment to the camp and assisted the camp teachers with using the ITS Video Production lab. In spring 2005, ITS assisted the University Outreach Department of Service Learning and School Partnerships with assuming administration of Camp Imagination. The theme for summer 2005 is “Lego™ Your Imagination”, and new subjects suggested by ITS staff are robot building and blogging.

Throughout the year, ITS staff supported departmental efforts to increase enrollment. ITS assisted with the creation of the K-12 Community Partnership web site that is designed to inform K-12 communities about the services, opportunities, and programs available at UM-Flint. In Fall 2005, many ITS staff attended and supported the Homecoming recruitment event. In addition, ITS provided promotional and technical support during the University’s Capital Campaign event in April 2005. At that same Capital Campaign event, ITS also showcased the wireless network, laptops, and IT careers at the EOI Career Fair as well.

ITS has a heritage of volunteerism, with staff participating during the past year by presenting at Lake Fenton and Frankenmuth Schools Career Day. ITS staff joined Martin Luther King Day activities such as volunteering in two local school districts, donating blood at the Red Cross Blood Drive, and volunteering at their local church. Two staff members of ITS currently reside on the Board of Directors for the Genesee Free Net, providing them with their technical expertise and services. In addition, another staff member of ITS currently resides on the Genesee Area Skill Center Advisory board, providing curriculum support to Genesee County High School students taking vocational-ed classes.

ITS has consistently made its staff available to the local media such as TV 25, TV 12 and the Flint Journal for assistance with technical issues facing members of the greater Flint community. Within the last two years, ITS has commented on a variety of issues including wireless access, cell phone directory, Marketscore, selling used cell phones on eBay, war driving, and providing technical assistance to new faculty.

Community Highlights

>Summer 2004 Provided technical assistance and camera equipment to Camp Imagination.

>11/1/2004 Provided promotional and technical support for UM-Flint Homecoming recruitment event.

>Summer & Fall 2004 Unpacked and setup 1,631 new laptops and inventoried and reimaged 750 'old' laptops for Freedom to Learn.

>January 2005 Participated in Martin Luther King Day volunteer activities.

>Winter 2005 Assisted with the development of the K-12 Community Directory web site: http://www.umflint.edu/k12.

>Winter 2005 Scott Arnst discussed effects of Marketscore on ABC12.

>April 2005 Scott Hoover presented material at Frankenmuth Career Day.

>4/16/2005 Provided promotional and technical support during Capital Campaign event.

>4/16/2005 Showcased wireless network, laptops, and IT careers at EOI Career Fair during Capital Campaign event.


>Spring 2005 Sushma Kittali and Phil Erlenbeck discussed home use of Voice over IP technology on ABC12.

>Spring 2005 Erik Taipalus discussed the sale of used cell phones on eBay on ABC12.

>May 2005 Dan Getty was quoted in a Flint Journal article regarding the cleanup work that the UM-Flint Business Club was doing in downtown Flint.

>May 2005 Scott Arnst presented material at Lake Fenton Career Day.
Technology Beyond Tomorrow

ITS strives to maintain a reputation of providing superior service to students, faculty, staff and the community. Therefore, the coming year will be packed with projects addressing the needs of all of our stakeholders. Specifically, the student population will benefit from upgrades to four ITS computer laboratories, online credit card payment option for software sales, marked improvement to the security and availability of wireless technologies, and the possible implementation of ITS-supported Web space for students.

We will focus our efforts at responding to student, faculty, and staff needs expressed in the results of an IT survey by providing additional services to campus. The MCard project will provide new University ID cards to faculty, staff, and students, and will provide for immediate use of the cards in the UM-Flint Library and Recreation Center. Faculty and staff will benefit from the pending replacement of Pentium III machines used in departmental offices, along with the clustering of an additional employee Exchange mail server. New Helpdesk ticketing software will be implemented taking advantage of the integration of Helpdesk data with Windows Active Directory, along with additional enhancements including a searchable knowledge base and additional online capabilities.

Addressing disaster recovery, audit, and security issues will take precedence as we hope to create a comprehensive disaster recovery plan for Student Information Systems, including Banner and the Oracle servers, along with the installation of a fire suppression system in WSW 3173. The SAN will be extended to WSW to provide for additional disaster recovery options. In addition, Web database development will be migrated from Access to SQL for added security of confidential data.

In February 2006, we plan to upgrade to the next version of Banner and Oracle. After the implementation of Banner 7, 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. TouchNet will also be upgraded next year to a newer version, and we would like to investigate e-checks as an alternate payment method. Automating services in Banner will take priority as we work to implement a data transfer from Ann Arbor’s M-Pathways Human Resource Management System (HRMS) into our Banner system. ITS will play a major role with the implementation of the Curriculum Advising Planning Program (CAPP) module of Banner.

Additional services that are expected to be added include:

- Support of blogs for faculty and staff (http://blog.umflint.edu).
- Launch of CD/DVD Duplication Service.
- Initiation of a formal Lab rental service.
- Implementation of VoIP equipment in general classrooms.
- Partnership web site with TCLT to make Technology Brownbag presentations available on the Web.
- Partnership web site with TCLT and Education to list available technology resources on campus.
- Investigate use of an alternative ID for students to allow parents or significant others access their records in SIS.

Grant opportunities and community outreach will remain a priority for the ITS staff, and we hope to continue to work closely on the statewide Freedom To Learn initiative involving Flint Community Schools and an additional grant opportunity with Lake Fenton and Grand Blanc Community Schools. It will be an exciting year to come, and our IT survey of all UM-Flint stakeholders will assist us in meeting the needs of tomorrow’s technology...today!
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