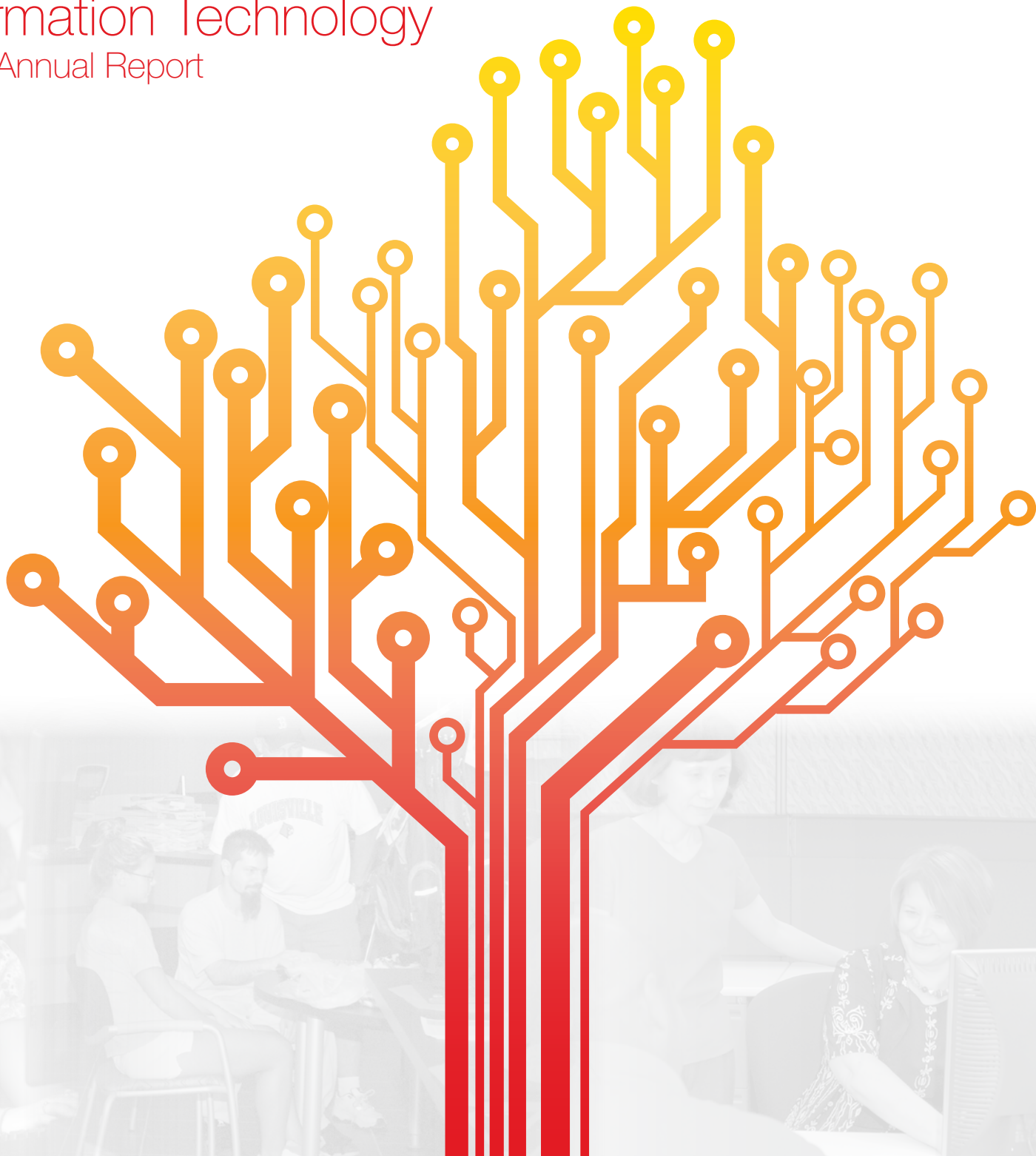


# Information Technology

2009 Annual Report



Serving the University's Growing Technology Needs.



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# Executive Summary

During 2009, Information Technology continued to focus on the creation of a world-class service organization that fully supports the university's mission for creating and disseminating knowledge. Information Technology partnered with the Vice President for Research to develop a high-performance computing infrastructure for researchers, renovated the lower level of the Miller Information Technology Center to create a "gathering place" for students, expanded support services in the K-Wing Building on the Health Sciences Campus (HSC), and created the Next Gen Services group to develop applications that support an increasingly mobile university community.

Guided by the goals in the IT Strategic Plan 2020, Information Technology also accomplished numerous far-reaching goals to benefit technology delivery at the University of Louisville:

- Completed an inaugural year of partnership with REACH, a peer-tutoring organization which staffed iTech Zone computing center with student tutors.
- Implemented hard disk encryption software which encrypts the data on Windows-based computer hard drives protecting them from unauthorized access.
- Upgraded PeopleSoft Financials to version 9.0 providing enhanced business processes for budget management.
- Implemented WebEx, real-time desktop sharing and phone conferencing allowing users the flexibility to collaborate, share files and communicate without ever leaving the office.
- Implemented a virtual private network (VPN) to increase security for employees accessing university resources from an off-campus location.
- Renovated the HSC computing center to include an iTech Connect face-to-face consulting area, a digital media suite, and a high-tech training room.
- Implemented BIG IP to balance the large amounts of online traffic on enterprise-wide administrative systems.



- Coordinated the first annual weROCK iMovie Fest student film festival.
- Hosted the John Lennon educational tour bus during homecoming.
- Implemented voice over IP (VoIP) phones in classrooms for emergency alerts and emergency dialing.

## ***Following Through***

Last year, Dr. Hancock outlined specific plans to reinvent student technology services, build a world-class research infrastructure and implement Tegrity classroom capture software. Information Technology is delighted to announce the successful implementation of these three major initiatives.

## Reinvent Student Technology Services

The majority of 21st century learners grew up in homes with Internet access. Technology is the basis for how this generation works, plays and socially interacts. They engage with each other on social networking sites like Facebook and Twitter, entertain themselves on sites like YouTube and gather information by visiting Internet search engines such as Google and Bing. They live out alternate lives via virtual reality worlds like Second Life and through online games like World of Warcraft. Their world is the Internet. They access their virtual world using mobile phones, laptops and desktops, connecting both wired and wirelessly.

While they are ever-linked to technology, this generation still craves closeness and community in real life as well. Information Technology aspired to blend students' technological lives with their personal lives by creating a gathering space in the lower levels of Miller Information Technology Center (MITC). The vision was an inviting space, flourishing with the latest in technology and suited to meet the needs of today's mobile, visually oriented learner.

Information Technology succeeded in creating the perfect intersection between technology, learning and community. Step into the lower levels of MITC and find:

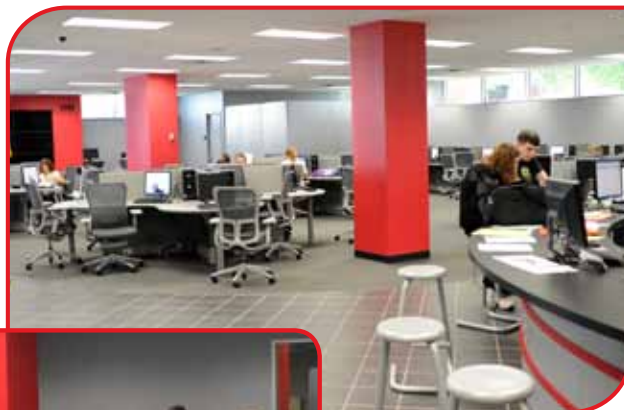
- iTech Connect links faculty, staff and students to valuable technology, resources and information. Our consulting staff members provide hands-on learning and personal coaching for digital media and common IT services such as wireless set up. In addition, iTech Connect has partnered with REACH, the Delphi Center and the Libraries to further promote visual, computer and information literacy through a state-of-the-art digital media suite.
- iTech Xpress, University of Louisville's technology retail store, provides students access to the latest software titles, laptops, desktops and many more technology needs and solutions all at a discount.
- iTech Xplore, the technology training room for students, faculty and staff, encourages literacy with the latest and greatest technology skills, all for free.
- iTech Zone possesses everything students need for academic success. The computer lab houses both Macs and PCs, individual computing space as well as collaborative spaces for group work, and peer tutors through a partnership with REACH. For after-hours stress relief, iTech Zone boasts a 9 screen video wall allowing students to play video games, explore virtual reality worlds, and watch movies.

iTech Commons, the space in

is an open environment where students can come and sit for a few minutes or a few hours. Cushioned benches and café-style tables and chairs invite students to relax between classes. Pervasive wireless keeps their laptops and PDAs continuously connected. Students will stay abreast of what's happening in IT, at UofL and around the world through sleek digital signs dotting the walls.

#### Build a Prominent Research Infrastructure

In January 2009, Information Technology welcomed a new team member: the Cardinal Research Cluster (CRC), Kentucky's fastest and largest academic supercomputer. Officially powered up in January and operational in July 2009, the CRC is the culmination of years of planning between University of Louisville researchers and Information Technology. Dr. Hancock designated the development of a research computing infrastructure as a goal in the IT Strategic Plan 2020. The IT Strategic Plan 2020 laid out three high-level research computing goals: 1) Develop a high-performance computing infrastructure, 2) Expand utilization of research networking and 3) Expand research support services. Since the inception of the strategic plan, Dr. Hancock has worked tirelessly to identify funding sources and to form a partnership with



the Office of the Vice President for Research. Through the partnership with the Office of the Vice President for Research, Dr. Hancock was able to secure over \$2.1 million in startup funding along with \$150,000 in continuing annual requirement (CAR) funds to expand the infrastructure. Additionally, Dr. Hancock reallocated existing IT staff positions to create positions to support the research computing initiative: a database analyst, a systems administrator, two research consultants and a director for research computing.

#### Implement Tegrity Classroom Capture Software

In collaboration with the Delphi Center, Information Technology demonstrated its commitment to students by implementing Tegrity, a classroom audio/ video capture software product. Accessed through the Blackboard interface, Tegrity captures audio, computer output and video (if desired), synchronizes these elements and uploads them to a server where they quickly become available for review. Piloted during fall 2008, Tegrity was fully introduced to the academic community in spring 2009. For the past two years, Tegrity classroom capture software won Best in Category for Class Capture Solutions from IMS Global Learning, a nonprofit member organization dedicated to enabling the growth and impact of learning technology.

This year Tegrity also won IMS Global Learning's Impact Award silver medal for its high-impact use in higher education. The University of Louisville recently won Tegrity's Rapid Response award for swift technology implementation and faculty training.

UofL students can experience Tegrity's award-winning benefits firsthand. Tegrity classroom capture offers students the opportunity to review presentations from class, search for and listen to key portions of lectures as many times as they wish, and replay question and answer sessions between their classmates and instructor.

The review capability means students can study more effectively for tests, prepare for upcoming class sessions

and better comprehend the materials presented in class. The most notable benefit Tegrity offers instructors is a well-prepared class. Because students can review lectures, instructors no longer have to use valuable class time to go over materials covered in previous lectures. Additionally, instructors have the capability to see how often students review each portion of a lecture. With this information, instructors can tailor future class sessions to cover the material their students review most often.

#### ***Helping the Community***

Information Technology continued annual partnerships with the American Red Cross, Open Hand Kitchen at the Society of St. Vincent DePaul, Scholar House and Semple Elementary School. Staff members, along with the University community, donated blood, technology support services, food and clothing to the members of the larger community in which UofL resides.

Information Technology also partnered with University Child Health Specialists (UCHS) to support and promote their literacy program. During a two-week period, IT staff members collected 436 books to donate to the clinic. For the underprivileged patients treated at UCHS, the books they see in the waiting room may be their only exposure to reading outside of a classroom setting.

#### ***Looking Ahead***

During the past year, Information Technology developed a set of three-year goals which support the University of Louisville's strategic plan and simultaneously build on previous achievements. The goals outlined here directly support President Ramsey's "Creative and Responsible Stewardship" and "Educational Excellence" strategic outcomes for the University of Louisville.

#### MedCenter3 Data Center Development

When complete, MedCenter3 Data Center will establish continuous system availability and redundancy of critical university business and academic systems. Students will notice uninterrupted service to mission-critical academic systems such as ULink and BlackBoard.

Faculty and staff will experience more system availability with email and administrative systems. The ultimate goal, 100% redundancy of all critical university systems, will help Information Technology eliminate downtime due to system failure and the need for scheduled outages to accomplish preventive maintenance. In addition, duplicate yet independent systems housed in MedCenter3 Data Center will protect critical data integrity and ensure business continuity in the event of a crisis or disaster.

Upgrade Student Administration/Human Resource System

By 2011, students will see significant improvement during open registration. Through an upgrade in the Student Administration system, students will be able to access automated advising for selecting prerequisites and courses required by major. Further enhancements will create a more user-friendly self-service functionality. The Human Resource administration system is receiving an upgrade to provide automated fiscal management controls. A comprehensive reporting system will improve budget processes and salary encumbrances monitoring. Further enhancements will provide a module for tracking faculty and staff competency requirements and a time and attendance system for enterprise-wide use.

Implement an Improved Identity Management System

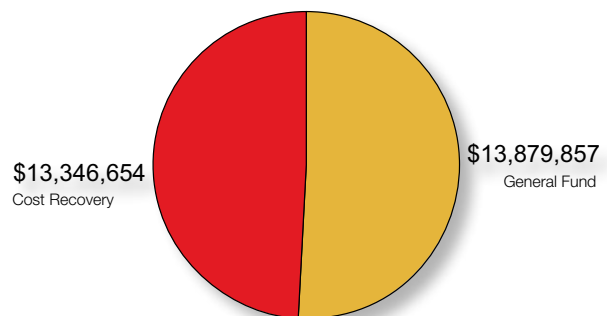
Information Technology is currently building the framework for converting from the current Novell E-Directory services to an improved identity management system utilizing Microsoft Active Directory. Active Directory implementation is preparing the University of Louisville community for enhanced email through Microsoft Exchange. With Exchange, users will have industry-standard email tools at their fingertips as well as integration with UofL's business, network and mobile systems, a user-friendly interface and web access. Improved directory services will allow students, faculty and staff seamless access to the electronic business applications necessary to complete professional and academic endeavors.

Implement Enterprise Content Management

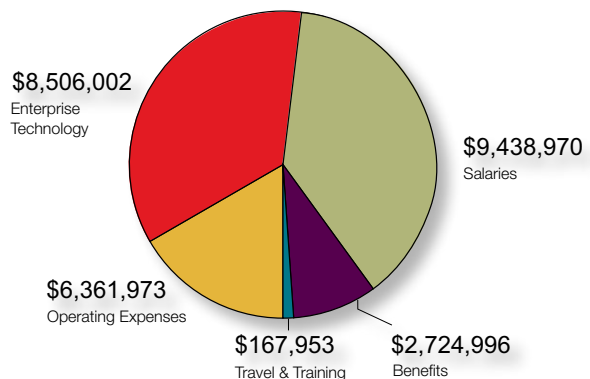
Information Technology is currently working to provide a web content management system (Plone) that will ensure that University of Louisville web sites are Americans with Disabilities Act (ADA) compliant, employ approved branding, and enforce web standards.

To support these goals, Information Technology will provide standardized training and toolsets for developing university web pages at the unit level. Additionally, IT is implementing Microsoft SharePoint document management system university-wide. SharePoint offers a common storage area for university documents, collaboration capabilities, document workflow processes, and easy integration with common workstation tools such as Microsoft Word, Excel and PowerPoint.

**Information Technology Income  
\$27,226,512**



**Information Technology Expenses  
\$27,199,896**



# Mission & Vision

The mission of Information Technology is to provide a wide variety of technology-based services in support of the University of Louisville's research, instruction and service goals.

The Information Technology vision is to create an environment of empowerment, efficiency, and effectiveness by providing the University of Louisville and its extended community with technology solutions and services of demonstrated value.

## **We Value**

As part of the University of Louisville community, and as individuals, we value:

- Support of the University of Louisville's mission
- Integrity and honesty
- Respect for people, ideas and accomplishments
- Taking on new challenges
- Commitment to understanding and accommodating the changing needs of the University of Louisville
- Promoting the use of a variety of technologies in achieving educational goals of the University of Louisville
- Continually improving our skills to better serve the University of Louisville community



# Diversity

Information Technology supports the University's commitment to "foster and sustain an environment of inclusiveness." The IT Diversity plan attempts to answer the question: "How will your unit increase diversity among administrators and staff? Each plan must focus specifically on African Americans, but may also include women and minorities of other protected groups."

## Diversity Initiatives:

- Partnering annually with the Jefferson County Public Schools, promote a program to target minority students and increase interest in technology careers at an early age.
- Partnering annually with the College of Business & Public Administration, promote a program that awards a full tuition scholarship and a part-time internship to a qualified minority student majoring in Computer Information Systems to improve future recruitment of minority employees.
- Continuously developing leadership training and mentoring programs for IT staff, targeting female and minority employees.
- Providing diversity training for all IT staff.
- Conducting an assessment of racial climate among IT employees.
- Following up on the racial climate assessment, an analysis of the organization was completed to identify the gender and racial makeup, both organizationally and within the leadership ranks.
- Assessing client satisfaction of faculty, staff, and student constituent groups.
- Providing "Safe Zone" training for all IT staff members. Safe Zone training gives participants the tools necessary to understand and create a welcoming environment for lesbian, gay, bisexual or transgender (LGBT) individuals.
- Training 60 IT staff members in American Sign Language.



# Governance

Information Technology reports to the Provost, and is advised by several committees.

The Academic Technology Committee (ATC) is composed of faculty representatives who advise the Vice President and Chief Information Officer on planning and initiatives of interest to the academic community.

The Strategic Technology Executive Committee (STEC) is composed of high level University of Louisville administrators who help define and oversee strategic technology priorities for UofL, including network,

applications, security and policy.

The STEC subcommittee on research infrastructure, chaired by the VP for Research, serves as a governance body for the research computing infrastructure and provides guidance on policies and resource allocations for the centrally managed high-performance computing resources.

Information Technology also confers with the Tier One Advisory Group (TAG), departmental technology committees, and the student, faculty and staff senates.



## Administrators



Vice President and  
Chief Information Officer  
Priscilla Hancock



Assistant Vice President  
Sandra Johnson-Byers

## Directors



Communications Services  
Jay Vetter



Executive Director  
IT Communications &  
Consulting Services  
Jo Kaelin



Printing Services  
Bob Knaster



Enterprise Security  
Brenda Gombosky



Enterprise Operations  
Steve Bennison



Research Computing  
Mike Dyre



Information Systems  
Terry Blishak

## IT Awards and Recognition

***JCPS Superstar Most Valuable Volunteer***

***Tegrity Rapid Response Award***

***Business & Professional Women/Louisville Special Appreciation***

***Oracle Excellence Award***

***Stonesoft Information Security Executive of the Year, North America award nominee***

***Stonesoft Information Security Executive of the Year, Mid Atlantic award nominee***

***Service Oriented Architecture award for account synchronization***

***Smartphones Opening up Enterprise Risks***

SearchSecurity.com, July 24, 2008 Edition

***New University of Louisville Supercomputer to Advance Research***

Press Release- February 19, 2009

# Customer Satisfaction Survey

## Background – Faculty/Staff Survey

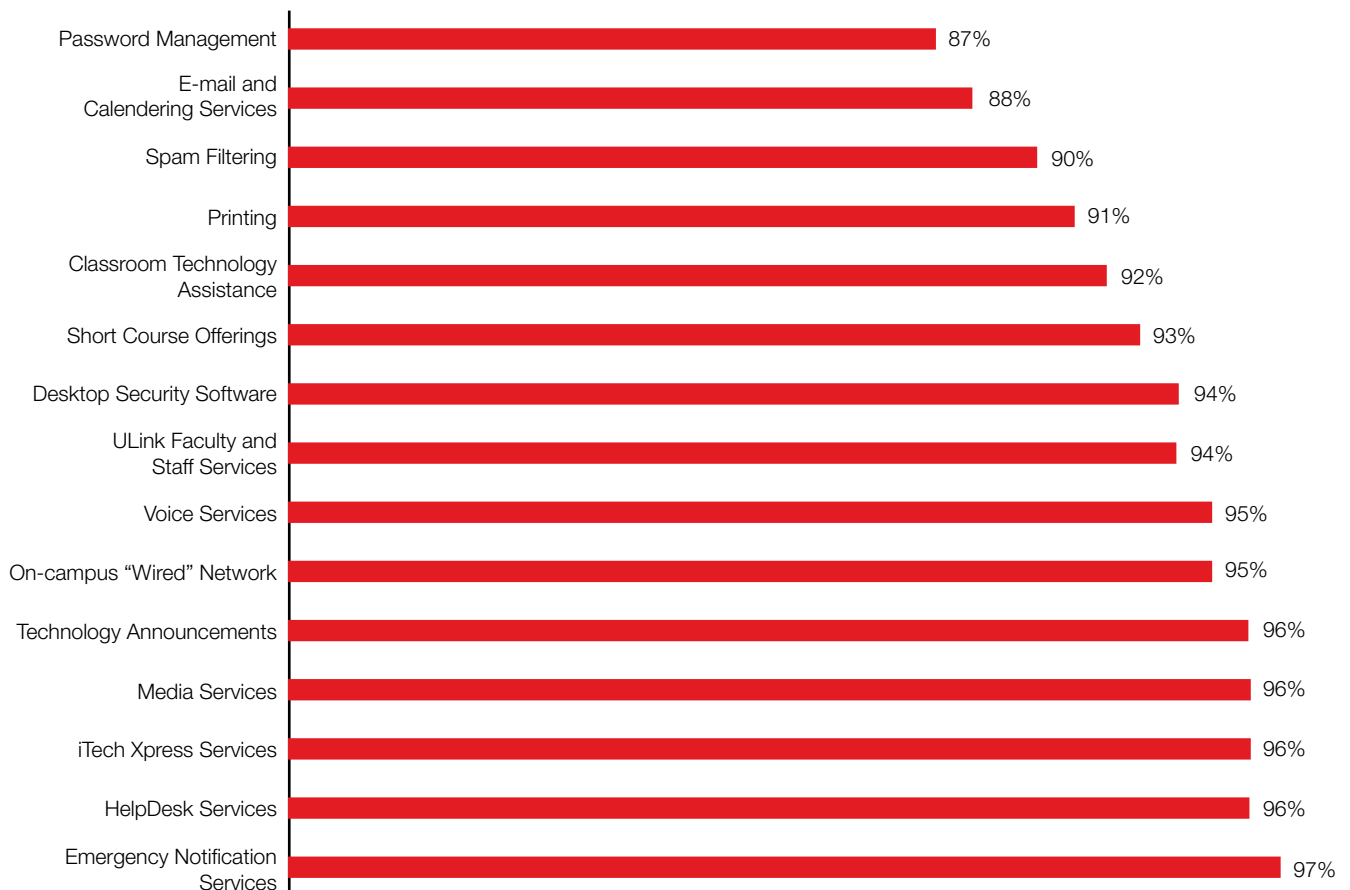
The faculty/staff satisfaction survey was distributed in the fall of 2008. Based on survey feedback, Information Technology developed and communicated a plan for improving the following services:

- Email
- Spam filter
- Password changes
- Content management
- Cost for IT services



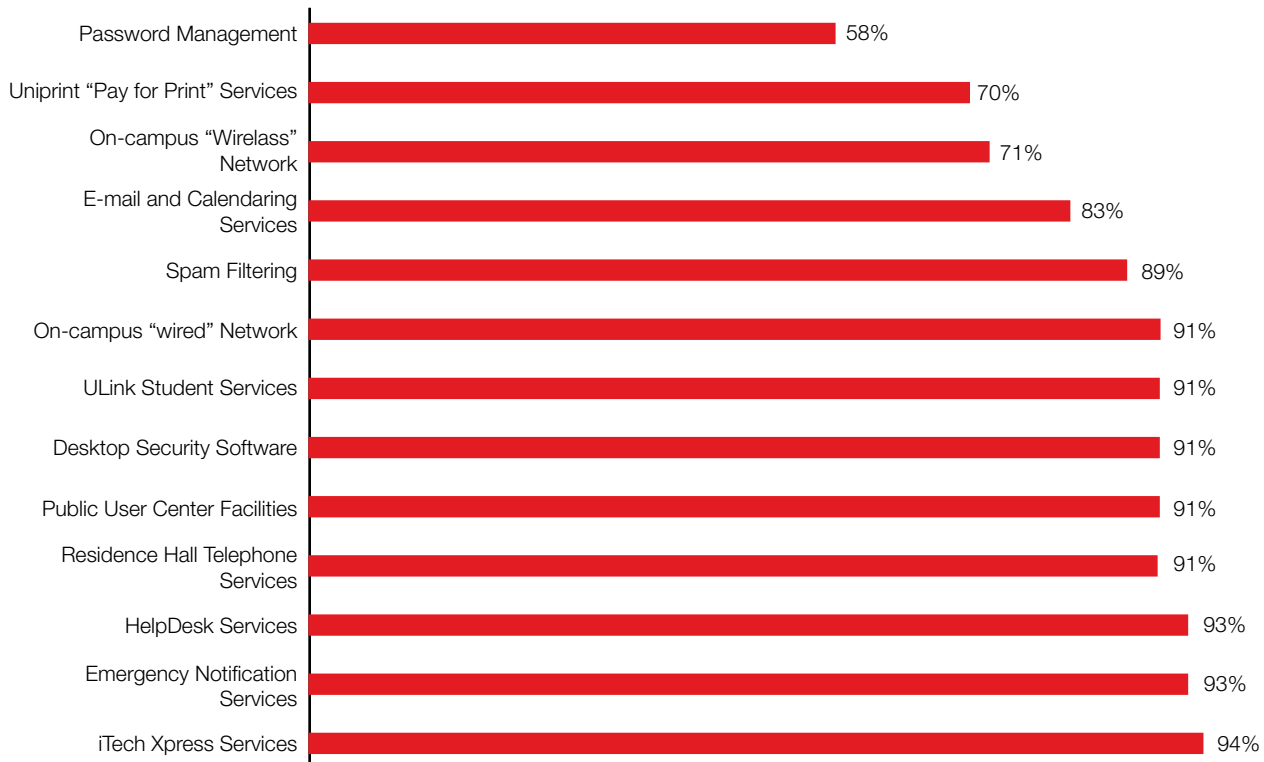
## Faculty/Staff Satisfaction Survey Results

Responses Received: 1,903 Overall Satisfaction with IT Services: 94%



## Student Satisfaction Survey Results

Responses Received: 1,604 Overall Satisfaction with IT Services: 89%



### ***Background – Student Survey***

The student satisfaction survey was distributed in the fall of 2008. Based on survey feedback, Information Technology developed and communicated a plan for improving the following student technology services:

- Email
- Spam filter
- Password changes
- Uniprint costs
- Wireless access
- ULink availability



# In Conclusion

Vice President and Chief Information Officer Priscilla Hancock wants faculty staff and students to know they are being heard. Based on feedback from constituent meetings, satisfaction surveys, HelpDesk statistics and client partners, Information Technology's created goals for the next three years. These priorities directly support UofL's strategic outcomes of:

- Educational Excellence
- Research, Scholarship, and Creative Activity
- Creative and Responsible Stewardship
- Diversity, Opportunity and Social Justice
- Community Engagement

The following priorities position UofL to deliver world-class technology services to students, faculty, staff, researchers and the community:

- Expand student technology services to improve recruitment and retention, especially in the areas of science, technology, engineering and math (STEM) through essential services such as pervasive wireless and technology workshops
- Expand University of Louisville's research computing infrastructure to address researcher needs
- Replace Novell GroupWise email system with Microsoft Exchange email services system
- Upgrade the Student Administration and Human Resource system to version 9.0 with fiscal management improvements
- Create partnerships and participate in outreach activities to facilitate the achievement of the University of Louisville's community engagement and Signature Partnership goals such as Scholar House
- Provide a safe learning environment for students and faculty through the deployment of alert capabilities in classrooms and public areas

- Develop MedCenter3 data center for high availability failover and redundancy of critical University of Louisville business and academic systems
- Extend technology services in support of University of Louisville's economic development initiatives
- Expand the usage of current security technologies such as virtual private network (VPN) services, encryption, security scanning and penetration testing
- Pursue broadband stimulus grants to expand community and statewide educational networking partnership opportunities and to empower the Haymarket and other NUCLEUS economic development initiatives
- Create an innovative technology program to bring cutting-edge technologies and new services to the University of Louisville in a more expedient manner
- Develop a vision and strategic plan for technology in the learning spaces, partnering with the Delphi Center, faculty and students
- Provide diversity training to Information Technology staff members in support the University of Louisville's overall initiative to increase diversity and improve social
- Implement an improved identity management system
- Provide a "state-of-the-art" solution for directory services
- Develop appropriate technology funding model for providing network services in a 21st century university environment
- Continue to reduce University of Louisville printing costs, reduce standing inventory and repay deficit balance by focusing and refining print shop operations, increasing the use of digital production methods and continuing new outsourcing strategy





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It's Happening Here.

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**LOUISVILLE**<sup>®</sup>  
INFORMATION TECHNOLOGY