UMBC
AN HONORS UNIVERSITY IN MARYLAND

IT Restructuring Report Update
One Year Later

UNIVERSITY RETREAT
August 22-23, 2011

Recommendations

In light of current economic pressures facing UMBC's strategic goals for 2016, the 2010 IT Restructure Report identified the following recommendations for more effective and efficient ways to organize and provide IT support services to the campus.

1.Google Apps for Education
All student email has been transitioned as of 2/1/11. Optional for faculty/Staff

2.Virtual Computing Lab pilot
Developed agreement with Dell to launch a pilot in Fall 2011 that will allow UMBC to test feasibility.

3.Revise UMBC Cell Phone Policy
Approved new policy effective August 1, 2011.

4.Review Software Licensing
Committee formed, recommendations due fall 2011.

5.Migrate off Oracle Calendar to Google Calendar
Completed this summer.

6.Develop volume computer purchase agreement
No progress in 2011.

7.Campus Web Development
Task Force created and produced recommendations for implementation (see next panel).

8.Expand Library Collaboration
Technology Support Center (formerly Help Desk) moved to Library to support Retriever Learning Center (RLC).

9.Expand collaboration with Department IT Staff
In progress.

10.Expand the use of RT on campus
Now used by Enrollment Mgmt, Bursar, HR, and Res Life.

11.Expand DoIT knowledge base to other departments.
Collaborating with Library on a proof of concept before expanding to other departments.

12.Develop student pool of trained web developers
Waiting on web development environment.

13.Work on hybrid IT staffing model
Running pilots with student affairs and library

More Info: http://www.umbc.edu/provost/planning.html

Major Highlights

Google Apps for Education

- All students migrated.
- Google Calendar established as campus standard
- All faculty and staff enabled to use Google Documents
- Email & Calendar integrated with *my*UMBC.
- Better support for web and mobile devices.
- **More Info:** https://my.umbc.edu/go/google

Teaching & Learning Activities

- Upgraded to Blackboard 9 in FY11 (2,810 courses)
- Introduced improved clicker system
- Updated 2 classrooms as well as Lecture Halls 2 & 5.
- Expanded the number of sections for the 1-credit media literacy lab to two per semester to meet growing interest.
- Continued to expand Bb reporting, including the Check My Activity system.
- **More Info:** http://www.umbc.edu/oit/itnm

Technology Support Center (TSC)

- Formerly known as the Help Desk
- Establishes new technology support model for students.
- Adjacent to the new Retriever Learning Center (RLC).
- Promotes face-to-face support of students in new space.
- **More Info:** myUMBC Help or http://my.umbc.edu/help
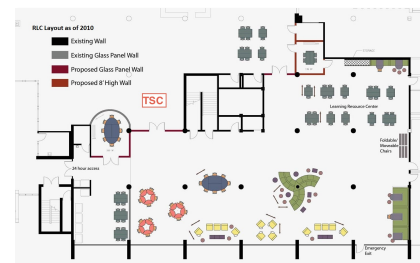
Major Highlights

Administrative Systems Enhancements

- Upgraded finance system to use new tools and replaced aging hardware to improve performance.
- Deployed new TREX data warehouse system to support improved access to state account (fund 1011) information.
- Updated the advising center and improved the process for course scheduling.
- Launched new Common Application for students
- Expanded document imaging to undergraduate admissions and financial aid.

Virtual Desktop Pilot

- Partnered with Dell to launch a multi-campus solution for providing remote desktop access this fall. The solution will provide UMBC with 150 concurrent use seats.
- Other campuses participating in the pilot include UMCP, Towson, and Bowie.

Campus Web Development Report

- DoIT to update web environment – target Fall 2011
  - Install a WordPress hosting environment.
  - Upgrade to PHP 5 for better scripting & development.
- Leverage myUMBC groups (see below)
- Enhance training with video tutorials and self-help guides.
- Financial support needs: hire students for maintenance
- **More Info:** http://my.umbc.edu/groups/webdevelopment

*my*UMBC Groups

- New institutional group type.
- New topics menu
- Updated start page with group updates
- Improved discussion options
- **More Info:** http://my.umbc.edu/about/whatsnew

DoIT User Feedback*

*Details will be in FY11 DoIT Annual Report

FY11 DoIT Campus Survey Results
Conducted 4/18/11 to 6/16/11
645 responses: 328 students, 144 faculty, 173 staff (10 skipped following question)

"Overall, DoIT technologies, tools and services are effective and easy for me to use." †
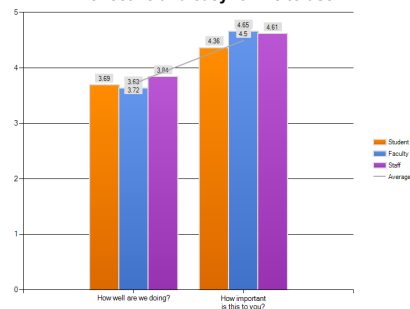
† Scale: 1 = not good/important; 5= very good/important

FY11 DoIT Customer Satisfaction Results
1,317 responses to "resolved ticket" survey (20 skipped following question)