Information Services Update
January 2006 - July 2006

Executive Summary

This update for Information Services (IS) highlights the activities and accomplishments from January 31, 2006 through July 31, 2006.

Some of the major projects currently underway are:
- Replace outdated DEC 10MB hubs in academic buildings
- Continue to expand wireless network access
- Improvement and expanded support of student labs
- Improve network redesign and implementation
- Improve building wiring and infrastructure

An update on each of these projects is included along with information on additional activities and accomplishments.

DEC Hub Replacement

DEC Hub Replacement: We are ahead of schedule again for this reporting period. At the present time, there are 6 Dec hubs left in 2 buildings. That’s 97% complete. We have replaced all of the Dec hubs in 4825 Troost, Berkley Care Center, Biological Sciences, Cockefair Hall, Epperson House, Fine Arts, General Services, Grant Hall, School of Education, Scofield Hall, University Center and University House. This project will be completed before the start of Fall Semester 2006 a full year and half ahead of schedule.

(Note: This project is being completed early because of the funding provided out of the Provost office and some very aggressive work by the Networking staff. Having the electronics across campus upgraded not only has provided increased reliability and faster network connectivity for end users but has simplified trouble shooting for network staff and decreased resolution time on problems.)

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Wireless Systems

- We now have 126 wireless access points installed campus wide up from 107 on the last report. Units have been added to the Administrative Center, School of Education Katz Pharmacy, Law School, Medical School, and Nursing Temp. Bldg., Parking Garage, Performing Arts Center, Spencer Chemistry, University Center and 5322 Troost. WLSE the Wireless LAN Solution Engine was also upgraded to the latest version and latest patches applied during this reporting period.

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<td></td>
<td>1 - Law School</td>
<td></td>
<td>New Health Sciences</td>
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<td>1 – Katz Pharmacy</td>
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<td>1 – Nursing Temp.</td>
<td></td>
<td>Building and expand</td>
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<td>2 – Medical School</td>
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<td>coverage in existing</td>
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<tr>
<td>2 – PAC</td>
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<td>1 – PAC</td>
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<td>buildings.</td>
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<tr>
<td>1 – Spencer Chem.</td>
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Student Computer Labs

- We are working with the School of Nursing to assume responsibility for their two computer labs. The transition is going smoothly and we expect to be completely ready for Fall Semester.
24x7 Student Computer Lab
The possibility of a 24x7 student computer lab is being considered. We have discussed the prospect with Bob Simmons in Campus Facilities Maintenance, and have explored several locations. The primary concern is the ability to secure the rest of the building if a section is open 24x7.

Network Upgrade/Redesign

- Migration to the new network core started in January and we have moved 25 buildings so far including: Berkley Day Care Center, Biological Sciences, Bloch School, Cockefair Hall, Cooling/Heating Plant, School of Education, Epperson House, Fine Arts, General Services, Grant Hall, Haag Hall, Katz Pharmacy, Law School, Manheim Hall, Old Maintenance, Performing Arts Center, Royall Hall, SASS, Scofield Hall, Spencer Chemistry, Swinney Rec. Center, University Center, University Garage, University House and 51st Annex. We plan to have the entire campus migrated before the end of the 2006 calendar year.

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Migration started

In January 2006.

- Cockefair Hall
- School of Education
- 8 - Houses
- University Center, 4825 Troost

- Berkley Care Center, Bloch School, Fine Arts
- General Services, Grant Hall, Haag Hall, Katz Pharmacy
- Law School, Manheim Hall, Old Maint., PAC, Royall Hall
- SASS, Scofield Hall, Spencer Chemistry, Swinney Rec. Center
- University House, 51st Annex

Upgrade Building Wiring Infrastructure

- We have completed infrastructure upgrades with CAT 6 cable plant in Spencer Chemistry and School of Education. Work has started in the Bloch School of Business on a complete infrastructure upgrade also with CAT 6 cable.
Noteworthy Items

Security: We continue to improve network and computer security levels to fight the millions of hacking attempts per month. We are working with Morenet to conduct external scans to determine server vulnerabilities. When a quarterly scan identifies a potential problem, we inform the owner (if the server is not ours) as well as offer assistance to get it fixed.

Support Services: Our desktop support group has improved the reporting and tracking capabilities of the Systems Management Server (SMS). This allows for a more accurate inventory of desktop computers, software and peripherals at UMKC. The internally developed enterprise management reporting tools are innovative enough that our Microsoft Rep was interested in seeing them. Support Services has also managed and completed the Workstation Replacement Program for this year. They teamed with other departments to improve computer pricing by combining orders. This effort brought down per unit pricing and allowed us to purchase more computers with the limited funds available.

Educational Technology Services: Blackboard support has been relocated into a more productive and customer friendly area in Cockefair Hall. The work of our Blackboard support team has been instrumental in the success of the Blackboard System Consolidation Project which includes UMKC, UMSL, and UMR. This project will provide several new opportunities to UMKC Faculty and Students by providing a providing portal style solution and a more reliable/robust system. Classroom Technology Services continues to provide Audio Visual Support to the campus. They were instrumental in the development of the system used for the new Pharmacy Program between Columbia and Kansas City Campuses. They also installed 6 new ILE classrooms during this report period.

Multimedia Technology Services partnered with Networking and Telecom to move the encoders for UMKC.TV to Newcomb Hall. This move provides a better environment for the electronics and frees up space in Fine Arts for staff work areas.

Central Systems: Both server rooms (Administrative Center and Cockefair Hall) have been rewired. This improves troubleshooting and repair times not to mention improving documentation and system inventories. The group also installed new campus web servers, Oracle Database Servers, Cold Fusion Servers and Storage Area Networks.
IT Committee: The ITC comprised of campus-wide representatives and headed up by chairman, Dr. Paul Cuddy from the School of Medicine provided support and advice during the creation of our new IS website, with the Turn-it-in/Secure Exam evaluation and in reviewing and updating several key policies.

The following sections provide detailed information on the individual IS Divisions.
Networking & Telecommunications Update  
January - June 2006

DEC Hub Replacement

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<td></td>
<td>1- Law School</td>
<td>Epperson House, General Services Bld., Scofield Hall and Spencer Chemistry</td>
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<td>2 – PAC</td>
<td>1 – Nursing Temp.</td>
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<td></td>
<td></td>
<td>Administrative Center, Dental School</td>
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<tr>
<td>In January 2006.</td>
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<td></td>
<td>Flarsheim Hall, Medical School</td>
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<td></td>
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<td>Miller Nichols Library,</td>
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<td>Newcomb Hall, Nursing School</td>
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<td>Parking Garage at Hospital</td>
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<td>Hill, Residence Halls</td>
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<td>4747 Troost</td>
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Cellular Phone Activity

- Wireless phones in use at UMKC. This chart shows the current number of cellular systems in use for FY 05-06.

### UMKC WIRELESS INVENTORY

<table>
<thead>
<tr>
<th>Vendor</th>
<th>Average Monthly Costs</th>
<th>Non-Recurring Monthly Costs</th>
<th>Vendor</th>
<th>Wireless Modem</th>
<th>Smartphone</th>
<th>TwoWay</th>
<th>ReadyLink</th>
</tr>
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<tr>
<td>Cingular *</td>
<td>56 $ 2,919 $</td>
<td>$ 4,155 $</td>
<td>5</td>
<td>16</td>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sprint PCS/Nextel</td>
<td>99 $ 6,183 $</td>
<td>$ 7,033 $</td>
<td>17</td>
<td>15</td>
<td>4</td>
<td>22</td>
<td>7</td>
</tr>
<tr>
<td>T-Mobile</td>
<td>71 $ 3,152 $</td>
<td>$ 4,995 $</td>
<td>45</td>
<td>1</td>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Verizon</td>
<td>14 $ 646 $</td>
<td>$ 824 $</td>
<td>2</td>
<td>6</td>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>*Cingular Sync</td>
<td>16 $ 240 $</td>
<td>$ 240 $</td>
<td></td>
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<tr>
<td>*Cingular License</td>
<td>16 $ 65 $</td>
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<tr>
<td><strong>Total</strong></td>
<td>240 $ 13,140 $</td>
<td>$ 1,040 $</td>
<td>69</td>
<td>16</td>
<td>22</td>
<td>7</td>
<td>22</td>
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Actual FY 05-06 Wireless Costs $208,007
Upgrade Building Wiring Infrastructure

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<td>33% Complete</td>
<td>36% Complete</td>
<td>39% Complete today</td>
<td>44% Complete</td>
</tr>
<tr>
<td>Spencer Chemistry 5327 Holmes Ave.</td>
<td>School of Education 5235 Rockhill Road</td>
<td>Bloch School</td>
<td>Law School</td>
</tr>
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**UMKC Information Infrastructure Status**

[UMKC Information Infrastructure Status Diagram]

- UMKC Information Infrastructure Status
- Building Name: Administration Center, Biology Hall, Chemistry Hall, Business School, Educational Plant, Dental School, Economics Building, Engineering House, Fine Arts Building, Florence Hall, General Services Building, Grant Hall, Haag Hall, Health Sciences Library, Hillman Hall, Influential Research Laboratory, J. G. Miller Library, Nature Center, Nursing/Pharmacy Building, Old Campus Building, Old Main, Old Main Support Building, Parking Garage (Hospital Hill), Parkinson Arts Center, Residence Hall, Royall Hall, SASP CB Annex, Scofield Hall, School of Chemistry, Smithson Rec Center, University Center, University House, 4747 Troost, 4850 Troost, 51st Street Annex, Outside Fiber Optic Cable Plant, Campus Backbone Electronics.
Detailed Accomplishments

Networking/Telecommunications project update

1. Networking & Telecommunication staff attend over 450 hours of training since January 1st.
2. Replaced 28 DEC hubs with new network equipment. Some of the buildings included 4825 Troost, Berkley Care Center, Biological Sciences, Cockefair Hall, Epperson House, Fine Arts, General Services, Grant Hall, School of Education, Scofield Hall, University Center and University House.
3. Finished upgrading infrastructure and installing CAT 6 cable in Spencer Chemistry building.
4. Installed 19 addition wireless access points across campus. Some of the buildings included the Administrative Center, School of Education, Katz Pharmacy, Law School, Medical School, Nursing Temp. Bldg., Parking Garage, Performing Arts Center, Spencer Chemistry, University Center and 5322 Troost.
5. Created voice mail change form and added it to the Networking & Telecommunications web page.
6. Upgraded the operating systems on over 200 network devices with the latest security patches and updates.
7. Upgraded Clean Access servers with the latest patches and updates.
8. Upgraded Wireless LAN Solution Engine (WLSE) with the latest patches and updates.
9. Completed over 400 adds, moves and changes on voice and data networks.
10. Responded to, solved and closed over 240 trouble tickets recoded in Remedy.
11. Processed over 2.9 million calls through voice systems.
12. Staff member served on the campus recycle program committee.
13. Upgraded the operating system on all wireless access points with the latest patches and updates.
15. Installed VPN tunnel for 4825 Health Center.
16. Relocated cable and IP TV head end equipment to Newcomb Hall.
17. Installed campus Emergency Phone on Bixby Lane sidewalk.
18. Rewired cash registered for Food Services.
19. Reformatted all of the Networking & Telecommunications web pages to the new IS standard.
20. Hosted a student in Herndon Center job shadow program.
21. Installed security camera on storage lot at 5406 Troost Ave.
22. Upgrades to Unity servers to the latest version and patches.
23. All staff attended Knock Your Socks Off customer service training.
24. Added new trunks between PBX and IP Call Manager cluster.
25. Upgraded infrastructure and installed CAT 6 cable in entire School of Education building.
26. Upgraded Printing Services to fiber network connections.
27. Marked University buried cable plant locations around campus over 20 times during this report period.
28. Volker tower lease signed with Cricket Communications for antenna space.
29. Staff member served on the MOREnet Next Generation Network committee.
30. Installed temporary network fix for fiber cut to Nursing School in less then 4 hours.
31. Repaired fiber cut to Nursing School in 1 day.
32. Upgrade University Garage to fiber network connection.
Support Services Update  
January - June 2006

- Completed PC ordering, delivery, asset reporting and PC installations for Workstation Replacement – Phase I. Also planned and coordinated a second phase of workstations to replace aging systems in the academic units. WRP projects totaled $779,420.99 including departmental purchases.
- Purchased over $257,765 worth of non-WRP computers, printers, peripherals and replacement parts for the campus community during January – June of 2006. That’s 62% higher than the preceding six months.
- Purchased software totaling $67,282.74 for various individual departments; products including ESRI, ERDAS, Minitab and multiple Adobe and Apple products.
- Worked extensively with Campus Facilities Management to procure, install and support new work order system (TMA) and other new software including OJT32, Costworks, etc. products. Projects included vendor consultations, procurement of customized software and hardware, coordination of training facility and working directly with vendor to update technician skill sets to support new products.
- Created new RooTools Student CD - contains more secure Outlook configuration, hybrid OS X & Windows functionality, and additional tools for removing spyware/malware (in process).
- Hired two new technicians, Jeremy Schliesman (Call Center) and Donald Ledford (Desktop Support). Also hired and managed temporary staff for WRP installations.
- Coordinated “Knock your socks off Customer Training” sessions for all of Information Services.
- Assisted hundreds of students with SSO account activation during orientation events in addition to providing information concerning student technology services and support.
- Worked with University Housing to create 150+ temporary SSO accounts for university affiliates staying on campus for summer conferences.
- Support Services responded to 12,206 support requests during the past 6 months.
• The Call Center received 125 responses from Remedy customer satisfaction surveys during the last 6 months. Of these, 98% of respondents were satisfied with the service they received from the Call Center
• Enhanced workstation replacement file copier utility to increase performance/reliability during workstation installations
• Continued to work with Networking and Telecommunications on migration to IP telephony in the Call Center
• Tested, installed and documented Pearson VUE testing software for Counseling Health and Testing Center
• Continued to streamline software deployments through the use of enterprise management software (SMS). Created and deployed numerous software packages including:
  o CART software to MNL and dorm labs
  o SPSS 13 network version (both server and client)
  o VarioWin in GIS lab
  o SAS and Minitab
  o Endnote 8 and 9
  o OJT.rka and CostWorks (CFM projects)
  o Securexam in all of the Bloch labs
  o Adobe Reader 7.07 – deployed across campus
  o Critical Flash and Shockwave security-related patches to entire SMS client base (largest SMS deployment to date).
• Revised multiple lab software images due to software changes and updates; then re-imaged over 400 desktop computers in IS managed labs in preparation for Winter and Summer semesters
• Identified, tested and implemented new power management client for ILE classrooms.
• Served on IS web committee and took a lead role in establishing new IS website template
• Migrated Support Services handbook & websites to new IS web template.
• Created a new Information Services handbook to reduce redundancy and effectively share staff/liaison/department contact information.
• Created a new database-driven dynamic outages and IT news system for the IS website.
• Setup and tested SMS v4 Beta (ongoing) and standalone active directory domain.
• Began testing Microsoft Vista Beta OS with an emphasis on deployment and new feature testing. Also reviewing Office 2007 Beta.
• Imported over 18 million records of lab software usage data and created usage summary reports for IS managed Labs.
• Setup and configured pilot podcasting server using OS X Server's built-in blog server.
• Worked with Apple Computer Corp. to present a free, one-day podcasting seminar that demonstrated multiple methods to enhance curriculum with podcasts allowing anywhere, anytime access to audio and video learning materials.
• Continue to plan, develop and integrate new business technology processes at KCUR. Specific accomplishments in KCUR include:
  o Created Visio drawings and documented all KCUR PCs, servers and network configurations
  o Continued to update hardware / software inventories of all computers and servers
  o Worked with staff to establish new security procedures
  o Worked with KCUR management to establish a phased replacement plan for KCUR file servers and desktops; two file servers were replaced thus far with additional equipment planned for replacement in FY07; consolidated equipment where possible
  o Documented technical procedures for multiple software packages and setups including Allegiance, streaming media server and media archives, FileMaker Pro, AP, Newsdesk, Clockwatch, etc.
  o Coordinated a training session for KCUR staff to demonstrate procedures to work from home and edit audio clips;
  o Created a utility to control/automate RDS wrapper which updates radio display
  o Developed an application to assist with editing audio
• Created new program to move files from servers to users computers without disrupting the original
• Coordinated and procured numerous hardware upgrades and software deployments to support ImageNow in Admissions and ISAO
• Coordinated PC equipment moves for Annual Fund, SPARK and others to Annex Building
• Compiled software / hardware inventory of all Arts and Sciences labs
• Worked on numerous special department projects including: setup of IT environment for PeopleSoft consulting group; numerous software and hardware installations for Lanny Solomon’s technology exposition; and installation of Tax Clinic suite of products for BSBPA and Law community project.
• Created new documentation to support CoreBT systems in Cashiers Office.
• Evaluated and deployed Conference Programmer to select Student Affairs computers
• Facilitated numerous changes and updates to InfoPrint printer definitions
• Tested Microsoft Windows patches prior to release via WSUS
• Facilitated move of technology equipment for Health Psychology group to School of Medicine
• Tested and used Roxio Toast for burning Macintosh CDs
• Tested possible resolutions for compatibility issues between JAWS and IBM HOD
• Drafted multiple lifecycle funding budget reports for executive management.
• Tested BootCamp, Parallels, DataTraveler Elite flash drives
• Installed and evaluated SP2 for SMS 2003, including OS deployment pack
• Researched hyperthreading status on campus computers and how to best enable full use of this function
• Continued to serve on multiple u-wide committees including the UM Desktop Standardization, Enterprise Helpdesk Pilot project and Instructor-led training committee. Also served on UMKC Campus Recycling committee to keep waste out of area streams.
• Expanding technical support for IS public labs to include Nursing’s HSB and Campbell Annex labs on the Hospital Hill campus.
• Purchased and in the process of installing approximately 30 PCs, monitors and several new printers for Financial staff in Administrative Center.
• Replaced numerous printers in IS managed labs including 3 new Dell 5300N in SOE lab, 2 HP4200 printers in UC lab and 2 HP4200 printers in Cherry Residence Hall lab.
• Developed self-help documentation related to Outlook personal folders and integrated it into the Call Center website (in progress)
• Developed new software image for A&S Environmental Science lab in conjunction with Central Systems
• Met with new Director of Toy and Miniature Museum and wrote SLA; (decision pending)
• Coordinated multiple IS and IT Liaison Dell technical certifications to streamline and ease replacement of warranty parts on campus
• Worked with Columbia to develop licensing procedures for ChemOffice, distributed info to campus
• Converted A&S licensing for AutoCAD from standalone to networked
• Renewed student lab management software, upgraded KeyServer to 700 users and updated PaperCut software
• Renewed major software contracts:
  o Symantec’s Ghost, upgraded to 4250 users
  o MSDNAA (SCE)
  o SAS (negotiated home use option and announced to users)
  o SPSS
  o Maple
  o AutoCAD
• Researched and negotiated independent contract for purchasing Adobe products. Attained level 3 pricing, which will save an additional 15% on all Adobe and Macromedia products.
• Negotiated contract for purchasing Omni Page products. Attained Level A pricing; this will save 50% on all Omni Page purchases.
• Worked with Central Systems to renew Microsoft Campus Agreement Server contract, extended coverage to IT Liaisons
ETS Update
January - June 2006

Classroom Technology Services

Classroom Technology Services (CTS) develops, implements, and maintains teaching and learning environments. CTS provides a variety of Audio/Visual and support services. CTS builds, programs, installs, and maintain ILE Classrooms and conference rooms. Training of Faculty, staff, and other end-users on the ILE System is available to individuals or small groups. CTS provides direct AV support for all schools that contract IS for their support needs. Check out of A/V equipment to Faculty, staff, and students is a service provided by CTS as equipment is available. CTS installs and maintains the NetBotz surveillance systems on campus and manages other special projects.

ILE Classrooms:

1. Installed a Full function classroom in Spencer Chemistry room 212
2. Installed a Full function classroom in Haag Hall room 313
3. Installed a Full function classroom in Royall Hall room 211
4. Installed a Full function classroom in Royall Hall room 213

5. Installed a executive conference room in Administration Center Hyde Park
6. Completed $25,000 Polycom video conferencing upgrade to Katz Pharmacy rooms 301 and 201

7. Revised ILE Classroom selection criteria. 155 classrooms are eligible; 80 rooms are complete

80 out of 155 Classrooms are ILE Classrooms
Maintenance and Support:

8. Summer break projector and equipment maintenance completed
9. Selected desks re-finished/painted
10. Removed and re-installed ILE Classrooms in Flarsheim Hall 302 and 310 for installation of new carpet
11. Installed video projector in 4747 Troost room 114 in collaboration with the Bloch School
12. Replaced projector video cabling in Flarsheim Hall rooms 304 and 305 partial ILE Classrooms
13. AV support of People Soft roll out event
14. AV support of Mayor’s Meeting
15. Rewired Spencer Chemistry room 214 after accidental cut to all ILE wiring
16. Revised AV Request system to improve tracking and reduce errors in collaboration with the Call Center and the use of the Action Request system
17. Assisted with the relocation of the Campus Cable system from Fine Arts to Newcomb Hall in collaboration with Multimedia Technology Services, Networking and Telecom, and Central Systems
18. Old Maintenance Building (CTS office locations) network infrastructure upgraded with a new Cisco Catalyst 3560G Ethernet switch
19. Resolved 158 AR trouble tickets for ILE Classrooms
NetBotz:

20. Installed NetBotz surveillance cameras in Royall Hall room 314 IS Computer Lab
21. Installed NetBotz surveillance cameras in Royall Hall room 303 IS Computer Lab
22. Installed NetBotz surveillance cameras in Royall Hall room 304 IS Computer Lab
23. Installed NetBotz surveillance signage outside of all ILE Classrooms and other locations
<table>
<thead>
<tr>
<th>Server</th>
<th>License Type</th>
<th>Licensed</th>
<th>Used</th>
<th>Available</th>
</tr>
</thead>
<tbody>
<tr>
<td>Netbotz</td>
<td>Device</td>
<td>15</td>
<td>9</td>
<td>6</td>
</tr>
<tr>
<td>00304841725B</td>
<td>Surveillance</td>
<td>15</td>
<td>9</td>
<td>6</td>
</tr>
<tr>
<td>NBCE</td>
<td>Device</td>
<td>65</td>
<td>65</td>
<td>0</td>
</tr>
<tr>
<td>0014221A0E85</td>
<td>Surveillance</td>
<td>80</td>
<td>68</td>
<td>12</td>
</tr>
<tr>
<td>NBCE2</td>
<td>Device</td>
<td>65</td>
<td>58</td>
<td>7</td>
</tr>
<tr>
<td>0014221A1162</td>
<td>Surveillance</td>
<td>70</td>
<td>67</td>
<td>3</td>
</tr>
<tr>
<td>NBCE3</td>
<td>Device</td>
<td>65</td>
<td>24</td>
<td>41</td>
</tr>
<tr>
<td>0014221A536E</td>
<td>Surveillance</td>
<td>80</td>
<td>26</td>
<td>54</td>
</tr>
<tr>
<td><strong>Total Devices</strong></td>
<td><strong>210</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Surveillance</strong></td>
<td><strong>245</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>455</td>
<td>326</td>
<td>129</td>
</tr>
</tbody>
</table>

**Research and Design:**

24. Researched Turning Technologies classroom response system  
25. Reviewed and made recommendations on School of Nursing MediMan Project to Kit Smith with the SON and Jim Shatto with Procurement  
26. Researched and evaluated options for KCUR video project in collaboration with MTS  
27. Researched and evaluated options for Fine Arts room 307 revision project in collaboration with MTS  
28. Researched and evaluated options for solutions to multicast problems with SCE VBrick project for Dr. Becker in collaboration with Networking and Telecom, Cisco, and VBrick  
29. Reviewed feasibility of moving IS Training room (AC212) to Fine Arts room 307

**Training:**

30. HELIX conference at Tan-Tar-A  
31. Polycom training session at SKC Communications  
32. EduComm06/InfoComm06 Conference in Orlando, FL  
33. Basic eInstruction training session  
34. Basic Centra training session for emergency resource capability  
35. Individual and small group training sessions provided to Faculty on the use of an ILE Classroom

**Personnel:**

36. Bruce Waggoner promoted to Manager of Classroom Technology Services  
37. Hired Donald Fuller as Programmer/Analyst – Entry  
38. Assisted with office moves of Justin Guggenmos – Interim Director of Educational Technology Services  
39. Assisted with office moves of Instructional Technology Services staff into Cockefair Hall locations
Multimedia Technology Services Update
January - June 2006

1. Distance Education Classes
   a. Distance Education Classes – WS 06
      i. Classroom Management and Evaluation
         1. ED REM 6707
      ii. Counseling Techniques for Students with Special Needs and Their Parents
         1. EDUC 5006
      iii. Primary Health Care Nurse and Families II (Clinical II)
         1. N 564 F
      iv. Instruction, Learning and Assessment
         1. TCH ED 6030
      v. Collective Bargaining
         1. A&S 490C
      vi. Pharmacology for Advanced Nursing Practice
         1. N 549
      vii. Research Methodology
         1. N 555
      viii. Designing Instruction
         1. TCHED 5310
      ix. Diagnosis and Remediation in Math Disabilities
         1. SPCED 6448
      x. Sexually Transmitted Diseases
         1. STD
      xi. Financial Macroeconomics
         1. ECON 645
   b. Distance Education Classes – SS 06
      i. Introduction to Economics II
         1. ECON 202
      ii. Introduction to Economics I
         1. ECON 201
      iii. Advanced Psychology of Teaching and Learning
         1. EDUC 5006 A
      iv. Advanced Methods of Teaching Reading
         1. EDUC 5006 B
      v. Advanced Studies in Classroom Management
         1. SPC ED 6320
      vi. Primary Health Care Nursing of Families III
         1. N 566 F
      vii. Macroeconomic Analysis
         1. ECON 301
   c. Distance Education Classes in Production for Black Board
      i. Introduction to Economics II
         1. ECON 202
      ii. Introduction to Economics I
         1. ECON 201
      iii. Macroeconomic Analysis
         1. ECON 301
2. **Tape Duplication/Conversion**

![Tape Duplication Conversion](chart)

<table>
<thead>
<tr>
<th></th>
<th>Commercial</th>
<th>Non-Profit</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tape Duplication</td>
<td>$1,000.00</td>
<td>$2,000.00</td>
</tr>
<tr>
<td>Conversion</td>
<td>$1,200.00</td>
<td>$2,400.00</td>
</tr>
</tbody>
</table>

3. **Streaming/Video Conferences**

![Streaming/Video Conferences](chart)
a. Streamed Video Services  
   b. Commencement 2006  
   c. VSI  
      i. Western Civilizations (MP3)  
      ii. Math 110 (WMV)  

4. IPix  
   a. Dental School  
      i. East Room – Graduate Surgical  

5. One-Time Projects - Campus  
   a. Spencer Chemistry Awards – Chemistry Department  
      i. We developed a duplication master from a location shoot in the University Center for Dr. Helmut in the Chemistry Department.  
   b. INDUS – Indian Student Association  
      i. We developed DVDs from a location shoot of a dance performance.  
   c. McKinzie Symposium – HSCP  
      i. This is a one camera location shoot (2 day event) at the University Center that we edited and delivered on DVD.  
   d. Scott Baker – HSCP  
      i. We shot a lecture in the studio classroom and delivered the raw material on DVD.  
   e. CTS Desktop Recorder – IS-CTS  
      i. A program was developed for use by instructors in ILE classrooms to record audio during lectures.  
   f. Up to Date with Steve Kraske Demo – KCUR  
      i. We are developing a series of programs from location shoots in the KCUR studio. The radio program will be rebroadcast over Time Warner Cable in the evenings.  
   g. Bi-National Health Week – Institute for Human Development  
      i. The footage for this project was provided by the client. We edited and duplicated the final version for DVD delivery.  
   h. Musica Nova – Conservatory of Music
i. This is a location shoot in White Recital Hall associated with the 100 Yrs of the Conservatory celebration. We are editing the footage as well as doing graphics and animation work for delivery on DVD.

100 Yrs of the Conservatory – Conservatory of Music
i. We did a series of location shoots of performances associated with the 100 Yrs celebration.

Printmaking – Art & Art History
i. We used footage obtained a couple of years ago and reworked some of the components, edited it and delivered it on DVD.

k. ALI Promo – Applied Language Institute
i. This is a duplication project that is associated with a previous project (the development of the promo). Artwork was developed and the copies were delivered on DVD.

l. Cultural Surveillance – Art & Art History
i. We did a series of location shoots when guests were lecturing in art classes.

m. SI Demo – Center for Academic Development
i. This is a series of lectures by three professors taped in the studio. The footage will be edited and used by the Supplemental Instruction department as training and demonstration material.

n. VSI Promo Bumpers – Video Supplemental Instruction
i. This is a series of location shoots that will be edited into existing lessons taped by the Video Supplemental Instruction group. The intent is to run these lessons at night after the introductions and conclusions have been edited together.

o. Hollywood and It’s Movies – Communication Studies
i. We are working with the Communication Studies department to broadcast classic movies in the evenings to act as supplemental materials for students in film classes.

p. Central Exchange – School of Education
i. We shot an event for the School of Education and delivered a DVD of the raw material.

q. Medical Humanities – School of Medicine
i. Through a series of interviews taped on location and in the studio the Medical Humanities group at the School of Medicine teaches students in the medical field compassion for patients.

r. Wired Mind – Student Government Association
i. This is a studio shoot to showcase student film works for a student arts/film organization. We have delivered an edited duplication master.

s. French Retirement Party – University Communications
i. This project was a location shoot of the retirement party for Bill French. We delivered DVD copies of the raw tapes.

6. One-Time Projects – Community

a. ADHD Awareness Video - Children’s Mercy Hospital
i. This is a series of studio shoots to educate physicians in the area of ADHD and the standards for medicating this illness.

b. Salisbury Jazz – Live Event
i. This is a location shoot of the annual benefit concert for music education. We shot this for the Conservatory of Music and are working to edit the project now.

c. CDA Class – Herndon Technical School
i. We taped a presentation by a lecturer on location at the Herndon Technical School. We also took footage of the campus for future use.

d. Promo Video – Penn Valley Community College
i. The plan for this project has not been finalized. We are going to shoot events to be used as promotional material for Penn Valley. We may shoot in the studio or on location we are waiting for information from the client before we proceed.

e. Location Production – Southern Graphics Council
i. This project has not begun. It is scheduled for March of ’07. We are still in the planning phase. We will be shooting a series of events on location at several places around KC.

7. **On-Going Projects**
   a. Talk of the Town – Kansas City Communications
   b. Human Rights – Kansas City Human Rights Commission
   c. New Letters – New Letters Magazine
   d. Writers on Writing – Neptune Foundation

8. **KCEN Projects**
   a. We are continuing to edit and broadcast the “Yellow Jacket Report” for the video students at Center High School and “Tomahawk TV” for the video students at Ft. Osage High School.
   b. We shot, edited and broadcast the YESICU Awards Ceremony held at the Volker Campus for Hasani Bacari and the Young Educational Success in Class United group.
   c. We are currently working with the Belton School District and the City of Belton to develop new programming. We will develop a promotional video for the City of Belton.
   d. We have edited and duplicated an informational DVD for the Genesis school.

9. **Satellite Downlinks**
   a. Jackson County Children’s Division - Marchbank
   b. Hospice Foundation Downlink – UMKC Sociology/Criminal Justice

10. **Digital Delivery System**
    a. We have been working to transfer our library of programming to the new digital program server (Nexus). We have set a date of September 1, 2006 to begin broadcasting from the Nexus server.
Projects, Research and Development, Training, and Personnel

1. BbiC
   - Worked with our counterparts at the Rolla and St. Louis campuses to develop and implement a plan for leveraging each campus’ investment in distance delivery hardware, software, and support staff by creating common core infrastructures, leveraging complementary skill sets, sharing application development efforts, and tightly coordinating upgrade paths. This project is both ongoing and extensive. Accomplishments thus far include the development of a governance structure for the collaboration; design, purchase, and installation of a shared hardware cluster; extensive hardware, software, and load testing of the new system; development of new processes and procedures; planning for the cutover to the new system, etc.

2. Office location move
   - Completed move to new facilities in Cockefair Hall. The new facilities, designed and furnished with both future needs and maximum efficiency of usage in mind, include workspace for instructor training, learning object media management, and staff workspace.

[Images of training cubicle, PT student worker cubicle, learning object media station, and FT staff cubicle]
3. Faculty technology training
   • Developed manuals, procedures, and a faculty training program for both CPS and Centra.

4. Pharmacy Doctorate Satellite Program
   • Collaborated with CTS on successful development and implementation of Polycom system. Winter semester still heavily relied on Centra as backup system for distance delivery.

5. Securexam pilot project
   • Worked in cooperation with the Schools of Medicine and Nursing to develop a pilot program evaluate the Securexam Secure Browser software, in response to faculty demand for a more secure online testing environment. By September, we will develop and implement a survey to evaluate the pilot project's success, measuring participants' overall level of satisfaction with the product and the product's actual ability to meet faculty needs for a more secure online testing environment. IS staff will evaluate the survey results and identify possible options. In early October, project stakeholders -- including pilot participants, the ITC committee, and IS staff -- will evaluate these options and determine which solution/s will best meet the perceived needs.

6. Orientations
   • Facilitated, recorded and streamed technology orientations for ITC meetings.

7. Rollout of Turnitin (TII)
   • Provided end-user support and account administration for the campus deployment of the Turnitin anti-plagiarism tool. Blackboard plug-in remains inactive. Requests for access are given on case by case basis with self-registration through TII website.
   • Turnitin is being utilized by Bloch and CAS instructors.
     o 82 instructors registered
     o 659 submissions and originality reports created.

8. eInstruction Blackboard Beta
   • Worked closely with the eInstruction development team to develop and test a customized installation of the CPS Blackboard plug-in.

9. Centra 7.5.1 upgrade
   • Provided support and training for the new version of Centra. Facilitated the campus deployment of the upgrade to ILE classroom systems and devised procedures to minimize version conflicts and database incompatibilities.

10. MoCAT (Missouri Cares about Teaching)
    • In conjunction for the Faculty Center for Excellence in Teaching (FaCET), provided training and account administration for MoCAT, a collaborative, multi-campus effort within the University of Missouri system designed to improve teaching and learning.

11. Personnel
    • Tony Kay Schutz reclassified as Manager, Instructional Technologies

12. Conferences Attended
    • Blackboard World 2006 (February 27 – March 2)
    • HELIX (Higher Education Learning Exchange) March 22 – 23
Support Data

Winter 2006 Remedy Tickets

Rate of growth in support calls

Number of AR tickets created for ITS-related issues,

<table>
<thead>
<tr>
<th>Semester</th>
<th># of Tickets</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fall 2005</td>
<td>1,616</td>
</tr>
<tr>
<td>Winter 2006</td>
<td>2,191</td>
</tr>
</tbody>
</table>

The number of tickets opened for ITS-related support calls rose 74% from the Fall to Winter semester. A large percentage of this increase is due to mandated usage of the Remedy system for all calls received.

User satisfaction with services received

AR surveys administered to random users demonstrate an extremely high rate of satisfaction with the level of service received from ITS staff:

<table>
<thead>
<tr>
<th>Treatment of Customer</th>
<th>Time it took to resolve the problem</th>
<th>Overall satisfaction with the support service received</th>
</tr>
</thead>
<tbody>
<tr>
<td>91.17% Strongly Agree</td>
<td>97.06% Strongly Agree</td>
<td>97.06% Strongly Agree</td>
</tr>
<tr>
<td>8.83% Agree</td>
<td>2.94% Agree</td>
<td>2.94% Agree</td>
</tr>
</tbody>
</table>

Technologies Supported

Blackboard

Usage by academic unit:
The table below shows the number of student seats in Blackboard course sites created between 1/1/2006 and 6/30/2006, broken down by academic unit. Enrollment in Arts & Sciences courses represents nearly half of the academic site enrollment for 2006.
<table>
<thead>
<tr>
<th>Academic Unit</th>
<th>2006 Aggregate Enrollment</th>
<th>% of Aggregate Enrollment</th>
<th>Number of 2006 Sites</th>
<th>% of Sites</th>
</tr>
</thead>
<tbody>
<tr>
<td>College of Arts and Sciences</td>
<td>7,931</td>
<td>45.62%</td>
<td>231</td>
<td>44.51%</td>
</tr>
<tr>
<td>Conservatory of Music</td>
<td>195</td>
<td>1.12%</td>
<td>6</td>
<td>1.16%</td>
</tr>
<tr>
<td>School of Biological Sciences</td>
<td>795</td>
<td>4.57%</td>
<td>11</td>
<td>2.12%</td>
</tr>
<tr>
<td>School of Business and Public Administration</td>
<td>978</td>
<td>5.63%</td>
<td>33</td>
<td>6.36%</td>
</tr>
<tr>
<td>School of Computing and Engineering</td>
<td>615</td>
<td>3.54%</td>
<td>31</td>
<td>5.97%</td>
</tr>
<tr>
<td>School of Dentistry</td>
<td>356</td>
<td>2.05%</td>
<td>12</td>
<td>2.31%</td>
</tr>
<tr>
<td>School of Education</td>
<td>2,102</td>
<td>12.09%</td>
<td>83</td>
<td>15.99%</td>
</tr>
<tr>
<td>School of Medicine</td>
<td>1,999</td>
<td>11.50%</td>
<td>7</td>
<td>1.35%</td>
</tr>
<tr>
<td>School of Nursing</td>
<td>409</td>
<td>2.35%</td>
<td>24</td>
<td>4.62%</td>
</tr>
<tr>
<td>School of Pharmacy</td>
<td>272</td>
<td>1.56%</td>
<td>4</td>
<td>0.77%</td>
</tr>
<tr>
<td>Organization/Department</td>
<td>1,734</td>
<td>9.97%</td>
<td>77</td>
<td>14.84%</td>
</tr>
<tr>
<td>Grand Total</td>
<td>17,386</td>
<td></td>
<td>519</td>
<td></td>
</tr>
</tbody>
</table>

**Centra**

Information Services’ current licensing from MOREnet allows for 100 concurrent Centra users. During WS2006, usage regularly exceeded 93% of this license capacity during peak usage periods occurring twice each week. Several academic programs have built distance delivery models which rely in great measure upon the use of this virtual classroom platform. These include the School of Dentistry’s Dental Hygiene Degree Completion and Dental Hygiene Graduate programs, the School of Nursing’s RN to BSN and MSN to PhD programs, and the School of Pharmacy’s Pharm. D. Satellite program. Centra is also utilized by a small number (3-5 per semester) of courses in the College of Arts & Sciences and by university-affiliated organizations which use the application for e-conferencing.

**WS2006 Centra usage by academic unit:**

<table>
<thead>
<tr>
<th>Term</th>
<th>Academic Unit</th>
<th>Students</th>
<th>Instructors</th>
<th>Classes</th>
</tr>
</thead>
<tbody>
<tr>
<td>WS2006</td>
<td>College of Arts and Sciences</td>
<td>32</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>WS2006</td>
<td>School of Dentistry</td>
<td>93</td>
<td>4</td>
<td>4</td>
</tr>
<tr>
<td>WS2006</td>
<td>School of Nursing</td>
<td>40</td>
<td>4</td>
<td>3</td>
</tr>
<tr>
<td>WS2006</td>
<td>School of Pharmacy</td>
<td>230</td>
<td>5</td>
<td>3</td>
</tr>
<tr>
<td>SS2006</td>
<td>School of Dentistry</td>
<td>50</td>
<td>3</td>
<td>3</td>
</tr>
<tr>
<td>SS2006</td>
<td>School of Nursing</td>
<td>20</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>SS2006</td>
<td>E-Conferencing</td>
<td>0</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>Grand Total</td>
<td>465</td>
<td>21</td>
<td>16</td>
<td></td>
</tr>
</tbody>
</table>

**eInstruction (CPSrf)**

eInstruction’s Classroom Performance System is an easy-to-use interactive response system that obtains immediate feedback from students by way of a handheld “clicker.”

**FS2005/WS2006 CPS usage by instructor:**

<table>
<thead>
<tr>
<th>Instructor’s Name</th>
<th>Number of Classes</th>
<th>Number of Members</th>
<th>Number of Pads (clicker)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dr. Keyna Chertoff</td>
<td>1</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>Dr. David Garris</td>
<td>6</td>
<td>138</td>
<td>133</td>
</tr>
<tr>
<td>Name</td>
<td>Count 1</td>
<td>Count 2</td>
<td>Count 3</td>
</tr>
<tr>
<td>---------------------</td>
<td>---------</td>
<td>---------</td>
<td>---------</td>
</tr>
<tr>
<td>Dr. Andrea Drew Gounev</td>
<td>2</td>
<td>88</td>
<td>86</td>
</tr>
<tr>
<td>Dr. Todor Gounev</td>
<td>2</td>
<td>4</td>
<td>4</td>
</tr>
<tr>
<td>Dr. Tina Hines</td>
<td>1</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>Dr. James Spence</td>
<td>3</td>
<td>90</td>
<td>87</td>
</tr>
<tr>
<td>Dr. Marilyn Yoder</td>
<td>2</td>
<td>329</td>
<td>325</td>
</tr>
<tr>
<td>Grand Total</td>
<td>17</td>
<td>651</td>
<td>637</td>
</tr>
</tbody>
</table>

**L-Soft Listserv**
- 637 mailing lists
- 120,420 subscribers

**Secure Exam**
- 110 individual licenses used
- 30 lab licenses used

**Turnitin**
- 82 instructors registered
- 659 submissions and originality reports created
Central Systems Update
January - June 2006

**Server Group**

**Database Server Support**

1. Setup kc-websql2, mirroring databases between them.
2. Installed Microsoft SQL database server (kc-websql1) for web applications.
3. Installed Oracle 10g server replacement for kcsql4.
4. Replaced kcsql2 drive and backplane because of failure - no data loss, and did not have to rebuild.

**Exchange Server Support**


**Web Servers Support**

6. New production server replacement for fusion1.umkc.edu development server.

**Authentication / Infrastructure Support**

7. Power cable re-wiring in server room
9. Enabled and enforced quota system on the vanity web server.
11. Moved UMKC.TV video storage over to VTrak (Promise VTrak SATA subsystem) storage from old Exchange SAN.
12. Repartitioned VTrak for MTS usage.
13. Added new VTrak at Newcomb Hall for video archives and more MTS storage.
14. Setup Shared directory for Peoplesoft working group.
15. Moved N:\Groups\IS directory to larger storage area.
16. Restructured N:\Groups\IS in DFS.
17. Upgraded several servers to Windows 2003 R2, notably the main webserver, kc-files2, the storage server, and a few others. A notable improvement is the new quota system.
18. Implemented DFS Replication (from R2) on profile servers. DFS replication replicates only changed blocks of data, rather than entire files.

**E-Learning Support**

19. Installed Redhat Enterprise server and Oracle 10g for Linux in preparation for possible Linux-based BB
20. BBIC - Blackboard Intercampus Collaboration
   a. Group meetings, locally and onsite at UMSL, Columbia, Rolla, UMKC
   b. Weekly conference calls
      c. Go-Live Date currently August 9, 12:05AM, after 5-8 migration
      d. Load testing for network/server loads
      e. Research on course conversion to Solaris from Windows
21. Upgraded Blackboard test server to v7.1.
23. Implemented regular SQL Database maintenance plans for BB SQL servers.
24. Identified, experienced, and found some workarounds for Blackboard testing anomalies.

**Departmental Application Server Support**

25. Installed new server to support student lab administration.
26. Installed new server for Central Facilities Management work order management system (TMA).
27. Installed and set up the Central Ticketing Office's Database Server
28. Installed and set up CTO's Terminal Services server
29. Installed and set up CTO's ticketing printers
30. Helped set up CTO's thin-clients
31. Upgraded TutorTrac (English Department application) to version 2.9.7
32. Upgraded the Digital Image Directory to version 0.5
33. Migrated the Unity databases and transaction logs (main and reporting) to another location with more storage space
34. Migrated the import/export scripts for AdAstra from KCSQL4 to KCORA4
35. Migrated the import/export scripts for the Alumni Mail program (Merak Mail) from KCSQL4 to KCORA4
36. Diagnosing problems with the Police Department's Lenel video storage server.
37. Upgraded AMX MeetingManager to version 2.1.26
38. Assisted ATTC (Addiction Technology Transfer Center) in setting up their new server; in addition, we migrated the GoldMine database for them.
39. Setup a shared (with new quota) directory for the Police Dept. on VTrak

**Programming/Database Group**

**Database Support**

1. Migration of KCDW2 from KCSQL4 to KCORA4 using Oracle10g.
2. Customize Oracle10g Version 2.0.1.0 implementation for KCDW2 migration; including database initialization parameters, web access descriptors, tablespace positioning, export automation batch files, Windows scheduled tasks, Oracle DBMS_Job scheduling modifications, and Oracle application flat files’ directories migration.
3. Accommodate developers’ Oracle access privileges for changes made by Oracle10g default privileges.
4. Consult and/or collaborate with developers regarding required modifications for flat-file creation under Oracle10g.
5. Install HTTP Server on KCORA4 for web application. Identify architectural, procedural, and operational changes implemented by Oracle10g. Work with System Group to resolve connectivity problems through server firewall.
6. Coordinate communication with all developers to assure completion of the migration no later than June 30, 2006.
7. Update and share new connection information to metalink.oracle.com with developers and systems group.
8. On-going administration and monitoring of application databases – including performance configuration parameters, Oracle network parameters, and timely archival of redo log files (for enabling forward recovery from database backups)
9. Manage disk space usage for database servers.
10. SCE student user-id clean-up and creation for new semester.
11. Monitor and clean-up disk space on Oracle database servers
12. Maintain capability for Oracle objects, Oracle schemas, emergency Oracle databases recoverability, and database migrations via Oracle exports.
13. Responded to ad-hoc requests for various types of recoveries.
14. Update KCORA4 networking files to enable remote contact to HRRPT89 server in Columbia.
15. Review and respond to the System Database Server Group backup plans, identifying related critical issues regarding recovery capabilities.
16. Create template application documentation as used by commercial enterprises.

Application Support

17. Cross training for Distribution List processes and installation of various software components on a secondary workstation in order to provide limited service coverage during vacation periods.
18. Created a UMKC Staff Assembly Voting system.
19. Maintain the Class emails and create new email groups as required for academic support.
20. Continued maintenance of administrative email distribution lists.
21. Converted most of the Microsoft Visual Basic 6 programs used for support activities to VB.NET, so that VB6 skill set will not be needed.
22. Upgraded the Optical Scanner Custom application for test scoring to work with Windows XP and the new scanner software.
23. A new Web selection page was implemented for all the Oracle applications that are supported by IS. The page is similar in nature to what UM uses for its web applications.
25. Implemented new web survey for the High School College Program (College of Arts and Sciences).

E-Learning Support

26. Help the Blackboard user's transition to the new text load application, including problem solving mainly from lack of knowledge of using the ACCESS application.
27. Reviewed PERL code to prepare for support for Blackboard upgrade to the Linux Server.

Resource Access Control Facility (RACF mainframe security) Operations

28. On-going mainframe user-id directory maintenance.
29. On-going support for mainframe data sharing access permissions.
30. Collaborate with Bookstore staff, UMKC Cashiering staff, and UM mainframe security staff to resolve security level access problem related to bookstore credit card sales.

Academic Research

1. Maintained and upgraded user support for HP-UX and Tru64 operating systems.
2. Academic Computing usage for the first 6 months of 2006 reaches 42% of the total for 2005 (see attachment). The HP-UX usage rate is the same as for 2005, the Tru64 usage rate is half of 2005.
3. Completed processing of the 2006-07 Undergraduate and Graduate catalogs.
4. Helped rewire the Academic Computing computer room for connection to the new Cisco 3560 switch.
5. Helped reconfigure the Academic Computing area to facilitate the relocation of Instructional Technologies to Cockefair.
6. Began moving Catalog Processing to a new server.
7. Began removing web accounts on the VMS cluster.
8. Changed/verified IP addresses for all UNIX computers in Chemistry and Biology bldgs. to conform with changes of networking equipment
9. Assisted with network rewiring of CH 2A (computer room) to new switch.
10. Preparation of room 2 Cockefair Hall for move of the Blackboard group.
11. Restored system on X-ray data collection computer due to system board failure (Biological Sciences).
12. Restored system on (Biological Sciences) data processing computer (Biological Sciences) due to hard drive failure. Upgraded data processing computer to Slackware 10.2.

13. Helped specify, design and now implementing a server for Geo-sciences to fulfill an NSF grant.

14. Configured a School of Medicine Sun computer in order to get it on-line; Created storage for the lab on the Life Sciences server; Created four accounts on the new cluster for lab personnel.

15. Provided information and assistance in for two School of Medicine NIH grant applications. Academic Research systems were noted as available for these activities.

16. Setup special use dual boot laptop for use in a School of Medicine research lab.

17. System diagnosis of a storage problem on a Biological Sciences Alpha system.

18. Archived a Biological Sciences faculty members molecular movement videos (on Linux) to DVD.

19. Upgraded all systems to latest version of SSH.

20. Performed a Nessus scan of all Central Systems research computers and provided reports to manager.


Printing and Scanning Operations

1. Printed over 100,000 pages on the form fed printer.

2. Printed over 325,000 pages and forms on the system laser printers.

3. Scanned Fall 05 and Winter 06 semester evaluations for 10 schools and departments.

4. Fall 2005 Semester Course Evaluations (done in Jan 06): 30,067

5. Winter 06 Evaluations: 25,861.

6. Continued e-mail account maintenance activities for faculty, staff and student accounts.

7. Continued campus-wide Infoprint printer monitoring.

8. Provided weekend Infoprint support for freshman orientation.

10. Installed new optical mark scanner.
11. Upgraded operations desk top computers (in progress).
12. Printed and scanned over 5000 grade roll forms

**Number of Test forms Scanned JAN/JUN 2006**

![Bar Chart]

<table>
<thead>
<tr>
<th>Department</th>
<th>Scans</th>
</tr>
</thead>
<tbody>
<tr>
<td>A&amp;S</td>
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<td>2432</td>
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<tr>
<td>Nuts</td>
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</tr>
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<td>Pharm</td>
<td>8</td>
</tr>
<tr>
<td>SCE</td>
<td>2749</td>
</tr>
</tbody>
</table>

**Other Activities**

Participated in a system wide committee to examine the possibility of further E-mail consolidation. At the same time the committee reviewed a Microsoft offer to provision student email accounts for the University at no charge. This offer was accepted for a pilot project to begin July.

Assisted in the creation and review of a campus Request for Proposal for a one card system. This system would allow on campus debit activities as well as access control to buildings and residence halls.
System Security Update
January - June 2006

1. Partnered with the Central Ticket Office on deployment and security of new ticketing system. Original approach was the use of thin clients but the application package did not like thin clients, re-engineered system to use desktop computers.
2. Continued the smartcard program and began policy design for system administration access to sensitive data.
3. Established a LANGuard baseline and established parameters for internal security scans of UMKCnet.
4. MOREnet conducted a second Remote Vulnerability Assessment of the network. ISSR began the analysis of that assessment.
5. Began the process of documenting all security policies and procedures (this is an on-going activity).
6. Continued to tune the WSUS system to manage slightly more than 5,000 Windows based computers on UMKCnet.
7. Continued to tune McAfee ePO and McAfee anti-virus to cover nearly the entire network.
8. Began work on CS-MARS implementation. Established a baseline on network devices and started the integration of syslog data from primary servers used on campus (domain controllers, exchange servers, etc.)
9. Worked with Dental School on numerous issues.
10. Worked with School of Biological Sciences on numerous issues.
11. Worked with Support Services’ Enterprise Team on numerous issues.
12. Participated in several seminars on information and network security.
13. Continued work on CSIRT team policies and procedures.

Daily activities:

1. Monitor and maintain IPS system
2. Monitor and maintain WSUS server
3. Monitor and maintain ePO server
4. Monitor and maintain Blue Socket system
5. Monitor and maintain the Cisco Clean Access system in conjunction with Telecom and Networking
6. Monitor and maintain the Cisco MARS system in conjunction with Telecom and Networking
7. Monitor and maintain network firewall system
8. Create necessary reports on demand
9. Research as requested

This information was collected by the ePolicy Orchestrator management console for the first six (6) months of 2006.
This is an average of 29.295 attacks per minute for the six month period.

The following graph is the Top Ten Denials by Port on a per minute basis:
Average Total Denials is 2,798.59 per minute for all ports.
The Office of Operations and Administration of Information Services processes all of the business transactions for the IS Division. The Administrative Manager for IS works closely with the Budget Office in the creation and management of Departmental IS budgets. There are two full-time staff, Administrative Associate and an Administrative Assistant, that process all purchase requisitions, vouchers, travel expenses, payroll and procard purchases for the division. Currently there are 84 full-time staff, 71 Student Assistants, 9 work-study student workers, 15 Temps, 1 Grad Assistant and 1 part-time employee. All of the new hire paperwork and payroll is processed by the Administrative Assistant. Below is a list of the number of payroll processes:

**Payroll and HR processing and functions:**

<table>
<thead>
<tr>
<th>Biweekly timesheets estimates:</th>
<th>Monthly payroll estimates:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fulltime: 36</td>
<td>Full time: 48</td>
</tr>
<tr>
<td>Temps: 15</td>
<td>Student Assistants: 18</td>
</tr>
<tr>
<td>Part time: 1</td>
<td></td>
</tr>
<tr>
<td>Student Assistants: 53</td>
<td></td>
</tr>
<tr>
<td>Workstudies: 9</td>
<td></td>
</tr>
</tbody>
</table>

15 new hires of student assistants
10 terminations of student assistants

**ProCard Processing:**

Also processed through O&A, are the credit card (ProCard) purchases made within the division. The Director and Managers of the Support Services Department purchase computers, printers, software and peripherals for the whole campus. As a result of an internal IS audit on ProCard usage, the decision was made to streamline the procard process and cancel over half of the cards issued. The total number of cards was reduced from 35 down to 14 active users. This has resulted in more efficient processing and record keeping of ProCard purchases.

**Training Classrooms:**

The scheduling of all training classes in the two Computer Training Classrooms are managed by O&A staff. Listed below is general information about the process of scheduling the classes and training rooms.

**Scheduling Classes:**

- Prepare Class Roster and Print Certificates of Completion
- Prepare the room:
  - Make sure all computers are working properly,
  - Set out the manuals and evaluations forms
  - Make sure each station has pen, pencil, and highlighter
  - Run the set up for each class
  - Clean room after class is over
- Reserve the rooms for other departments that need to use the training lab.
- Always make sure coffee is readily available for attendees and instructor.

**Current Training Classes:**

Worked closely with Willie Ramirez of Human Resources to transition the staff training classes to HR Training area. This is still in progress, O&A still manages the scheduling of these classes.
**General Information:**
Budgets for FY07 were entered and balanced on the first round of processing. Directors and Managers had a full-day retreat to work on Life Cycle Replacements Plans and IS Services Database. Worked closely with Directors, Managers and Procurement staff to update Capital Asset Inventory Database.
Sites Supervised

The LMO supervised the needs (supplies, staff, and environment) of 10 sites located throughout the Volker campus.

Open Access Labs (fully staffed):
- Bloch 110,
- Miller Nichols Library 3rd Floor,
- Royall Hall 303,
- Royall Hall 304,
- Royall Hall 314,
- School of Education 129,
- University Center 017.

Classrooms (unstaffed):
- Bloch 4, and
- Bloch 5.

Restricted Access Labs (partially staffed):
- Cherry St. Residence Hall.
Managing the Student Work Force

Shift Supervision
LMO labs were open and staffed for approximately 16,200 hours. Supervision of these hours entailed:

- Processing 6,939 shifts for payroll.
- Supervision of 18,870 Student Assistant (SA) work-hours.

Student Work Force Employed
In the past six months, the LMO employed 80 different students in IS-managed labs and completed the following hiring activities:

- Processed 45 applications for employment.
- Interviewed 41 applicants.
- Hired, oriented, and trained 16 new Student Assistants.

Performance Reviews
Student Assistant performance reviews were conducted for 63 employees.

Schedule Generation
Two schedules were created during this time period:

- Summer Intersession I (May 6 – June 5), and
- Summer Semester (June 6 – July 28).

Hiring Efficiency Increases
We continue our efforts to reduce turnover, hiring incoming students who show focus and commitment during the application process.

The rigorous hiring procedure weeded out 15% of the initial applicants, reducing the amount of time required for interviews and computer skills testing. 39% of those who were interviewed were hired as Student Assistants.

Training Development
Training was generated to encompass all aspects of the Student Assistant’s job function. This training has been put through a small alpha test with excellent results.

- The Training Initiative cuts down on orientation time and allows orientation to be spent on demonstrations and interactive learning.
- Participants in the alpha test scored very high on their comprehension tests and demonstrate this knowledge in their work performance.

Currently, similarly inclusive training for all LMO back office procedures is in development.

SA Automated Tracking Project
Progress continues on the SA Automation Project. This program will track data submissions made by SAs, compare them against lab policies and procedures, and notify the SA immediately of any errors or concerns.

- We have acquired a dedicated server for this project and made arrangements with Central Systems to have the code and server maintained once the initial programming for this project is complete.
- An alpha test was conducted during the Winter 2006 semester with excellent feedback.
The system's reporting functions will be fully utilized to create efficient methods for monitoring SA work performance, thus freeing up more of the LMO staffs' time to work on high-level projects.
Questions and Escalations
Student Assistants tracked 5,198, escalating 307 to the lab technicians.

- This is a first-contact resolution rate of 94%.
- The industry standard for first-contact resolutions is 75%.

Questions Resolved by Lab
The following is a breakdown of how many questions originated and were escalated within each LMO lab:
Back-Office Productivity

Special Projects
The following special projects were orchestrated and/or implemented in the past six months:

- Ceased staffing RES (we will still manage the operations of this site),
- Reduced staffing of BL during intercessions,
- Reduced staffing of MNL for a trial period and may continue to do so in perpetuity,
- Assisted with database design for the IS division budget project,
- Created new lab budget report formats and projection methodologies, and
- Completed yearly lab costs research and documentation.

Consultations
The LMO was sought out for consultations on lab policies, print queue technology, and lab operational methodologies by representatives from the School of Education, Miller Nichols Library, and the Conservatory of Music.

Interdepartmental Accomplishments
The LMO hosted four “Orientation Account Activation” sessions, working with Admissions and Support Services to set up Exchange accounts for all new students attending orientations.

The LMO provided space for computer-based classrooms for approximately 37 classes at the Royall Hall lab site. This resulted in the lab being partially closed to general access; therefore development of another resource for these classes is strongly recommended.

School of Nursing Management Transition
A Memorandum of Understanding has been signed with the School of Nursing indicating that the LMO will take over management of lab operations in two additional facilities at Hospital Hill. This project is currently underway, and we will assume full management of the site by the beginning of Fall semester 2006.

Production Capacity Improvements
In addition to individual independent studies on management theory, members of the LMO have attended the following training:

- The lab supervisors attended training on “Managing Multiple Priorities and Projects” and are implementing that knowledge in their daily activities.
- The lab manager attended “Management Skills for First Time Supervisors” and is implementing that knowledge in her daily activities.
- All members of the LMO attended the “Knock Your Socks Off Customer Service” seminar brought to UMKC by the Support Services group and will be incorporating what they learned in the training disseminated to their employees as well as implementing it in their business interactions.

Lab Costs
During the last six months, $43,977 was spent on supplies for the labs and back-office materials for the LMO. An estimated $194,674 was spent on SA salaries and benefits. The weekly average for these amounts breaks down as follows:
The cost cycles for student salary and benefits and supplies follows this pattern: